



L-Università
ta' Malta

MATSEC
Examinations Board



Specimen Assessments

SEC 38 Hospitality

2023

Table of Contents

Specimen Assessments	3
Specimen Assignment 1	3
Specimen Assignment 1 Marking Scheme	7
Specimen Controlled Assessment.....	13
Specimen Controlled Assessment Marking Scheme	25

Specimen Assessments

The sample assignment and controlled assessment specimen are only available as guidance for teachers and internal verifiers. Teachers are expected to develop their own assignment briefs and marking schemes including typical expected answers, and attach the relevant front sheets.

Specimen Assignment 1: The Young Traveller – An introduction to the Hospitality industry

Candidate's Declaration of Authenticity

I, the undersigned, _____ (*Name and Surname*), declare that all the work I shall submit for this assignment will be my own.

I further certify that if I use the ideas, words, or passages from existing sources, I will quote those words or paraphrase them and reference them by making use of a reference system.

I am aware that should I submit work which is not mine, or work which has been copied from one or more sources, I will be penalised as per MATSEC Examinations Board policies related to plagiarism.

Candidate's Signature: _____

I.D. Card No.: _____

Date: _____

General Scenario

- 'The Young Traveller' is an international adventure group for youths.
- This group organises affordable travel.
- The local branch of 'The Young Traveller' would like to increase the number of local members.
- The group wishes to encourage international members to visit Malta.

TASK 1

DEADLINE: **DD-MM-YYYY**

As part of the promotional material, you are required to create a booklet in which you present the answers to the following questions.

Question 1

K-1 (4 marks)

In the first section of the booklet:

- a. Define (i) Domestic tourism, and (ii) Inbound and Outbound tourism. (1)
- b. Outline (i) Tourism, (ii) Hospitality, (iii) Domestic tourism, and (iv) Inbound and Outbound tourism. Include an example in your outline of Domestic tourism, and Inbound and Outbound tourism. (1)
- c. Identify the type of tourism in each of the following situations:
 - i. An English couple has decided to go on a road trip to France, Germany and Italy before going back to England.
 - ii. Anna and her friends, from Msida Malta, are going to Gozo for the carnival holidays.
 - iii. Pawla and Ġanni who live in Australia are visiting their family who lives in Malta for the summer holidays.
 - iv. During the carnival holidays, a Maltese student is travelling with school friends for an exchange visit to Germany to practise his German language skills.
 - v. Josef who lives in Munich, decided to hop on a plane to be able to meet a friend in Berlin. (2)

Question 2

K-4 (4 marks)

In the second section of the booklet:

- a. State the **FIVE** factors that have an impact on the development of the tourism sector. (1)
- b. Indicate **TWO** examples of how each factor stated in Question 2a has an impact on the development of the tourism sector. (1)
- c. 'The Young Traveller' would like to increase international membership.

Describe the **FIVE** factors stated in Question 2a that tourists would consider when specifically choosing Malta as a destination. You may enhance your description by providing examples of each factor in relation to Malta. (2)

Question 3

A-1 (10 marks)

Background Information

- The president of the English branch of 'The Young Traveller' is coming to Malta.
- He wants to see if there are enough points of interest for British youths to encourage them to visit Malta.

You should present in class a one-day itinerary of your own town or village using any presentation tool, in which you:

- a. List **FIVE** points of interest in your locality that attract young visitors, including graphical information (photos/videos, etc.). (3)
- b. Set up the itinerary for the day including:
 - i. the order of the places of interest;
 - ii. the time allocated for each place of interest;
 - iii. adequate information on each place of interest;
 - iv. graphical information (photos/videos, etc.). (3)
- c. Justify why this itinerary would interest British youths, focusing on each of the **FIVE** points of interest. (4)

SUBMISSION FORMAT

- Question 1: **Booklet**
Question 2: **Booklet**
Question 3: **Delivered presentation and supporting material**
-

Scenario (continued)

- After visiting some places of interest in Malta, the president is working on a plan to bring over a group of youths from England to visit the islands.
- He would like to know more about the different types of local hospitality businesses.

Question 1**K-5 (4 marks)**

Prepare a Word document with information about hospitality businesses in Malta, in which you:

- a. Name **FIVE** different types of hospitality businesses operating in Malta. (1)
- b. List **TWO** types of establishments for each type of hospitality business named in Question 1a. (1)
- c. Relate **TWO** different types of customers to each type of hospitality business named in Question 1a. (2)

Question 2**C-2 (6 marks)**

The president is interested in the different types of accommodation available in Malta.

