

FINAL
Examination Paper
(COVER PAGE)

Session : August 2018

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

Course : ENL1104 : Hospitality English I

Date of Examination : December 7, 2018 (Friday)

Time : 11:00 am – 1:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **THREE (3)** sections. Answer **ALL** questions in the answer booklet provided.

Materials permitted : Nil

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Examiner (s) : Ms Atiqah Zawani Kamaruzzaman & Ms Regina Sharon Raju

Moderator : Ms Malini K.N.S. Nair

This paper consists of 11 printed pages, including the cover page.

DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
ENL1104: HOSPITALITY ENGLISH I
FINAL EXAMINATION: AUGUST 2018 SESSION

Instructions: This paper consists of **THREE (3)** questions. Answer **ALL** questions. Write your answers in the **answer booklet** provided

SECTION A: READING COMPREHENSION (30 marks)

A. Read the following passage and answer the questions that follow. (15 marks)

The Marriages of Straits Born Chinese

- 1 In the olden days, the marriages of Straits-born Chinese were arranged by their parents with the help of a match-maker or a go-between. Astrologers were consulted to find out if the horoscopes of the young man and young woman were suitable and, if so, to fix a day for the marriage. The two people most concerned were seldom consulted. Often, the bridegroom saw his bride for the first time only on the wedding day.
- 2 Before the wedding, several things had to be done in the bride's house and for the bride. First, the front room to be used for the ceremony had to be prepared. An altar, about 6 feet high, to represent the height of the heavens, was set up to the God of Heaven. It consisted of two carved tables – the lower one was made of dark wood and was shorter and broader than the red table, which was placed on top of it. This upper table had a red embroidered cloth hung in front of it. It also had a red embroidered runner on which were placed joss sticks in holders filled with rice and covered with red paper, and two red candles. There were also oranges with strips of red paper around them, and pieces of sugar cane.
- 3 Inside the front room, at the rear, was the regular altar to the Domestic God (for example, the Goddess of Mercy), with joss sticks, smaller candles, three cups of tea, and a vase of flowers. By the side of it, were four tall red candles. Secondly, the bride had to be prepared for her wedding. According to the traditional idea of beauty, her upper and lower front teeth were filled so that they would form an even line. Her eyebrows were plucked to form a fine arch. All the fine hairs on her face were also plucked out. This was done by stretching a thread and drawing it up and down her face. Her hair was also cut into a very short fringe high above her forehead.
- 4 Thirdly, a white wedding suit had to be cut and sewn for the bride and the bridegroom out of the finest cotton material. This was the responsibility of the bride's mother. The bride's suit consisted of trousers and a blouse with Chinese buttons and long sleeves. Because it was later to be worn beneath the formal red wedding gown, it had a plain circular neck and the trousers were not too long so that they would not be seen when the red gown was put on. The dress was as loose as possible because it was customary for the bride to wear it at death, so allowance was made for the bride to put on weight.

- 5 A similar white wedding dress – Chinese jacket and trousers – was cut and sewn for the bridegroom out of the same material. The bride’s mother also provided two pairs of pyjamas and a pair of embroidered slippers for the bridegroom as he was to spend twelve nights after the wedding as a guest in the bride’s house.
- 6 Finally, the bridal chamber had to be prepared. The colour scheme throughout was pink and red, which were thought to be lucky colours. For instance, the mosquito net was light pink, and the bedsheet and pillow cases were another shade of pink. These were usually made of satin. Before the bed was made, a little boy was made to roll from one side of the bed to the other. This was to ensure that the first-born would be a son!

(Adapted from <http://qdev.org/archives/webs/slas/rooms/bridal/wed.htm>)

1. What was the role of the astrologers, in the planning of a young Straits-born Chinese person’s marriage? (2 marks)
2. What is the phrase in *Paragraph 1* that means “asked for advice.” (1 mark)
3. What is the significance of having the altar as part of the wedding? (2 marks)
4. State TWO (2) objects that were placed on the altar to the Domestic God. (2 marks)
5. What was the procedure carried out to the bride’s teeth before the wedding? (2 marks)
6. What material was the bride and groom’s wedding suits made of? (1 mark)
7. Why was the bride’s wedding suit made as loose as possible? (2 marks)
8. What colors are considered as lucky for the marriage ceremony (1 mark)
9. Referring to the last paragraph, why was a little boy asked to roll across the bed? (2 marks)

B. Read the article below and answer the following questions. (15 marks)

FORT CORNWALLIS

This is the place where Captain Francis Light the founder of Penang, first landed in 1706. Originally, a wooden structure, it was replaced by a stone fortress in 1804. History has it that Captain Francis Light fired a cannon filled with silver dollar to persuade his soldiers to clear the land to build the fort. With strategically placed cannons on top, Fort Cornwallis, situated on Sheik Barakbah Road, has now been turned into an open air amphitheater.

