



FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

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

Course : ENL1104 : Hospitality English 1

Date of Examination : 12th December 2015 (Saturday)

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

Duration : 2 Hours

Special Instructions :

Answer ALL questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Regina Sharon A/P Raju , Ms Atiqah Zawani Kamaruzzaman

Moderator : Dr Noor Azimin Zainol

This paper consists of 10 printed pages, including the cover page.

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
 DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
 ENL 1104 : HOSPITALITY ENGLISH 1
 FINAL EXAMINATION: AUGUST 2015 SESSION

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

SECTION 1 : GRAMMAR (50 marks)

Part 1 (20 marks)

- A. Substitute the underlined words in the sentences below with a word with similar meaning from the box. Do not use the same word twice. **(10 marks)**

chattering	supporter	extreme	study	relaxing
hungry	messy	funny	clapped	screamed

No	Sentence	Answer
1	Latest <u>research</u> reveals that skimmed milk is not the healthier option.	
2	Jack and Jill were so <u>famished</u> after the hike that they wolfed down the entire platter of meat.	
3	The guests complained that the rooms were too <u>cluttered</u> .	
4	The clowns who performed on stage were <u>hilarious</u> .	
5	Amelia <u>shrieked</u> loudly as she was pushed into the pool.	
6	The restaurant was quiet but for the two ladies who were <u>babbling</u> away at the corner.	
7	Jamie Oliver is a strong <u>proponent</u> of healthy eating in schools.	
8	The customers <u>applauded</u> loudly as the chef walked into the dining room.	
9	The chalets were located in a <u>tranquil</u> valley where visitor could rest and relax.	
10	Andrew Zimmerman enjoys eating <u>outrageous</u> food that we would usually not eat.	

- B. Find a word in the box that is opposite in meaning to the underlined words in the sentences below. Do not use the same word twice. (10 marks)

calm	uninterested	tasty	strong	strangers
started	glare	polite	beautiful	mature

No	Sentence	Answer
1	The food served in that restaurant is too <u>bland</u> so customers have stopped going there.	
2	All activities by the hotel beach had to be <u>halted</u> because of the tsunami warning.	
3	A sociable person usually has a wide circle of <u>acquaintances</u> .	
4	Matthew was scolded for being <u>impertinent</u> to guests.	
5	My grandmother became very <u>frail</u> towards the end of her life.	
6	The party was filled with <u>childish</u> laughter.	
7	Malaysians do not seem <u>concerned</u> about their health.	
8	The rubbish left behind by the party goers was an <u>eyesore</u> .	
9	One of the rules in hospitality is to always <u>smile</u> at guests.	
10	Mrs Lim was <u>frantic</u> because she lost her engagement ring and she started crying.	

Part 2 (20 marks)

- A. Change the nouns in the box below into verbs. (5 marks)

No	Noun	Verb
1	creation	
2	development	
3	freedom	
4	comparison	
5	movement	

C. Change the verbs below into Simple Past and construct 5 simple past sentences.

(15 marks)

No	Verb	Simple Past	Sentence
1	burn		
2	drink		
3	freeze		
4	shake		
5	finish		

Part 3 (10 marks)

Choose the correct verb to complete the sentences below.

- I never _____ you that I want to become a chef; I only said that I liked to cook.
 - told
 - have told
 - was telling
- I _____ to Greece until Sally and I went there last year.
 - have never been
 - was never been
 - had never been
- By the time I'm 50, I _____ a million dollars and travel the world.
 - will make
 - would make
 - will have made
- I want _____ the new recipe that you came up with.
 - try
 - to try
 - to have tried

5. Hey, you _____ at the computer all day. You should really take a break now.
- (a) have been sitting
 - (b) were sitting
 - (c) did sit
6. He claimed that he had never seen that man, but I know that _____.
- (a) he did
 - (b) he had
 - (c) he was
7. What _____ to her about last night?
- (a) have you spoken
 - (b) you spoke
 - (c) did you speak
8. The café owner _____ his granddaughter daily.
- (a) calling
 - (b) calls
 - (c) is calling
9. She _____ lunch when someone rang the doorbell.
- (a) was preparing
 - (b) prepared
 - (c) has been preparing
10. She never _____ when someone leaves her a message.
- (a) has called back
 - (b) calls back
 - (c) will call back

SECTION 2 : COMPREHENSION (20 marks)

