Index Number: \_\_\_\_\_ SEAC04/s1.21s



## MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

## SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL 2021 SUPPLEMENTARY SESSION

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

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.

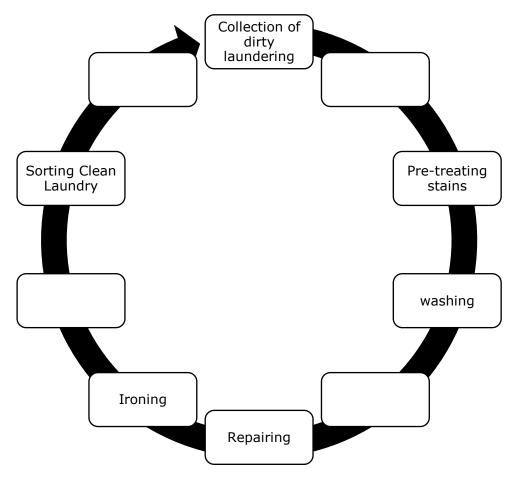
Question 1	K-1 (6 marks)
Sam will be working in the reservations section within the front office department days.	t for the first two

a.	State <b>TWO</b> 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 <b>TWO</b> duties of the <b>TWO</b> job roles mentioned in Question 1b.	
		<u> </u>
		(2)

Question 2	K-2 (8 marks)
a. List <b>FOUR</b> different reservation methods used to book a stay in a ho	otel.
Method 1:	(0.5)
Method 2:	(0.5)
Method 3:	(0.5)
Method 4:	(0.5)
b. State <b>TWO</b> pieces of information required by the business when rec	eiving a reservation.
i	(1)
ii	(1)
	(4)

Question 3 K-4 (8 marks)

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



h	Outling	TWO	ctanec	mentioned	in	Ougstion	32
1).	CHILINE	1 77 ( )	STACIES	mennonea	111	CHESTION	าล

ii	
ii	(1)

(2)

c. Describe the process of treating the following stains:

wine stain on a tablecloth	ink stain on a bed sheet

			(4
Categorise tl	ne following <b>FOUR</b> food of Sugar and honey	commodities into perishable  Fruits and vegetables	and non-perishable.  Poultry and eggs
meat	Sugar and noney	Truits and vegetables	roundy and eggs
	Perishable	Non	-Perishable
			(2
List <b>ONE</b> typ	e of food for each of the	following food commodities.	
i. Dairy:			(0.5
ii. Fats and	oils:		(0.5
iii. Herbs and	l spices:		(0.5
iv. Fish:			(0.5

This question continues on next page.

c.	Outline the use of meat and the use of cereals in culinary preparation, by giving ${\bf TWO}$ examples of each.
	(4)

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 k	nife palette kı	nife

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

b.	Explain the importance of the following practices:	
	i. Using knives for the intended purpose.	
		(2)
	ii. Using Racks to store knives.	
		(2)
c.	Justify the use of:	
	Julienne cut vegetables for a stir-fry	Chiffonade cut basil for a fine dining meal
		(4)

Please turn the page.

Question 6	K-7 (8 marks)
a. Name <b>FOUR</b> items that need to be prepared before opening and/or closing a	food outlet.
Item 1:	(0.5)
Item 2:	(0.5)
Item 3:	(0.5)
Item 4:	(0.5)
b. State <b>FOUR</b> operational steps involved in the daily routine preparations of a	food outlet.
Step 1:	(0.5)
Step 2:	(0.5)
Step 3:	(0.5)
Step 4:	(0.5)
c. Outline <b>TWO</b> appropriate safety measures that must be considered before of food outlet for service.	pening/closing a
	(4)