



L-Università  
ta' Malta

MATSEC  
Examinations Board



**Marking Scheme**  
SEC Hospitality Unit 3

**Main Session 2022**  
**26<sup>th</sup> April 2022**

Marking schemes published by the MATSEC Examination Board are not intended to be standalone documents. They are an essential resource for markers who are subsequently monitored through a verification process to ensure consistent and accurate application of the marking scheme.

In the case of marking schemes that include model solutions or answers, it should be noted that these are not intended to be exhaustive. Variations and alternatives may also be acceptable. Examiners must consider all answers on their merits and will have consulted with the MATSEC Examinations Board when in doubt.

Marking Scheme (Main Session 2022): SEC Hospitality Unit 3

Criteria Reference	The candidate should be able to	Question Number	Maximum marks that can be achieved	Allocation of marks	Examples of expected answer/s
K-2		1	4		
	Name different types of linen used in a restaurant.	1a	1	Award 0.25 marks for each correct type of linen.	<p><b>FOUR</b> different linen types are to be named:</p> <p>Square and round tablecloth, slip cloth, napkin, waiters' cloth, glass cloth, tea towel, banquet cloth.</p> <p>Accept other suitable answers not listed above.</p>
	Outline the use of different types of linen in a restaurant.	1b	1	Award 0.5 marks for every correct linen use outlined.	<p><b>TWO</b> different linen types are to be outlined.</p> <p>Marks should be only awarded for outlines of linen named in Question 1a.</p> <p>Square and round tablecloth: Used as tablecloths to cover the guest table.</p> <p>Slip cloth: Placed over a tablecloth to protect from spillage and to reduce the number of times a tablecloth is used.</p> <p>Napkin: Placed on a guest's lap by the waiter. Guests use it to wipe their hands and pat their mouth when required.</p> <p>Waiters' cloth: Used by the waiter when serving hot plates to guests. Used when pouring wine or water at a guest's table.</p> <p>Glass cloth: Used by waiter/bar staff to polish glasses.</p> <p>Tea towel: Used by the waiter to polish the cutlery.</p>

Marking Scheme (Main Session 2022): SEC Hospitality Unit 3

					<p>Banquet cloth: Used to cover large tables such as buffet tables and large/long guest tables.</p> <p>Accept other suitable answers not listed above.</p>
	List the advantages and disadvantages of using re-usable and non-reusable linen.	1c	2	<p>Award 0.25 marks for every correct advantage.</p> <p>Award 0.25 marks for every correct disadvantage.</p>	<p><b>TWO</b> advantages of re-usable linen are to be listed:</p> <ul style="list-style-type: none"> <li>• Less waste, elegant, good absorbent material</li> </ul> <p><b>TWO</b> disadvantages of re-usable linen are to be listed:</p> <ul style="list-style-type: none"> <li>• excessive use of water and chemicals during washing, could be stained easily, limitations regarding restaurant décor</li> </ul> <p><b>TWO</b> advantages of non-reusable linen are to be listed:</p> <ul style="list-style-type: none"> <li>• easy to clear up, easy to find and cheap to buy (short-term), saves time (washing, preparation)</li> </ul> <p><b>TWO</b> disadvantages of non-reusable linen are to be listed:</p> <ul style="list-style-type: none"> <li>• Waste generation, single use since they get wet/thorn, may only be suitable for casual dining</li> </ul> <p>Accept other suitable answers not listed above.</p>
		2	4		
<b>K-6</b>	Distinguish between different types of hot beverages.	2a	1	<p>Award 0.5 mark for correctly distinguishing each type of hot beverage.</p>	<p><b>Espresso and espresso lungo:</b> An espresso is a single short shot of ground coffee whilst an espresso lungo takes a significantly longer shot. As a result, an espresso lungo has more of a bitter taste than a regular espresso because the longer shot affects the extraction of the ground coffee.</p> <p><b>Leaf and herbal tea:</b> a leaf tea is a type of tea that is made from the leaves of the plant camellia sinensis, most known as the tea plant, while herbal teas are made using a combination of spices, flowers, bark and leaves belonging to edible, non-tea plants.</p> <p>Accept any other suitable answers not given above.</p>