BOTANICAL GARDEN

Penang's Botanical Garden is among the finest in the country. Covering 30 hectares of land off Waterfall Road, it offers tranquility amidst lush green surroundings of tropical plants and vibrant hues of native flora. A valley surrounded by hills, the gushing sounds of the waterfall and the chatter of the freely roaming rhesus monkeys make it an extremely pleasant place to visit. The Botanical Garden is about eight kilometres from the city centre.

KHOO KONGSI

The clanhouse of Chinese with the surname Khoo, this is a magnificent building with intricate carvings on its wall, with pillars and a roof created by master craftsmen from China. The beams are made from the finest wood and are richly ornamented. This picturesque building is located at Lebu Cannon and is open from 9 am to 5 pm Mondays to Fridays and from 9 am to 1 pm on Saturdays. Entry is by permission obtained from the administrative office of the building.

BUTTERFLY FARM

The world's first tropical butterfly exhibiting grounds, the farm which is located in Teluk Bahang has more than 100 species of butterflies and other insects in their natural habitat. More than 4,000 to 5,000 live butterflies can be seen at any one time in this farm which also serves as a display and breeding area complete with a souvenir shop and information centre. Artificial waterfalls, a water lily pond and a rock garden adorn the place.

THE SNAKE TEMPLE

A unique attraction peculiar to Penang is the Snake Temple located in Bayan Lepas, about 1.6 kilometres from the Penang International Airport. Built in 1850 in memory of a Buddhist priest, Chor Soo Kong, who is believed to have possessed incredible healing powers, the temple is replete with venomous pit vipers which coil around various objects around the altars and other parts of the temple. The snakes, however, do not harm the visitors. The temple is open from morning till late evening.

PENANG HILL

Penang Hill was the first colonial hill station developed in Peninsular Malaysia. Comprising Western Hill, Bukit Laksamana, Tiger Hill, Flagstaff Hill and Government Hill, it is located six kilometres away from Georgetown. The hilly and forested area is the state's primary hill resort. Set 821 metres above Penang's capital, islanders call it Bukit Bendera and it is generally about five degrees cooler than Georgetown. It is the last patch of tropical rainforest in Penang so the flora and fauna here have been protected since 1960.

Adapted from <http://www.penang.ws/penang-attractions/penang-hill.htm>

(i) State whether the following statements are **TRUE** or **FALSE** (5 marks)

- (a) The snake temple can be regarded as a place with religious appeal or supernatural occurrences. _____
- (b) You can feel the sea breeze when going to Fort Cornwallis. _____
- (c) Khoo Kongsi is the best place to learn about Penang's history. _____
- (d) Those who are into reptiles can visit the butterfly farm. _____
- (e) A great place to see cannons is Fort Cornwallis. _____

(ii) Answer the questions below (10 marks)

- (a) Where should the tourist go if they want to see the beautiful carvings? (1 mark)
- (b) Where should the tourist go if they want to be shaded under the huge trees and take their mind off from the hustle and bustle of city life? (1 mark)
- (c) Provide the synonyms for the words listed below. (4 marks)

Words	Synonyms
i) tranquility	
ii) various	

- (d) What is the reason behind the existence of The Snake Temple? (2 marks)
- (e) What is the origin of Fort Cornwallis before restructured into a stone fortress? (1 mark)

SECTION 2 : Grammar (40 marks)

- A. From the list of words given below, choose the most suitable word for each blank in the grammar cloze. **Each word can be used only once.** Write your answer in the booklet provided. (10 marks)

with	from	when	and	only	that
much	to	around	into	which	though

Before the invention of the can opener, cans were forced open (1) _____ a hammer and a chisel.

