

FINAL
Examination Paper
(COVER PAGE)

Session : August 2018

Programme : Diploma In Culinary Arts (DCAN)
Diploma In Hotel Management (DHMN)

Course : ENL1107 : Hospitality English II

Date of Examination : December 8, 2018 (Saturday)

Time : 8:00 am – 10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions : Answer ALL questions. Write you answers in the answer booklet provided

Section A : Reading Comprehension

Section B: Grammar

Section C: Email Writing

Section D :Essay Writing

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Atiqah Zawani Kamaruzzaman

Moderator : Ms Malini K.N.S. Nair

- 4 Unfortunately, making new contacts, business or otherwise, while it brings success, does cause problems. It enlarges the individual's world. This is in truth not altogether a bad thing, but it puts more pressure on the networker through his having to maintain an ever larger circle of people. The most convenient way out is, perhaps, to cull old contacts, but this would be anathema to our networker as it would defeat the whole purpose of networking. Another problem is the reaction of friends and associates. Spreading oneself thinly gives one less time for others who were perhaps closer to one in the past. In the workplace, this can cause tension with jealous colleagues, and even with superiors who might be tempted to rein in a more successful inferior. Jealousy and envy can prove to be very detrimental if one is faced with a very insecure manager, as this person may seek to stifle someone's career or even block it completely.
- 5 The answer here is to let one's superiors share in the glory; to throw them a few crumbs of comfort. It is called leadership from the bottom. In the present business climate, companies and enterprises need to co-operate with each other in order to expand. As globalization grows apace, companies need to be able to span not just countries but continents. Whilst people may rail against this development it is for the moment here to stay. Without co-operation and contacts, specialist companies will not survive for long. Computer components, for example, need to be compatible with the various machines on the market and to achieve this, firms need to work in conjunction with others. No business or institution can afford to be an island in today's environment. In the not very distant past, it was possible for companies to go it alone, but it is now more difficult to do so.
- 6 The same applies in the academic world, where ideas have been jealously guarded. The opening-up of universities and colleges to the outside world in recent years has been of enormous benefit to industry and educational institutions. The stereotypical academic is one who moves in a rarefied atmosphere living a life of sometimes splendid isolation, a prisoner of their own genius. This sort of person does not fit easily into the mould of the modern networker. Yet even this insular world is changing. The ivory towers are being left ever more frequently as educational experts forge links with other bodies; sometimes to stunning effect as in Silicon Valley in America and around Cambridge in England, which now has one of the most concentrated clusters of high tech companies in Europe.
- 7 It is the networkers, the wheeler-dealers, the movers and shakers, call them what you will, that carry the world along. The world of the Neanderthals was shaken between 35,000 and 40,000 BC; they were superseded by Homo Sapiens with the very 'networking' skills that separate us from other animals: understanding, thought abstraction and culture, which are inextricably linked to planning survival and productivity in humans. It is said the meek will inherit the earth. But will they?

Adapted from <https://www.techopedia.com/definition/16005/networking>

SECTION B: GRAMMAR (40 marks)

QUESTION 1

Dialogue 1: Room Reservation (10 marks)

Complete the following conversations. Remember to be polite and grammatically correct.

B: Dragonfly Inn. _____? (*Introduce self, and enquire if caller needs assistance*)

A: Hello, is this the Dragonfly Inn?

B: _____? (*Confirm the name of the hotel, and enquire if caller needs assistance*)

A: I'd like to reserve a hotel room.

B: That should be no problem. _____?

A: My name is John Sandals.

B: Hello, Mr. Sandals. _____?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: _____. (*Peak-season rates apply*) Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.

B: Wonderful! _____?

A: Nonsmoking, please.

B: _____?

A: A queen-size bed sounds fine.

B: Okay, Mr. Sandals. Your reservation is in our computer.

_____.

B: That would be fine.

A: So I will repeat your order. _____ . (Repeat order)

Will that be all?

B: Can I also have your WIFI password please?

A: _____. (WIFI is yet to be installed. Suggest books or magazines)

B: Oh, a good book during lunch won't hurt! Thanks, Walter. That would be all.

QUESTION 2

Fill in the blanks with the correct tense. Write all your answers in the Answer Booklet. (10 marks)

1. My brother ____ (be) the Executive Chef at Star Regency Hotel for the past six years. He ____ (handle) everything from supervising the kitchen staff to planning the meals.
2. At first, Lauren ____ (plan) to spend her scholarship money wisely. Her plan ____ (fail) when she saw the new Samsung Note 9.
3. These bread loaves ____ (come) in different flavours. The pastry chef ____ (bake) them fresh every morning.
4. A few years ago, I ____ (visit) the Maldives. I managed to ____ (spend) the entire time by the beach.
5. Alicia always ____ (find) time to do exercise. She even ____ (wake) up early during public holidays to go for a run.
6. Islamic architecture ____ (dominate) the landscape in Kuala Lumpur city centre. For many years, tourists ____ (crowd) the city just to see the sights.
7. When William ____ (be) a young man, he ____ (love) to eat pizza for dinner every day.
8. Kitchen work ____ (make) up sixty percent on the coursework. Students who ____ (want) to pass this course must do well in the kitchen.

SECTION C: EMAIL WRITING (20 marks)

You are the front desk officer at Emerald Resort & Spa. You have received an e-mail from Ms Scarlett O'Hara, cancelling her booking five days before her arrival. She is also asking for a full refund of the deposit she had paid while making her booking. Ms O'Hara has previously stayed at your resort and you remember her as being very pleasant to all the staff. However, according to resort policy, full refund can only be given if cancellation is made two weeks prior to arrival. Guests who cancel their booking after the due date will be charged with a cancellation fee, which will be deducted from the deposit.

In about 120 words, write a reply to Ms Scarlett O'Hara explaining the resort's refund policy. Remind her that the refund policy was clearly mentioned in the confirmation e-mail. You may add other necessary details.

This is an excerpt of the e-mail sent by Ms O'Hara for your reference.

I would like to cancel the booking I made for the 15th to the 20th of December 2018. I really wanted to have my vacation at your resort as I enjoyed my last day very much. However, I recently had a fall and broke my leg and the doctor has prescribed complete bed rest for the next 6 weeks.

I would also appreciate it if you could return the deposit in full by the end of the week.

Thanks.

SECTION D: ESSAY WRITING (20 Marks)

Choose **ONE (1)** of the topics below and write a compare or contrast essay. Your essay should be about **250 - 300** words.

1. Compare OR contrast reading books and watching movies.
2. Compare OR contrast e-mail and traditional mail.

-THE END-

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