



L-Università  
ta' Malta

**MATSEC**  
Examinations Board



**Specimen Paper**  
SEC 38 Hospitality

**2027**

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## Specimen Assessment: Sample Controlled Paper

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
SAMPLE CONTROLLED PAPER**

SUBJECT: **Hospitality**  
PAPER: **Level 1 – 2 – 3**  
DATE:  
TIME: **2 Hours**

**Directions to Candidates**

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

This paper carries a total of 100 marks.

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

**For examiners' use only:**

| Question | 1 | 2 | 3 | 4  | 5  | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |     |
|----------|---|---|---|----|----|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|-------|-----|
| Score    |   |   |   |    |    |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |       |     |
| Maximum  | 2 | 2 | 2 | 10 | 12 | 6 | 3 | 9 | 4 | 9  | 5  | 6  | 7  | 4  | 4  | 1  | 2  | 4  | 4  | 4  | 4     | 100 |

1. Define the following terms:

a. Tourism

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(1)

b. Hospitality

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(1)

**(Total: 2 marks)**

2. Outline the following types of tourism:

a. Domestic Tourism

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(1)

b. Inbound Tourism

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(1)

**(Total: 2 marks)**

3. The Tourism Industry worldwide is growing, and tourists are always looking for new experiences, however external factors may impact this tourism growth.

Mention **ONE** example for each of the following factors that have an impact on the development of tourism.

Example of an Economic Factor

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(1)

Example of a Political Factor

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(1)

**(Total: 2 marks)**

4. Compare the **TWO** hotels in Table 1 below, in relation to their location, global span, size, and products and services offered to customers in Malta.

Table 1. Hotel information

|                         | <b>The View Hotel</b><br>***   | <b>The Diamond Hotel</b><br>*****  |
|-------------------------|--|--|
| <b>Location</b>         | Mellieħa, Malta  | St Julian's, Malta   |
| <b>Global span</b>      | National   | International  |
| <b>Size</b>             | 15 rooms   | 120 rooms  |
| <b>Rooms</b>            | Single, Double, Family   | Single, Double, Family, Panoramic Suite, Ambassador Suite, Presidential Suite  |
| <b>Restaurants</b>      | <ul style="list-style-type: none"> <li>- Ruby Main Restaurant</li> <li>- Topaz Pool Bar</li> </ul> | <ul style="list-style-type: none"> <li>- Heritage Main Restaurant</li> <li>- House of Spice Indian Restaurant</li> <li>- Emerald Pool Bar</li> <li>- Royal Bar</li> </ul>  |
| <b>Room Service</b>     | -----  | 24/7   |
| <b>Business Service</b> | -----  | Conference rooms   |
| <b>Functions</b>        | -----  | <ul style="list-style-type: none"> <li>- Weddings</li> <li>- Parties</li> </ul>  |
| <b>Spa and Leisure</b>  | <ul style="list-style-type: none"> <li>- Outdoor pool</li> </ul>                                   | <ul style="list-style-type: none"> <li>- Outdoor pool</li> <li>- Indoor pool</li> <li>- Jacuzzi</li> <li>- Massage rooms</li> <li>- Sauna</li> <li>- Steam room</li> </ul> |

Location: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2)

Global span: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2)

Size: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2)



6. Discuss **ONE** effect of tourism on each of the following stakeholders:

a. the local citizens

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(2)

b. the private sector

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(2)

c. the government

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(2)

**(Total: 6 marks)**

7. Match the main classes of fire with their type.

|          |         |
|----------|---------|
| <b>A</b> | Class A |
| <b>B</b> | Class B |
| <b>C</b> | Class C |

|  |   |
|--|---|
|  | Fires with flammable or combustible liquids as the fuel source.                   |
|  | Fires involving gases.  |
|  | Fires with trash, wood, paper, or other combustible materials as the fuel source. |

**(Total: 3 marks)**

8. Describe the following job roles within the hospitality industry:

a. Food and beverage server

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(3)

b. Room attendant

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(3)

c. Front office receptionist

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(3)