A. Read the restaurant guide below and answer the questions that follow. (10 marks)

<p>Jewel of India Penang</p> <p>Their signature dishes of Tandoori fish, Chicken Chilli, Butter Naan, Subz Punj Rattan (Mixed Vegetables) are truly mouth-watering. Customers who come on Thursdays will enjoy a 20 per cent discount on their meals.</p> <p>Opens daily: 10 a.m. – 11.30 a.m.</p>	<p>Du Viet Restaurant Johor</p> <p>Come and enjoy healthy and high quality Vietnamese food. Their menu includes Vietnamese Crepe, Grilled Lemongrass Chicken Salad, Hanoi style Beef Noodles and Braised Duck in special nut sauce.</p> <p>Opens daily: Lunch: 11.30 a.m. to 3.30 p.m. Dinner: 5.00 p.m. to 11.30 p.m.</p>
<p>Golden Phoenix Restaurant Sunway</p> <p>Savour Chinese specialties within a classical inspired interior decor. Their specialties are Noodles with Bean Sauce, Black Pepper Beef Fillet, Braised Eggplant and Diced Chicken with Chilli.</p> <p>Opens daily: 12 p.m. – 12.30 a.m</p>	<p>Mawar Restaurant Pahang</p> <p>This restaurant serves authentic Malay foods which are made with the freshest ingredients. Their Fried Popiah, Oxtail Soup, Ayam Masak Merah and Rendang Daging are a must-try.</p> <p>Opens daily: 11.30 a.m. – 11.00 p.m.</p>
<p>ChaChaCha Mexican Restaurant Malacca</p> <p>This restaurant serves mouth-watering Mexican food in a warm and welcoming atmosphere. Try their Chili Con Carne, Tacos, Quesadillas and Fajitas.</p> <p>Opens every day except Tuesdays: 11.00 a.m. – 11.00 p.m.</p>	<p>Ye Olde English Bakery and Café Perak</p> <p>A great place to meet up with your friends and feast on cakes, pies, buns, macaroons, muffins and more. They also have an excellent selection of teas.</p> <p>Opens daily: 2 p.m. – 9 p.m.</p>

Questions 1-6

Name the restaurant that fits the description in the table.

(6 marks)

No	Description	Restaurant
1	Those who love to eat fresh Malay food.	
2	Ary and Layla are searching for food that has discount.	
3	Fans of braised duck	
4	Those who prefer to be in a warm atmosphere and eat something spicy.	
5	Couples who would like to eat Chinese food in a place with a perfect decor.	
6	Those who are craving for something sweet and having tea at the same time.	

Questions 7 - 10

Based on the information found in the restaurant guide, provide short answers to the following questions.

(4 marks)

7 Where would you go if you want to eat the mixed vegetables?

8 Which restaurant is open only six days a week?

9 Where would you go if you are healthy food lovers?

10 Which restaurant that still open until morning?

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

- 1 Receptionist : There's a local store that's open till seven. But... er... don't buy anything unless it's urgent. Your bags will probably turn up later. If you ask your tour rep, she'll advise you. Suraya will be here in 20 minutes for your welcome meeting.
- 2 Guest : Our luggage hasn't arrived. We waited ages at the baggage carousel. Then ground staff advised us to register the cases with the airline as lost.
- 3 Receptionist : Can I help? I could contact the airport for an update. Give me the reference number for the bags and I'll call them for you.
- 4 Receptionist : Yes, you're right.
- 5 Guest : Okay. We'll go and freshen up before then.
- 6 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.
- 7 Receptionist : Let's hope your luggage arrives tonight.
- 8 Receptionist : Oh. I'm sorry to hear that. Are the cases labelled?
- 9 Guest : Oh yes. They're clearly labelled. If they find the luggage this evening, they'll send it to the hotel.
- 10 Guest : No, it's okay. They have my mobile number. They'd call if they have any information.

Question	No	Sentence
1		
2		
3		
4		
5		
6		

7		
8		
9		
10		

SECTION 3 : WRITING (30 marks)

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

1. The importance of personal appearance in the workplace
2. Is it better to be born intelligent or rich? Discuss.
3. Parents should always monitor children's internet usage. Discuss.

Thesis Statement	2 marks
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
Topic Sentence 1:	1 mark
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
Supporting details:	
a. _____	1 mark
b. _____	1 mark
c. _____	1 mark

<p>Topic Sentence 2:</p> <hr/>	<p>1 mark</p>
<p>Supporting details:</p> <p>a. _____</p> <p>b. _____</p> <p>c. _____</p>	<p>1 mark</p> <p>1 mark</p> <p>1 mark</p>
<p>Topic Sentence 3:</p> <hr/>	<p>1 mark</p>
<p>Supporting details:</p> <p>a. _____</p> <p>b. _____</p> <p>c. _____</p>	<p>1 mark</p> <p>1 mark</p> <p>1 mark</p>
<p>Conclusion</p> <hr/> <hr/>	<p>1 mark</p>

B. From the outline that you have completed above, develop an essay of **280-300** words. **(15 marks)**