In the same Word document, refer to Hotel 1 – Melita Resort*, and Hotel 2 – BaħarBlu*, operating in Malta to:

- a. Categorise the hotels according to their type, location, global span and size, using the following format: (2)

	Hotel 1	Hotel 2
Type		
Location		
Global span		
Size		

- b. Outline **FOUR** types of products and/or services offered to customers by each hotel. (2)
- c. Compare the **TWO** hotels in relation to their location, global span, size, and types of products and services offered. (2)

**Real names of hotels operating in Malta should be provided in the actual assignment.*

SUBMISSION FORMAT

Question 1: **Word Document hard copy**

Question 5: **Word Document hard copy**

Specimen Assignment 1 Marking Scheme

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Task 1	4		
K-1	MQF 1: Define the different types of tourism.	1a	1	Award 0.5 marks for defining domestic tourism; Award 0.5 marks for defining inbound and outbound tourism.	A definition of 'Domestic tourism' and 'Inbound and Outbound tourism' is expected.
	MQF 2: Outline tourism, hospitality and the different types of tourism.	1b	1	Award 0.25 marks for outlining tourism, hospitality, domestic, inbound tourism and outbound tourism. (0.25 x 4 = 1)	An outline of Tourism and Hospitality is expected. For Domestic tourism, and Inbound and Outbound tourism, marks should only be allocated if an example is provided.
	MQF 3: Identify different types of tourism in given case scenarios.	1c	2	Award 0.4 marks for identifying the type of tourism for each given scenario. (0.4 x 5 = 2)	The correct type of tourism must be identified for each of the FIVE provided scenarios.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-4		Task 1	4		
	MQF 1: State the factors that have an impact on the development of the tourism sector.	2a	1	Award 0.2 marks for each factors stated. (0.2 x 5 =1)	Stating the FIVE factors that affect the development is expected.
	MQF 2: Indicate through examples the factors that have an impact on the development of the tourism sector.	2a	1	Award 0.1 marks for each example given for each factor. (0.1 x 10= 1)	For each factor, TWO examples showing how it affects the development of the tourism sector should be indicated.
	MQF3: Describe the factors that tourists will consider when choosing a particular destination in a given scenario.	2b	2	Award 0.4 marks for each factor described. (0.4 x 5 = 2)	In the description, a short paragraph on each of the FIVE factors in relation to Malta as a tourist destination is expected. Each paragraph may include examples as part of the description. Marks should only be awarded if the descriptions are directly linked to the destination in the scenario, even if examples are not provided or not linked to the destination.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
A-1		Task 1	10		
	MQF 1: Present a list of points of interest in your locality that attract visitors.	3a	3	As per observation sheet.	Refer to Observation Sheet.
	MQF 2: Present a one-day itinerary which includes various points of interest within your locality that attract visitors.	3b	3	As per observation sheet.	Refer to Observation Sheet.
	MQF 3: Present a justification of the choice of itinerary for the specified type/s of visitors.	3c	4	As per observation sheet.	Refer to Observation Sheet.
K-5		Task 2	4		
	MQF 1: Name different types of hospitality businesses in Malta.	1a	1	Award 0.2 marks for each different business type named. (0.2 x 5 = 1)	FIVE different types of hospitality businesses should be named.
	MQF 2: List different hospitality establishments for each type of hospitality business in Malta.	1b	1	Award 0.1 marks for each establishment named. (0.1 x 10 = 1)	TWO establishments are expected to be listed for each of the FIVE types of hospitality businesses named in Question 1a.
	MQF 3: Relate the different types of hospitality businesses in Malta to different types of customers.	1c	2	Award 0.2 marks for each customer type related to each type of business. (0.2 x 10 = 2)	Each type of hospitality business should be related to TWO different types of customers who will make use of the products or services offered by that particular business.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Task 2	6		
C-2	MQF 1: Categorise two hotels according to their types, location, global span and size.	2a	2	Award 0.25 marks for categorising the type, location, global span and size for each hotel. (0.25 x 8 = 2)	The categorisation between the TWO provided local hotels should include the specific type of hotel, the location, the global span and the size. This part should be presented in a table as per indicated format.
	MQF 2: Outline the types of products and services offered to customers by two hotels in Malta.	2b	2	Award 0.25 marks for each outline of the types of products and/or services of each hotel. (0.25 x 8 = 2)	An outline of FOUR types of products and/or services offered by each hotel is expected.
	MQF 3: Compare two different hotels in relation to their location, global span, size, and products and services offered to customers in Malta.	2c	2	Award 0.5 marks each for comparing location, global span, size, and products and services offered. (0.5 x 4 = 2)	These marks should only be awarded if the comparison between the hotels is complete in relation to each of the FOUR aspects: location; global span; size; types of products and services. A comparison in just a table format is not to be accepted at this level.

