Index Number: _____ SEAC04/s2.22s



MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL 2022 SUPPLEMENTARY SESSION

SUBJECT: **Hospitality**PAPER NUMBER: Synoptic – Unit 2
DATE: 31st October 2022
TIME: 5:30 p.m. to 7:35 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	12	8	8	8	50

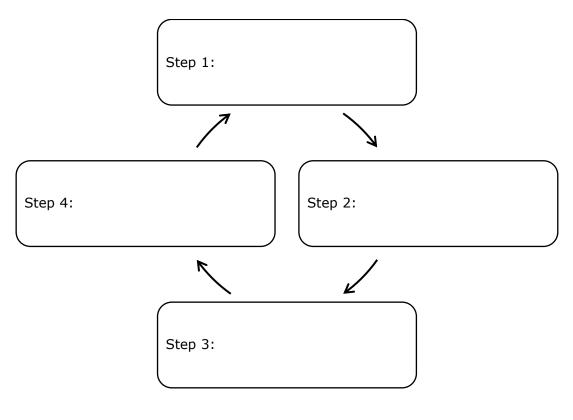
Answer **ALL** questions in the space provided. You may answer either in English or in Maltese.

Scenario 1

- Employees working in the 'front of house' departments work directly with guests.
- They handle hands-on operational tasks daily, like check-ins and check-outs, preparation of guest rooms, and setting up of food outlets.

Question 1 K-1 (6 marks)

a. Name the steps of the guest cycle below.



b. Outline **TWO** customer care practices that should be followed by the front office department.

(2)

÷.	Assurance of service for the guests and profitability to the busine customer care in the front office department. Describe TWO benefit for the guest and TWO benefits to the business, apart from these.	
		(2)
Q.	uestion 2	K-2 (8 marks)
Э.	. Name FOUR documents required during the check-in process.	
	Document 1:	(0.5)
	Document 2:	(0.5)
	Document 3:	(0.5)
	Document 4:	(0.5)

This question continues on next page.

b.	List FOUR important details that should be asked for, or confirmed, or process.	during the check-in
	Detail 1:	(0.5)
	Detail 2:	(0.5)
	Detail 3:	(0.5)
	Detail 4:	(0.5)
c.	Outline the procedures that the front office department should follow whethem that they require a particular room allocation and child-minding servers.	nen a guest informs
		(4)
Qı	uestion 3	C-1 (12 marks)
a.	State services staff need to know about when handling customer queries r	elated to:
	i. Ancillary services given by the hotel	
	Service 1:	(1)
	Service 2:	(1)
	ii. Ancillary services within the surrounding environment	
	Service 1:	(1)
	Service 2:	(1)

b. Describe the services stated in Question 3a.	
Ancillary services given by the hotel	
Service 1:	
	(1
Service 2:	
Ancillary services within the surrounding environment	(1)
Service 1:	
	(1)
Service 2:	
	(1)

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						-
Explain TWO reasons why it is and its surrounding environn		ails about	the hosp	itality business ser	vices	
					(_
						1 '
					(4)	12
					_ (' /(
uestion 4				K-5 (8 ma	irks)	
Classify different cooking me	ethods by filling in the ta	ble belov	٧.			
	v cooking sous vid		sautéing	stir frying		1
steaming bi	raising boiling	pan fr	ying	deep frying		
Dry Cooking	Moist Cooking			Frying		

Dry Cooking	Moist Cooking	Frying

(2)

b.	List ONE food item that can be prepared using the following cooking methods. Each food item can only be used once.	m
	Shallow frying: (0.5	5)
	Stewing: (0.5	5)
	Baking: (0.5	5)
	Poaching: (0.5	5)
c.	Outline the following cooking methods.	
	baking stewing	
		_
		_
		_
		_
		_
		8

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Question 5		K-6 (8 marks)
The following is a menu	of the hotel's staff canteen.	
	Grilled chicken with boiled vegetables and potatoes.	
	Tuna Pie	
	Ciabatta with filling of your choice	
	Baked pasta	
	Fruit Salad	
menu above. Item 1:	tems that can be reworked considering the prepa	(0.5
b. State how any TWO f	food items identified in Question 5a can be reworl	ked.
Item 1:		
		(1)
Item 2:		

_____(1)

Thawing of food is one of the considerations that need to be taken during process. Outline TWO other considerations.	the food	rework
uestion 6	K-7 (8	marks)
Name FOUR types of linen used in a restaurant.		
Type 1:		_ (0.5)
Type 2:		(0.5)
Type 3:		_ (0.5)
Type 4:		(0.5)
Outline the use of TWO types of restaurant linen named in Question 6a.		
Type 1:		
		(1)
Type 2:		
		(1)
i. List TWO advantages and TWO disadvantages of non-reusable linen.		
		(2)
	process. Outline TWO other considerations. uestion 6 Name FOUR types of linen used in a restaurant. Type 1: Type 2: Type 3: Type 4: Outline the use of TWO types of restaurant linen named in Question 6a. Type 1: Type 2: i. List TWO advantages and TWO disadvantages of non-reusable linen.	uestion 6 Name FOUR types of linen used in a restaurant. Type 1: Type 2: Type 3: Type 4: Outline the use of TWO types of restaurant linen named in Question 6a. Type 1: Type 2:

ii. List TWO advantages and TWO disadvantages of reusable linen.	
(2)	8

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