



L-Università
ta' Malta

MATSEC
Examinations Board



Marking Scheme
SEC Hospitality Unit 1

Main Session 2024
12th May 2022

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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.

Marking Scheme (Main Session 2024): SEC Hospitality Unit 1

Criteria Reference	The candidate should be able to:	Question Number	Maximum marks that can be achieved	Allocation of marks	Examples of expected answer
		Q1	4		
K-2	MQF 1: Define 'niche tourism'.	1a	1	Award 1 mark for the correct definition.	The definition should include: Niche tourism focuses on a specific aspect of travelling. Accept any other suitable answer.
	MQF 2: Mention different types of niche tourism.	1b	1	Award 0.25 marks for every correct type mentioned.	FOUR types of niche tourism should be mentioned. Leisure, medical, education, dark tourism, sports, business, and environmental.
	MQF 3: Describe through examples different types of niche tourism.	1c	2	Award 1 mark for every correct description including example. Marks should only be awarded if the descriptions include an example.	TWO types of niche tourism mentioned in Question 1b should be described through an example: Medical: people traveling abroad to obtain medical treatment. Travelling for medical reasons could be for a short or a long period of time depending on the case. E.g. a patient travels to the UK to get cancer treatment. Accept any other type of niche tourism described correctly including a relevant example.

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Criteria Reference	The candidate should be able to:	Question Number	Maximum marks that can be achieved	Allocation of marks	Examples of expected answer
		Q2	4		
K-3	MQF 1: List the advantages and disadvantages of tourism in Malta.	2a	1	Award 0.25 for every correct advantage and 0.25 for every correct disadvantage.	<p>A list of TWO advantages and TWO disadvantages should be given:</p> <p>Advantages: financial, employment</p> <p>Disadvantages: strain of crowds on infrastructure, noise pollution, environmental damage.</p> <p>Accept any other suitable answer not listed above.</p>
	MQF 2: Identify measures to ease the disadvantages whilst maintaining the advantages of tourism.	2b	1	<p>Award 0.5 marks for every correct measure identified.</p> <p>No marks should be awarded for measures which are not linked to the disadvantage listed in Question 2a.</p>	<p>TWO measures from the following are to be identified, which shall be linked to the disadvantage listed in Question 2a.</p> <p>Diversification of product, reducing number of tourists in some areas, green tourism, eco-tourism, enforcement of law.</p> <p>Accept any other suitable answer not listed above.</p>

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	<p>MQF 3: Outline the aspects and benefits of sustainable tourism.</p>	<p>2c</p>	<p>2</p>	<p>Award 0.5 marks for every correct aspect and benefit.</p>	<p>TWO aspects and TWO benefits are to be outlined.</p> <p>Aspects: meets tourists’ needs, meets the needs of the local communities, generate future employment for the locals, preserves the natural, historic, and cultural environment.</p> <p>Example of a good outline of an aspect:</p> <p>Preserves the natural, historic, and cultural environment: The government and private sector will feel the need to take care of, and take preventative measures to safeguard the natural, historical, and cultural environment to attract more tourists in the future.</p> <p>Benefits: the protection of the environment, the reduction in the use of energy, reduction of waste generation, linking the local community with the tourists, preserving the business and country reputation, saving on costs.</p> <p>Example of a good outline of a benefit:</p> <p>Saving on costs since when the local economy would be stable and growing, more initiatives could be taken to reduce costs on travelling, electricity, and accommodation.</p> <p>Accept other suitable answers.</p>
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		Q3	6		
C-1	MQF 1: Differentiate between mass tourism and quality tourism.	3a	2	Award 2 marks for the correct difference between mass tourism and quality tourism.	<p>A differentiation between mass and quality tourism should be given.</p> <p>Mass tourism is the act of visiting a leisure destination with large amounts of people at one time, whilst quality tourism provides unique, high-value tourism experiences.</p> <p>Accept any other suitable answer. No marks should be awarded if only a definition of any of the terms is provided.</p>
	MQF 2: Outline the advantages and disadvantages of mass tourism and quality tourism.	3b	2	Award 0.25 marks for each correct advantage and disadvantage outlined for EACH type of tourism.	<p>TWO advantages and TWO disadvantages are to be outlined:</p> <p>Example of a good outline of an advantage of Mass tourism: Mass tourism ensures that many tourists visit a country whilst spending a good amount of money. This will have an economic multiplier effect on the economy.</p> <p>Example of a good outline of a disadvantage of Mass tourism: Since the number of inbound tourists increases, the demand for more accommodation increases as well, therefore more land is used to build hotels and other accommodations.</p>