Marking Scheme (Main Session 2022): SEC Hospitality Unit 3

	State the considerations to be taken when preparing and serving hot beverages of good quality.	2b	1	Award 0.25 marks for every correct consideration stated.	<b>FOUR</b> different considerations are to be stated:  Using correct cups; temperature and quality of water and milk; frothing of milk; proper use of equipment.  Accept any other suitable answers not given above.
	Describe the possible flaws that can occur during the preparation of hot beverages.	2c	2	Award 0.5 marks for every correct flaw described.	<b>FOUR</b> different flaws are to be described.  Selection of crockery: Using the correct crockery according to the type of beverage is important as otherwise it can result in too little/too much beverage being served to guests. The consistence of the hot beverage may be affected if the wrong crockery is selected such as serving an espresso in a cappuccino cup.  Accept any other suitable answer not given above.
		3	6		
<b>C-2</b>	Distinguish between internal and external customers.	3a	2	Award 1 mark for correctly distinguishing between internal and external customers.  Award 0.5 marks for every correct example given.	Whilst internal customers have a direct relation or contact with the company or organisation, external customers do not belong to the company and are not part of the organisation.  <b>ONE</b> example of each is to be given: Internal: employees, service providers, shareholders. External: clients.  Accept any other suitable answer not given above.
	Identify different customers requiring special assistance.	3b	2	Award 0.5 marks for correctly identifying different customers that require special assistance.	<b>FOUR</b> different customers are to be identified:  People with disability; elderly and mobility restricted; couple with young children; people following special diets  Accept any other valid identification from the scenario not given above.

Marking Scheme (Main Session 2022): SEC Hospitality Unit 3

	Discuss ways of dealing with customers requiring special assistance.	3c	2	Award 1 mark for every correct way of dealing with customers requiring special assistance.	<p><b>TWO</b> correct ways are to be discussed.</p> <p>Accessibility: People who have language barriers would require specific needs in relation to accessibility since even the law states that such people must have an equal opportunity to enjoy the goods, services, accommodations, and amenities offered. Hotels and businesses must ensure effective communication for such people. Some ways to offer accessibility are:</p> <ul style="list-style-type: none"> <li>• Including visual aids in every area, such as signs and pictures, visual alarms, visual notifications.</li> <li>• Staff should be trained to communicate with such people using short and relatively simple conversations, and ideally using the sign language as well.</li> <li>• Provide facilities for service dogs and ensure that the business caters for the animal's needs.</li> <li>• Have staff speaking various languages to assist as many people as possible using different languages.</li> </ul> <p>Accept any other suitable answer not given above.</p>
		4	4		
<b>K-9</b>	Name the different personnel within the housekeeping department.	4a	1	Award 0.25 marks for every correct personnel named.	<p><b>FOUR</b> different personnel are to be named:</p> <p>Executive housekeeper; room attendant; laundry attendant; gardener/florist.</p> <p>Accept any other suitable answer not given above.</p>
	Outline the responsibilities of a member of personnel within the housekeeping department.	4b	1	Award 0.5 marks for every correct responsibility of the executive housekeeper outlined.	<p><b>TWO</b> responsibilities are to be outlined.</p> <ul style="list-style-type: none"> <li>• the executive housekeeper is responsible to prepare working schedules of the staff in the housekeeping department on weekly or monthly basis.</li> </ul> <p>Accept any other suitable answer not given above.</p>

Marking Scheme (Main Session 2022): SEC Hospitality Unit 3

	Describe regular procedures that housekeeping personnel must follow as per daily routine.	4c	2	Award 0.5 marks for every correct procedure described.	<p><b>FOUR</b> procedures are to be described.</p> <p>Upkeep of allocated rooms/areas: To make sure that hotel rooms are always fully stocked, clean and inviting by change bed linen and make beds, replace used towels, sweep, and mop floors, vacuum carpets, dust furniture and replenish bath care products so that the guest's room is always ready for use, this leads to avoiding unnecessary complaints.</p> <p>Accept any other suitable answer not given above.</p>
--	---	----	---	--	--