



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2023 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
PAPER NUMBER: Synoptic – Unit 2
DATE: 1st November 2023
TIME: 11:30 a.m. to 1:35 p.m.

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

For examiners' use only:

Question	1	2	3	4	5	6	Total
Score							
Maximum	6	8	8	12	8	8	50

Answer **ALL** questions in the space provided. You may answer either in English or in Maltese.

Scenario

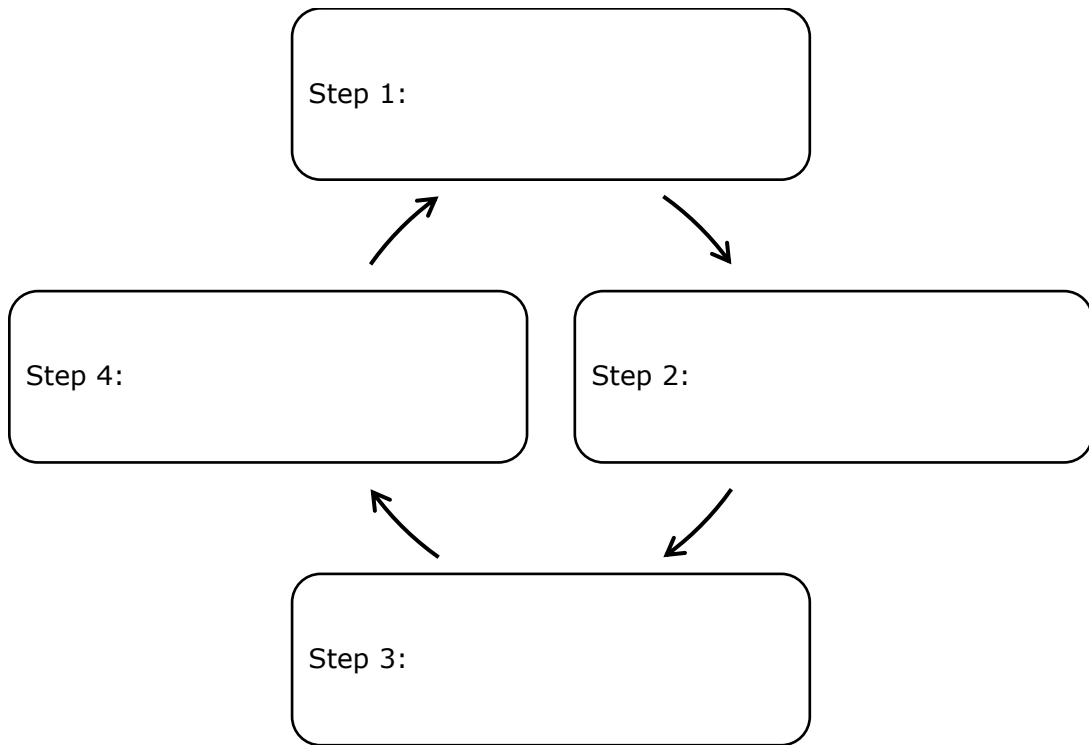
- A local employment company wants to employ various front-of-house employees.
- Before employing them, the training manager will be assessing their skills during an open day.
- During the open day, there will be different training stations that will assess their skills.

Question 1

K-1 (6 marks)

The first skill assessment will focus on guest check-in and check-out procedures.

a. Name the steps of the guest cycle below.



(2)

b. Outline **TWO** customer care practices that should be followed by the front office department, apart from evaluation of guest’s feedback at departure.

Practice 1: _____
_____ (1)

Practice 2: _____
_____ (1)

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c. Describe **TWO** benefits of good customer care for the guest and **TWO** benefits to the business.

Guest benefit 1: _____

_____ (0.5)

Guest benefit 2: _____

_____ (0.5)

Business benefit 1: _____

_____ (0.5)

Business benefit 1: _____

_____ (0.5)

6

Question 2

K-3 (8 marks)

Those wanting to work in housekeeping, will be asked to prepare a room for a guest’s arrival.

a. List **FOUR** items found in the housekeeping trolley.

