



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2022 MAIN SESSION**

| | |
|----------------------|-----------------------------|
| SUBJECT: | Hospitality |
| PAPER NUMBER: | Controlled – Unit 3 |
| DATE: | 26 th April 2022 |
| 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 _____

Answer **ALL** questions.

Scenario

- ABC hotel is a small hotel which will be opening in summer 2022.
- The restaurant of the hotel will present a fine-dining experience offering local dishes with a twist.

Question 1

K-2 (4 marks)

Different types of linen will be used in the restaurant of ABC hotel.

a. Name **FOUR** different types of linen used in a restaurant.

Type 1: _____ (0.25)

Type 2: _____ (0.25)

Type 3: _____ (0.25)

Type 4: _____ (0.25)

b. Outline the use of **TWO** types of linen mentioned in Question 1a.

Use 1: _____

_____ (0.5)

Use 2: _____

_____ (0.5)

c. i. List **TWO** advantages and **TWO** disadvantages of re-usable linen.

_____ (1)

ii. List **TWO** advantages and **TWO** disadvantages of non-reusable linen.

(1)

Question 2

K-6 (4 marks)

As part of its services, the hotel also offers an elegant and cosy café.

a. Distinguish between

i. espresso and espresso lungo;

(0.5)

ii. leaf and herbal tea

(0.5)

b. State **FOUR** considerations to be taken when preparing and serving hot beverages.

Consideration 1: _____ (0.25)

Consideration 2: _____ (0.25)

Consideration 3: _____ (0.25)

Consideration 4: _____ (0.25)

This question continues on next page.

c. Describe **FOUR** possible flaws that can occur during the preparation of hot beverages.

(2)

Question 3 **C-2 (6 marks)**

For it to be considered as a successful establishment, ABC hotel will need to depend on both internal and external customers.

a. Distinguish between internal and external customers. Give **ONE** example of each.

(1)

Example of internal customer: _____ (0.5)

Example of external customer: _____ (0.5)

Question 4

K-9 (4 marks)

ABC hotel has an internal housekeeping department to deal with all the cleaning needs.

a. Name **FOUR** different personnel that work within the housekeeping department.

Personnel 1: _____ (0.25)

Personnel 2: _____ (0.25)

Personnel 3: _____ (0.25)

Personnel 4: _____ (0.25)

b. Outline **TWO** responsibilities of any one of the personnel named in Question 4a.

Responsibility 1: _____

_____ (0.5)

Responsibility 2: _____

_____ (0.5)

c. Describe the **FOUR** regular procedures that housekeeping personnel must follow per daily routine.

(2)

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