**(Total: 9 marks)**



9. State the use of the following food preparation equipment:

a. Combi oven: \_\_\_\_\_  
\_\_\_\_\_ (1)

b. Chafing dishes: \_\_\_\_\_  
\_\_\_\_\_ (1)

c. Freezer: \_\_\_\_\_  
\_\_\_\_\_ (1)

d. Tandoori: \_\_\_\_\_  
\_\_\_\_\_ (1)

**(Total: 4 marks)**

10. Describe the following:

a. Vegetarian dietary requirement

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (3)

b. Coeliac dietary requirement

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (3)

c. Diabetes dietary requirement

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(3)

**(Total: 9 marks)**

11. The following is a recipe of a pasta dish.

Beef Lasagna

1 onion, 1 carrot, 200g minced beef, 1 can tomato pulp, 15g butter, 15g plain flour, 200ml milk, 200g mozzarella shredded, 5 lasagna sheets, salt, and pepper.

Customise the recipe for guests who are lactose intolerant and lacto-vegetarian.  
Only fill in the ingredients that need to be modified.

| Original Recipe          | Lactose Intolerant | Lacto-Vegetarian |
|--------------------------|--------------------|------------------|
| Onion                    |                    |                  |
| Carrot                   |                    |                  |
| 200g minced beef         |                    |                  |
| 1 can tomato pulp        |                    |                  |
| 15g butter               |                    |                  |
| 15g plain flour          |                    |                  |
| 200ml milk               |                    |                  |
| 200g shredded mozzarella |                    |                  |
| 5 lasagna sheets         |                    |                  |
| Salt and pepper          |                    |                  |

**(Total: 5 marks)**

12. Outline the main function of the following nutrients:

a. Carbohydrates: \_\_\_\_\_  
 \_\_\_\_\_ (2)

b. Fats: \_\_\_\_\_  
 \_\_\_\_\_ (2)

c. Vitamins: \_\_\_\_\_  
 \_\_\_\_\_ (2)

**(Total: 6 marks)**

13. Categorise the following **FIVE** contaminants into physical, chemical, and biological.

|                      | <b>Physical</b>          | <b>Chemical</b>          | <b>Biological</b>        |
|----------------------|--------------------------|--------------------------|--------------------------|
| Cleaning chemicals   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Packaging            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bacteria and viruses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Equipment            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fertilizers          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Yeast                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Transport            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**(Total: 7 marks)**

14. Describe the following quality checks to be considered when plating food:

a. Temperature of plate

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ (2)

b. Clean presentation

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(2)

**(Total: 4 marks)**

15. Match the safety signs with their colour.

|          |               |
|----------|---------------|
| <b>A</b> | Warning       |
| <b>B</b> | Accessibility |
| <b>C</b> | Exit          |
| <b>D</b> | Danger        |

|  |        |
|--|--------|
|  | Red    |
|  | Blue   |
|  | Yellow |
|  | Green  |

**(Total: 4 marks)**

16. Chris decides to surprise Andy with a romantic dinner at a local fine-dining restaurant for their 25th wedding anniversary.

Indicate the expected experience of Chris and Andy within the fine-dining restaurant.

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(1)

**(Total: 1 mark)**

17. Outline the following types of menus:

a. Carte du jour: \_\_\_\_\_

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(1)

b. Beverage menu: \_\_\_\_\_

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(1)

**(Total: 2 marks)**

18. Explain **TWO** regular procedures that a housekeeper must follow as per daily routine within the Housekeeping Department.

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(4)

**(Total: 4 marks)**

19. Identify **FOUR** touristic services hotel front office employees need to know when dealing with customer queries. In your answer, include **TWO** services offered by the hotel and **TWO** services found in the surrounding environment.

