



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2022 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
PAPER NUMBER: Synoptic – Unit 3
DATE: 31st October 2022
TIME: 2:30 p.m. to 4:35 p.m.

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

For examiners' use only:

Question	1	2	3	4	5	6	7	8	Total
Score									
Maximum	6	8	12	12	8	8	8	8	70

Answer **ALL** questions in the space provided.

Scenario

- 'Town Hotel' is a new establishment that has opened in Malta.
- This establishment seeks to exceed guests' expectations within all aspects of hospitality.

Question 1

K-1 (6 marks)

a. List **FOUR** different types of menus that can be found in a restaurant.

Type 1: _____ (0.5)

Type 2: _____ (0.5)

Type 3: _____ (0.5)

Type 4: _____ (0.5)

b. Outline **TWO** types of menus mentioned in Question 1a.

Menu Type 1:

_____ (1)

Menu Type 2:

_____ (1)

c. Describe **TWO** menu attributes that should be taken into consideration when preparing menus.

_____ (2)

6

Question 2

K-2 (8 marks)

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

Type 1: _____ (0.5)

Type 2: _____ (0.5)

Type 3: _____ (0.5)

Type 4: _____ (0.5)

b. Outline the use of **TWO** types of linen mentioned in Question 2a.

Use 1: _____

_____ (1)

Use 2: _____

_____ (1)

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

_____ (2)

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

_____ (2)

8

Please turn the page.

Question 3

C-2 (12 marks)

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

_____ (2)

Example of internal customer: _____ (1)

Example of external customer: _____ (1)

b.

- The 'Town Hotel' will be equipped with children's play area, age-appropriate equipment/furniture, accessibility equipment and accessibility rooms, play area, and information through signs all over the hotel.
- The menus of the hotel restaurant offer a variety of dishes with options of alternative ingredients such as gluten-free, lactose-free and vegetarian dishes.

From the scenario above, identify **FOUR** different customers that require special assistance.

i. _____ (1)

ii. _____ (1)

iii. _____ (1)

iv. _____ (1)

c. Discuss **TWO** ways of dealing with customers requiring special assistance.

12

(4)

Question 4

C-3 (12 marks)

- The Front Officers at the 'Town Hotel' are trained to give the necessary information to the customers.
 - They usually pass information about internal services given by the hotel or external services/products offered within the surrounding environment.
- a. The images below are given to the customers upon check-in.
- i. Identify the information required by 'Town Hotel' to handle queries related to Tourist services given by the hotel from Figure 1.



Figure 1: Services provided by the business
(Source: <https://www.openclipart.org>)

Information 1: _____ (1)

Information 2: _____ (1)

This question continues on next page.

ii. Identify the information required by 'Town Hotel' to handle queries related to Tourist services in the surrounding environment from Figure 2.

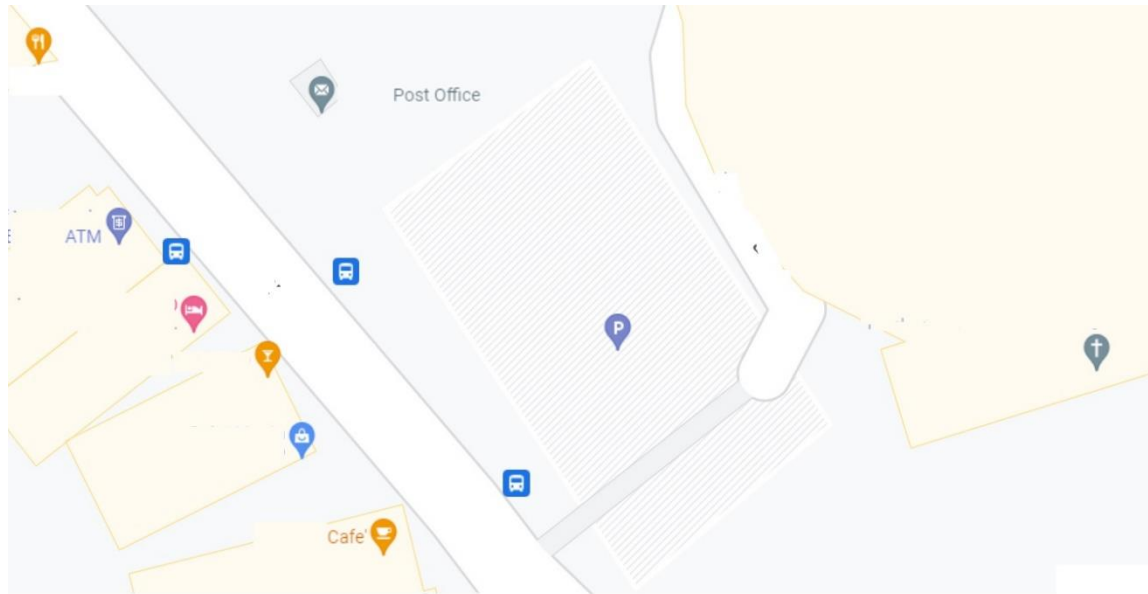


Figure 2: A map of the services in the surrounding environment
(Source: <https://www.googlemaps.com>)

Information 1: _____ (1)

Information 2: _____ (1)

b. Describe the information identified in Question 4a in relation to:

Tourist services given by the hotel

Information 1: _____

_____ (1)

Information 2: _____

_____ (1)

Question 5

K-5 (8 marks)

a. List **FOUR** types of non-alcoholic drinks apart from non-alcoholic cocktails.

Beverage 1: _____ (0.5)

Beverage 2: _____ (0.5)

Beverage 3: _____ (0.5)

Beverage 4: _____ (0.5)

b. Outline **TWO** different considerations that should be taken when preparing and serving non-alcoholic drinks.

Consideration 1: _____

_____ (1)

Consideration 2: _____

_____ (1)

c. Describe the preparation method of the following non-alcoholic cocktail, including the ingredients:

After Eight

_____ (2)

Sunset

_____ (2)

8

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