



L-Università  
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL  
2021 SUPPLEMENTARY SESSION**

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SUBJECT:	<b>Hospitality</b>
PAPER NUMBER:	Synoptic – Unit 1
DATE:	2 <sup>nd</sup> November 2021
TIME:	9:00 a.m. to 11:05 a.m.

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

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

**Scenario**

- Sam is doing a job exposure in a hotel.
- He will get experience in the Front Office department, the Housekeeping department, and the Food and beverage departments.
- These departments must work together for a hospitality business to be successful in creating a positive experience for consumers.

**Question 1**

**K-1 (6 marks)**

Sam will be working in the reservations section within the front office department for the first two days.

a. State **TWO** purposes of the front office department.

Purpose 1: \_\_\_\_\_ (1)

Purpose 2: \_\_\_\_\_ (1)

b. Outline the following roles within the front office department.

Reservations officer: \_\_\_\_\_  
\_\_\_\_\_ (1)

Receptionist: \_\_\_\_\_  
\_\_\_\_\_ (1)

c. Describe **TWO** duties of the **TWO** job roles mentioned in Question 1b.

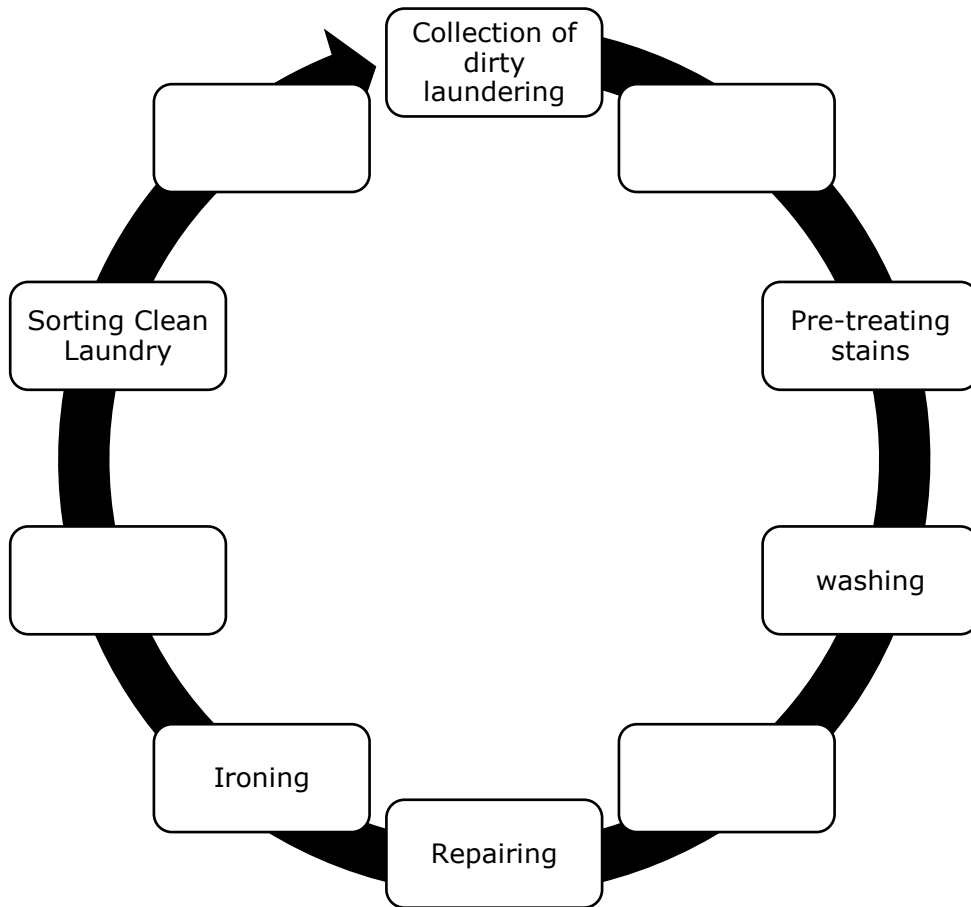
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\_\_\_\_\_ (2)



**Question 3**

**K-4 (8 marks)**

a. Name the missing **FOUR** stages of the laundry cycle.



(2)

b. Outline **TWO** stages mentioned in Question 3a.

i. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

ii. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

c. Describe the process of treating the following stains:

wine stain on a tablecloth	ink stain on a bed sheet
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\_\_\_\_\_  
\_\_\_\_\_



c. Outline the use of meat and the use of cereals in culinary preparation, by giving **TWO** examples of each.

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**Question 5**

**C-2 (12 marks)**

a. Identify the correct knife that should be used by filling in the table below.

serrated knife	boning knife	carving knife	cleaver knife
chef's knife	paring knife	palette knife	

	Use	Knife
 <i>Source: <a href="https://bit.ly/3Bjnzu4">https://bit.ly/3Bjnzu4</a></i>	A large knife that is generally used for chopping and dicing vegetables, fruit, and herbs	
 <i>Source: <a href="https://bit.ly/3uLCZF6">https://bit.ly/3uLCZF6</a></i>	A small knife that is generally used to cut, chop and slice fruits and vegetables	
 <i>Source: <a href="https://bit.ly/2YpIaio">https://bit.ly/2YpIaio</a></i>	An axe like knife that is used to cut through animal bone and meat	
 <i>Source: <a href="https://bit.ly/2WPmgnP">https://bit.ly/2WPmgnP</a></i>	A flat knife used for spreading a substance onto a flat surface, such as frosting on a cake	

(4)

b. Explain the importance of the following practices:

i. Using knives for the intended purpose.

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(2)

ii. Using Racks to store knives.

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(2)

c. Justify the use of:

Julienne cut vegetables for a stir-fry	Chiffonade cut basil for a fine dining meal
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