**TWO** services offered by the hotel

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(2)

**TWO** services found in the surrounding environment

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(2)

**(Total: 4 marks)**

20. • A 5-star hotel is set to open in Malta.
- This hotel will boast of spacious suites including:
    - ground floor rooms with ramp access,
    - two swimming pools – one pool with a slide and another pool with child friendly water facilities,
    - business amenities supervised by multi-lingual employees,
    - various dining venues offering different menu options.

Identify **FOUR** different customers who require special assistance in the scenario above.

a. \_\_\_\_\_ (1)

b. \_\_\_\_\_ (1)

c. \_\_\_\_\_ (1)

d. \_\_\_\_\_ (1)

**(Total: 4 marks)**

## Specimen Assessment: Sample Marking Scheme for Controlled Paper



MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
SAMPLE MARKING SCHEME FOR CONTROLLED PAPER**

SUBJECT: **Hospitality**  
PAPER: **Level 1 – 2 – 3**  
DATE:  
TIME: **2 Hours**

| Question No. | Total Marks | Allocation of Marks                              | Example of Expected Answer  |
|--------------|-------------|--|---|
| 1            | 2           | Award 1 mark for each correct definition.        | Tourism encompasses travel and visits to various places, for leisure, business, or other purposes.<br><br>Accept any other valid answer.  |
| 2            | 2           | Award 1 mark for each correct outline.           | Domestic tourism refers to travel activities within one's own country, involving residents exploring different regions or attractions without crossing international borders.<br><br>Accept any other valid answer. |
| 3            | 2           | Award 1 mark for each correct example mentioned. | Economic Factor: Oil/Fuel Price: Higher prices will result in higher price of flights which will become less affordable.<br><br>Accept any other valid answer.  |

| Question No. | Total Marks | Allocation of Marks  | Example of Expected Answer   |
|--------------|-------------|--|--|
| 4            | 8           | <p>Award 2 marks for each correct comparison relating to the location, global span and size.</p> <p>Award 4 marks for each correct comparison relating to products and services.</p> <p>No marks are to be awarded if candidates simply list and do not compare.</p> | <p>Location: The View is a 3-star hotel while the Diamond is a 5-star hotel. While the View is located in Mellieħa, which is a rural area, the Diamond is located in St Julian's which is an urban area.</p> <p>Products and Services: The View offers single, double, and family rooms, whereas the Diamond hotel provides additional panoramic, ambassador, and presidential suites. The View features one main restaurant, and a pool bar, while the Diamond boasts two restaurants and two bars. Room service is exclusive to the Diamond, available 24/7, and the Diamond also offers conference rooms, which the View lacks. In terms of amenities, the View has an outdoor pool, whereas the Diamond provides both indoor and outdoor pools, jacuzzi, massage rooms, sauna, and steam room.</p> <p>Accept any other valid answer.</p> |
| 5            | 12          | <p>Award 1 mark for each correct way that is only listed.</p> <p>Award 2 marks for each correct way that is only outlined.</p>   | <p>Any <b>THREE</b> of the following or any other valid ways:</p> <p>Create jobs; Tax revenue; Income generation; Gross Domestic Product; Economic Multiplier Effect.</p> <p>Direct and indirect employment contributes towards the Gross Domestic Product (GDP).</p> <p>Accept any other valid answer.</p> <p>Direct and indirect employment contributes to the GDP, which represents the total monetary value of all goods and services produced within a country during a specific time period.</p> <p>Accept any other valid answer.</p>   |



