



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2021 SUPPLEMENTARY SESSION**

SUBJECT:	Hospitality
PAPER NUMBER:	Synoptic – Unit 3
DATE:	2 nd November 2021
TIME:	9:00 a.m. to 11:05 a.m.

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

Answer **ALL** questions in the space provided.

Scenario

- A boutique hotel is opening soon.
- They need to employ certain employees.
- An open day will be held for those interested to be employed in this boutique hotel.
- To identify employees' skills, the hotel's management will run various skill check stations.

Question 1

(15 marks)

The first skill-check station will ask potential employees to demonstrate the proper way of laying up different tables.

a. List **THREE** different napkin folds that may be used in a restaurant setting.

- i. _____ (1)
- ii. _____ (1)
- iii. _____ (1)

b. Outline the use of:

i. a 'slip cloth'.

_____ (3)

ii. a 'tablecloth'.

_____ (3)

c. Draw and label a formal table lay-up, labelling each item.



(6)

Question 2

(6 marks)

As part of this skills-check station, employees need to understand the basic sequence of service.

a. Explain the following processes:

i. greeting and seating guests:

(2)

ii. 'crumbing down':

(2)

b. Explain how the menu should be presented to the guest.

(2)

Question 3

(6 marks)

- Those who are interested to work in the boutique hotel's restaurant, need to follow another skill-check station.
- This skill-check station will offer information about the different menu types and service styles.

a. Describe the following types of menus:

i. 'A la carte': _____

(1.5)

This question continues on next page.

ii. 'Set menu': _____

_____ (1.5)

b. Describe the following types of services:

i. 'Plated service': _____

_____ (1.5)

ii. 'Buffet service': _____

_____ (1.5)

Question 4

(6 marks)

- In this skill-check station, different types of linen used in a restaurant will be tackled.
- Employees should also know their use and proper storage.

a. Outline the use of the following types of cloths:

i. Waiters' cloth:

_____ (1.5)

ii. Glass cloth:

_____ (1.5)

b. Outline the proper method for storing linen.

_____ (3)

Question 5

(6 marks)

Since various types of crockery, plates and glasses can be found in a restaurant, employees need to be able to know the difference between them.

a. Identify the **FOUR** types of glassware in the picture below.



(2)

b. Identify the use of the following crockery types.

to cut steak with	to eat first course meal with	to spread butter
to serve dessert in	to serve main course on	

Side knife: _____ (1)

Joint fork: _____ (1)

c. Identify **TWO** types of plates according to the situation given.

side plate	fish plate	joint plate	sweet plate	soup plate
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i. The plate used to serve fish in: _____ (1)

ii. The plate used to serve a slice of apple pie in: _____ (1)

Question 6

(6 marks)

Another skill-check station will focus on different types of hot beverages.

a. Describe the **TWO** types of tea below.

i. Green tea: _____

 _____ (1.5)

This question continues on next page.

ii. Earl grey: _____

_____ (1.5)

b. Describe the **TWO** coffee styles below.

i. Cappuccino: _____

_____ (1.5)

ii. Iced coffee: _____

_____ (1.5)

Question 7

(4 marks)

Potential employees will also need to be familiar with different room types and facilities.

a. Describe the **TWO** room types below.

i. Family room: _____

_____ (1)

ii. Twin room: _____

_____ (1)

b. Outline **TWO** special requirements a family with a 2-year-old child might need in their room.

_____ (2)

Question 8

(4 marks)

Employees should also be made aware of potential hazards that might arise whilst they are working in the hospitality industry.

Identify **FOUR** hazards that could be found in the picture below.



(Source: <http://haroldlawsonkprt.blogspot.com/2017/06/10-health-and-safety-hazards-in-kitchen.html>)

- i. _____ (1)
- ii. _____ (1)
- iii. _____ (1)
- iv. _____ (1)

Question 9

(4 marks)

Employees should also be kept aware of current Health and Safety legislation.

List **TWO** features of the LN121 of 2003-Minimum Requirements for the use of Personal Protective Equipment at Work Regulations.

Feature 1: _____
 _____ (2)

Feature 2: _____
 _____ (2)

Question 10

(9 marks)

Employees need to know how to deal with different types of guests' complaints.

a. Define the following types of complaints:

i. 'verbal' complaint:

(2)

ii. 'written' complaint:

(2)

b. Discuss **TWO** ways how to deal with a guest complaining that their room has not been cleaned.

(5)

Question 11

(9 marks)

One of the duties of the front office department is to complete and print reports.

a. Explain the use of the following reports:

i. Room status report or occupancy report: _____

(2)

ii. In-house guest list: _____

_____ (2)

b. Explain the importance of the Front Office liaising with housekeeping, by giving **TWO** examples.

_____ (5)

Question 12 **(4 marks)**

Employees must identify different customer requests and environmental issues related to rooms.

a. Identify **ONE** customer request that is generally dealt with by housekeeping.

Booking spa facilities / Do not disturb cards on bedroom doors / Room service / Booking an additional night
--

_____ (1)

b. Identify **THREE** energy conservation practices that housekeeping employees should consider when cleaning a room.

Put things in their place / Turn off any light left on by guests / Switch off air-conditioner / Open balcony doors if air-conditioner is on / Change only dirty towels / Lay the bed properly
--

i. _____ (1)

ii. _____ (1)

iii. _____ (1)

Please turn the page.

Question 13

(15 marks)

Another skill check station will focus on the employees' telephone skills.
Outline **FIVE** important stages during a telephone call, which require appropriate skills.

i. _____

_____ (3)

ii. _____

_____ (3)

iii. _____

_____ (3)

iv. _____

_____ (3)

v. _____

_____ (3)

Question 14

(6 marks)

Before applying for housekeeping roles, potential employees need to be aware of the different roles and the areas of responsibility.

a. Explain the role of the gardener/florist, including one's main area (zone) of responsibility.

_____ (3)

b. Explain the role of the laundry attendant, including one's main area (zone) of responsibility.

(3)

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