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					<p>Example of a good outline of an advantage of Quality tourism: Focusing on quality tourism sees a lower impact on local culture. This is because there are less tourists that can introduce new values and cultures in the host country, thus reducing cultural pollution.</p> <p>Example of a good outline of a disadvantage of Quality tourism: Since the local market gears up for quality tourism, the locals suffer from price inflation in places of entertainment. Therefore, the locals would have to pay more for products and services, even the most basic ones.</p> <p>Accept any other valid answers not included above.</p>
	MQF 3: Evaluate the impact of mass tourism and quality tourism.	3c	2	<p>Award 1 mark for correctly evaluating the impact of mass tourism.</p> <p>Award 1 mark for correctly evaluating the impact of quality tourism.</p> <p>Award marks only if a detailed evaluation of each is given.</p>	<p>The impact of mass and quality tourism is to be evaluated.</p> <p>The impact of mass tourism could be both positive and negative. The introduction of all-inclusive deals, cruises and low-cost airlines results in more inbound tourism in Malta. This generates a lot of employment but increases the demand for property leading to more land used to build properties and accommodation. Mass tourism also results in opening more B&B hotels, to which the business of star rated hotels could be affected.</p>

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					<p>On the other hand, since quality tourism leads to more money generated to the economy with a smaller number of tourists, the environmental situation is more sustainable. Quality tourism will also lead to a better-quality service and offering products that are at the high end of the market. This will generate more profit for the business, however, the locals who wish to make use of the same service or products will have to pay a higher price, than that already available in the present market.</p> <p>Accept any other valid evaluation.</p>
		Q4	4		
K-6	MQF 1: List the industries that support hospitality businesses.	4a	1	Award 0.25 marks for each correct industry listed.	<p>FOUR industries are to be listed.</p> <p>Travel agencies, banks, telecommunication companies, suppliers, transport providers, recruitment agencies, insurance companies, waste collection, outsourced ancillary services.</p> <p>Accept any other suitable answer.</p>
	MQF 2: State how different industries support hospitality businesses.	4b	1	Award 0.5 marks for correctly stating how any TWO industries listed in Question 4a supports the hospitality businesses.	<p>Ways of how TWO industries support the hospitality industry are to be stated.</p> <p>Travel agencies: they arrange and book holidays for people, which assist the accommodation sector to fill in the vacant rooms.</p> <p>Accept any other valid answers related to industries listed in Question 4a.</p>

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	MQF3: Describe the limitations faced by hospitality businesses in receiving support from other industries.	4c	2	Award 0.5 marks for each correct description.	<p>FOUR limitations are to be described.</p> <p>The business can have a limitation when selecting the providers, since there may be only a few suppliers that can provide the required product/service. This may require a change in menu/product/service to provide the same product to all guests.</p> <p>Accept other valid answers.</p>
		Q5	6		
C-3	MQF 1: Distinguish between direct and indirect employment within the hospitality business and its supporting industries.	5a	2	Award 2 marks for the correct distinction.	<p>Candidates are expected to distinguish between direct and indirect employment.</p> <p>Direct employment within the hospitality industry refers to the employees working directly within the industry, such as chefs, housekeepers, hotel management, etc, whilst indirect employment is the employment generated from other sectors which are not directly linked to the hospitality industry but offer their service/product to the industry, such as transport (bus/ taxi drivers), financial services, waste collectors and food suppliers.</p> <p>Accept other valid answers.</p>
	MQF 2: Describe how direct and indirect employment can contribute towards the local economy through the hospitality business and its supporting industries.	5b	2	Award 2 marks for a correct description.	<p>Direct and indirect employment's contribution is to be described, in relation to the Gross Domestic Product:</p> <p>Creating jobs and incomes is crucial for development and thereby the GDP. The higher the employment rate is, results in a bigger economic growth in the country. A</p>

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				<p>rise in employment levels is a natural result of increased GDP levels caused by an increase in consumer demands for goods and services.</p> <p>Accept any other suitable answer.</p>
<p>MQF 3: Discuss the contribution and effects of tourism on local citizens, on the government and on private reinvestment to sustain the hospitality industry in the future.</p>	5c	2	<p>Award 1 mark for the correct discussion on the contribution/effect of tourism on local citizens to sustain the future of the hospitality industry.</p> <p>Award 0.5 marks for the correct discussion on the contribution/effect of tourism on government reinvestment to sustain the future of the hospitality industry.</p> <p>Award 0.5 marks for the correct discussion on the contribution/effect of tourism on private reinvestment to sustain the future of the hospitality industry.</p>	<p>A discussion of contribution and effects or tourism is requested.</p> <p>Private Reinvestment: The private sector will invest money in the refurbishment of the premises to make them more accessible and attractive to the customers. Usually the higher the demand, the higher the supply will be, meaning that private companies will also invest in enlarging their business/ property. This sector will also see the need of investing in employees' training so that the quality of service is better, and the employees could answer to the demand of new tourists' niches.</p> <p>Accept other suitable answers discussed in detail.</p>

