



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2022 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
PAPER NUMBER: Synoptic – Unit 1
DATE: 31st October 2022
TIME: 2:30 p.m. to 4:35 p.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	12	8	50

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

Scenario

- The back-of-house operations in a hotel are very important in the daily operations.
- Jamie is an HR training manager in a four-star hotel and is organising training sessions for all the staff of the hotel.
- The training sessions will be for staff working in the front office, housekeeping, and Food and Beverages departments.

Question 1

K-1 (6 marks)

One of the sessions will focus on the front office department.

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

- Purpose 1: _____ (0.5)
- Purpose 2: _____ (0.5)
- Purpose 3: _____ (0.5)
- Purpose 4: _____ (0.5)

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

Concierge

_____ (1)

Receptionist

_____ (1)

c. Describe **TWO** duties of the concierge and **TWO** duties of the receptionist within the front office department.

6

(2)

Question 2

K-2 (8 marks)

Another important training session will be on the reservation methods.

- a. List **FOUR** different reservation methods used to book a stay in a hotel, apart from travel agencies.

Method 1: _____ (0.5)

Method 2: _____ (0.5)

Method 3: _____ (0.5)

Method 4: _____ (0.5)

- b. State **TWO** pieces of information required by the business when receiving a reservation.

i. _____ (1)

ii. _____ (1)

- c. Outline the importance of **TWO** different details required during the reservation process.

8

(4)

Question 3

K-4 (8 marks)

Another training session will focus on laundry operations within the housekeeping department.

a. Name the remaining **EIGHT** stages of the laundry cycle. The stages must be listed in their correct order.

- i. Collection of dirty laundry
- ii. _____
- iii. _____
- iv. _____
- v. _____
- vi. Repairing
- vii. _____
- viii. _____
- ix. _____
- x. _____ (2)

b. Outline **TWO** stages of the laundry cycle.

Stage: _____

_____ (1)

Stage: _____

_____ (1)

c. Describe the process of treating the following stains from clothing:

tea/coffee	sauces
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8

(4)

Question 4

K-6 (8 marks)

- The food preparation department is one of the main elements in a hotel.
 - A lot of work is done by this department prior to the guests' arrival.
- a. Categorise the **EIGHT** commodities below into perishable and non-perishable.

dairy	poultry and eggs	fruits and vegetables	herbs and spices
	fish	meat	cereals
			salt

Perishable	Non-perishable

(2)

- b. List **ONE** type of food commodity for each of the following food commodities.

Dairy: _____ (0.5)

Herbs and spices: _____ (0.5)

Fish: _____ (0.5)

Meat: _____ (0.5)

This question continues on next page.

c. Outline the use of fruits and vegetables, and the use of salt in food preparation. Include **ONE** example for each food commodity as part of your outline.

8

(4)

Question 5

C-2 (12 marks)

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

boning knife	carving knife	chef’s knife	paring knife
palette knife	filleting knife	office knife	

Description	Suggested Knife
When serving meat, this knife is the best tool for the job, as it will produce thin, neat, evenly sized slices.	
This knife can be used for paring/peeling and for precise slicing of small items like garlic or shallots.	
This knife is used to easily cut through fish and separate it from skin. Its blade allows for the more precise cuts required for more delicate meats.	
The blade is designed to cut through ligaments and connective tissue to remove raw meat from the bone.	

(4)

b. Explain the importance of the following practices:

i. Appropriate transportation of knives: _____

_____ (2)

ii. Use of racks to store knives: _____

_____ (2)

c. Justify the use of Brunoise for vegetable risotto and Julienne for chicken stir-fry.

_____ (4)

12

Please turn the page.

Question 6

K-7 (8 marks)

a. Name **EIGHT** items that need to be prepared before opening and/or closing a food outlet.

Item 1: _____ (0.25)

Item 2: _____ (0.25)

Item 3: _____ (0.25)

Item 4: _____ (0.25)

Item 5: _____ (0.25)

Item 6: _____ (0.25)

Item 7: _____ (0.25)

Item 8: _____ (0.25)

b. State **FIVE** operational steps involved in the daily routine preparations of a food outlet.

Step 1: _____ (0.4)

Step 2: _____ (0.4)

Step 3: _____ (0.4)

Step 4: _____ (0.4)

Step 5: _____ (0.4)

c. Outline **TWO** appropriate safety measures that must be considered before opening/closing a food outlet for service, apart from checking for hazards.

8

(4)