

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2018

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

Course : ENL1106 : Hospitality English II

Date of Examination : August 1, 2018 (Wednesday)

Time : 2:00 pm – 4:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

**Section A : Reading Comprehension**

**Section B: Grammar**

**Section C: Essay Writing**

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Atiqah Zawani Kamaruzzaman

Moderator : Ms Malini K.N.S. Nair

*This paper consists of 8 printed pages, including the cover page.*

DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)  
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
ENL1106: HOSPITALITY ENGLISH II  
FINAL EXAMINATION: APRIL 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.** (20 marks)

**A Brief History of Coffee**

- 1 Coffee is a popular **beverage**, one of the most popular in the world today. East and West, there are people who cannot start their day without their morning cup. Where did this drink come from? How long have people drunk it? The answers may surprise you.
- 2 Coffee dates back at least to the sixth century. It comes from the country of Ethiopia. According to one legend, coffee was discovered by Kaldi, a goat herder. One day, while Kaldi was napping, his goats were grazing in a mountain meadow. The animals ate some red berries on shiny green plants. Kaldi woke up to find them acting **frisky** and dancing around the meadow. Boldly, he ate some of the berries himself. Soon, he felt alert and full of energy. Believing it was a miracle, he took the berries to a nearby monastery.
- 3 Chadely, the abbot tried the berries. He realized that they could help the monks stay awake during late-night prayers. The monks began drying the beans and sending them to **distant** monasteries. The beans were soaked in water to make them soft, and the monks drank the liquid and ate the beans for energy.
- 4 Sometime before the twelfth century, traders carried coffee from Africa to Arabia. The plants were first grown in Yemen. The drink's popularity then spread into Egypt, Syria, Persia, and Turkey. In 1575, the world's first coffee shop, Kiv Han, opened in Constantinople (Istanbul). Coffee shops become an important part of Middle Eastern life. People visited them to talk, play chess, and listen to music and poetry, just as they do today.
- 5 Warriors and merchants of the Ottoman Empire helped spread the word about coffee to Europe. In the late seventeenth century, Turkish armies surrounded Vienna, Austria, and unsuccessfully tried to **capture** the city. After the attack, Franz Kolschitzky, an Austrian officer who had lived in Turkey, found bags of "dried black fodder" that was actually coffee. Kolschitzky opened a café in Vienna in 1683. The Viennese began the custom of sweetening coffee and adding milk.

- 6 Coffee arrived even earlier in London. The first coffee houses opened in the 1640's. London coffee houses became centers of discussion known as "penny universities." They also were places to do business. Opened in 1668, Edward Lloyd's Coffee Shop attracted insurance agents. It became Lloyd's of London, the world famous insurance company. Coffee spread to Britain's North American colonies and cafes opened in Boston, Philadelphia, and New York City in 1690's.
- 7 By 1700, coffee was more popular than beer as a morning drink in New York City. After the Boston Tea Party of 1773, drinking coffee was an act of patriotism in the colonies. If Kaldi walked into a modern coffee shop he would probably be amazed that the beans that he and his goats discovered almost 1,500 years ago had such an **impact** on world culture.

*(Adapted from <https://humwp.ucsc.edu/cwh/brooks/coffee-site/1400-1800.html>)*

1. What was Kaldi's intention in introducing the berries to the monks? (2 marks)
2. How did the monks use the berries? (2 marks)
3. Outside of Ethiopia, coffee was first grown in ... (1 mark)
  - A. Turkey
  - B. India
  - C. Yemen
  - D. Java
4. Why did coffee shops become an important part of people's lives in Middle Eastern? (2 marks)
5. How was the coffee introduced to the Europeans? (2 marks)
6. What was the coffee-drinking custom that began in Vienna? (2 marks)
7. Why did London coffee houses become important in the mid 1600's? (2 marks)
8. What did most New Yorkers drink in the morning before 1675? (1 mark)
  - A. Tea
  - B. Beer
  - C. Milk
  - D. Coffee

9. According to the passage, coffee was made popular in the following countries **EXCEPT** (1 mark)
- A. Egypt and Turkey
  - B. Austria and Syria
  - C. Guiana and Brazil
  - D. London and Philadelphia

10. When was coffee drinking regarded as an act of patriotism? (2 marks)

11. In your own words, explain why coffee has become one of the most popular beverages in the world today? (3 marks)

**B. Give the synonym of the words below taken from the passage above. (10 marks)**

- 1. Beverage (para 1 line 1) \_\_\_\_\_
- 2. Frisky (para 2 line 4) \_\_\_\_\_
- 3. Distant (para 3 line 2) \_\_\_\_\_
- 4. Capture (para 5 line 3) \_\_\_\_\_
- 5. Impact (para 7 line 4) \_\_\_\_\_

**Section B: Grammar (40 marks)**

A. *Write the correct verb tense for this session in the Answer Booklet.* (10 marks)

- 1. If Irene \_\_\_\_\_ (come) late again, we will have to tell her off.
- 2. If you \_\_\_\_\_ (know) about this earlier, what would you have done.
- 3. No one would vote for him, if he \_\_\_\_\_ (stand) for election.
- 4. Mother would know what to do if she \_\_\_\_\_ (be) here now.
- 5. If he \_\_\_\_\_ (tell) me he was going tonight, I would have given him the tickets.
- 6. Where will you be if your father \_\_\_\_\_ (come) looking for you.
- 7. If it \_\_\_\_\_ (be) a genuine mistake, we would not have taken it so badly.
- 8. If he places the weight at this corner, the lever \_\_\_\_\_ (tip) this way.
- 9. If he \_\_\_\_\_ (was) her doctor, he would not believe her account of the accident.
- 10. They might get there in time if they \_\_\_\_\_ (run).

