



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2021 MAIN SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Controlled – Unit 3
DATE:	12 th May 2021
TIME:	10:00 a.m. to 11:35 a.m.

**THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR
AFTER THE EXAMINATION.**

Name of candidate _____

I.D. number _____

School _____

Class _____

You must answer **ALL** the questions in the space provided.

Scenario

- The Fortizza Resort has recently issued a list of available vacancies.
- Justin, a Year 11 student, is required to complete a work shadowing experience within the hospitality industry so that he can gain an overview of hospitality operations.
- He applied for a work shadowing at the Fortizza Resort.

Question 1

K-1 (4 marks)

Identify **EIGHT** potential hazards from the picture below, that Justin must look out for whilst following his work shadowing experience.



(Source: <https://i.pinimg.com/originals/0a/4d/2d/0a4d2d208c4e0a5b3dbe87a16f74f47d.jpg>)

Hazard 1: _____ (0.5)

Hazard 2: _____ (0.5)

Hazard 3: _____ (0.5)

Hazard 4: _____ (0.5)

Hazard 5: _____ (0.5)

Hazard 6: _____ (0.5)

Hazard 7: _____ (0.5)

Hazard 8: _____ (0.5)

Question 2

C-4 (6 marks)

During the time spent in the Front Office department, Justin learnt the importance of security issues and communication in a hotel.

a. Explain the duty of the Front Office department when controlling the keys listed below.

Individual room key: _____

_____ (0.5)

Master key: _____

_____ (0.5)

b. Explain the duty of the Front Office department when seeing to the security issues listed below.

Safe deposit boxes: _____

_____ (0.5)

Lost property: _____

_____ (0.5)

This question continues on next page.

Question 3

C-5 (6 marks)

After gaining experience in the Front Office department, Justin asked to move to Housekeeping Department.

- a. Explain the role of the Executive Housekeeper including the main area (zone) of responsibility and the importance of this role.

(1)

- b. Explain the role of the Room Attendant including the main area (zone) of responsibility and the importance of this role.

(1)

- c. Explain the role of the Public Area Attendant including the main area (zone) of responsibility and the importance of this role.

(1)

- d. Explain the role of the Floor Supervisor including the main area (zone) of responsibility and the importance of this role.

(1)

e. Explain the role of the Gardener/Florist including the main area (zone) of responsibility and the importance of this role.

(1)

f. Explain the role of the Laundry Attendant including the main area (zone) of responsibility and the importance of this role.

(1)

Question 4

K-3 (4 marks)

The Fortizza Resort caters to a variety of guests, therefore, the different restaurants on site offer varied service styles.

a. Describe the following menu types.

i. À la Carte

(1)

ii. Set menu

(1)

b. Describe the following service styles.

i. Buffet

(1)

ii. Plated service





(1)

Question 5

K-5 (4 marks)

Whilst working at the Food and Beverage department, Justin was able to identify the different types and use of crockery, plates, and glasses.





a. Identify the **FOUR** glasses in the table below.

 <p style="text-align: right;">https://bit.ly/2IM8A2j</p>	 <p style="text-align: right;">https://bit.ly/2wa1nGy</p>
<p>i.</p>	<p>ii.</p>
 <p style="text-align: right;">https://www.vega-direct.com</p>	 <p style="text-align: right;">https://www.flamingo.com.mt</p>
<p>iii.</p>	<p>iv.</p>

(1)

This question continues on next page.

b. Identify the **FOUR** crockery in the table below.

 <p>https://www.webstaurantstore.com</p>	 <p>https://sambonet.it/</p>
<p>i.</p>	<p>ii.</p>
 <p>https://bit.ly/3b29rbh</p>	 <p>https://bit.ly/2xK1zgh</p>
<p>iii.</p>	<p>iv.</p>

(1)

c. Identify the use of the following plates:

Joint plate _____
 _____ (0.5)

Side plate _____
 _____ (0.5)

Fish plate _____
 _____ (0.5)

Sweet plate _____
 _____ (0.5)