

FINAL**ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2020Programme : Diploma In Hotel Management (DHMN/DHM)
Diploma In Culinary Arts (DCAN)Course : ENL1106 : Hospitality English IIDate of Examination : August 6, 2020 (Thursday)Time : 12:00 pm – 2:30 pm Reading Time : NilDuration : 2 hour 30 mins**Special Instructions :**Section A : Reading ComprehensionSection B : GrammarSection C : Essay WritingMaterial permitted : NILMaterials provided : NILExaminer(s) : Atiqah Zawani Kamaruzzaman & Subarshini RamakrishnanChief Moderator : Mr Roy Sethil Kumar Arthur Selvaraj*This paper consists of 9 printed pages, including the cover page*

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
ENL1106: HOSPITALITY ENGLISH II
FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION

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

SECTION A: READING COMPREHENSION (30 marks)

A. Read the following passage and answer the questions that follow. (30 marks)

TITANIC

- 1 The White Star Liner Titanic, the largest ship the world had ever known, sailed from Southampton, England, on her **maiden** voyage to New York City on Wednesday, 10 April 1912. She was built with double bottoms, and her bulk was divided into 16 watertight compartments. She was thought to be unsinkable. The liner carried more than 2,200 passengers.
- 2 Sunday the 14th dawned fair and clear. Just before noon, the rasping spark of early wireless spoke again across the water. It was the Baltic, warning the Titanic of ice on the steamer's track. The wireless operator sent the message up to the bridge. Captain Smith read it as he was walking on the **promenade** deck and then handed it to Bruce Ismay without comment. Ismay read it, stuffed it into his pocket, told two women about the icebergs, and resumed his walk. It was bitter cold on deck that evening, but the night was calm and fine. On the bridge was First Officer William Murdoch. At least seven wireless warnings about ice had reached the ship; lookouts had been cautioned to be alert. At 22 knots, its speed unslacken, the Titanic plowed on through the night.
- 3 High in the crow's nest, lookout Frederick Fleet peered into a dazzling night. There was no moon, but the cloudless sky blazed with stars, and the Atlantic was like polished plate glass. Lookouts were not supplied with binoculars, but at 11.40 p.m. Fleet's eyes suddenly detected something directly ahead, even darker than the darkness. At first it was small, but every second it grew larger and closer. Fleet quickly banged the crow's nest bell three times, the warning of the danger ahead. At the same time, he lifted the phone and rang the bridge.
- 4 "What did you see?" asked a calm voice at the other end, "Iceberg right ahead," replied Fleet. On the bridge, Quartermaster Robert Hichens was at the wheel. First Officer Murdoch gave the order: "Hard a-starboard!" This meant turning the stern of the ship to starboard and the bow port. As Murdoch telegraphed the engine room "full a-stern," Hichens obeyed the spoken order and threw his full weight to the wheel. In the crow's nest, Fleet stood **motionless** as the silhouette loomed larger and larger. After what seemed an eternity, the Titanic's bow finally swung to port and was beginning to clear the iceberg.

Fleet braced himself as the forecastle brushed against the berg and ice tumbled onto the forewell deck.

- 5 At the very bottom of the ship, fireman Frederick Barrett had been hard at work stoking the furnaces in No. 6 boiler room. Foaming green seawater suddenly exploded through the Titanic's side about half a metre above the floor plates, shearing the starboard wall for the entire length of No. 6 and slightly into the coal bunker in No. 5. The alarm bell was jangling above the watertight door, which had just begun to **descend**. Barrett managed to leap through the doorway and into No. 5 boiler room as the door shut.
- 6 Meanwhile, in the first-class dining saloon far above Barrett, four members of the ship's crew heard a faint grinding jolt that seemed to come from somewhere deep inside the ship. It was not much, but enough to rattle the silverware that was set for breakfast the next morning. Passengers in their cabins felt the jar too. Hearing that grinding jar in the first-class smoking room, Spencer V. Silverthorne rushed out onto the deck. With a few other passengers, he was in time to see the icebergs scraping along the starboard side, a little higher than the boat deck. As it slid by, they watched chunks of ice breaking and tumbling off into the water. In another moment, it faded into the darkness astern. The excitement soon disappeared. The Titanic seemed as solid as ever, and it was too cold to stay outside any longer. Slowly, everyone filled inside.
- 7 As the grinding noise died away, Captain Smith rushed onto the bridge from his cabin next to the wheelhouse. There were a few quick words: "Mr. Murdoch, what was that?" "An iceberg, sir. I hard a-starboarded and reversed the engines, but she was too close. I couldn't do any more." In the stateroom of the Titanic's principal designer, Thomas Andrews, the impact was so slight it escaped his notice. A knock on the door drew his attention. A sailor summoned him to the bridge, where the captain told Andrews what had happened, "Water in the forepeak ... No. 1 hold...No. 2 hold... mail room...boiler room No.6 boiler room No.5. Water four metres above keel level in the first ten minutes, everywhere except boiler room No. 5" Put together, the facts showed a 300-foot gash, with the first five compartments hopelessly flooded. The conclusion was **inescapable**. The Titanic was on her way to the ocean floor, some 13,000 feet below. Andrews estimated the ship had but 90 minutes left. *(Adapted from: Complete Practise MUET Celestina Paul-Evanson 2016)*

