



L-Università
ta' Malta

MATSEC
Examinations Board



Marking Scheme

SEC Hospitality Unit 1

Main Session 2021

23rd May 2019

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In the case of marking schemes that include model solutions or answers, it should be noted that these are not intended to be exhaustive. Variations and alternatives may also be acceptable. Examiners must consider all answers on their merits, and will have consulted with the MATSEC Examinations Board when in doubt.

Criteria Reference	The candidate should be able to:	Question Number	Maximum marks that can be achieved:	Allocation of marks:	Examples of correct answers
K3	List the principles of sustainable tourism and its benefits to society.	1	4	For each correct answer the candidate should be given 1 mark.	<p>Principles:</p> <ul style="list-style-type: none"> • meeting the needs of tourists • helping to generate future employment for local people • the needs of local communities • protecting the natural historical and culture environment for the future <p>Benefits</p> <ul style="list-style-type: none"> • reduced energy consumption • reduced waste • environmental protection • links with local community • image • cost saving
C5	Explain ways of dealing with different customers including those requiring special assistance.	2 2a	6 4.5	For the correct explanation on how they would deal with each internal customer mentioned candidate should be given 1.5 marks.	<p>Example of correct explanation:</p> <p>Colleagues, Maintain a healthy work culture Friendliness and Co-operation is very important to maintain the chain of internal customers Supervisors Show Respect, and acknowledge their authority Staff, Motivate them, with motivated staff better results can be obtained as compared to a disgruntled</p>

		2b	1.5	<p>For mentioning a correct dietary requirement of a customer the candidate should be given ½ mark.</p> <p>For the explanation how they would deal with the external customer mentioned, the candidate should be given 1 mark.</p>	<p>internal customer. Accept other valid answers</p> <p>Examples of people with dietary requirements: lactose intolerance, Coeliac, vegetarian, diabetic.</p> <p>Example of correct explanation: notify their supervisors and head of sections concerned to ensure that customer needs are met.</p>
C2	Discuss the contribution and effects of tourism to the Maltese economy.	3 3a	6 2	<p>For each example the candidate should be given ½ mark.</p>	<p>Examples of direct employment: food servers, housekeeping staff, front office, kitchen staff.</p> <p>Examples of Indirect employment: delivery man, taxi drivers, translators, car rentals, maintenance persons, goods suppliers.</p>

		3b	2	For any TWO mentioned in the discussion give 1 mark.	<p>Examples of effects:</p> <p>Direct employment increases wages due to demand for employees, which in turn means people have more money to spend.</p> <p>Indirect employment helps other sectors and businesses and decreases unemployment due to high demand for jobs. Creates domestic purchases of goods.</p> <p>Examples of correct answers:</p> <p>Tourism has a major impact on any individual economy, and the global economy as a whole. In countries where tourism is their main source of income, it drives money to many other sectors of their economy like entertainment, travel, food services, and hotels.</p> <p>Any other valid discussion is to be accepted.</p>
		3c	2	<p>1 mark should be given if GDP is correctly defined.</p> <p>2 marks should be given if a detailed discussion is provided.</p>	
K7	Outline different job roles in the hospitality industry.	4 4a	4 1	For each correct outline of the role the candidate should be given 1 mark.	<p>Examples of good answers.</p> <p>Restaurant Manager- In charge of a of the restaurant service. Responsible for the running of the day to day operation of the outside operation of the restaurant</p>

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		4b	1		including all staff
		4c	1		Bartender- In charge of the bar. Works behind the bar and serve alcoholic, non-alcoholic beverages.
		4d	1		Concierge- Assists guests by performing various tasks within the Front office such as making reservations, providing information, arranging sightseeing tours, etc.
					Room Attendant- Forms part of the Housekeeping department and is mainly responsible for clean rooms and other areas assigned by the housekeeper.
K9	Explain how the communication cycle works.	5	4		
		5a	2	For each correct answer the candidate should be given 0.5 marks.	<ol style="list-style-type: none"> 1. Sender 2. Communicate 3. Receiver 4. Feedback
		5b	2	Award 2 marks for the correct explanation of the communication cycle.	<p>Example of a correct explanation:</p> <p>The message is encoded and is passed to the receiver who decodes the message initiated by the sender, which results in the understanding and meaning from one person to another. Giving and receiving feedback is the final step of the communication cycle.</p>

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K8	Outline the basic principles of effective communication.	6 6a 6b	4 2 2	1 mark for each skill should be given. 1 mark for any principle mentioned and 1 mark for the outline.	<p>Examples of correct non-verbal skills: eye contact, tone of voice, posture, facial expressions, gestures.</p> <p>Examples of correct verbal skills: greeting, asking questions, feedback, empathy, termination.</p> <p>Examples of correct answers: Clear and concise message: This will help the customer to understand the message better whilst helping him/her to remember the most important points. Message is relevant to audience: This means that whilst the sender is expressing his/her idea, s/he has to take into consideration the age and background of the customers, otherwise they will lose focus and the message might be interpreted differently.</p>
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C3	Explain the job skills required to work effectively with customers and colleagues.	7 7a 7b	6 4 2	For each correct example the candidate should be given 1 mark. 2 marks for a correct explanation should be awarded.	Examples of attributes: patience, diplomacy, honesty, initiative, tolerance, self-motivation. Example of explanation. Personal attributes make it easier to be able to communicate, understand the needs and work effectively with others, whether they are family, friends, colleagues, customers or clients and ensure a smooth operation.
K1	Define Tourism, Hospitality and the different types of tourism.	8 8a 8b	4 2 2	1 mark should be awarded for the correct definition and 1 mark should be awarded for the practical example. 1 mark should be awarded for each correct answer.	Inbound Tourism means travellers arriving in different countries from their own. Example: People travelling to Malta from the UK for a holiday. Accept other valid answers. i. Outbound Tourism ii. Domestic Tourism