



FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

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

Course : ENL1106/ENL1107 : Hospitality English 11

Date of Examination : December 6, 2015 (Sunday)

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

Duration : 2 Hours

Special Instructions :

Section A : Reading Comprehension

Section B: Grammar

Section C: Letter/E-mail writing

Section D : Essay Writing

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani Kamaruzzaman, Ms Subarshini Ramakrishnan

Moderator : Dr Noor Azimin Zainol

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

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
ENL1106/ENL1107: HOSPITALITY ENGLISH II
FINAL EXAMINATION: AUGUST 2015 SESSION

Instructions: This paper consists of **SIX (6)** questions. Answer **ALL** questions. Write your answers **on the question paper** in the spaces provided.

SECTION A: READING COMPREHENSION

(20 marks)

Read the following passage and answer the questions that follow.

The term ecotourism, which means ecological tourism, was coined to describe *sustainable* tourism activities in natural areas. In addition, the Ecotourism is now defined as "responsible travel to natural areas that conserves the environment, sustains the well-being of the local people, and involves interpretation and education" (TIES, 2015). Ecotourism activities have developed slowly over the past few decades and 2002 was declared the International Year of Ecotourism by the World Tourism Organisation.

Ecotourism is about uniting conservation, communities, and sustainable travel. This means that those who implements, participate in and market ecotourism activities should be adopting principles such as recognizing the rights and spiritual beliefs of the Indigenous People in the communities and work in partnership with them to create empowerment. Besides this, they also should build an environmental and cultural awareness and respect and provide positive experiences for both visitors and hosts.

Ecotourism includes *niche* travel products that mostly cater to small but growing number of travellers. Increasingly, more travellers want to learn about specific cultures and the environments in which these people live. It includes seeing natural and cultural features firsthand in as natural a state as possible. Ecotourism involves travelling to relatively undisturbed natural areas with the objective of admiring, studying and enjoying the scenery and its wild plants and animals as well as the cultural features found there. It should, therefore, involve activities in the natural environment that are ecologically and culturally sustainable.

East Malaysia has several internationally recognized ecotourism sites and activities. For example, at the Sepilok Orang Utan Rehabilitation Centre in Sabah, orphaned orang-utans readapt to forest life. Visitors can see and learn about them in a natural forest setting. Also in Sabah, Kinabalu Park visitors who climb Southeast Asia's highest peak can see and admire rare motane plants. Trained local guides in this UNESCO World Heritage Site pass on their intimate

knowledge of the mountain and the need for all visitors to participate in its protection and conservation so that future generations of climbers can also appreciate this delicate ecosystem.

In the lower Kinabatangan River of Sabah, tourists can experience a working example of a sustainable tourism. Accommodation facilities are basic, though comfortable and mostly sympathetic to their rainforest location. Proboscis monkeys and a variety bird life can be seen in an undisturbed setting. The Proboscis Monkey is a medium-sized arboreal primate that is found exclusively in the rainforests of Borneo. Today however, it is extremely threatened in its' natural environment with deforestation having a devastating impact on the unique habitats were the Proboscis Monkey is found.

World Wide Fund for Nature Malaysia (WWFM) has called for proper management of ecotourism in the Kinabatangan. It would like the 27,000 hectre Kinabatangan Wildlife Sanctuary to be left unexploited and its resources properly managed to establish long-term tourism products.

Sarawak is well-endowed with natural resources from rainforests to coastal mangroves, caves and mountain ranges. Many tourists are attracted to these sites and where people still lead traditional ways of life. Legendary tales of mystical Borneo have lured adventurous travellers to the mighty Rajang River and its longhouse communities. The Mulu National Park is the place to explore limestone caves to see undisturbed geological wonders.

In other parts of the state, Batang Ai offers a lake environment and Iban longhouse communities. Bako National Park near the capital, Kuching has long been a favourite with those seeking a little solitude beside the South China Sea where pitcher plants and proboscis monkeys can be seen.

If tourism is to be sustainable, it must preserve the attractions and uniqueness that draw many people to an area. By linking education about the environment with simple and minimal travel needs, ecotourism can help protect environments and provide economic incentives to local people to preserve their natural resources. Malaysia has the potential to effectively manage its many natural attractions so that they continue to attract tourists in the future and show that ecotourism is one of the best ways to utilize and continually profit from the environment in the long run.

A. Answer the following questions based on the passage above. **(10 marks)**

1. Based on the passage, which of the following is **true** of ecotourism?

- I involves large group travel to explore the cultural practices of a place
- II seeing elements of nature in their original state
- III studying people's lives in the environment being explored

- a. I only
 - b. I and II
 - c. II and III
 - d. I, II and III
2. The word 'sustainable' line 2 paragraph 1 can best be replaced with
- a. maintained
 - b. ensure
 - c. avoid
 - d. prevention
3. The word *niche* line 1 para 3 means
- a. rich
 - b. wonderful
 - c. specialized
 - d. disposition
4. All listed below are the list of principles mentioned above that should be followed in implementing the ecotourism **EXCEPT**
- a. recognizing the rights and spiritual beliefs of the Indigenous People.
 - b. build an environmental and cultural awareness and respect.
 - c. design, construct and operate low-impact facilities.
 - d. provide positive experiences for both visitors and hosts.
5. Why does the World Wide Fund for Nature Malaysia (WWFM) call for proper management of ecotourism in the Kinabatangan?
- a. because it is situated next to the Kinabatangan River
 - b. because the Kinabatangan Wildlife Sanctuary has already been exploited
 - c. because the Kinabatangan Wildlife Sanctuary is a big area of 27,000 hectares
 - d. because the Kinabatangan Wildlife Sanctuary should be safeguarded as a tourist attraction.
6. If a traveller wishes to see the proboscis monkey, he or she should visit the
- a. Kinabatangan River and Bako National Park
 - b. Kinabatangan Wildlife and River Reservations
 - c. Kinabatangan Wildlife Sanctuary and Kuching
 - d. Kinabatangan Wildlife Sanctuary and Bako National Park

