

FINAL**ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2020Programme : Diploma In Hotel Management (DHMN/DHM)
Diploma In Culinary Arts Programme (DCAN)Course : ENL1104 : Hospitality English 1Date of Examination : August 3, 2020 (Monday)Time : 12:00 pm – 2:30 pm Reading Time : NilDuration : 2 hour 30 mins**Special Instructions :**Answer ALL questions.

Material permitted : NILMaterials provided : NILExaminer(s) : Atiqah Zawani Kamaruzzaman & Subarshini RamakrishnanChief Moderator : Mr Roy Sethil Kumar Arthur Selvaraj

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
ENL1104: HOSPITALITY ENGLISH I
FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION

Instructions: This paper consists of **THREE (3)** sections. Answer **ALL** questions.

SECTION 1 : Comprehension (30 marks)

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

SINGAPORE

- 1 Being cramped into an island city, makes Singaporeans long for some variety. Not having a large hinterland, does have its disadvantages. So since they do not have one, they occasionally ‘borrow’ the hinterland of nearby Malaysia and spend a day or two away from the hustle and bustle of Singapore. One thing though, it does seem that many Singaporeans think alike. Hence when one wants to go, many would like to go too. This causes heavy traffic and massive jams at the Causeway checkpoint.
- 2 By the time the passports are cleared and car boots are checked, the joy and excitement of crossing the Causeway would have disappeared. On the way back, if the timing is chosen badly, there will be another traffic jam. Recently, a new destination has been found that can give all the joys of the country, minus the Causeway jams: Batam Island of Indonesia.
- 3 The island lies to the south of Singapore and is reached by boat from Finger Pier. The boats that ply the route are huge hovercrafts and they travel at fantastic speeds, making the journey in less than an hour. It is amazing to realize that exotic Indonesia is just a boat ride away. Of course, unlike the trip to Malaysia, the international passport is needed.
- 4 Immigration is cleared fast and there is no jam. Assuming that a hotel has been booked, you might like to take a taxi there. You will be greeted by a fellow top taxi that looks familiar. You will learn from the driver that they are old Singapore taxis which have been retired to Batam. If you take a hard look, perhaps you have travelled in the taxi before. You will be pleased with the familiarity of the taxi and a little puzzled that the taxi driver calls you ‘bapak’ meaning father
- 5 Before you protest that you are unworthy of such an honour, being younger than the taxi driver, your all-knowing wife nudges you and explains that ‘bapak’ is a polite term in Indonesia – like ‘sir’. That being the case, you can decide to return the compliment and call the driver by the same term. The driver will be pleased. You will arrive at the hotel for a weekend of peace and quiet. The first thing you would notice is that the price of food is low and they serve excellent seafood. Being a Singaporean, you cannot resist food so you and the Mrs dig in. After lunch you can decide to see the town. The town is nearby and

you can reach it by taxi. You can wander around for what seems like an hour but when you look at your watch, only ten minutes has passed. Time moves slowly in Batam.

- 6 Besides buying souvenirs and duty free goods, you can see cultural shows in Indonesia. You can take in a colourful dance programme. You will be enthralled. The dancers are children and yet they will dance with a rhythm that is so perfect that it brings a feeling of intense joy to your heart. You will realize that Indonesian children have dancing and singing in their souls. The weekend drags on and you will be glad it does. You never knew that time could be stretched. After what seems like a week, the weekend will draw to an end.

(*Adapted from:* English composition and comprehension exercises: **Hizer, William G**)

1. What is the main attraction for Singaporeans to go to Malaysia during weekends? (2 marks)
2. What spoils the mood at the Causeway? (2 marks)
3. Describe the route to Batam. (2 marks)
4. What are the familiar sights that will meet your eyes when you land in Batam? (2 marks)
5. How does the writer describe the food in Batam? (2 marks)
6. Explain why time seems to slow down in Batam. (2 marks)
7. Describe in your own words the writer's experience at the dance programme. (3 marks)

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

FOODIE LOVERS

HAINAN VEGETARIAN FARE

- 100% vegetarian
- Gluten-free, no preservatives or additives added
- Our prices range between RM 10 and RM 35 per plate
- Free drinks for meals above RM 100
- We serve noodles, rice or bread with the main course
- We also cook Western-style dishes

SRI MELUR RESTAURANT

- We serve all types of vegetarian and Malay dishes
- Authentic Malay food
- Our prices range from RM 2 – RM 8 per plate
- Value for money
- We have ala carte and buffet meals
- Early reservations required

HARDIP VEGETARIAN SNACKS

- We serve all types of snacks from samosas to curry puffs and other traditional North Indian delicacies
- We are open for tea-time only
- We use only fresh milk in our coffee and tea

KARUNA VEGETARIAN HOUSE

- We serve authentic and typical Indian vegetarian fare.
- We do not use eggs or garlic in our cooking. It is an ideal eating place for Buddhists and Jains
- Our food is served buffet style and

WICREMSINGHE VEGETARIAN FARE

- We serve Sri Lankan food
- We are only open for dinner and serve both buffet and ala carte meals
- Our food would appeal to those who like hot and spicy dishes
- We use fresh ingredients and coconut milk from our country
- Prices start at RM 10 per dish
- We only serve fresh fruit juices and hot drinks

