



**L-Università  
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2024 MAIN SESSION**

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<b>SUBJECT:</b>	<b>Hospitality</b>
<b>PAPER NUMBER:</b>	Controlled – Unit 3
<b>DATE:</b>	23 <sup>rd</sup> April 2024
<b>TIME:</b>	10:00 a.m. to 11:35 a.m.

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

**Name of candidate** \_\_\_\_\_

**I.D. number** \_\_\_\_\_

**School** \_\_\_\_\_

**Class** \_\_\_\_\_

Answer **ALL** questions.

**Scenario**

- Julia is doing a course in Hotel Operations.
- She will be doing a work experience in a local boutique hotel where she will be shadowing different departments of the hotel, including the restaurants, front office and housekeeping.

**Question 1**

**K-6 (4 marks)**

Julia will start her experience at the bar.

a. Distinguish between

Leaf and herbal tea:

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(0.5)

Espresso and espresso lungo:

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(0.5)

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

Consideration 1: \_\_\_\_\_ (0.25)

Consideration 2: \_\_\_\_\_ (0.25)

Consideration 3: \_\_\_\_\_ (0.25)

Consideration 4: \_\_\_\_\_ (0.25)

c. Describe **TWO** possible flaws that can occur during the preparation of hot beverages, apart from over frothed milk and proportion of substances.

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**Question 2**

**K-2 (4 marks)**

During her experience, Julia learnt that different types of linen are used in a restaurant.

a. Name **FOUR** different types of linen used in a restaurant.

Type 1: \_\_\_\_\_ (0.25)

Type 2: \_\_\_\_\_ (0.25)

Type 3: \_\_\_\_\_ (0.25)

Type 4: \_\_\_\_\_ (0.25)

b. Outline the use of **TWO** types of linen mentioned in Question 2a.

i. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

ii. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

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

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

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(1)

**Question 3**

**C-2 (6 marks)**

Julia will be continuing her work experience in the Front Office department where she will be dealing directly with guests.

a. Distinguish between internal and external customers. Give **ONE** example of each.

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(1)

Example of internal customer: \_\_\_\_\_ (0.5)

Example of external customer: \_\_\_\_\_ (0.5)

- b. • The boutique hotel tries hard to cater for customers who require different special assistance.  
• A guest in a wheelchair asked Julia for assistance.  
• Another guest asked about how he will communicate with the front office department since he does not speak English at all.

From the scenario above, identify **TWO** different customers who might require special assistance.

Customer 1: \_\_\_\_\_ (1)

Customer 2: \_\_\_\_\_ (1)

c. Discuss the following:

i. **ONE** way of dealing with couples with young children.

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(1)

ii. **ONE** way of dealing with people following special diets.

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(1)

**Question 4**

**K-9 (4 marks)**

The last part of Julia’s work experience will be in the housekeeping department.

a. Name **FOUR** different personnel who work within the housekeeping department.

Personnel 1: \_\_\_\_\_ (0.25)

Personnel 2: \_\_\_\_\_ (0.25)

Personnel 3: \_\_\_\_\_ (0.25)

Personnel 4: \_\_\_\_\_ (0.25)

b. Outline **TWO** responsibilities of any one of the personnel named in Question 4a.

Responsibility 1: \_\_\_\_\_

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(0.5)

Responsibility 2: \_\_\_\_\_

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(0.5)

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