Item 1: _____ (0.5)

Item 2: _____ (0.5)

Item 3: _____ (0.5)

Item 4: _____ (0.5)

b. Mention **FOUR** different room categories that can be found in a hotel.

Category 1: _____ (0.5)

Category 2: _____ (0.5)

Category 3: _____ (0.5)

Category 4: _____ (0.5)

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c. Outline **TWO** practices that can make guests feel welcome upon entering their hotel room.

Practice 1: _____

_____ (2)

Practice 2: _____

_____ (2)

8

Question 3

K-4 (8 marks)

Kitchen employees will need to show off their culinary skills.

a. Name the **FOUR** food elements that make up a complete dish.

Food element 1: _____ (0.5)
Food element 2: _____ (0.5)
Food element 3: _____ (0.5)
Food element 4: _____ (0.5)

b. List **FOUR** sensory elements which should feature in a complete dish.

Sensory element 1: _____ (0.5)
Sensory element 2: _____ (0.5)
Sensory element 3: _____ (0.5)
Sensory element 4: _____ (0.5)

c. Outline **TWO** sensory elements identified in Question 3b.

Sensory element 1: _____

_____ (2)

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Sensory Element 2: _____

_____ (2)

8

Question 4

C-3 (12 marks)

a. Outline **FOUR** aspects which improve the experience of a customer during food service.

Aspect 1: _____
_____ (1)

Aspect 2: _____
_____ (1)

Aspect 3: _____
_____ (1)

Aspect 4: _____
_____ (1)

b. Describe how **TWO** environments in each of the following food outlets determine the customer’s expectations during food service.

Cafeteria:

Environment 1: _____

_____ (1)

Environment 2: _____

_____ (1)

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Casual Dining Restaurant:

Environment 1: _____

_____ (1)

Environment 2: _____

_____ (1)

- c. • A couple are celebrating their fifth wedding anniversary.
- They decided to celebrate this occasion over a romantic dinner in a fine dining restaurant.
- They will be choosing food and wine from the exclusive a la carte menu available.

Justify how customers' expectations are met through the food service provided in the scenario above.

_____ (4)

12

Question 5

K-7 (8 marks)

Potential employees will also need to show the logistical preparation skills required when working within a food service outlet.

- a. Name **FOUR** different types of linen used in restaurants, apart from slip cloths.

Linen 1: _____ (0.5)
Linen 2: _____ (0.5)
Linen 3: _____ (0.5)
Linen 4: _____ (0.5)

Question 6





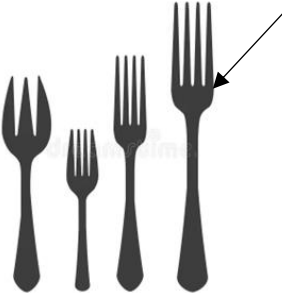
K-8 (8 marks)

During this skill assessment, employees will need to prepare plates, glasses, and cutlery.


In Table 1 below:

- a. Identify the different types of cutleries, plates, and glasses provided.
- b. Outline the function of the cutlery, plates, and glasses provided.

Table 1: Different types of Cutleries, Plates and Glasses

		(a) Identification	(b) Function
i.	 <p>(Source: https://bit.ly/3QJQTAP)</p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>
ii.	 <p>(Source: shorturl.at/IGJW3)</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>
iii.	 <p>(Source: shorturl.at/pL789)</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>
iv.	 <p>(Source: shorturl.at/tAPQV)</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>
v.	 <p>(Source: https://shorturl.at/ckmz0)</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p> <p>_____</p>

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<p>vi.</p>	 <p>(https://shorturl.at/owyB9)</p>	<hr/>	<hr/> <hr/> <hr/>
<p>vii.</p>	 <p>(Source: https://3c5.com/ktbaI)</p>	<hr/>	<hr/> <hr/> <hr/>
<p>viii.</p>	 <p>(https://shorturl.at/owyB9)</p>	<hr/>	<hr/> <hr/> <hr/>

(4)

c. Describe **TWO** considerations to be taken when handling cutlery, plates, and glasses.

Consideration 1:

(2)

Consideration 2:

(2)

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