**B. Active to Passive**

i. Rewrite the following sentences so that the verbs will be in the active voice. (5 marks)

1. Instructions will be given to you by the committee.
2. The savannahs are roamed by lions and elephants.
3. Today, the car was painted by him at the workshop.
4. Yesterday, a play was performed on the stage by the students from the English Club.
5. The roof is being mended by the repairmen.

ii. Rewrite the following sentences so that the verbs will be in the passive voice. (5 marks)

1. Shinoda ate three lobsters at dinner.
2. Jack had emailed the letter last week.
3. The lecturer was teaching the students for 1 hour.
4. By tomorrow, the coach will have selected the football team.
5. They will join the party tomorrow around 8p.m.

**C. Adjectives (10 marks)**

Choose the correct answer. Write your answer in the answer booklet provided.

1. This is \_\_\_\_\_ movie ever to be produced in the history of films.
 

a. a scary	c. the scarier
b. the more scary	d. the scariest
  
2. Mary is \_\_\_\_\_ of the twins.
 

a. the prettier	c. the prettiest
b. more prettier	d. most prettiest
  
3. That four-year old girl is \_\_\_\_\_ for her age.
 

a. taller	c. tall
b. tallest	d. the most tallest
  
4. Serine's writing is \_\_\_\_\_ than any of her classmates.
 

a. more descriptive	c. descriptive
b. much descriptive	d. the most descriptive

5. Follow the \_\_\_\_\_ path after you turn right at the traffic lights and you will reach the bus station.
- |    |                |    |                |
|----|----------------|----|----------------|
| a. | bright lighted | c. | lighted bright |
| b. | brightly-lit   | d. | lightly bright |
6. We are collecting old clothes to give to \_\_\_\_\_.
- |    |            |    |                  |
|----|------------|----|------------------|
| a. | the poor   | c. | the most poorest |
| b. | the poorer | d. | poor             |
7. I think you will like this \_\_\_\_\_ story.
- |    |               |    |                |
|----|---------------|----|----------------|
| a. | long funny    | c. | funny long     |
| b. | long or funny | d. | long but funny |
8. My sister wanted to buy that \_\_\_\_\_ chest but she did not have enough money on her.
- |    |                             |    |                                 |
|----|-----------------------------|----|---------------------------------|
| a. | rectangular black lacquered | c. | rectangular and black lacquered |
| b. | black rectangular lacquered | d. | lacquered black rectangular     |
9. There are many \_\_\_\_\_ rides.
- |    |          |    |                  |
|----|----------|----|------------------|
| a. | excited  | c. | more exciting    |
| b. | exciting | d. | the most excited |
10. You will not find \_\_\_\_\_ employee than Gurmit.
- |    |                       |    |                     |
|----|-----------------------|----|---------------------|
| a. | the more hard-working | c. | a most hard-working |
| b. | a much hard-working   | d. | a more hardworking  |

**D. Dialogue**

Complete the following conversations below by following the instructions. *Remember to be professional and grammatically correct.* (10 marks)

**Situation:** Lost property

Guest: Our luggage hasn't arrived. We waited ages at the baggage carousel. Then the ground staff advised us to register the cases with the airline as lost.

(1) Staff: \_\_\_\_\_  
\_\_\_\_\_ (ask if the cases are labelled properly).

Guest: Oh, yes. They're clearly labelled. If they find the luggage this evening, they'll send it to the hotel.

(2) Staff: \_\_\_\_\_  
\_\_\_\_\_ (offer assistance to contact the airport for an update).

Guest: No, it's OK. They have my mobile number. They'd call if they have any information.

(3) Staff: \_\_\_\_\_  
\_\_\_\_\_ (reassure the guest).

Guest: It's very frustrating. I only have my handbag. If the shops were still open, we'd be able to buy a few things.

(4) Staff: \_\_\_\_\_  
\_\_\_\_\_ (give suggestions on any local store nearby).

Guest: OK. We'll go and freshen up before then.

(5) Staff: \_\_\_\_\_  
\_\_\_\_\_ (reassure the guest and offer assistance).

Guest: Thank you...

**Section C: Essay Writing (30 marks)**

- i. Choose **ONE (1)** of the topics below and **write an essay outline.** (10 marks)
1. Compare **OR** contrast the importance of food and health care?
  2. Compare **OR** contrast a hotel and a motel.
- ii. From the outline that you have completed above, **develop an essay of 300-350 words.** (20 marks)

**THE END-**

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