OBSERVATION SHEET

NOT TO BE DISTRIBUTED TO STUDENTS

School:	NN -	Cohort:	2020-2023
Subject:	Hospitality	Level:	SEC
Unit:	1 – The Hospitality and Tourism Industry	Assignment:	1 of 3
Student's Name/ID:			
Teacher's Name:			
Task & Question:	Task 1 – Question 3	Criterion:	A-1

Activity requirements to meet grading criterion

A-1	MQF 1	Present a list of points of interest in your locality that attract visitors.	3 Marks
		<i>Comments</i>	<i>Mark</i>
		<input type="checkbox"/>	0.3
		<input type="checkbox"/>	0.3
		<input type="checkbox"/>	0.3
		<input type="checkbox"/>	0.3
		<input type="checkbox"/>	0.3

Marks for presentation skills should be exclusively awarded in relation to the material presented at this MQF 1 only:

Clear delivery	<input type="checkbox"/>		0.5
Neat format	<input type="checkbox"/>		0.5
Inclusion of graphical information	<input type="checkbox"/>		0.5

Student's accumulated mark for A-1 [MQF1]:

A-1	MQF 2	Present a one-day itinerary which includes various points of interest within your locality that attract visitors.	3 Marks
		<i>Comments</i>	<i>Mark</i>
		<input type="checkbox"/>	0.5
		<input type="checkbox"/>	0.5
		<input type="checkbox"/>	0.5

Marks for presentation skills should be exclusively awarded in relation to the material presented at this MQF 2 only:

Clear delivery	<input type="checkbox"/>		0.5
Neat format	<input type="checkbox"/>		0.5
Inclusion of graphical information	<input type="checkbox"/>		0.5

Student's accumulated mark for A-1 [MQF2]:

A-1	MQF 3	Present a justification of the choice of itinerary for the specified type/s of visitors.	4 Marks
		Comments	Mark

Marks for presentation skills should be exclusively awarded in relation to the material presented at this MQF 3 only:

Clear delivery and neat format	<input type="checkbox"/>		1
Abiding to the allocated time slot	<input type="checkbox"/>		1

Student's accumulated mark for A-1 [MQF3]:

TOTAL MARK FOR A-1 (OUT OF 10 MARKS):

Other comments: _____

Assessor's Signature:		Date:	
------------------------------	--	--------------	--



SUBJECT: **Hospitality**
PAPER NUMBER: Specimen Controlled – Unit 1
DATE: XXth May 2021
TIME: 10:00 a.m. to 11:35 a.m.

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

Scenario

- The Ministry of Tourism together with the Ministry of Education and Employment are organising a forum for students enrolled in the hospitality course.
- In this forum they shall discuss how matters related to the hospitality and tourism industry can contribute towards making Malta attractive and sustainable for tourists.
- Employability and job conditions within the industry will also be discussed.
- The forum is divided into a number of focus classes in order to discuss various aspects of the industry.

SECTION A

Question 1

K-2 (4 marks)

The first class in the forum is called 'Why people travel'.

- a. Define 'niche tourism'.

(1)

- b. Mention **TWO** types of niche tourism.

Type 1: _____ (0.5)

Type 2: _____ (0.5)

- c. Describe the **TWO** types of niche tourism mentioned in Question 1b through **TWO** examples of each.

(2)

Question 2

K-3 (4 marks)

The second class in the forum is about sustainable tourism.

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

Advantage 1: _____ (0.25)

Advantage 2: _____ (0.25)

Disadvantage 1: _____ (0.25)

Disadvantage 2: _____ (0.25)

- b. Identify **TWO** measures to ease the disadvantages of tourism listed in Question 2a, while maintaining the advantages.

Measure 1: _____ (0.5)

Measure 2: _____ (0.5)

- c. Outline **TWO** aspects and **TWO** benefits of sustainable tourism.

(2)

Question 3

C-1 (6 marks)

a. Differentiate between 'mass tourism' and 'quality tourism'.

(2)

b. Outline **TWO** advantages and **TWO** disadvantages of each type of tourism.

