



FINAL
Examination Paper

(COVER PAGE)

Session : **January 2014**

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

Course : **ENL1104 : Hospitality English I**

Date of Examination : **March 11, 2014 (Tuesday)**

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

Duration : **2 Hours**

Special Instructions :

Answer ALL questions.

Materials permitted : **Nil**

Materials provided : **Nil**

Examiner (s) : **Ms Atiqah Zawani, Mr Calvin Cheah Wei Chieh**

Moderator : **Dr Noor Azimin Zainol**

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

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 DIPLOMA IN HOSPITALITY MANAGEMENT (DHMN)
 DIPLOMA IN CULINARY ARTS (DCA)
 ENL1104: HOSPITALITY ENGLISH I
 FINAL EXAMINATION: JANUARY 2014 SESSION

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

SECTION 1 : Grammar (50 marks)

Part 1 (20 marks)

A. Find a word in the box that is opposite in meaning to the underlined words in the sentences below. There are more words in the box than you need.

(12 marks)

efficient	insufficient	rich	varieties	option	unavailable
reserve	served	systematic	positioning	politely	kind

No	Sentence	Answer
1	There were <u>enough</u> chairs in the store room.	
2	The receptionist answered the telephone <u>in a rough manner</u> .	
3	The room service of this hotel is very <u>lousy</u> .	
4	The waiter is really <u>disorganized</u> in serving the food.	
5	There are <u>few types</u> of foods served in this restaurant.	
6	Meals are <u>included</u> in the accommodation package.	

- B. Substitute the underlined words in the sentences below with a word from the box.
Do not use the same word twice. (8 marks)

alternative	confirmation	meal	specialities
ingredients	main course	appetizer	dish

No	Sentence	Answer
1	He had a good <u>dinner</u> at the restaurants his friend recommended.	
2	She served the food on a very pretty <u>plate</u> .	
3	That restaurant has <u>fresh food items</u> from different countries on the menu every week.	
4	There were no more oysters so he had to choose an <u>item that was available</u> .	
5	For my <u>first course</u> , I'll have the mushroom soup.	
6	The chef uses many <u>different things</u> to make that dish.	
7	The <u>biggest part</u> of his meal is usually chicken or fish.	
8	After repeating the whole order to the guests, he asked them <u>if it was correct</u> .	

Part 2 (20 marks)

A. The sentences below describe Mary's actions when she served the main course. Pick a verb (*basic verb*) from the list and fill in the blanks in each sentence. Change the form of *basic verb* to *past tense verb* in the blanks. (10 marks)

carry	wish	arrange	check	put
take off	offer	place	collect	announce

1. She _____ the meals against her food order.
2. She _____ the food cover.
3. She _____ the meals as she took off the food cover.
4. She _____ food covers on the plates.
5. She _____ the plates on the tray.
6. She _____ the tray down on the tray-stand.
7. She _____ the main courses for table 14.
8. She _____ freshly ground pepper to the guests.
9. She _____ the plate in front of the guests.
10. She _____ the guests a good dinner.

B. Choose any **FIVE (5)** of the basic verbs above. Construct **FIVE (5)** simple sentences in *simple past tense form* from the chosen verb. (10 marks)

No	Verb	Sentence
1		
2		
3		
4		
5		

PART 3 (10 marks)

Choose the correct answer for each of the following:

1. Your room hasn't been _____ yet.
 - (a) clean
 - (b) cleaned
 - (c) cleaning

2. We hope you _____ your stay.
 - (a) enjoy
 - (b) please
 - (c) delight

3. Everything seems to be in _____.
 - (a) good
 - (b) order
 - (c) excellent

4. Breakfast is _____ in your room rate.
 - (a) including
 - (b) inclusive
 - (c) included

5. How long will you be _____?
 - (a) stay
 - (b) staying
 - (c) stayed

6. I can only finish a small _____ of the pie.
- (a) size
 - (b) portion
 - (c) section
7. Our _____ today is the seaweed mushroom soup.
- (a) priority
 - (a) favor
 - (c) specialty
8. How was _____?
- (a) everything
 - (b) everyday
 - (c) anyone
9. This sounds a bit _____.
- (a) nonsense
 - (b) illogic
 - (c) absurd
10. We've got a world-_____ fitness center with a weight room and aerobics lessons.
- (a) level
 - (b) class
 - (c) standard

SECTION 2 : Comprehension (20 marks)

- A. Read the telephone conversation between a hotel receptionist and a person who is trying to make a booking. The line is bad but the receptionist has the telephone skills to deal with this problem. (10 marks)

Receptionist: Good afternoon, Orion Hotel, how may I help you?