HOT BROILER

- We serve all types of steaks with vegetable, fries and sauce of your choice
- Customers can have their steaks according to their preferences (rare, medium rare etc.)
- Seafood platter is also served at only RM 45
- We serve chicken chop too with a variety of flavours such as butter, cheese, salted egg and smoke

(Adapted from: <https://www.malaysianfoodie.com/category/recipe#.XswxNzozY2w>)

- (i) State whether the following statements are **TRUE** or **FALSE** (5 marks)
- (a) All restaurants in the advertisement above have stated their operating hours. _____
- (b) There are three vegetarian restaurants available for customers. _____
- (c) Hot Broiler is the only restaurant that serves western food. _____
- (d) Sri Melur Restaurant is the cheapest restaurant among all. _____
- (e) There are three restaurants that serve buffet meals. _____

(ii) **Answer the questions below** (10 marks)

- (a) Which restaurant that does not add gluten or preservatives in its food? (1 mark)
- (b) Name the restaurant that is open at tea-time only (1 mark)

Why do you think the Sri Melur restaurant insists on their customers to make early reservations? (1 mark)

- (c) Provide the **SYNONYMS** found in the brochure for the phrases listed below (4 marks)

Phrase	Synonyms
(i) fineness or intricacy of texture or structure.	
(ii) satisfying one's conception of what is suitable	

- (d) What is the difference between Karuna Vegetarian House and other vegetarian restaurants? (1 mark)
- (e) What is the difference between Karuna Vegetarian House and the other vegetarian restaurants? (1 mark)
- (f) What is one of the ingredients used in Wickremsinghe's curry? (1 mark)

SECTION 2 : Grammar (40 marks)

- A. From the list of words given below, choose the most suitable word for each blank in the grammar cloze. **Each word can be used only once.** Write your answer in the booklet provided. (10 marks)

horizontal	natural	condensation	irritation	mist
humidity	mixture	phenomenon	atmosphere	visibility

Haze is often confused with (1) _____ and fog. During the early morning or after rain showers when temperatures are low and (2) _____ is high, mist and fog form in valleys and lowlands, gradually clearing when the sun reappears. The fogs are formed as a result of the (3) _____ of water vapor on particles suspended in the (4) _____

Meteorologically, mist is defined as being present if diminished (5) _____ occurs (with no other weather condition being present) and relative humidity of the atmosphere at the surface of the earth is above 95%. When the (6) _____ visibility falls below 1,000 meters, the (7) _____ is classified as fog.

Haze originating from (8) _____ sources such as sea salt and soil dust is generally harmless to humans. The current haze-related problems are generally mild and can be treated easily. Eye (9) _____ may be relieved by applying normal saline eye drops. People wearing contact lenses who experience this are advised to discontinue wearing contact lenses temporarily. Mild sneezing, runny nose, dry throat and dry cough can be relieved by cold tablets or cough (10) _____

- B. Choose the correct **PREPOSITION** in the excerpt given below. (10 marks)

WELCOME TO MALAYSIA

Get ready for the holiday 1) *of / during / off* a lifetime! Come to Malaysia and experience Millennia Mania – 15 months 2) *for / of / on* absolutely unforgettable parties, festivals and non-stop entertainment. My Australian friend, Alicia, said that she read this advertisement 3) *in / at / on* a magazine and immediately booked her holiday 4) *to / of / at* Malaysia.

She then called me in Kuala Lumpur and asked me to join her 5) *for / on / with* her travels. Before I knew it, Alicia was here and we were ready to take 6) *of / off / to* on our Malaysian adventure. As it was the school holidays, my dad suggested that we should go to Langkawi Island 7) *for / in / on* a week. So we did. Alicia was fascinated 8) *in / of / with* the legend of Mahsuri, so we visited her grave-site.

We also spent a whole day 9) *on / at / to* the waterfalls, bathing and picnicking. In the mornings we had nothing planned, so we took a few short trips 10) *on / around / in* the island. We went on a van ride, stopping at different beaches at different meal-times of the day.

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

No	Verb	Sentence
1	go	
2	heat	
3	chop	
4	bring	
5	awake	

D. Mixed Verbs (10 marks)

1. Thank you for _____ the time to visit me.

- A. take
- B. takes
- C. took
- D. taking

2. Although it is a public holiday tomorrow, my father _____ to go to work.

- A. had
- B. have
- C. has
- D. have gone

3. I was cooking when the guests _____.

- A. arrive
- B. arrives
- C. arrived
- D. had arrived

4. This new set of make up _____ for my mother who will be coming later.

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

5. Jenna told her father that she _____ with her friends.

- A. eat
- B. eating
- C. eats
- D. had eaten

6. To whom _____ this belt belongs to?

- A. do
- B. does
- C. has

7. Which one of you _____ to help me with the decorations?
- A. wills
 B. is willing
 C. are willing
 D. was willing
8. If you _____ regularly, you will not fall ill easily
- A. exercise
 B. exercises
 C. exercised
 D. exercising
9. Monalisa _____ to the dinner party this evening.
- A. go
 B. goes
 C. have gone
 D. will be going
10. Either Jim or Tan _____ the key to the gate. Please check with them.
- A. has
 B. have
 C. had
 D. are having

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) here are three reasons why fast food is very popular in cities. .

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) There are some effects to buying things online

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 three advantages of travelling locally.

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 make scrambled egg sandwich.
- (ii) Write a paragraph on what to consider when buying a watch.
- (iii) Describe the three best ways to quit bad habits.

THE END

(ATIQAHA (F) APR2020formatted)