



L-Università  
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2023 SUPPLEMENTARY SESSION**

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

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

**For examiners' use only:**

<b>Question</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>Total</b>
<b>Score</b>									
<b>Maximum</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>70</b>

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

**Scenario**

- James is a Year 11 student, studying Hospitality.
- The Head of School asked James to help him train other students in hospitality operations, so that they can assist in school events.

**Question 1**

**K-1 (6 marks)**

a. List **FOUR** different types of menus that can be found in a restaurant, apart from cyclical menu.

Type 1: \_\_\_\_\_ (0.5)

Type 2: \_\_\_\_\_ (0.5)

Type 3: \_\_\_\_\_ (0.5)

Type 4: \_\_\_\_\_ (0.5)

b. Outline **TWO** types of menus listed in Question 1a, apart from cyclical menu.

Menu Type: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_ (1)

Menu Type: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_ (1)

c. Describe the following **TWO** menu attributes that should be taken into consideration when preparing menus.

i. Layout of the menu: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

ii. List of ingredients in the menu: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

6

**Question 2**

**K-2 (8 marks)**

a. Name **FOUR** different types of linen used in restaurants apart from glass cloth and tea towel.

Type 1: \_\_\_\_\_ (0.5)

Type 2: \_\_\_\_\_ (0.5)

Type 3: \_\_\_\_\_ (0.5)

Type 4: \_\_\_\_\_ (0.5)

b. Outline the use of **TWO** types of linen named in Question 2a, apart from glass cloth and tea towel.

i. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

ii. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

c. i. List **TWO** advantages and **TWO** disadvantages of re-usable linen.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

8

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**Question 3**

**C-1 (12 marks)**

a. Differentiate between buffet and gueridon styles of services.

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(4)

b. Describe the following **TWO** procedures that serving staff must consider when serving customers:

Don't interrupt guests: \_\_\_\_\_

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(2)

Be knowledgeable of the menu: \_\_\_\_\_

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(2)

c. Justify the importance of the **TWO** procedures used when serving customers described in Question 3b.

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c. Discuss the following:

i. **ONE** way of dealing with customers following a special diet: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

ii. **ONE** way of dealing with couples with young children: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

12

**Question 5**

**K-7 (8 marks)**

a. Distinguish between one way and two-way communication.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

b. Outline the following **FOUR** stages of the communication cycle.

i. Sender: \_\_\_\_\_ (0.5)

ii. Message sent: \_\_\_\_\_ (0.5)

iii. Feedback: \_\_\_\_\_  
\_\_\_\_\_ (0.5)

iv. Receiver: \_\_\_\_\_  
\_\_\_\_\_ (0.5)

c. Describe **ONE** verbal and **ONE** non-verbal communication skill through an example of each.

Verbal communication skill: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

Non- Verbal communication skill: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

8

**Question 6**

**K-5 (8 marks)**

a. List **FOUR** types of non-alcoholic drinks apart from non-alcoholic cocktails.

Beverage 1: \_\_\_\_\_ (0.5)  
Beverage 2: \_\_\_\_\_ (0.5)  
Beverage 3: \_\_\_\_\_ (0.5)  
Beverage 4: \_\_\_\_\_ (0.5)

b. Outline **TWO** different considerations that should be taken when preparing and serving non-alcoholic drinks.

Consideration 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Consideration 2: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

c. Describe the preparation method of the following non-alcoholic cocktails, including their ingredients:

Passion: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

After Eight: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (2)

8

**Question 7**

**K-6 (8 marks)**

a. Distinguish between:

i. Espresso and espresso lungo:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

ii. Leaf and herbal tea:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)



b. State **FOUR** considerations to be taken when preparing and serving hot beverages.

Consideration 1: \_\_\_\_\_ (0.5)

Consideration 2: \_\_\_\_\_ (0.5)

Consideration 3: \_\_\_\_\_ (0.5)

Consideration 4: \_\_\_\_\_ (0.5)

c. Describe the following **TWO** possible flaws that can occur during the preparation of hot beverages.

Selection of crockery: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (2)

Infusion time: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (2)

8

**Question 8**

**K-10 (8 marks)**

a. List **FOUR** different types of rooms found in a hotel.

Type 1: \_\_\_\_\_ (0.5)

Type 2: \_\_\_\_\_ (0.5)

Type 3: \_\_\_\_\_ (0.5)

Type 4: \_\_\_\_\_ (0.5)

***This question continues on next page.***



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