



DIPLOMA IN HOSPITALITY MANAGEMENT (DHMN)  
DIPLOMA IN CULINARY ARTS (DCAN)  
ENL1104: HOSPITALITY ENGLISH I  
FINAL EXAMINATION: JANUARY/MARCH 2018 SESSION

**SECTION 1 : Comprehension (30 marks)**

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

**COLONEL HARLAND SANDERS**

- 1 Colonel Harland Sanders is known around the world for his famous “finger lickin’ good” Kentucky Fried Chicken. His chicken, made from a special recipe that comprises of eleven herbs and spices, *is* served every day in fast food outlets that carry his portrait on the buildings. Kentucky Fried Chicken is one of the largest fast food corporations in the world. Sanders was running a popular Kentucky service station that also served food—so popular, in fact, that the governor of Kentucky designated him a Kentucky colonel.
- 2 While most successful men start their careers at an early age, Harland Sanders’ story actually instigates when he was sixty-five years old. Harland Sanders’ was born in September 1890. He was the eldest child of the family. His father *toiled* in the coal mines of Kentucky in order to support his family. Unfortunately, *he* passed away at an early age when young Harland was just only six.
- 3 His father’s death left the responsibility of supporting the family to Mrs. Sanders. So, she took a job in a shirt factory. That left young Harland at home to take care of his younger brother and sister. His mother taught him how to cook the family’s meals. One of the meals she taught *him* to make was her incredibly delicious fried chicken.
- 4 When Sanders became old enough, he helped support his family by working as a farm hand. Then, he moved on to become a streetcar conductor while he was a teenager. He also took up several *other* odd jobs such as railroad fireman and insurance salesman.
- 5 After retirement, discovering that his finances were not too good, Colonel Sanders decided to quit his rocking chair and get back to work instead. He rounded up some investors and ended up opening a restaurant. Sanders used the recipes and the cooking skills his mother had taught him to feed the hungry travelers. His special meal was, of course, fried chicken. He seasoned the poultry with his original blend of eleven herbs and spices. The Kentucky Fried Chicken industry was later born. Sanders eventually moved his operation to a restaurant across the street, and featured a fried chicken so notable that he was named a Kentucky colonel in 1935 by Governor Ruby Laffoon.
- 6 Sanders ran *his* successful business for several years until, at eighty, he was forced to finally retire because of ill health. He died of leukemia on December 16, 1980, at the age of 90, in Louisville, Kentucky.

(Adapted from <https://www.biography.com/people/colonel-harland-sanders->)

1. What is so special about Colonel Sander's fried chicken? (1 mark)
2. How old was Colonel Sanders when he opened his first restaurant? (1 mark)
3. Explain in your words, what is the meaning of the word *toiled* in Paragraph 2. (2 marks)
4. List **TWO (2)** jobs of Colonel Sanders before he started his business on fried chicken. (2 marks)
5. What do you understand by "finding that his finances were not too good"? (2 marks)
6. What does the author mean when he says that Colonel Sanders had to "quit his rocking chair"? (2 marks)
7. Make an inference for the words listed below: (5 marks)
  - (a) *is* (**paragraph 1 line 3**) refers to
  - (b) *he* (**paragraph 2 line 4**) refers to
  - (c) *him* (**paragraph 3 line 4**) refers to
  - (d) *other* (**paragraph 4 line 3**) refers to
  - (e) *his* (**paragraph 5 line 5**) refers to

- B. Read the travel brochure and answer the following questions. (15 marks)

**TOP SIX  
GREAT RAILWAY JOURNEYS**

|   |   |
|---|---|
| <p style="text-align: center;"><b><u>TRAIN: THE ROCKY MOUNTAINEER</u></b></p> <p>Location: Canada<br/>           Visit: June<br/>           Journey: 2 to 8 days, travel during the day, stay in luxury hotels.<br/>           Highlights: Stunning views of the mountains, beautiful view of flowers blooming, history workshops and native storytelling.</p>      | <p style="text-align: center;"><b><u>TRAIN: THE ROYAL SCOTSMAN</u></b></p> <p>Location: Scottish Highlands and around Great Britain<br/>           Visit: April to October<br/>           Journey: 2 to 7 days, luxury rooms and fine cuisine.<br/>           Highlights: Breathtaking scenery &amp; lake views, one of the most expensive train journeys in the world.</p> |
| <p style="text-align: center;"><b><u>TRAIN: THE GHAN</u></b></p> <p>Location: Australia<br/>           Visit: December, January<br/>           Journey: 52 hours, get off at various points to go on tours.<br/>           Highlights: Wildlife, beautiful surroundings – views of blue skies and red earth.</p>  | <p style="text-align: center;"><b><u>TRAIN: EASTERN AND ORIENTAL EXPRESS</u></b></p> <p>Location: Thailand to Singapore<br/>           Visit: April, May<br/>           Journey: 2 to 8 days,<br/>           Highlights: Golden temples, views of bustling cities and paddy fields – the best of two worlds.</p>  |
| <p style="text-align: center;"><b><u>TRAIN: THE BLUE TRAIN</u></b></p> <p>Location: South Africa<br/>           Visit: May to August<br/>           Journey: 27 hours, with several stops during the journey.<br/>           Highlights: Watching animals in wild at the game reserves, beautiful African landscapes, staying on at the game reserve (optional)</p> | <p style="text-align: center;"><b><u>TRAIN: THE CHEPE</u></b></p> <p>Location: Mexico<br/>           Visit: June to October<br/>           Journey: 14 hours with several stops so you can explore the towns along the way.<br/>           Highlights: Views of canyons, visits to 86 tunnels and 37 bridges, scenery of lush green vegetation.</p>                         |

