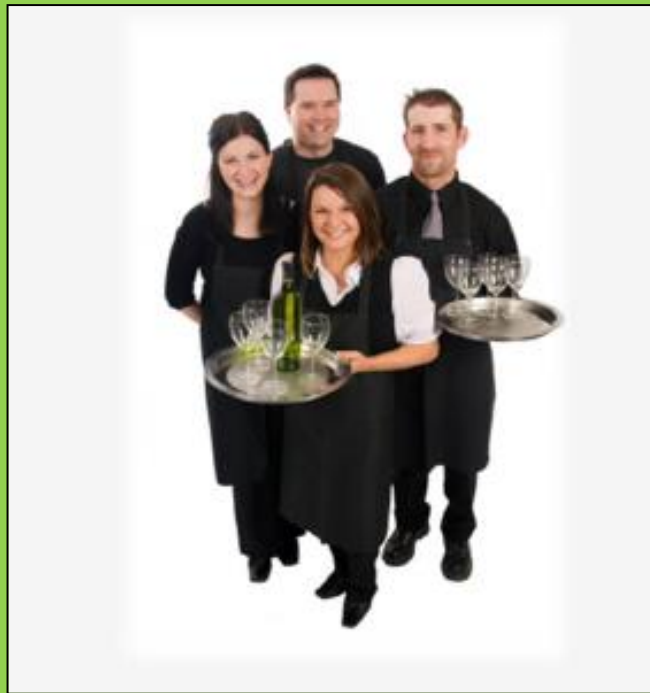


Vocational Subject: Hospitality



Why Hospitality?



The tourism industry has always been one of the main pillars of Malta's economy, generating **income** and **creating employment** for thousands of families across the Maltese Islands.

Why Hospitality?

- In 2014 approximately 12,500 people worked in the tourism industry.
- 8.5% of the employed in Malta worked in this sector.



Jobs in hospitality

- Restaurant Manager
- Reservations Manager
- Front Office Manager
- Chef
- Kitchen Assistant
- Waiter
- Bar Staff
- Guest Relation Officer
- Caterer
- Cashier
- Health Educator
- Care Worker
- Customer Care
- Consumer Department
- Receptionist or **any other job in the Catering or Hospitality Industry.....**



Distribution Of Units:

Form 3

Form 4

Form 5

Unit 1

Introduction
to the
hospitality
and tourism
industry.

Unit 2

The world of
food.

Unit 3

Hospitality
operations.

Unit 1 : Introduction to the hospitality and tourism industry.



The hospitality and tourism industry

Introduction to customer care

Basic communication in hospitality

Introduction to customer care

Who is a
Customer?
Dealing with
guests with
special needs.

Benefits of
customer care &
Teamwork

Demonstration of
good customer
care.

Knowing details
about your place
of work



Basic Communication in hospitality

Verbal & non
verbal
communication

Effective
communications
& public
speaking

Communication
Cycle

How different
cultures
communicate?

Applying for a
job & attending
an interview



Unit 2: The world of food

Introduction
to the world
of food

Basic food
preparation
and cooking



Unit 2: World of food



- Food Commodities
- Local Produce
- Food Hygiene

Basic Food preparation and cooking



Basic skills such as:

- Using different knives
- Sauce making
- Raising agent
- Yeast
- Cooking methods



Students' Work



Unit 3: Hospitality operations

Serving
customers in the
hospitality
industry



Basic rooms
division
operations

Front office

Housekeeping

Serving customers in the hospitality industry

- Different types of restaurants
- Table lay ups
- Napkin folding
- Taking orders



A Special Event Organised By The Hospitality Students:



Basic Room Division Operations



- Receptionist skills
- Telephone skills
- Room types and facilities
- Roles within the housekeeping department
- Personal Hygiene
- Safety

Distribution Of Marks:

Form	Units	Marks
Form 3	Unit 1	100
Form 4	Unit 2	100
Form 5	Unit 3	100
Total		300

Unit - Distribution of marks

Each unit is assessed by means of 3 assessment tasks:

Take home



Practical



Controlled



Each assessment criterion is to be assessed **once only**.

Unit - Distribution of marks

Each unit is assessed by means of 3 assessment tasks:

- **Take home (26 -34)**

32%



- **Practical (26 -34)**

30%



- **Controlled (38-42)**

38%



Students must attempt **ALL** Assignments in order to pass the unit.

Hope To See You Next Year