Mass tourism:

Advantage 1: _____ (0.25)

Advantage 2: _____ (0.25)

Disadvantage 1: _____ (0.25)

Disadvantage 2: _____ (0.25)

Quality tourism:

Advantage 1: _____ (0.25)

Advantage 2: _____ (0.25)

Disadvantage 1: _____
_____ (0.25)

Disadvantage 2: _____
_____ (0.25)

c. Evaluate the impact of mass tourism and quality tourism on the country.

_____ (2)

SECTION B

The host of the forum invited everyone to attend a class emphasising the fact that industries have to work hand-in-hand in order for the tourism sector to evolve and function properly.

Question 4

K-6 (4 marks)

- a. List **FOUR** industries that support the hospitality businesses and state **ONE** way how each industry is doing so.

Industry	How it supports hospitality businesses
i. _____ (0.25)	_____ _____ (0.25)
ii. _____ (0.25)	_____ _____ (0.25)
iii. _____ (0.25)	_____ _____ (0.25)
iv. _____ (0.25)	_____ _____ (0.25)

- b. Describe **TWO** limitations faced by hospitality businesses in receiving support from other industries.

(2)

SECTION C

After hearing various speakers talking about their job roles, the personal attributes and job skills which are essential when working within this sector were discussed.

Question 6

C-4 (6 marks)

- a. Outline **FOUR** personal attributes which are useful when working in the hospitality industry.

Attribute 1: _____
_____ (0.5)

Attribute 2: _____
_____ (0.5)

Attribute 3: _____
_____ (0.5)

Attribute 4: _____
_____ (0.5)

- b. Describe the following **TWO** job skills required to work effectively with customers and colleagues.

Teamwork: _____

_____ (1)

Communication: _____

_____ (1)

- c. Explain the importance of teamwork and communication to work effectively with customers and colleagues.

SECTION D

The last class emphasised that basic Health and Safety procedures need to be followed by every employee working within a hospitality business.

Question 7

K-9 (4 marks)






The first issue raised was the knowledge of safety signs.

a. Match the given safety sign colours with their purpose by drawing a line.

Sign Colour	Sign Purpose
Red	Warning
Yellow	No Danger
Blue	Mandatory
Green	Prohibition

(1)

b. Write down the name of the following safety signs:

Sign	Name of sign
	(0.2)
	(0.2)
	(0.2)
	(0.2)
	(0.2)

Source: <http://www.vectorstock.com>

- c. A restaurant manager asked the forum panel to assist him in identifying safety signs that are required for his take-away section of the restaurant which will be opened shortly.



Figure 1: The take-away section of the restaurant

Identify **FIVE** safety signs, apart from the ones presented in Question 7b, that should be present in the take-away section of this restaurant. Use Figure 1 as a guide to the environment mentioned in this scenario.

Sign 1: _____

Sign 2: _____

Sign 3: _____

Sign 4: _____

Sign 5: _____

(2)

Question 8

K-10 (4 marks)

- a. List the main **FIVE** classes of fire and identify the correct fire extinguisher to be used for each class in Table 1 below.

Table 1 - Classes of Fire and Fire Extinguishers

Class of Fire	Fire Extinguisher to be used
(0.2)	(0.2)
(0.2)	(0.2)
(0.2)	(0.2)
(0.2)	(0.2)
(0.2)	(0.2)

- b. Describe the First Aid procedure, in **FOUR** basic steps, to be adopted for a minor burn on a hand sustained during cooking.

(2)