Customer: I'm ringing to confirm a booking I made a week ago. I was expecting an email but I haven't received anything.

Receptionist: I'm sorry the line is rather bad, would you mind repeating that, please?

Customer: Yes, I made a reservation on your website under the name of Coutts. George Coutts.

Receptionist: Could you spell your surname for me, please?

Customer: Yes, that's C-O-U-T-T-S

Receptionist: And when was the reservation for?

Customer: July 23rd to the 29th

Receptionist: Sorry, did you say the 21st?

Customer: No, the 23rd

Receptionist: Let me just check if we have your details on the system. Ah yes, here we are.

Customer: I put down one double and one single room, but I wonder if I could change that...

Receptionist: I'm terribly sorry I didn't quite catch that. Would you mind speaking up a little?

Customer: Yes, I wanted to change the number of rooms. Is it possible to have two doubles instead of a single and a double?

Receptionist: Let's see...oh hold on a moment. I've got someone on the other line. (Speaks to other customer) yes, yeah...would you mind if I rang you back. I'm just dealing with a reservation. Thanks

Customer: Sorry?

Receptionist: Yes, sorry about that Mr. Coutts, I'm just getting your booking details up now. Yes, we do have another double available for those nights. Was there anything else?

Customer: Well, I wanted to know if you did vegetarian food for the evening meal. It wasn't clear from the website.

Receptionist: Yes, we do, but by prior arrangement. But now you've requested it, I'll put that down in the booking. How many people was that for?

Customer: Just myself.

Receptionist: Very good. Anything else?

Customer: Well, we've got a very early return flight on the 30th, so we'll need an alarm call at about 5.30 I should think.

Receptionist: No problem sir, I'll arrange that now. Was that all?

Customer: I think so.

Receptionist: So you'd like two double rooms for the nights of 23rd to the 29th July inclusive, vegetarian provision for one and an early morning call on your departure. Is that correct?

Customer: That's right

Receptionist: If we can help you with anything else, just give us a ring. We look forward to seeing you in July.

Question : Decide whether the following sentences are true or false.

No	Sentence	True or False
1	The customer has not tried to contact the hotel before	
2	The customer wants to stay for less than a week	
3	The customer manages to change the accommodation arrangements	
4	The hotel does not serve vegetarian food	
5	The customer has only two requests	
6	The customer sent the email to the hotel twice but received no reply.	
7	The receptionist didn't apology when she placed the customer on hold.	
8	The customer blamed the receptionist for the unclear information.	
9	The receptionist repeat the booking details before ended up the conversation.	
10	The receptionist remains polite during the entire conversation	

B. Read this mixed-up hotel dialogue. Then, put the numbers in the correct order and rewrite the sentence. (10 marks)

1. All right, sir. We will send one order of our health breakfast to your room at 7:00 tomorrow morning to room 920.
2. Our room service breakfast is served from 06:30 to 10:00 pm.
3. Room 920. Oh, by the way, I would like my coffee black.
4. We offer a continental breakfast, American breakfast, Chinese breakfast and a health breakfast. And if you are interested in any of our other offerings, sir, please feel free to consult the room service menu in your room.
5. Thank you very much.
6. Your room number, please.
7. Good evening. Room service. This is Jennifer speaking. How may I help you?
8. Yes, thanks for letting me know... I think a health breakfast sounds like a good choice for now. That's one order, please.
9. Yes, I would like to order room service breakfast for my room tomorrow morning. What time do you start serving?
10. Can I have breakfast served at 7:00 pm? And what's available on the menu?

Question	No	Sentence
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

SECTION 3 : Essay writing (30 marks)

A. Choose **ONE (1)** of the topics and write an outline based on the format given below for a **FIVE** paragraphs essay. (15 marks)

1. The benefits of politeness in a conversation.
2. The importance of colleagues in the workplace.

The outline format

Thesis Statement: _____ _____ (2 marks)
Topic Sentence 1: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Topic Sentence 2: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Topic Sentence 3: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Conclusion: _____ _____ (1 mark)

- B. From the outline that you have completed above, develop an essay of 350-400 words.
(15 marks)

-THE END-

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