| Question No. | Total Marks | Allocation of Marks   | Example of Expected Answer  |   |         |          |   |   |         |          |                        |   |         |          |   |
|--------------|-------------|---|---|---|---------|----------|---|---|---------|----------|------------------------|---|---------|----------|---|
|              |             | Award 4 marks for each correct way that is described.       | <p>Employment within the hospitality industry can significantly contribute to the local economy by boosting the Gross Domestic Product (GDP), which represents the total monetary value of all goods and services produced within a country during a specific time period. As individuals find jobs in hotels, restaurants, and related establishments, their income and spending contribute to the local economy, driving consumer demand.</p> <p>Accept any other valid answer.</p>   |   |         |          |   |   |         |          |                        |   |         |          |   |
| 6            | 6           | Award 2 marks for each correct effect discussed.            | <p>Local citizens: For locals, tourism can bring about economic opportunities through job creation and business development, enhancing the overall standard of living.</p> <p>Accept any other valid answer.</p>  |   |         |          |   |   |         |          |                        |   |         |          |   |
| 7            | 3           | Award 1 mark for each correct match.                        | <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 50%; text-align: center;">A</td> <td style="width: 50%; text-align: center;">Class A</td> <td style="width: 50%; text-align: center;"><b>B</b></td> <td style="width: 50%;">Fires with flammable or combustible liquids as the fuel source.</td> </tr> <tr> <td style="text-align: center;">B</td> <td style="text-align: center;">Class B</td> <td style="text-align: center;"><b>C</b></td> <td>Fires involving gases.</td> </tr> <tr> <td style="text-align: center;">C</td> <td style="text-align: center;">Class C</td> <td style="text-align: center;"><b>A</b></td> <td>Fires with trash, wood, paper, or other combustible materials as the fuel source.</td> </tr> </tbody> </table> | A | Class A | <b>B</b> | Fires with flammable or combustible liquids as the fuel source. | B | Class B | <b>C</b> | Fires involving gases. | C | Class C | <b>A</b> | Fires with trash, wood, paper, or other combustible materials as the fuel source. |
| A            | Class A     | <b>B</b>  | Fires with flammable or combustible liquids as the fuel source.   |   |         |          |   |   |         |          |                        |   |         |          |   |
| B            | Class B     | <b>C</b>  | Fires involving gases.  |   |         |          |   |   |         |          |                        |   |         |          |   |
| C            | Class C     | <b>A</b>  | Fires with trash, wood, paper, or other combustible materials as the fuel source.   |   |         |          |   |   |         |          |                        |   |         |          |   |
| 8            | 9           | Award 1 mark for each role that is only correctly outlined. | <p>The food and beverage server takes orders from customers and brings them their food and drinks.</p> <p>Accept any other valid answer.</p>  |   |         |          |   |   |         |          |                        |   |         |          |   |
|              |             | Award 3 marks for each role that is correctly described.    | <p>The food and beverage server takes orders from customers, brings them their food and drinks, and makes sure they have everything they need for a pleasant dining experience. They also handle payments and sometimes provide recommendations or answer questions about the menu.</p> <p>Accept any other valid answer.</p>   |   |         |          |   |   |         |          |                        |   |         |          |   |

