



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2023 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 3
DATE:	20 th April 2023
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

- Jake is studying Hospitality management at the Institute of Tourism Studies.
- Jake will be doing a work placement in a local five-star hotel.
- He will be working in different departments of the hotel.

Question 1

K-9 (4 marks)

The first part of Jake's placement will be in the Housekeeping department.

a. Name **FOUR** different personnel who 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 1a.

Responsibility 1: _____

_____ (0.5)

Responsibility 2: _____

_____ (0.5)

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

[illegible]

Question 2

C-2 (6 marks)

Jake will be continuing his placement in the Front Office department where he will be dealing directly with 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)

b.

- The hotel tries hard to cater for customers who require different special assistance.
- One customer had asked Jake for a play area.
- Another customer asked about the possibility of ordering dishes with alternative ingredients.

This question continues on next page.

From the scenarios above, identify **TWO** different customers who might require special assistance.

Customer 1: _____ (1)

Customer 2: _____ (1)

c. Discuss **TWO** ways of dealing with elderly and mobility-restricted customers.

[illegible]

Question 3**K-2 (4 marks)**

During his experience, Jake learnt that different types of linen are used in the hotel's restaurant.

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 3a.

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 4**K-6 (4 marks)**

Jake will end his placement in the Lounge bar.

a. Distinguish between

Cappuccino and caffe latte

(0.5)

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)

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

(2)

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