

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD
UNIVERSITY OF MALTA, MSIDA

SECONDARY EDUCATION CERTIFICATE LEVEL

MAY 2017

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 3
DATE:	4 th April 2017
TIME:	10:00 a.m. to 11:35 a.m.

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

Name of candidate _____

I.D. number _____

School _____

Class _____

You must answer **ALL** the questions contained in this paper.

Scenario

You have been chosen to undertake a summer work experience in a local 5 star hotel. As a prospective employee it is imperative that you understand the responsibilities and workings of the hotel service areas.

It is important that you know what is expected of you when dealing with clients and at the same time follow hotel rules and regulations. In this way clients are given the best service possible ensuring customer satisfaction as well as repeat business.

Question 1

C5 (6 marks)

Hotels that wish to have the highest standards cannot function without a good housekeeping department. Explain the roles of the following **THREE** members of the department. In your answer include **TWO** duties that form part of their roles within the department.

a. Executive Housekeeper

(2)

b. Floor Supervisor

(2)

c. Public Area Attendant

(2)

Question 2

K6 (4 marks)

You are about to start employment as a food and beverage server. Client expectations will vary and change according to their circumstances and needs.

a. Describe what suggestive selling is by giving **TWO** examples.

(2)

b. Describe **TWO** correct attitudes that food servers should have with their clients.

i. _____

ii. _____

(2)

Question 3

K7 (4 marks)

Part of your job as a food and beverage server is to serve drinks. Beverages may be alcoholic or non-alcoholic.

a. Describe what a garnish is used for and give **TWO** examples of garnishes.

Description _____

Example 1 _____

Example 2 _____

(2)

b. Describe the preparation method for the Passion ‘mocktail’ and mention the **FOUR** steps required to prepare this cocktail.

(2)

Question 4

K1 (4 marks)

In a hotel operation, health and safety hazards are taken seriously as failure to be careful could cause injury to staff and customers alike. Identify **FOUR** hazards that might be found in a hotel kitchen.

Hazard 1 _____

Hazard 2 _____

Hazard 3 _____

Hazard 4 _____ (4)

Question 5

C3 (6 marks)

When a customer arrives in a hotel, the first point of contact is usually the reception or front office of the establishment.

a. Identify **TWO** roles of the front office.

i. _____ ii. _____ (2)

b. One of the purposes of the front office is to make a good impression. Identify and explain **TWO** elements that make a good first impression.

Element _____

Explanation _____

Element _____

Explanation _____

_____ (2)

c. Identify **TWO** other purposes of the front office.

_____ (2)

Question 6

K3 (4 marks)

In a hotel operation, service methods and styles as well as menu types will vary according to outlets and customer needs.

Describe **TWO** types of menu that can be used in a hotel restaurant outlet.

a. Menu type _____

Description _____

_____ (2)

b. Menu type _____

Description _____

_____ (2)

Question 7

K5 (4 marks)

Proper use of glassware is part of a good, professional food and beverage service operation. Identify **FOUR** different types of glassware:

a. _____

b. _____

c. _____

d. _____

Please turn the page.

Question 8

C4 (6 marks)

As an employee of a hotel you are required to know what duties are carried in other departments.

- a. One such duty is that of the reservation department. Explain **TWO** purposes of a reservation system.

(2)

- b. Identify the purpose of the ‘master key’ and explain how this should be controlled.

Purpose _____

Control _____

(2)

- c. Identify **TWO** examples of how security issues of personal property are dealt with in a hotel.

(2)

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