



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2023 SUPPLEMENTARY SESSION**

SUBJECT: **Hospitality**
PAPER NUMBER: Synoptic – Unit 3
DATE: 1st November 2023
TIME: 8:30 a.m. to 10:35 a.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	8	12	50

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

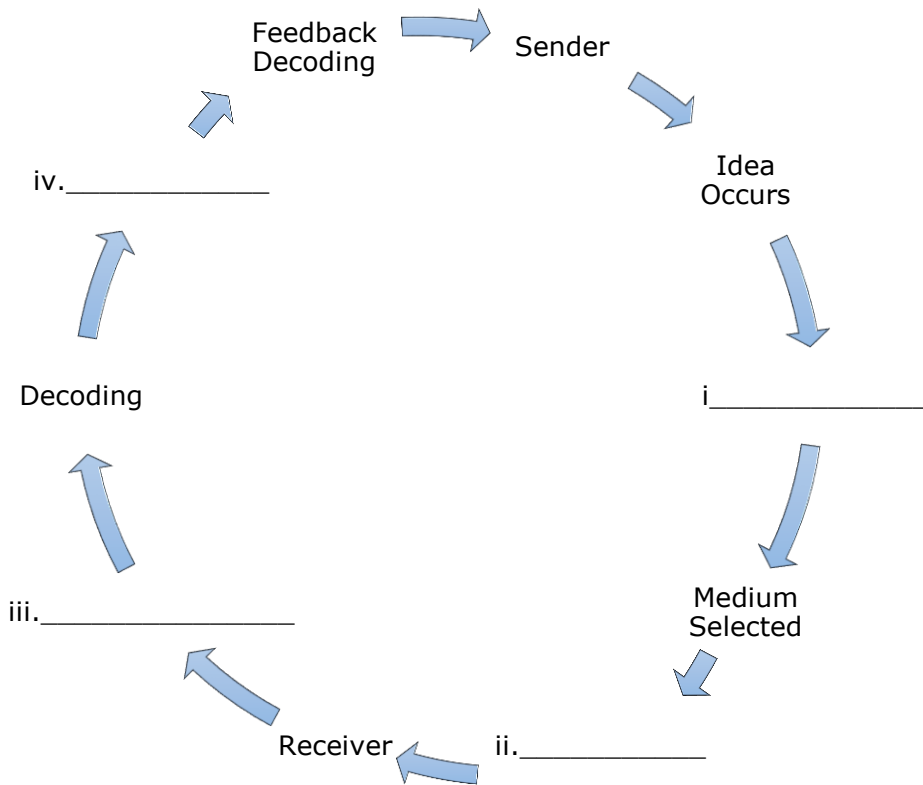
Scenario

- James works in a local 4-star hotel.
- He decided to take a few short courses in guest interaction, room up-keep and food preparation.

Question 1

K-2 (6 marks)

a. Complete the following communication cycle stages by labelling the **FOUR** missing steps.



(2)

b. Outline **TWO** steps of the communication cycle from those labelled in Question 1a.

i. Stage: _____

Outline: _____

_____ (1)

ii. Stage: _____

Outline: _____

_____ (1)

c. Describe **ONE** verbal communication skill and **ONE** non-verbal communication skill.

6

(2)

Question 2

K-5 (8 marks)

a. State **FOUR** different grades of cooking meat.

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

b. Outline **TWO** of the meat cooking grades stated in Question 2a.

Cooking grade 1: _____

_____ (1)

Cooking grade 2: _____

_____ (1)

This question continues on next page.

c. Describe **TWO** food safety considerations when cooking meat.

8

(4)

Question 3

K-6 (8 marks)

a. Match the following desserts to the different categories, by writing the correct letter next to each.

Desserts		Categories	
A	Vanilla Ice-Cream		Pastries
B	Crème Caramel		Tarts
C	Lemon Meringue		Frozen Dessert
D	Chocolate Croissant		Custard/Puddings

(2)

b. State **FOUR** specific properties that should be considered when constructing desserts.

Property 1: _____ (0.5)

Property 2: _____ (0.5)

Property 3: _____ (0.5)

Property 4: _____ (0.5)

c. Describe the importance of **TWO** specific properties when preparing desserts.

(4)

8

Question 4

K-7 (8 marks)

a. List **FOUR** different types of menus that can be found in a restaurant.

Menu 1: _____ (0.5)

Menu 2: _____ (0.5)

Menu 3: _____ (0.5)

Menu 4: _____ (0.5)

b. Outline **TWO** types of menus listed in Question 4a.

Menu 1: _____

_____ (1)

Menu 2: _____

_____ (1)

This question continues on next page.

c. Describe **TWO** reasons why it is important to know menu content before service. Include **TWO** examples in the description.

8

(4)

Question 5

K-8 (8 marks)

a. List **TWO** different examples of cold beverages and **TWO** different examples of hot beverages, apart from non-alcoholic cocktails and hot chocolate.

Cold Beverage 1: _____ (0.5)

Cold Beverage 2: _____ (0.5)

Hot Beverage 1: _____ (0.5)

Hot Beverage 2: _____ (0.5)

b. Outline **TWO** considerations that should be taken when preparing and serving beverages.

Consideration 1: _____

_____ (1)

Consideration 2: _____

_____ (1)

c. Describe the method used in preparing the following beverages:

Hot chocolate:

(2)

Sunset non-alcoholic cocktail:

(2)

8

Question 6

C-3 (12 marks)

a. Outline **TWO** factors that a waiter must consider when serving customers at a table.

Factor 1: _____

(2)

Factor 2: _____

(2)

This question continues on next page.

b. Encouraging guests to take full meals is one of the upselling techniques. Describe **TWO** other techniques that increase sales in a food outlet.

Technique 1: _____

_____ (2)

Technique 2: _____

_____ (2)

c. Explain **TWO** benefits of trained staff for upselling.

_____ (4)

12