7. What has lured the travellers to Rajang River and the longhouse communities?
- a. coastal mangroves
 - b. the rainforests
 - c. Borneo mystical tales
 - d. geological wonders
8. The following are found in both the states of Sabah and Sarawak **EXCEPT**
- a. beautiful sceneries
 - b. Iban longhouse communities
 - c. proboscis monkeys
 - d. rainforests
9. From the passage, we know that maintaining the quality and attraction of a particular place will ensure
- a. a delicate ecosystem
 - b. a traditional lifestyle
 - c. sustainable tourism
 - d. unforgettable vacation
10. Ecotourism can indirectly help to protect the environment by
- a. offering basic travelling accommodation
 - b. providing incentives to the locals to care for it
 - c. attracting more tourists to visit
 - d. ignoring the wildlife and the rainforests.

B. Give the meaning of the words below as used in the passage. **(10 marks)**

- | | | | |
|----|----------|---|-------|
| 1. | conserve | - | _____ |
| 2. | build | - | _____ |
| 3. | provide | - | _____ |
| 4. | learn | - | _____ |
| 5. | linking | - | _____ |

SECTION B: GRAMMAR (40 marks)

1. Dialogue on housekeeping facilities

(20 marks)

Staff : Housekeeping

Guest: Good morning. This is Joanne Potter in Room 15. Are you returning my clothes today?

Staff :

Guest: Excuse me. It's not Room 50. I'm in Room 15.

Staff :Yes, your blue blouse is here. But Miss Potter, it has not been washed yet.

Guest: Oh no, I need it for this evening. I have a birthday party to attend.

Staff :

Guest: Thank you. I would like to get it before 5 o'clock this evening.

Staff :

Guest: The bed sheet in my room needs to be changed as there are food stains on it.

Staff :

Guest: Can I also have some fresh towels.

Staff :

Guest : Thank you very much. The water from the heater is not warm enough. Can you send someone to look at it.

Staff :

Guest : How soon can he come?

Staff :

Guest: That would be great. Thank you for being very helpful.

Staff:

Question 3

(10 marks)

Correct the error in the sentences below. Write RIGHT if there is no error.

1. We were surprised that Tom behave in such a rude manner.

2. I asked a shop assistant for directions and he recommended try the tourist information office.

3. The police accepted the recommendation that they reduce the number of officers on duty.

4. The towels need to replaced as soon as possible.

5. We will served you the main dish once you have finished the starters.

6. Can you inform me when the rooms is available.

7. You can't borrow money from me because I have no. My brother's already borrowed it all.

8. The problem is that I have much homework to do at weekends, so I have very little time for sport.

9. I don't know whether our scheme will in fact make a profit, but any money we do raise will be given to charity.

10. I feel so embarrassed that all know my problem. I wish you hadn't said anything.

Question 4

(10 marks)

Change the following sentences into the PASSIVE VOICE.

1. The chef cooked a new dish this morning.

2. A tow truck was towing away my car.

3. The student body voted me as the president.

4. Joey's mother gave me the roasted duck recipe.

5. Freddy built the house model all by himself.

6. Jessy had thrown out all of Teddy's old magazines.

7. Louisa bought pizza for the party.

8. Vivian and Karema did all the work.

9. The salesgirl was helping Janet to pick out a dress for her dinner.

10. The boss fired the security guard.

SECTION C: EMAIL WRITING

(20 marks)

Read the complaint letter below and as the customer service manager, write an e-mail in reply to the complaint letter . The complainant is Mr Roy Falcon (royfalcon@intel.my) who is very dissatisfied with the service provided in the hotel's restaurant. Give a clear explanation and also actions taken to prevent such incidents from repeating.

Customer Service Manager

Dear Sir/Madam

Complaint against Poor Service

I wish to make a formal complaint against your restaurant staff last evening over their bad service, which spoiled the evening with my girlfriend.

We came to your restaurant last evening to enjoy a wonderful dinner and spend some good time. You must be aware that we are regular guests of your hotel and have referred so many of my friends to your restaurant. However I am disappointed with the poor service offered by your staff last evening. My girlfriend and I have ordered the vegetarian food with some starters.

First of all, they took half an hour to serve the food. We did not mind as sometimes these things cannot be avoided. However I was totally annoyed when they offered non-vegetarian food and that too without starters. When I told them that they have brought the wrong order, the waiter started arguing.

Please do look into this matter and I would really like to know the action taken to rectify this issue.

I hope to hear good news.

Yours sincerely

Roy

SECTION D : ESSAY WRITING

(20 MARKS)

Write an essay of about **300 to 350 words** on **ONE (1)** of the following topics.
Discuss **TWO (2)** similarities and **TWO (2)** differences using transitions such as *similarly/ likewise/ while and in contrast*.

1. Compare and contrast a restaurant and a hotel.
2. Compare and contrast the duties of a front desk staff and a kitchen staff.

THE END-

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