

Syllabus	Unit	Year	LO	Link	Topic
SEC UNIT 1/ SEAC UNIT 1					
SEC	1	9	LO4	<a href="https://www.youtube.com/watch?v=v54YxHTa7Ys&amp;fbclid=IwAR2-GAk33eEANKyvj86uvcWMWKZ4AV_7YA1nE_nLjbm7W_GRplpRtA-5Gn4">https://www.youtube.com/watch?v=v54YxHTa7Ys&amp;fbclid=IwAR2-GAk33eEANKyvj86uvcWMWKZ4AV_7YA1nE_nLjbm7W_GRplpRtA-5Gn4</a>	Handling the emergency in Hotel
SEC	1	9	LO4	<a href="https://www.youtube.com/watch?v=gBuc-SRGIKw&amp;fbclid=IwAR1RQu_4y3lRjcNuibspv94o7NncyghsJGmuZiEclVJAm7sCZgl7BcJba68">https://www.youtube.com/watch?v=gBuc-SRGIKw&amp;fbclid=IwAR1RQu_4y3lRjcNuibspv94o7NncyghsJGmuZiEclVJAm7sCZgl7BcJba68</a>	Fire Safety in Hotels
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=QxNe40T62AQ">https://www.youtube.com/watch?v=QxNe40T62AQ</a>	Niche tourism (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=Vyt1HdR4uLw">https://www.youtube.com/watch?v=Vyt1HdR4uLw</a>	Mass Tourism (Globally) (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=eBPpenKIJT8">https://www.youtube.com/watch?v=eBPpenKIJT8</a>	Quality Tourism in Malta (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=KUQuy6DsIZw">https://www.youtube.com/watch?v=KUQuy6DsIZw</a>	Niche tourism (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=BDPT2pwtyWE">https://www.youtube.com/watch?v=BDPT2pwtyWE</a>	Niche tourism (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=nx220GdkmVw">https://www.youtube.com/watch?v=nx220GdkmVw</a>	Niche tourism (link provided by Ms Ruth Cassar)
SEC	1	9	LO1	<a href="https://www.youtube.com/watch?v=DWthKPicJpg">https://www.youtube.com/watch?v=DWthKPicJpg</a>	Niche tourism (link provided by Ms Ruth Cassar)
SEC	1	9	LO4	<a href="https://www.youtube.com/watch?v=Fe-kYGOv5II&amp;fbclid=IwAR22tkCCvbGVNV0li_erRp63N_RWd3SzsCCR7gl2S-trgPkaFhOG78GAKLw">https://www.youtube.com/watch?v=Fe-kYGOv5II&amp;fbclid=IwAR22tkCCvbGVNV0li_erRp63N_RWd3SzsCCR7gl2S-trgPkaFhOG78GAKLw</a>	The unexpected hazards of working in hospitality (Ms Joanne Zammit)
SEC UNIT 2					
SEC	2	10	LO5	<a href="https://www.youtube.com/watch?v=Y0_76Mg1KY8&amp;fbclid=IwAR2dQDEr8KfjLzW_ebdKRvXTcnTBtOWt-6RKqh36J3_hBHCykPTd00psbte8">https://www.youtube.com/watch?v=Y0_76Mg1KY8&amp;fbclid=IwAR2dQDEr8KfjLzW_ebdKRvXTcnTBtOWt-6RKqh36J3_hBHCykPTd00psbte8</a>	Baking hacks

