



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2024 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
 PAPER NUMBER: Synoptic – Unit 1
 DATE: 1st November 2024
 TIME: 2:30 p.m. to 4:35 p.m.

**THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR
AFTER THE EXAMINATION.**

For examiners' use only:

Question	1	2	3	4	5	6	7	8	Total
Score									
Maximum	6	8	12	8	8	12	8	8	70

Answer **ALL** questions in the space provided.

Scenario

- Mandy is a hospitality student in Year 9.
- She was asked to prepare a number of information sheets on tourism.
- The information sheets will be used during the National Tourism Fair.

Question 1

K-1 (6 marks)

The first information sheet is about the Hospitality and Tourism Industry.

a. Define hospitality.

_____ (2)

b. Outline the following **TWO** types of tourism.

i. Inbound tourism:

_____ (1)

ii. Domestic tourism:

_____ (1)

c. Identify the types of tourism referred to in the following scenarios.

i. Mandy, who lives in Mellieha decided to go for a short break in Gozo.

_____ (1)

ii. Julian, who lives in Malta, is going for a holiday in London.

_____ (1)

6

Question 2

K-3 (8 marks)

The second information sheet is about tourism in Malta.

a. List **TWO** advantages and **TWO** disadvantages of tourism in Malta.

Advantage 1: _____ (0.5)

Advantage 2: _____ (0.5)

Disadvantage 1: _____ (0.5)

Disadvantage 2: _____ (0.5)

b. Identify **TWO** measures to ease the disadvantages listed in Question 2a.

Measure to ease disadvantage 1: _____
_____ (1)

Measure to ease disadvantage 2: _____
_____ (1)

c. Outline **TWO** aspects and **TWO** benefits of sustainable tourism, apart from meeting the needs of local communities, and linking the local community with the tourists.

Aspect 1: _____

_____ (1)

Aspect 2: _____

_____ (1)

Benefit 1: _____

_____ (1)

Benefit 2: _____

_____ (1)

8

Please turn the page.

Question 3

C-1 (12 marks)

The third sheet is on mass and quality tourism.

a. What is the difference between 'mass tourism' and 'quality tourism'?

_____ (4)

b. Outline **TWO** advantages and **TWO** disadvantages of mass tourism and quality tourism.

i. Mass tourism

Advantage 1: _____

_____ (0.5)

Advantage 2: _____

_____ (0.5)

Disadvantage 1: _____

_____ (0.5)

Disadvantage 2: _____

_____ (0.5)

ii. Quality tourism

Advantage 1: _____

_____ (0.5)

Advantage 2: _____

_____ (0.5)

Disadvantage 1: _____

_____ (0.5)

Disadvantage 2: _____

_____ (0.5)

c. Evaluate the impact of mass tourism and quality tourism on the Maltese Islands.

Impact of mass tourism: _____

_____ (2)

Impact of quality tourism: _____

_____ (2)

Please turn the page.

Question 4

K-5 (8 marks)

a. Name **FOUR** different types of hospitality businesses found in Malta and Gozo.

Business 1: _____ (0.5)

Business 2: _____ (0.5)

Business 3: _____ (0.5)

Business 4: _____ (0.5)

b. List **TWO** different hospitality establishments for each business provided in Question 4a.

Business 1

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 2

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 3

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

Business 4

Establishment 1: _____ (0.25)

Establishment 2: _____ (0.25)

c. Relate **TWO** different types of customers for each hospitality business mentioned in Question 4a.

	Type of customer 1	Type of customer 2
Business 1		
Business 2		
Business 3		
Business 4		

(4)

8

Question 5

K-7 (8 marks)

- a. Match the **EIGHT** job roles below to the different departments in Table 1, by writing the letter next to each job role. An example is provided below.

Table 1: Departments within the hospitality industry

A	B	C	D
Food and Beverage Department	Housekeeping Department	Front Office Department	Administration Department

Pastry chef	A
Restaurant manager	
Concierge	
Marketing officer	
Food and beverage server	
Executive housekeeper	
Commis chef	
Accountant	
Receptionist	

(2)

- b. Outline the following job roles in the hospitality industry.

- i. Room attendant:

(1)

- ii. Guest relations officer:

(1)

This question continues on next page.

c. Describe the working conditions and the advancement opportunities of a room attendant and a guest relations officer.

i. Room attendant

Working conditions:

(1)

Advancement opportunity:

(1)

ii. Guest relations officer:

Working conditions:

(1)

Advancement opportunity:

(1)

Question 6

C-5 (12 marks)

Health and safety is a very important aspect in hospitality.

a. Outline the responsibility of the following individuals in the case of a fire emergency.

i. Floor supervisor:

_____ (2)

ii. First aider:

_____ (2)

A few weeks ago, staff at a local restaurant experienced an emergency where a guest was choking on a piece of grilled chicken breast.

b. Describe in **FOUR** steps, the required procedure to be followed when such an incident occurs.

Step 1: _____

_____ (1)

Step 2: _____

_____ (1)

Step 3: _____

_____ (1)

Step 4: _____

_____ (1)

This question continues on next page.

ii. Industry: _____

How it supports hospitality businesses: _____

_____ (1)

c. Describe **TWO** limitations faced by hospitality businesses in receiving support from other industries, apart from those related to accessibility according to the business location.

_____ (4)

8

Question 8

K-10 (8 marks)

The last information sheet is about fire safety and first aid.

a. List the **FOUR** main classes of fire according to their type.

Class of Fire	Type of Fire	
	Fires fuelled by garbage, wood, paper, or other flammable materials	(0.5)
	Fires that use flammable or combustible liquids as the source of fuel	(0.5)
	Fires involving electrical equipment	(0.5)
	Fires involving flammable gases	(0.5)

This question continues on next page.

b. Identify the proper fire extinguisher to be used when putting out the fire classes shown below.

i.		 <hr/> <hr/>	(0.5)
ii.		 <hr/> <hr/>	(0.5)
iii.		 <hr/> <hr/>	(0.5)
iv.		 <hr/> <hr/>	(0.5)

(Source: <https://www.hseblog.com/classifications-of-fire/>)

c. Describe, in **FOUR** steps, the basic first aid procedure to be adopted in case of an electric shock.

i. _____

 _____ (1)

ii. _____

 _____ (1)

iii. _____

 _____ (1)

iv. _____

 _____ (1)