SEC38/c3.18m

L-Università ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION CERTIFICATE LEVEL
2018 MAIN SESSION

SUBJECT:	**Hospitality**
PAPER NUMBER:	Controlled – Unit 3
DATE:	11th April 2018
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 _____

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

Scenario

Summer is approaching and this will bring with it a high number of tourists. Availability of part-time jobs will increase to cater for the demand. Your application has been accepted to undertake a summer work experience on a part time basis in a local five star hotel. You have been selected because you have already done some training about dealing with customers and know about different areas and departments within a five star hotel.

Question 1 **C5 (6 marks)**

Hotels that wish to reach high standards cannot function successfully without a good housekeeping department.

a. Explain the role of the executive housekeeper within a five star hotel and mention **TWO** duties related to this role.

Role _____

_____ (1)

Duties

i. _____

ii. _____ (1)

b. List **TWO** areas a public area attendant is responsible for as part of their duties within the housekeeping department.

_____

_____

_____

_____ (2)

c. Explain the role of the room attendant and mention **TWO** duties related to this role.

Role _____

_____ (1)

Duties

i. _____

ii. _____ (1)

Question 2 **K6 (4 marks)**

You have been offered a part-time position as a food and beverage server. Since customers' behaviour, expectations and demands are constantly changing, you are expected to deal with these customers in the best way possible.

a. Describe the appropriate attitude that customers expect from food and beverage servers and list **ONE** practical example of such an attitude when serving customers.

Description _____

_____

Example _____

_____

_____ (2)

b. Describe 'suggestive selling' and list **ONE** practical example of this technique.

Description _____

_____

Example _____

_____

_____ (2)

Question 3 **K7 (4 marks)**

During your summer job you will be asked to occasionally help other food and beverage servers behind the bar, serving non-alcoholic drinks. Fruits may be used to garnish these non-alcoholic beverages.

List **TWO** types of mocktails and describe the appropriate garnish and glass used to prepare and serve **EACH** mocktail.

Name of Mocktail _____

Description _____

_____ (2)

Name of Mocktail _____

Description _____

_____ (2)

Question 4 **K1 (4 marks)**

Since the safety of customers, staff and colleagues should be given maximum priority, it is important that during your summer work exposure, you are able to identify potential hazards and report them.

Identify **TWO** potential hazards and give **TWO** examples of how hazards may occur.

Hazzard 1 _____

_____

Hazzard 2 _____

_____

Example 1 _____

_____

Example 2 _____

_____ (4)

Question 5 **C3 (6 marks)**

When tourists and customers arrive in a hotel, the first point of reference is the reception or front office. In large hotels front office personnel are usually trained to understand what is the main purpose and the role of the front office.

Explain the main purpose of the front office department. Give **FOUR** examples.

Explanation_____

_____

_____

_____ (2)

Example 1 _____

_____

Example 2 _____

_____

Example 3 _____

_____

Example 4 _____

_____ (4)

Question 6 **K3 (4 marks)**

During your short summer employment within the food and beverage area you will have the opportunity to see different menus and different styles of services. You will be required to know the basic difference between different menus and different styles of services.

a. Describe a set menu.

_____

_____

_____

_____ (1)

b. Describe the difference in style between a plated service and a buffet service.

Plated _____

_____

Buffet _____

_____ (2)

c. Describe what is an a la Carte' menu.

_____

_____

_____

_____ (1)

Please turn the page.

Question 7 **K5 (4 marks)**

There are various types and shapes of crockery, plates and glasses that are used for different purposes within the food and beverage service operation.

a. Identify the use of a side knife and a joint fork.

Side knife _____

_____

Joint fork _____

_____ (2)

b. Name the glass used to serve champagne or sparkling wine in.

_____ (1)

c. State what a Paris Goblet is used for.

_____ (1)

Question 8 **C4 (6 marks)**

Today two employees from the front office department have reported sick and as you have some experience in this area, the management has decided that you can help out with certain basic duties.

a. Explain the purpose and the function of a reservation system and give **TWO** practical examples of how the reservation system helps the front office personnel.

Purpose _____

_____

Example 1 _____

_____

Example 2 _____

_____ (2)

b. Explain the purpose of the sub master key and how control of such key is maintained.

Purpose _____

_____

Control _____

_____ (2)

c. Explain the importance of the arrivals and departures lists to the housekeeping department.

_____

_____

_____

_____ (2)

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