



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2019 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 3
DATE:	10 th April 2019
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 in the space provided.

Scenario

As part of your studies you are expected to do summer work experience within the hospitality industry on a part time basis in a local five star hotel. You have already undertaken some training in dealing with customers and know about different operations, areas and departments within a five star hotel.

Question 1

C5 (6 marks)

The hotel where you are about to do your summer work experience has high quality standards and cannot function properly without a proper housekeeping department.

a. Explain the role and **TWO** areas of responsibility of the 'floor supervisor'.

Role _____

Responsibility 1 _____

Responsibility 2 _____

_____ (2)

b. Name **TWO** areas which fall under the responsibility of a 'public area attendant' within the housekeeping department.

i. _____

ii. _____

_____ (2)

c. Explain **TWO** areas of responsibility of 'room attendant' within the housekeeping department.

i. _____

ii. _____

_____ (2)

Question 2

K6 (4 marks)

During your summer work experience you will be working as a food and beverage server.

- a. Describe what 'timeline' refers to during food and beverage service and provide **ONE** practical example that would be included in the timeline.

Description _____

Example _____
_____ (2)

- b. Describe 'suggestive selling' and provide **ONE** practical example.

Description _____

Example _____
_____ (2)

Question 3

K7 (4 marks)

You may be expected to help behind the bar, serving non-alcoholic drinks. Fruit may be used to garnish these non-alcoholic beverages.

- a. Describe what 'non-alcoholic' refers to and give **ONE** example of a non-alcoholic beverage other than a 'mocktail'.

Description _____

Example _____

_____ (1.5)

Question continues on the next page

b. Describe a 'mocktail'.

(1)

c. Describe **ONE** 'mocktail' that you can suggest to your customers while working behind the bar. In your description include the appropriate garnish and glass that should complement your mocktail.

Mocktail name: _____

Description _____

(1)

Glass: _____ (0.25)

Garnish: _____ (0.25)

Question 4

K1 (4 marks)

Avoiding Health and Safety hazards is of utmost importance for the safety of customers, staff and colleagues and are given maximum priority by the company you are employed with.

a. Identify **FOUR** potential hazards that must be looked out for in the kitchen.

Hazard 1: _____

Hazard 2: _____

Hazard 3: _____

Hazard 4: _____

_____ (4)

Question 5

C3 (6 marks)

During your summer work experience you will be given the opportunity to work in the Front Office Department.

a. Explain **THREE** purposes of the front office department.

i. _____

ii. _____

iii. _____

_____ (3)

b. Explain the **THREE** main roles of the Front Office.

i. _____

ii. _____

iii. _____

_____ (3)

Question 6

K3 (4 marks)

As the hotel you will be working in during the summer has many different restaurants with different styles of service, you will be required to know the different menus and styles of services offered so that you can assist the guests in choosing the one that suits them best.

a. From the following descriptions identify the menu types.

i. A menu with a specific set of meals to choose from.

_____ (1)

ii. A restaurant that offers separately priced items.

_____ (1)

This question continues on next page.

b. From the following descriptions identify the types of service.

i. When food is put on the plate in the kitchen and served by the food and beverage servers.

_____ (1)

ii. When the customers help themselves to choose and plate food from a variety of choices.

_____ (1)

Question 7

K5 (4 marks)

Various types of crockery, plates and glasses are used for different purposes. Basic knowledge to be able to name crockery, plates and glasses is expected.

a. Identify the cutlery from the following descriptions.

i. This is a small fork used for eating salads and the tines are broader and flatter than the rest of the forks on the table.

_____ (1)

ii. This is a blunt knife with a broad blade for eating or serving fish.

_____ (1)

b. What would you serve in a flute glass?

_____ (1)

c. This glass is used mainly for serving of soft drinks, shorts and water.

_____ (1)

Question 8

C4 (6 marks)

After your time working at the front office you have learned some of different duties that are carried out within this department.

a. There are many security issues affecting the guests' belongings. Mention **TWO** areas that the reception may have to deal with.

i. _____ (1)

ii. _____ (1)

b. Explain the purpose of a having a 'master key' and how the control of the key is maintained.

_____ (2)

c. Give **TWO** examples to show the importance of the front office liaising with the housekeeping department.

Example _____

Example _____

_____ (2)

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