SEC	2	10	LO4	<a href="https://www.youtube.com/watch?v=mSVz1jKOTml">https://www.youtube.com/watch?v=mSVz1jKOTml</a>	Buying fish (Ms Natalie Gauci)
SEC	2	10	LO4	<a href="https://www.youtube.com/watch?v=gx9h65E433M">https://www.youtube.com/watch?v=gx9h65E433M</a>	Coking rice (Ms Natalie Gauci)
SEC	2	10	LO4	<a href="https://www.youtube.com/watch?v=Udzs_MPNpMQ">https://www.youtube.com/watch?v=Udzs_MPNpMQ</a>	Sauce plating (Ms Natalie Gauci)
SEC UNIT 3					
SEC	3	11	LO4	<a href="https://www.youtube.com/watch?v=O0FXRPn7A_4">https://www.youtube.com/watch?v=O0FXRPn7A_4</a>	Good vs Bad customer service
SEC	3	11	LO4	<a href="https://www.youtube.com/watch?v=rt1DEkxVbds">https://www.youtube.com/watch?v=rt1DEkxVbds</a>	Dealing with difficult customers
SEC	3	11	LO 2/ LO 3	<a href="https://www.yudhacookbook.com/2017/08/food-and-beverage-service-9th-edition.html?fbclid=IwAROnMsHU0XPd9hLsLYoSAWIOZZB08Llg9X8VtSqFqMQ-YSzMV6WbpFzPhig">https://www.yudhacookbook.com/2017/08/food-and-beverage-service-9th-edition.html?fbclid=IwAROnMsHU0XPd9hLsLYoSAWIOZZB08Llg9X8VtSqFqMQ-YSzMV6WbpFzPhig</a>	Food and Beverage Service downloadable book
SEC	3	11	LO4	<a href="https://www.youtube.com/watch?v=S_e1j54TRns">https://www.youtube.com/watch?v=S_e1j54TRns</a>	Good customer service (Ms Natalie Gauci)
SEC	3	11	LO4	<a href="https://www.youtube.com/watch?v=Zy1h49_L8ME">https://www.youtube.com/watch?v=Zy1h49_L8ME</a>	Poor vs Great Customer service (Ms Natalie Gauci)
SEC	3	11	LO2	<a href="https://www.youtube.com/watch?v=6_kNNm8FAGc">https://www.youtube.com/watch?v=6_kNNm8FAGc</a>	Bad waiter service (Ms Natalie Gauci)
SEAC					
SEAC	1	9	LO2	<a href="https://www.youtube.com/watch?v=q6p_m9QzGAQ">https://www.youtube.com/watch?v=q6p_m9QzGAQ</a>	Introduction to Housekeeping
SEAC	1	9	LO2	<a href="https://www.gofacilipro.com/wall-charts/linen-flow-chart--training">https://www.gofacilipro.com/wall-charts/linen-flow-chart--training</a>	Laundry Cycle (link provided by Mr Ruben Dimech)
SEAC	1	9	LO2	<a href="https://www.rd.com/home/cleaning-organizing/laundry-facts/">https://www.rd.com/home/cleaning-organizing/laundry-facts/</a>	Laundry (link provided by Mr Ruben Dimech)

SEAC	1	9	LO2	<a href="http://www.westernwater.com.au/files/assets/public/documents/fact-sheets-and-brochures/saving-water/business-laundries-fact-sheet.pdf">http://www.westernwater.com.au/files/assets/public/documents/fact-sheets-and-brochures/saving-water/business-laundries-fact-sheet.pdf</a>	Laundry Fact sheet (link provided by Mr Ruben Dimech)
SEAC	1	9	LO2	<a href="https://www.youtube.com/watch?v=0hAsZ75l65w">https://www.youtube.com/watch?v=0hAsZ75l65w</a>	Stain Removal (link provided by Mr Ruben Dimech)
SEAC	1	9	LO2	<a href="https://www.doublegames.com/the-new-housekeeper.html">https://www.doublegames.com/the-new-housekeeper.html</a>	Housekeeping game (requires adobe flash player)
SEAC	1	9	LO2	<a href="http://www.westernwater.com.au/files/assets/public/documents/fact-sheets-and-brochures/saving-water/business-laundries-fact-sheet.pdf">http://www.westernwater.com.au/files/assets/public/documents/fact-sheets-and-brochures/saving-water/business-laundries-fact-sheet.pdf</a>	Business laundry fact sheet (link provided by Mr Ruben Dimech)
SEAC	1	9	LO4	<a href="https://www.crazygames.com/t/restaurant">https://www.crazygames.com/t/restaurant</a>	Various restaurant games
SEAC	1	9	LO4	<a href="https://www.bngkolkata.com/beverage-requisition/">https://www.bngkolkata.com/beverage-requisition/</a>	Completing a requisition
SEAC	1	9	LO4	<a href="https://www.youtube.com/watch?v=X1i9DuxXfLM">https://www.youtube.com/watch?v=X1i9DuxXfLM</a>	Introduction to stock taking
SEAC/ SEC	1/3	9/1 1	LO1/ LO4	<a href="https://www.youtube.com/watch?v=YYjOwiGQstE">https://www.youtube.com/watch?v=YYjOwiGQstE</a>	Telephone skills
SEAC	2	10	LO4	<a href="https://www.youtube.com/watch?v=bgfdqVmVjfk">https://www.youtube.com/watch?v=bgfdqVmVjfk</a>	Animated restaurant service

Hospitality Facebook Page: [https://www.facebook.com/profile.php?id=106546640979572&ref=br\\_rs](https://www.facebook.com/profile.php?id=106546640979572&ref=br_rs)