



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 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.

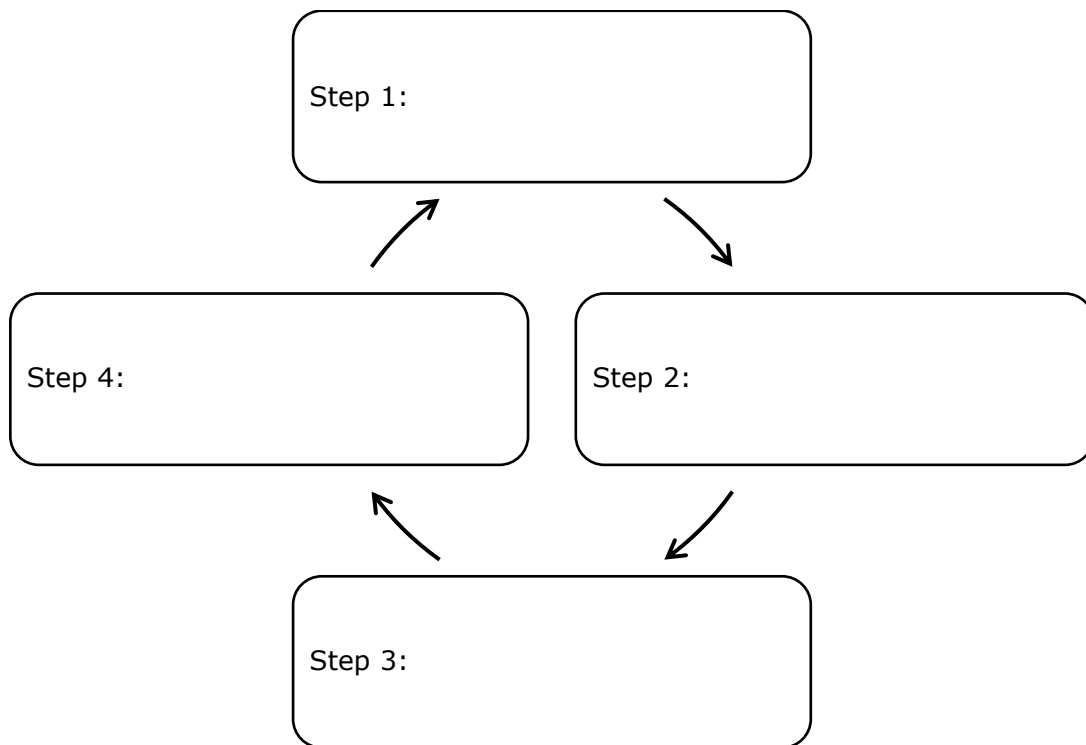
Scenario 1

- 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.



(2)

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

Customer care practice 1: _____

_____ (1)

Customer care practice 2: _____

_____ (1)

DO NOT WRITE ABOVE THIS LINE

b. List **FOUR** important details that should be asked for, or confirmed, during the check-in process.

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 when a guest informs them that they require a particular room allocation and child-minding service.

_____ (4)

8

Question 3

C-1 (12 marks)

a. State services staff need to know about when handling customer queries related 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)

DO NOT WRITE ABOVE THIS LINE

b. Describe the services stated in Question 3a.

Ancillary services given by the hotel

Service 1: _____

_____ (1)

Service 2: _____

_____ (1)

Ancillary services within the surrounding environment

Service 1: _____

_____ (1)

Service 2: _____

_____ (1)

This question continues on next page.

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

a. Identify **FOUR** food items that can be reworked considering the preparation of food from the menu above.

Item 1: _____ (0.5)

Item 2: _____ (0.5)

Item 3: _____ (0.5)

Item 4: _____ (0.5)

b. State how any **TWO** food items identified in Question 5a can be reworked.

Item 1: _____

_____ (1)

Item 2: _____

_____ (1)

DO NOT WRITE ABOVE THIS LINE

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

(2)

8

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