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		Q6	6		
C-4	MQF 1: Outline useful personal attributes when working in the hospitality industry.	6a	2	Award 1 mark for every correctly outlined personal attribute.	<p>TWO personal attributes are to be outlined.</p> <p>Personal attributes: diplomacy, honesty, initiative, tolerance, self-motivation, leadership, flexibility, good listener, and organisation.</p> <p>Example: Tolerance: when working in the hospitality industry, an employee has to be prepared for dealing with different guests, including slow and calm guests, rude guests and complaining guests.</p> <p>Accept other suitable answers.</p>
	MQF 2: Describe job skills required to work effectively with customers and colleagues.	6b	2	Award 1 mark for each correct description.	<p>The following TWO job skills are to be described.</p> <p>Teamwork skills: The qualities and abilities that allow someone to work well with others. To do so effectively, one must communicate well, actively listen and be responsible and honest.</p> <p>Accept other suitable answers.</p>
	MQF 3: Explain the importance of job skills to work effectively with customers and colleagues.	6c	2	Award 1 mark for each correct explanation.	<p>The importance of communication skills and problem-solving is to be explained.</p> <p>Good communication skills are essential to allow others and yourself to understand information more accurately and quickly. Poor communication skills often lead to misunderstanding and frustration.</p> <p>Accept other suitable answers.</p>

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		Q7	4																		
K-9	MQF 1: Match safety sign colours with their purpose.	7a	1	Award 0.25 marks for every correct match.	<p>FOUR safety sign colours are to be matched to their purpose:</p> <table border="1"> <tr> <td>A</td> <td>Red coloured signs</td> <td>C</td> <td>Warning</td> </tr> <tr> <td>B</td> <td>Blue coloured signs</td> <td>D</td> <td>No danger or emergency escape or first aid.</td> </tr> <tr> <td>C</td> <td>Yellow coloured signs</td> <td>B</td> <td>Mandatory</td> </tr> <tr> <td>D</td> <td>Green coloured signs</td> <td>A</td> <td>Prohibition or danger or firefighting equipment</td> </tr> </table>	A	Red coloured signs	C	Warning	B	Blue coloured signs	D	No danger or emergency escape or first aid.	C	Yellow coloured signs	B	Mandatory	D	Green coloured signs	A	Prohibition or danger or firefighting equipment
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MQF 2: Name the given safety signs.	7b	1	Award 0.25 marks for every correct name given.	<p>The name of the FOUR given signs is to be named.</p> <ul style="list-style-type: none"> i. Fire extinguisher ii. Fire blanket iii. Wear hairnets iv. Accessibility 																	
MQF 3: Identify suitable safety signs for a given scenario.	7c	2	<p>Award 0.4 marks for every correct sign identified.</p> <p>Marks should only be awarded if the safety sign could be found in the reception of the hotel shown in the Figure.</p>	<p>FIVE safety signs should be identified.</p> <p>no smoking, not drinkable, no eating and drinking, fire blanket, wet floor, low temperature, general danger, wash hands, wear protective clothing, emergency exit, first aid.</p> <p>Accept any other suitable answer not listed in 7b.</p>																	

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		Q8	4		
K-10	MQF 1: List the main classes of fire.	8a	1	Award 0.2 marks for every correct class of fire listed including the correct related type.	<p>The FIVE main classes of fire, including the type, should be listed.</p> <p>Class A – Fires with trash, wood, paper, or other combustible materials as the fuel source Class B – Fires with flammable or combustible liquids as the fuel source Class C – Fires involving gases Class E – Fires involving electrical equipment Class F – Fires involving cooking oils</p>
	MQF 2: Identify the proper fire extinguisher for different classes of fire.	8b	1	Award 0.25 marks for every correctly identified extinguisher.	<p>The correct fire extinguisher shall be identified for each class of fire given.</p> <p>i. Dry chemical powder or foam extinguisher or CO2 extinguisher (Class B). ii. Dry chemical powder or CO2 extinguisher (Class E). iii. wet chemical powder or foam extinguisher (Class F). iv. Water extinguisher (Class A)</p>
	MQF 3: Describe the basic First Aid procedure to adopt for a specific injury.	8c	2	Award 0.5 marks for every correct step described.	<p>The correct procedure shall be described.</p> <p>Step 1: Turn off the electric source of electricity such as the main switch, circuit breaker or main switch of appliance/ electrical item. It is important not to touch the electrical supply with bare or wet hands but use a wooden or rubber item instead. Step 2: Begin mouth to mouth if the person shows no signs of breathing/movement. This will help the casualty get back oxygen and a heartbeat. The person should be put in a recovery position.</p>

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					<p>Step 3: Prevent injured person from getting cold to keep body temperature stable. Step 4: Apply a sterile gauze bandage to any burns or open wounds the causality might have.</p> <p>Accept any other suitable answer.</p>
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