| Question No.             | Total Marks                  | Allocation of Marks   | Example of Expected Answer   |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
|--------------------------|------------------------------|---|--|-----------------|--------------------|------------------|-------|--|--|--------|--|--|------------------|--|------------|-------------------|--|--|------------|-------------------------|---------------|-----------------|--|--|------------|-------------------------|--|--------------------------|------------------------------|--|------------------|--|--|-----------------|--|--|
| 9                        | 4                            | Award 1 mark for each correct use stated.                                   | Combi oven: A combi oven is an appliance that combines convection and steam cooking methods.<br><br>Accept any other valid answer.   |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 10                       | 9                            | Award 1 mark for each dietary requirement that is only correctly listed.    | A vegetarian follows a diet that excludes meat.<br><br>Accept any other valid answer.  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
|                          |                              | Award 2 marks for each dietary requirement that is only correctly outlined. | A vegetarian follows a diet that excludes meat, poultry and seafood and focuses on plant foods.<br><br>Accept any other valid answer.  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
|                          |                              | Award 3 marks for each dietary requirement that is correctly described.     | A vegetarian follows a diet that excludes meat, poultry, and seafood, focusing on plant-based foods such as fruits, vegetables, grains, legumes, and nuts. A vegetarian also consumes milk and milk products and eggs.<br><br>Accept any other valid answer.   |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 11                       | 5                            | Award 1 mark for each item correctly customised.                            | <table border="1"> <thead> <tr> <th>Original Recipe</th> <th>Lactose Intolerant</th> <th>Lacto-Vegetarian</th> </tr> </thead> <tbody> <tr> <td>Onion</td> <td></td> <td></td> </tr> <tr> <td>Carrot</td> <td></td> <td></td> </tr> <tr> <td>200g minced beef</td> <td></td> <td>200g quorn</td> </tr> <tr> <td>1 can tomato pulp</td> <td></td> <td></td> </tr> <tr> <td>15g butter</td> <td>15g lactose free butter</td> <td>15g margarine</td> </tr> <tr> <td>15g plain flour</td> <td></td> <td></td> </tr> <tr> <td>200ml milk</td> <td>200ml lactose free milk</td> <td></td> </tr> <tr> <td>200g shredded mozzarella</td> <td>200g lactose free mozzarella</td> <td></td> </tr> <tr> <td>5 lasagna sheets</td> <td></td> <td></td> </tr> <tr> <td>Salt and pepper</td> <td></td> <td></td> </tr> </tbody> </table> <p>Accept any other valid answer.</p> | Original Recipe | Lactose Intolerant | Lacto-Vegetarian | Onion |  |  | Carrot |  |  | 200g minced beef |  | 200g quorn | 1 can tomato pulp |  |  | 15g butter | 15g lactose free butter | 15g margarine | 15g plain flour |  |  | 200ml milk | 200ml lactose free milk |  | 200g shredded mozzarella | 200g lactose free mozzarella |  | 5 lasagna sheets |  |  | Salt and pepper |  |  |
| Original Recipe          | Lactose Intolerant           | Lacto-Vegetarian  |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| Onion                    |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| Carrot                   |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 200g minced beef         |                              | 200g quorn  |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 1 can tomato pulp        |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 15g butter               | 15g lactose free butter      | 15g margarine   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 15g plain flour          |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 200ml milk               | 200ml lactose free milk      |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 200g shredded mozzarella | 200g lactose free mozzarella |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| 5 lasagna sheets         |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |
| Salt and pepper          |                              |   |  |                 |                    |                  |       |  |  |        |  |  |                  |  |            |                   |  |  |            |                         |               |                 |  |  |            |                         |  |                          |                              |  |                  |  |  |                 |  |  |

