

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 importa issues and communication in a hotel.	nce of security
a. Explain the duty of the Front Office department when controlling the keys liste	ed below.
Individual room key:	
	(0.5)
Master key:	
b. Explain the duty of the Front Office department when seeing to the securit below.	
Safe deposit boxes:	
	(0.5)
Lost property:	
	(0.5)

This question continues on next page.

c.	Explain the importance of the Front Office liaising with the kitchen by giving TWO examples
	(2)
d.	Explain TWO duties of using a reservation system.
	(2)

Question 3	C-5 (6 marks)
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After gain Departme		ence in the	Front Office o	lepartment,	Justin as	sked to	move to	Housekeep	oing
a. Explair	the role o	of the Execut	ive Housekee	eper including	g the mai	in area	(zone) of	f responsib	ility

and the importance of this role.	
b. Explain the role of the Room Attendant including the main area (zone) of responsibility and importance of this role.	(1) the
	(1)
 Explain the role of the Public Area Attendant including the main area (zone) of responsib and the importance of this role. 	ility
	(1)
d. Explain the role of the Floor Supervisor including the main area (zone) of responsibility the importance of this role.	and
	(1)

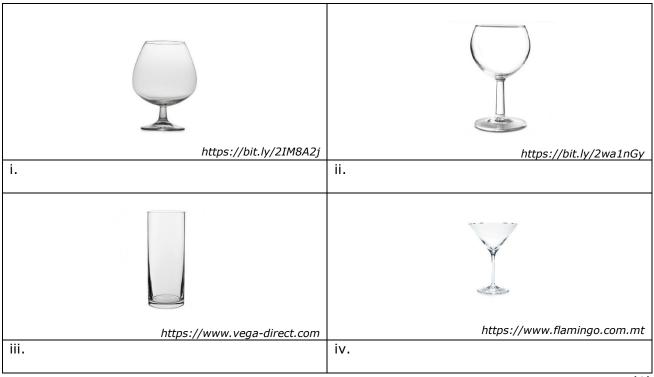
e. Explain the role of the Gardener/Florist including the main area (zone) of responsibility at the importance of this role.
(1
f. Explain the role of the Laundry Attendant including the main area (zone) of responsibility at the importance of this role.
(1
Question 4 K-3 (4 mark
The Fortizza Resort caters to a variety of guests, therefore, the different restaurants on site off varied service styles.
a. Describe the following menu types.
i. À la Carte
(
ii. Set menu

b. Describe the following service styles.				
i. Buffet				
ii. Plated service	(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 $\mbox{\bf FOUR}$ glasses in the table below.



(1)

This question continues on next page.

b. Identify the $\ensuremath{\mathbf{FOUR}}$ crockery in the table below.

https://www.webstaurantstore.com	https://sambonet.it/
i.	ii.
https://bit.ly/3b29rbh	https://bit.ly/2xK1zgh
iii.	iv.
III.	IV.
c. Identify the use of the following plates: Joint plate	(1)
	(0.5)
Side plate	
	(0.5)
Fish plate	
	(0.5)
Sweet plate	
	(0.5)