Index Number: _____ SEAC04/s1.23s



MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL 2023 SUPPLEMENTARY SESSION

SUBJECT: **Hospitality**PAPER NUMBER: Synoptic - Unit 1
DATE: 1st November 2023
TIME: 8:30 a.m. to 10:35 a.m.

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

For examiners' use only:

| Question | 1 | 2 | 3 | 4 | 5 | 6 | Total |
|----------|---|---|---|---|---|----|-------|
| Score | | | | | | | |
| Maximum | 6 | 8 | 8 | 8 | 8 | 12 | 50 |

Answer **ALL** questions in the space provided. You may answer either in English or in Maltese.

Scenario

- In preparation for the busy Christmas period ahead, a local hospitality training company is organising free workshops for hospitality employees.
- All employees working within the front office, housekeeping, and Food and Beverages departments are encouraged to attend.

| Question 1 | K-2 (6 marks) |
|---|----------------------|
| The first workshop will focus on different reservation methods. | |
| a. List FOUR different reservation methods used to book a stay in holid bookings. | ay, apart from phone |
| Method 1: | (0.5) |
| Method 2: | (0.5) |
| Method 3: | (0.5) |
| Method 4: | (0.5) |
| i | (1) |
| | |
| | |
| | |
| | |
| | |
| | |

| Question 2 K-3 (| 8 marks) |
|---|----------|
| The second workshop will focus on the housekeeping department. | |
| a. List TWO cleaning supplies found in the housekeeping department. | |
| Supply 1: | (1) |
| Supply 2: | (1) |
| b. Outline TWO correct methods for storing chemicals in the housekeeping departmen | t. |
| i | |
| ii | |
| c. Describe TWO safe lifting and handling techniques required to handle housekeeping i | |
| | |
| ii | (2) |
| | |
| | 8 |

Please turn the page.

| Question 3 | K-4 (8 marks) |
|------------|---------------|
|------------|---------------|

The third session will highlight the importance of laundry operations.

| ıvaı | me the remaining EIGHT stages of the laundry cycle. List stages in their correct order | • |
|------|---|-----------------------------------|
| i. | Collection of dirty laundry | |
| ii. | | |
| iii. | | |
| iv. | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| x. | | _ (2) |
| Out | tline any TWO stages of the laundry cycle. | |
| i | | |
| _ | | |
| _ | | _ (1) |
| ii. | | |
| | | |
| - | | |
| Des | | _ (-) |
| i. · | Tea/coffee: | |
| | | |
| - | | |
| - | | |
| - | | |
| - | | (2) |
| | i. ii. iv. v. vii. viii ix. Cour i. | i. Collection of dirty laundry ii |

| ii. Sauces: | | |
|------------------------------------|------------------------------|--------------------------------------|
| | | |
| | | |
| | | |
| | | |
| | | (2 |
| | | |
| uestion 4 | | K-5 (8 marks |
| ne next workshop focuses on bas | ic culinary skills. | |
| | · | |
| Categorise the equipment below | i into mechanical, plating a | and cooking by filling in the table. |
| 1 3 | n Marie cooker | food mixer and food processor |
| salamander | fryer tongs | rotary toaster |
| Mechanical | Plating | Cooking |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | (2 |
| State the use of the following for | and propagation aguipment | |
| _ | | |
| i. Combi Oven: | | |
| | | (1 |
| ii. Bratt Pan: | | |
| | | (1 |

This question continues on next page.

| | (4) |
|--|--|
| uestion 5 | K-7 (8 marks) |
| terested employees will also be given training o | n food outlet preparations. |
| Name FOUR items that need to be prepared be | efore opening and/or closing a food outlet. |
| Item 1: | (0.5) |
| Item 2: | (0.5) |
| Item 3: | (0.5) |
| Item 4: | (0.5) |
| State FOUR operational steps involved in the c | daily routine preparations of a food outlet. |
| Step 1: | (0.5) |
| Step 2: | (0.5) |
| Step 3: | (0.5) |
| Step 4: | (0.5) |
| Outline TWO appropriate safety measures the closing a food outlet for service, apart from che | |
| i | |
| | |
| | (2) |
| | · · · · · · · · · · · · · · · · · · · |

| Question 6 C-3 (12 mai | rks) |
|---|------|
| The importance of correct food storage will also be discussed during this training session. | |
| a. Outline TWO necessary considerations when purchasing different fresh food commodities. i | |
| ii | (2) |
| | (2) |
| Explain the importance of using colour coded labels when preparing food commodities. | |
| | |
| | |
| . Justify TWO ways of storing food to ensure food safety when preparing food commodities | (4) |
| | |
| | |
| | |
| | |
| | |
| | (4) |

Blank Page