| Question No.         | Total Marks   | Allocation of Marks  | Example of Expected Answer  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
|----------------------|---------------|--|---|---|----------|----------|------------|--------------------|---------------|---|------|-----------|------|---|--------|----------------------|--------|---|-------|-----------|---|--|--|-------------|--|---|--|-------|--|--|---|-----------|--|---|--|
| 12                   | 6             | Award 2 marks for each function that is correctly outlined.          | Carbohydrates: carbohydrates serve as the primary source of energy in the diet.<br><br>Accept any other valid answers.  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| 13                   | 7             | Award 1 mark for each correct answer.                                | <table border="1"> <thead> <tr> <th></th> <th>Physical</th> <th>Chemical</th> <th>Biological</th> </tr> </thead> <tbody> <tr> <td>Cleaning chemicals</td> <td></td> <td>✓</td> <td></td> </tr> <tr> <td>Packaging</td> <td>✓</td> <td></td> <td></td> </tr> <tr> <td>Bacteria and viruses</td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Equipment</td> <td>✓</td> <td></td> <td></td> </tr> <tr> <td>Fertilizers</td> <td></td> <td>✓</td> <td></td> </tr> <tr> <td>Yeast</td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Transport</td> <td></td> <td>✓</td> <td></td> </tr> </tbody> </table> |   | Physical | Chemical | Biological | Cleaning chemicals |               | ✓ |      | Packaging | ✓    |   |        | Bacteria and viruses |        |   | ✓     | Equipment | ✓ |  |  | Fertilizers |  | ✓ |  | Yeast |  |  | ✓ | Transport |  | ✓ |  |
|                      | Physical      | Chemical   | Biological  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Cleaning chemicals   |               | ✓  |   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Packaging            | ✓             |  |   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Bacteria and viruses |               |  | ✓   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Equipment            | ✓             |  |   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Fertilizers          |               | ✓  |   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Yeast                |               |  | ✓   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| Transport            |               | ✓  |   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| 14                   | 4             | Award 1 mark for each quality check that is only correctly outlined. | Temperature of plates: Plates should be uniformly preheated to a comfortable warmth through a touch test.<br><br>Accept any other valid answer.   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
|                      |               | Award 2 marks for each quality check that is correctly described.    | Temperature of plates: Plates should be uniformly preheated to a comfortable warmth through a touch test. Consistency in plate temperature, timely adjustments, and clear communication with the kitchen staff are essential for delivering dishes at the desired serving temperature.<br><br>Accept any other valid answer.  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| 15                   | 4             | Award 1 mark for each correct match                                  | <table border="1"> <tbody> <tr> <td>A</td> <td>Warning</td> <td>D</td> <td>Red</td> </tr> <tr> <td>B</td> <td>Accessibility</td> <td>B</td> <td>Blue</td> </tr> <tr> <td>C</td> <td>Exit</td> <td>A</td> <td>Yellow</td> </tr> <tr> <td>D</td> <td>Danger</td> <td>C</td> <td>Green</td> </tr> </tbody> </table>  | A | Warning  | D        | Red        | B                  | Accessibility | B | Blue | C         | Exit | A | Yellow | D                    | Danger | C | Green |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| A                    | Warning       | D  | Red   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| B                    | Accessibility | B  | Blue  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| C                    | Exit          | A  | Yellow  |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |
| D                    | Danger        | C  | Green   |   |          |          |            |                    |               |   |      |           |      |   |        |                      |        |   |       |           |   |  |  |             |  |   |  |       |  |  |   |           |  |   |  |

| Question No. | Total Marks | Allocation of Marks  | Example of Expected Answer   |
|--------------|-------------|--|--|
| 16           | 1           | Award 1 mark for the correct expectation indicated.  | The couple are most likely to experience a relaxing atmosphere with a formal type of service.<br>Accept any other valid answer.  |
| 17           | 2           | Award 1 mark for each menu correctly outlined.   | Carte du jour is a menu referring to a daily changing or special menu.<br>Accept any other valid answer.   |
| 18           | 4           | Award 1 mark for each correct procedure that is only outlined.   | Any <b>TWO</b> of the following or any other valid procedure:<br><br>Check roster; Prepare the tools/housekeeping trolley; Upkeep allocated rooms/areas; Fill in checklist.<br><br>A housekeeper needs to check the roster to ensure that the cleaning schedule is up to date and the room attendants are doing their job.<br><br>Accept any other valid answer.   |
|              |             | Award 2 marks for each correct procedure that is correctly explained.  | A housekeeper needs to check the roster to ensure that the cleaning schedule is up to date. This involves confirming assigned rooms, noting any special requests or requirements, and ensuring that all necessary areas are addressed according to the established plan.<br><br>Accept any other valid answer.   |
| 19           | 4           | Award 1 mark for each correct service offered by the hotel.<br><br>Award 1 mark for each correct service found in the surrounding environment. | Any <b>TWO</b> of the following services offered by the hotel:<br><br>Dining options, Transportation services, Concierge services, Event and meeting facilities, Accessibility services, Recreational amenities.<br><br>Any <b>TWO</b> of the following services found in the surrounding environment:<br><br>Local attractions, External dining options, Shopping facilities, Transportation services, Emergency services, Banks, Currency exchange services.<br><br>Accept any other valid answer. |

| Question No. | Total Marks | Allocation of Marks                           | Example of Expected Answer  |
|--------------|-------------|---|---|
| 20           | 4           | Award 1 mark for each correct identification. | The following <b>FOUR</b> customers:<br><br>Guests with young children, Mobility restricted, Guests following a special diet, Guest with language barriers.<br><br>Accept any other valid answer. |