



SUBJECT:	Hospitality
UNIT:	2
ASSIGNMENT:	3 – Controlled
TITLE:	Front of House Operations
DATE SET:	15th April 2024
DEADLINE:	15th May 2024

General Instructions

- Lines provided for sub-questions (a) and (b) indicate the length expected in the candidate's answers.
- Students are to autonomously answer sub-questions (c). Therefore, lines provided do **not** necessarily indicate the length and depth of the expected answer.
- Application criteria will be assessed in class.
- The time required to complete the practical task will be communicated by the teacher.
- Answers may be either in English or in Maltese.

Candidate's Declaration of Authenticity

I, the undersigned, _____ (*Name and Surname*), declare that all the work I shall submit for this assignment will be my own.

I further certify that if I use the ideas, words, or passages from existing sources, I will quote those words or paraphrase them and reference them by making use of a reference system.

I am aware that should I submit work which is not mine, or work which has been copied from one or more sources, I will be penalised as per MATSEC Examinations Board policies related to plagiarism.

Candidate's Signature: _____

I.D. Card No.: _____

Date: _____

General Scenario

- The Grand Horizon Hotel is a luxurious 5* hotel located in the heart of a city.
- The hotel has 300 elegant rooms, several bars and restaurants, and a spa.
- Various managers are responsible for the smooth operation of the front of house operations.

SECTION A – WRITE-ON

Question 1

K-7 (4 marks)

Restaurant linen adds a touch of elegance to the customer’s overall dining experience.

a. Name **FOUR** different types of linen used in restaurants apart from napkin.

Linen 1: _____

Linen 2: _____

Linen 3: _____

Linen 4: _____

b. Outline the use of the **FOUR** types of linen mentioned in Question 1a.

Use of linen 1: _____

Use of linen 2: _____

Use of linen 3: _____

Use of linen 4: _____

c. i. List **TWO** advantages and **TWO** disadvantages of re-usable linen.

ii. List **TWO** advantages and **TWO** disadvantages of non-reusable linen.

Question 2





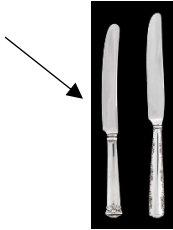

K-8 (4 marks)

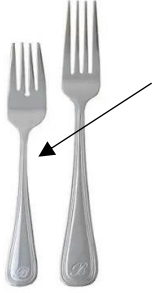



The type of plates, glasses, and cutlery are also important for table set-up.

In Table 1 below:

- a. Identify the different types of cutlery, plates, and glasses provided.
- b. Outline the function of the cutlery, plates, and glasses provided.

Table 1: Different types of Cutlery, Plates and Glasses

		(a) Identification	(b) Function
i.	 <p>(Source: https://bit.ly/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
ii.	 <p>(Source: https://bit.ly/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
iii.	 <p>(Source: shorturl.at/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
iv.	 <p>(Source: shorturl.at/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
v.	 <p>(Source: shorturl.at/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
vi.	 <p>(Source: https://shorturl.at/zPQS2)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>

<p>vii.</p>	 <p>(Source: https://shorturl.at/nHSY4)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
<p>viii.</p>	 <p>(Source: shorturl.at/cfgqU)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
<p>ix.</p>	 <p>(Source: https://3c5.com/)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>
<p>x.</p>	 <p>(Source: shorturl.at/qGLW2)</p>	<hr/> <hr/>	<hr/> <hr/> <hr/>

c. Describe **FOUR** considerations to be taken when handling cutlery, plates, and glasses.

Question 3

C-3 (6 marks)

There are several aspects that can help improve the customers’ experience.

- a. Outline **FIVE** aspects which improve the customer’s experience during food service.

Aspect 1: _____

Aspect 2: _____

Aspect 3: _____

Aspect 4: _____

Aspect 5: _____

b. Describe how **TWO** environments in each of the following food outlets determine customer expectations.

Cafeteria:

Environment 1: _____

Environment 2: _____

Casual dining:

Environment 1: _____

Environment 2: _____

Fine dining:

Environment 1: _____

Environment 2: _____

Fast food outlet:

Environment 1: _____

Environment 2: _____

- c. • A group of hotel managers decided to meet in Valletta to discuss some work issues.
- After their meeting, they decided to stop at a cafeteria for a quick snack.
 - They had to go back to work soon after and so, they did not have a lot of time to spend.
 - They all decided to have a croissant and a hot beverage.

Justify how customers' expectations are met through the food service provided in the scenario above.

References used in presenting answers:

SECTION B - PRACTICAL

Background Information

- A hands-on practical session focusing on the formal service set-up will take place in the food and beverage outlet.
- You will need to prepare the food outlet table set-up using the correct linen, cutlery, plates, and glasses.
- You will also be requested to prepare the restaurant set-up with seating arrangements according to the given scenario.

Question 1

A-5 (10 marks)

**THIS QUESTION WILL BE PROVIDED BY THE TEACHER
DURING THE PRACTICAL SESSION/S**