MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2023 MAIN SESSION

SUBJECT:	**Hospitality**
UNIT:	2 – Front of House Operations
ASSIGNMENT:	3 – Controlled
TITLE:	Preparation of a food outlet for operational service
DATE SET:	25th April 2022
DEADLINE:	23rd May 2022

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 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: _____

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General Scenario

- The school restaurant will be holding an event for the end of scholastic year 2022.
- This event will be a seated dinner.
- The teacher and administration asked Jamie to prepare the logistics and set-up preparations for this event.

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SECTION A – WRITE-ON

Question 1   **K-7 (4 marks)**

Restaurant linen is an important logistical preparation.

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

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: _____

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_____

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

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

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Question 2   **K-8 (4 marks)**

Plates, glasses and cutlery are items that need to be prepared for such an event.

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.	*(Source: https://bit.ly/2IM8A2j)*	_____	_____ _____ _____
ii.	*(Source: https://bit.ly/2wa1nGy)*	_____	_____ _____ _____
iii.	*(Source: shorturl.at/lGJW3)*	_____	_____ _____ _____
iv.	*(Source: shorturl.at/pL789)*	_____	_____ _____ _____
v.	*(Source: shorturl.at/tAPQV)*	_____	_____ _____ _____

vi.		_____	_____ _____ _____
vii.	 *(Source: https://3c5.com/mdGhF)*	_____	_____ _____ _____
viii.		_____	_____ _____ _____
ix.	 *(Source: https://3c5.com/ktbaI)*	_____	_____ _____ _____
x.	 *(Source: https://3c5.com/WlVEy)*	_____	_____ _____ _____

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

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Question 3   C-3 (6 marks)

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

Aspect 1: _____

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_____

Aspect 2: _____

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_____

Aspect 3: _____

_____

_____

Aspect 4: _____

_____

_____

Aspect 5: _____

_____

_____

b. Describe **TWO** customer's expectations during food service for each of the following food outlets' environment.

Cafeteria:

_____

_____

_____

_____

Casual dining:

_____

_____

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_____

Fine dining:

_____

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Fast food outlet:

_____

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- Jamie went to Valletta with his friends on Saturday evening.
- Whist touring the different historical sites, Jamie and his friends decided to dine in one of the finest restaurants in Valletta.
- Being a fine-dining restaurant, Jamie and his friends had specific expectations of their dining experience.

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

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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