*(Adapted from <https://www.greatrail.com/>)*

- (i) State whether the following statements are **TRUE** or **FALSE** (5 marks)
- (a) The shortest train journey is ‘The Chepe’. \_\_\_\_\_
- (b) You can see paddy fields when you travel in “The Blue Train”. \_\_\_\_\_
- (c) The best time to travel in “The Ghan” is from August to January. \_\_\_\_\_
- (d) People who go on “The Blue Train” have the chance to see animals in the wild. \_\_\_\_\_
- (e) People who like to see the lush green vegetation can go on a trip to Canada in “The Rocky Mountaineer”. \_\_\_\_\_
- (ii) Answer the questions below. (10 marks)
- (a) What does the phrase ‘red earth’ refer to? (2 marks)
- (b) Explain in your own words why ‘The Eastern and Oriental Express’ can offer the best of two worlds? (2 marks)
- (c) Fill in the blanks with an appropriate word from the brochure. (2 marks)

| Meaning  | Word  |
|--|---|
| i) Connected to a particular country or region | _____<br><div style="text-align: right;">(1 mark)</div> |
| ii) Growing abundantly                         | _____<br><div style="text-align: right;">(1 mark)</div> |

- (d) Which train journeys can you take if you want to go on holiday in June? (2 marks)
- (e) Why do you think “The Royal Scotsman’ offers ‘one of the most expensive train journeys in the world’? (2 marks)

**SECTION 2 : Grammar (40 marks)**

- A. Fill in the blanks with the provided options and change the *tense form* of the verb. (20 marks)

|         |          |         |          |       |         |
|---------|----------|---------|----------|-------|---------|
| develop | demolish | appear  | multiply | offer | build   |
| allow   | are      | connect | spring   | cater | disable |

From antiquity to the Middle Ages - The history of hotels is intimately (1) \_\_\_\_\_ to that of civilizations. Or rather, it is a part of that history. Facilities (2) \_\_\_\_\_ guests' hospitality have been in evidence since early biblical times. The Greeks (3) \_\_\_\_\_ thermal baths in villages designed for rest and recuperation. Later, the Romans (4) \_\_\_\_\_ mansions to provide accommodation for travelers on government business. The Romans (5) \_\_\_\_\_ the first to develop thermal baths in England, Switzerland and the Middle East.

Later still, caravanserais (6) \_\_\_\_\_, providing a resting place for caravans along Middle Eastern routes. In the Middle Ages, monasteries and abbeys were the first establishments to offer refuge to travelers on a regular basis. Religious orders built inns, hospices and hospitals to (7) \_\_\_\_\_ for those on the move.

Inns (8) \_\_\_\_\_, but they did not yet offer meals. Staging posts were established for governmental transports and as rest stops. They provided shelter and (9) \_\_\_\_\_ horses to be changed more easily. Numerous refuges then (10) \_\_\_\_\_ up for pilgrims and crusaders on their way to the Holy Land.

- B. Construct FIVE (5) simple sentence in *simple past tense form* from the given verb. (10 marks)

| No | Verb   | Sentence |
|----|--------|----------|
| 1  | Sell   |          |
| 2  | Refuse |          |
| 3  | Deny   |          |
| 4  | Attach |          |
| 5  | Stand  |          |



9. Many of those killed \_\_\_\_\_ under the rubble in the lower floors.

- |                |                 |
|----------------|-----------------|
| A. is trapped  | C. was trapped  |
| B. are trapped | D. were trapped |

10. I \_\_\_\_\_ sleeping well for the past three nights.

- |            |                  |
|------------|------------------|
| A. do not  | C. have not      |
| B. did not | D. have not been |

### SECTION 3 : Writing (30 marks)

A. Write **THREE (3) SUPPORTING SENTENCES and A CONCLUDING SENTENCE** for each of the following topic sentences. (15 marks)

(i) There are many reasons why politeness and formality are important when dealing with customers.

Supporting sentences:

A: *Do not write here* \_\_\_\_\_

B: *Do not write here* \_\_\_\_\_

C: *Do not write here* \_\_\_\_\_

(3 marks)

Concluding Sentence: *Do not write here* \_\_\_\_\_

(2 marks)

(ii) Internet has become more reliable for news than television.

Supporting sentences:

A: *Do not write here* \_\_\_\_\_

B: *Do not write here* \_\_\_\_\_

C: *Do not write here* \_\_\_\_\_

(3 marks)

Concluding Sentence: *Do not write here* \_\_\_\_\_

(2 marks)

- (iii) There are some differences between attending college and high school.

Supporting sentences:

A: Do not write here

B: Do not write here

C: Do not write here

(3 marks)

Concluding Sentence: Do not write here

(2 marks)

- B. Choose **ONE** of the following topics and write a **PARAGRAPH** of about **150 - 180** words. (15 marks)

- (i) Write a paragraph on how to use the GPS when searching for direction.
- (ii) Write a paragraph on how to make a healthy sandwich.
- (iii) Describe the importance of going on vacation.

**-THE END-**

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