

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.

Qı	uestion 1	K-2 (4 marks)
Di	fferent 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:	
		_
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)
Qı	uestion 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 be	verages.
	Consideration 1:	(0.25)
	Consideration 2:	(0.25)
	Consideration 3:	(0.25)
	Consideration 4:	(0.25)

c. Describe FOUR possible flaws that can occur during the preparation	n of hot beverages.
	(2
Question 3	C-2 (6 marks
For it to be considered as a successful establishment, ABC hotel wil internal and external customers.	I need to depend on botl
a. Distinguish between internal and external customers. Give ONE example 2.	ample of each.
	(1
Example of internal customer:	(0.5
Example of external customer:	(0.5

b.

- The hotel will be trying to cater for different customers who require special assistance.
- In fact, it will be equipped with accessibility equipment and accessibility rooms, play area, information through signs all over the hotel and age-appropriate equipment/ furniture.
- The menus of the hotel restaurant offer a variety of dishes with options of alternative ingredients.

	From the scenario above, identify FOUR different customers that might require special assistance.
	i(0.5)
	ii(0.5)
	iii(0.5)
	iv(0.5)
c.	Discuss TWO ways of dealing with customers with language barriers.
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Please turn the page.

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Q	uestion 4	K-9 (4 marks)
ΑI	BC hotel has an internal housekeeping department to deal with all the cleaning	needs.
a.	Name FOUR different personnel that work within the housekeeping departme	nt.
	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 4	ła.
	Responsibility 1:	
	Responsibility 2:	
c.	Describe the FOUR regular procedures that housekeeping personnel must routine.	follow per daily

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	 	 (2)

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