Preserving food cans has been practiced since (2) _____ 1772 in the Netherlands by the Dutch navy. The patent for canned food, however, was acquired (3) _____ in 1810 by a British man named Peter Durand. (4) _____ Durand figured out how to seal food in cans, he did not think of how to get it out.

Also, the tin cans used to seal food at that time were made of heavy iron. It was only (5) _____ later when thinner steel cans came into use in the 1860's (6) _____ the can opener was invented. The first can opener that made use of a sharp rotating cutting wheel running around the can's rim, was invented in 1870, but was difficult to operate.

It was only in 1925 (7) _____ a second, serrated wheel was added to hold the cutting wheel on the rim of the can that the can opener became user-friendly. Amazingly, it took decades—(8) _____ Ezra Warner's design—for a practical can opening tool to be made.

Warner designed a pointed blade that, when pressed into the can, was prevented (9) _____ penetrating too far into the contents by a guard. The guard then swung out of the way and a second curved blade (or sickle) cut around the top of the can with a saw-like action, (10) _____, unfortunately, left quite a jagged edge. Can openers with this design remain extremely popular today.

- B. Choose the correct *preposition* in the conversation given below. Write your answer in the booklet provided. (10 marks)

The staff structure of hotels

Interviewer: Roberta, can you tell us a little about the staffing (1) *in / at / on* the Concordia?

Roberta: Well, the Hotel Concordia's part of a larger group so we've got the same structure as the other hotels (2) *on / at / in* the chain. It's a medium-sized hotel, and it's divided (3) *from / into / of* three departments – front office, housekeeping and food and beverages. Food and beverages covers the restaurant, bar, cafeteria and the kitchen. (4) *On / in / at* the kitchen we've got a head chef, Giovanni, and three junior chefs. There are two kitchen assistants as well. Then for the restaurant and bars, we have a head waiter and six waiters.

Interviewer: What about housekeeping?

Roberta: That's divided into maintenance and rooms. (5) *For / At / In* the moment, there's one person (6) *for / in / at* maintenance, Enrico, and (7) *at / in / on* rooms there's the head housekeeper, Carlotta, and her team. She's got five housekeepers working for her right now, though (8) *at / in / on* the high season we usually contract two more.

Interviewer: You use the term 'housekeeper'. Is that the same as chambermaid?

Roberta: Yes, and (9) *for / in / with* the past housekeepers were usually called chambermaids. But we prefer housekeeper. We're talking about trained professionals here, and the idea (10) *of / for / off* a maid sounds more like a servant than a paid professional.

C. Construct FIVE (5) simple sentence in *simple past tense form* from the given verb.

(10 marks)

No	Verb	Simple Past	Sentence
1	check-in		
2	dream		
3	hold		
4	meet		
5	spend		

D. Mixed Verbs

(10 marks)

1. She _____ she can live up to her parents' expectations.

- A. do not think
B. does not think

- C. did not think
D. do not thinking

2. I _____ a woman standing outside the teachers' room for the Music teacher yesterday.

- A. mistaken
B. mistake

- C. mistaking
D. mistook

3. I _____ through the book but I did not find it particularly interesting.

- A. read
B. have read

- C. was reading
D. were reading

4. Lolita _____ about it, hasn't she?

- A. has been complaining
B. are complaining

- C. is complaining
D. have been complaining

5. They _____ there only to find that the show was cancelled.

- A. arrive
B. arrives

- C. arrived
D. was arrived

6. We have to submit our applications by three o'clock today or they _____.
- A. was not accepted C. will not be accepted
B. were not accepted D. will be accepted
7. Since the last time we met, I _____ a chance to talk to him.
- A. do not have C. did not have
B. have not had D. am not having
8. The coach asked _____ to schedule the practice for next Thursday.
- A. if they were wanting C. if they wanted
B. did they want D. had they wanted
9. Even if you fail, your parents will not blame you as long as you _____ your best.
- A. have tried C. is trying
B. are trying D. have been tried
10. School _____ after the long holiday break.
- A. is resumed C. has been resumed
B. was resumed D. resumed

Part B : Paragraph Writing

(15 marks)

Choose **ONE (1)** of the following topics and write a paragraph of about **150 - 180** words.

- (i) Write a paragraph on how to cook French toast for breakfast.
- (ii) Write a paragraph on how to book a hotel room by using Agoda.com
- (iii) Write a paragraph on what to consider when buying hand phone.

-THE END-

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