Specimen Controlled Assessment Marking Scheme

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Section A	4		
K-2	MQF 1: Define niche tourism.	1a	1	Award 1 mark for the correct definition.	A valid definition of niche tourism should be provided.
	MQF 2: Mention different types of niche tourism.	1b	1	Award 0.5 marks for each type mentioned. (0.5 x 2 = 1)	TWO of the nine types of niche tourism should be provided.
	MQF 3: Describe through examples different types of niche tourism.	1c	2	Award 0.5 mark for each correct example described. (0.5 x 4 = 2)	TWO examples of each type of niche tourism mentioned should be described.
		Section A	4		
K-3	MQF 1: List the advantages and disadvantages of tourism in Malta.	2a	1	Award 0.25 marks for each correct answer. (0.25 x 4 = 1)	TWO advantages and TWO disadvantages of tourism in Malta should be listed.
	MQF 2: Identify measures to ease the disadvantages whilst maintaining the advantages of tourism.	2b	1	Award 0.5 marks for each correct answer. (0.5 x 2 = 1)	Identification of TWO measures to ease the disadvantages mentioned in Question Q2a, while maintaining the advantages is expected. No marks should be awarded for measures which are not linked to the listed disadvantages.
	MQF 3: Outline the aspects and benefits of sustainable tourism.	2c	2	Award 0.5 marks for each correct answer. (0.5 x 4 = 2)	TWO aspects and TWO benefits of sustainable tourism are to be outlined in short sentences.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Section A	6		
C-1	MQF 1: Differentiate between mass tourism and quality tourism.	3a	2	Award 2 marks for a valid differentiation.	In a short sentence/s, the difference between mass tourism and quality tourism is expected.
	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. (0.25 x 8 = 2)	In short sentences, TWO advantages and TWO disadvantages of mass and quality tourism are expected.
	MQF 3: Evaluate the impact of mass tourism and quality tourism.	3c	2	Award 1 mark for correctly evaluating the impact of mass tourism. Award 1 mark for correctly evaluating the impact of quality tourism.	Through a paragraph, the evaluation of the impact of mass and quality tourism on the country should be provided. Advantages and disadvantages outlined at MQF 2 can be further expanded as part of the evaluation.
		Section B	4		
K-6	MQF 1: List the industries that support hospitality businesses.	4a	1	Award 0.25 marks for each correct answer. (0.25 x 4 = 1)	FOUR supporting industries should be listed.
	MQF 2: State how different industries support hospitality businesses.	4a	1	Award 0.25 marks for each correct answer. (0.25 x 4 = 1)	In a short sentence, the way how each of the FOUR industries supports the hospitality businesses is expected.
	MQF 3: Describe the limitations faced by hospitality businesses in receiving support from other industries.	4b	2	Award 1 mark for each limitation correctly described. (1 x 2 = 2)	In paragraphs, TWO limitations should be described.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Section B	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 between direct and indirect employment.	In a short paragraph, a clear distinction between direct and indirect employment is expected.
	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.	In a short paragraph, a description of ONE way how direct and indirect employment contributes to the local economy is expected.
	MQF 3: Discuss the contribution and effects of tourism on local citizens, on government and on private reinvestment, to sustain the hospitality industry in the future.	5c	2	Award 1 mark for discussion on local citizens, 0.5 marks for private reinvestment and 0.5 marks for government reinvestment.	The contribution and effects on local citizens and reinvestment should be discussed.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Section C	6		
C-4	MQF 1: Outline useful personal attributes when working in the hospitality industry.	6a	2	Award 0.5 marks for each correct answer. (0.5 x 4 = 2)	FOUR personal attributes should be outlined.
	MQF 2: Describe job skills required to work effectively with customers and colleagues.	6b	2	Award 1 mark for each correct job skill described. (1 x 2 = 2)	A short paragraph describing each of the TWO given job skills is requested.
	MQF 3: Explain the importance of job skills required to work effectively with customers and colleagues.	6c	2	Award 1 mark for each correct explanation of the importance of job skills. (1 x 2 = 2)	The importance of the TWO job skills provided in Question 6b, to work effectively with customers and colleagues, should be properly explained.
		Section D	4		
K-9	MQF 1: Match safety sign colours with their purpose.	7a	1	Award 0.25 marks for each correct match. (0.25 x 4 = 1)	The correct linking of each safety sign colour to its purpose is required.
	MQF 2: Name the given safety signs.	7b	1	Award 0.2 marks for each correct answer. (0.2 x 5 = 1)	The correct name of the FIVE given safety signs is required.
	MQF 3: Identify suitable safety signs for a given scenario.	7c	2	Award 0.4 marks for each of the five correct signs identified according to the scenario. (0.4 x 5 = 2)	Marks are to be awarded for the correct identification of FIVE safety signs for the take away section of the restaurant. Marks should only be awarded if the signs are linked to the case scenario.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
		Section D	4		
K-10	MQF 1: List the main classes of fire.	8a	1	Award 0.2 marks for each correct answer. (0.2 x 5 = 1)	The FIVE main classes of fire (the letter) are to be listed.
	MQF 2: Identify the proper fire extinguisher for different classes of fire.	8a	1	Award 0.2 marks for each correct answer. (0.2 x 5 = 1)	Correct identification of fire extinguisher to be used with the particular class is being requested.
	MQF 3: Describe the basic First Aid procedure to adopt for a specific injury.	8b	2	Award 0.5 marks for each correct step described. (0.5 x 4 = 2)	The FOUR main steps to give First Aid treatment for a minor burn on a hand should be properly described.