1. State the reasons why Titanic is thought to be unsinkable. (2 marks)
2. Where was the Titanic headed to when it sank? (1 mark)
 - A Atlantic Ocean
 - B England
 - C New York City
 - D Philadelphia
3. What precautions did the ship officers take with regards to the iceberg alerts? (2 marks)

4. What should the ship not have done although they have been alerted on the iceberg? (2 marks)
5. Referring to paragraph 3, how was the night scenery described by the writer before they detected the iceberg? (2 marks)
6. What actions did Fleet do in making everyone on the ship becomes alert on the iceberg? (2 marks)
7. “Hard a-starboard!” (paragraph 4 line 3) refers to _____ (1 mark)
- I the ship deck
 - II the ship’s bow
 - III the ship’s stern
 - IV the engines
- A I only
 - B II and III
 - C III and IV
 - D I, II, III and IV
8. According to the passage, why do you think water was coming in fast? (2 marks)
9. Referring to paragraph 5, what would the reason be for Barrett to leap through the doorway? (2 marks)
10. Explain in your own words, why you think the crew of the ship had underestimated the seriousness of the iceberg? (3 marks)
11. The word ‘**she**’ in paragraph 7 line 3 refers to _____ (1 mark)
- A the engine
 - B the ship
 - C the cabin
 - D the iceberg

B. Give the synonym of the words below taken from the passage above. (10 marks)

1. maiden (para 1 line 2) _____
2. promenade (para 2 line 4) _____
3. motionless (para 4 line 6) _____
4. descend (para 5 line 5) _____
5. inescapable (para 7 line 10) _____

Section B: Grammar (40 marks)

A. Write the correct verb tense for this section. (10 marks)

1. Peter _____ (be, take) to the hospital in an ambulance.
2. Are you _____ (listen) to me or not. I'm tired waiting for your feedback.
3. Linda _____ (take) out her camera and _____ (use) the zoom lens to scan the shore. In the distance, she saw an unexpected image.
4. This is one of the best movies that I _____ (ever, see).
5. The boring brochures _____ (catch) Linda's eye immediately as she walked by.
6. My passport _____ (be, stamp) by the Chinese immigration when I landed in Shanghai.
7. Although Rosie is a very pretty girl, she _____ (do not, like) to wear skirts.
8. Jamie still _____ (walk) home alone even though he _____ (be, warn) many times.
9. In some societies, the _____ (speak) word means a lot more than the _____ (write) word.
10. Some people are very worried about their privacy. They do not like to be _____ (see).

B. Active to Passive (10 marks)

i. Rewrite the following passive voice sentences so that the verbs will be in the **active voice**.
(5 marks)

1. The letter was written by my secretary. (passive voice).
2. The tiger was shot by the hunter. (passive voice).
3. The thief was caught by the police. (passive voice).
4. A circle has been drawn by them. (passive voice).
5. You have been warned by us. (passive voice).

ii. Rewrite the following active sentences so that the verbs will be in the **passive voice**.
(5 marks)

1. The driver was blowing the horn. (active voice).
2. Her manners please us very much. (active voice)
3. They will demolish the entire block. (active voice)
4. The shopkeeper lowered the prices. (active voice)
5. They have published all the details of the invention (active voice)

C. Choose the correct words from the provided options given below.

(10 marks)

overwhelmed	social	struggling	decent	live
burritos	exclusive	iconic	mobile	worldwide

Below are just a few of the inspiring news reports that are highlighting how even during difficult times, hospitality is making the world a better place. London’s top hotels are hosting doctors and nurses fighting the Coronavirus outbreak. (1) _____ London hotel, Claridge’s, has reopened as a host to frontline workers from the United Kingdom’s National Health Service. The Maybourne Hotel Group’s director of communications told CNN Traveler, “We were (2) _____ by volunteers from all our hotel teams who wanted to step up and do their bit.” In Barcelona, Sweet BCN Youth Hostel has opened its doors to the city homeless. Currently, ten homeless people are already housed there.

The initiative goes beyond the Coronavirus crisis by making a deal with the guests to work for the next 12 months until they fully integrate into society with (3) _____ employment and housing. The Camden Brewery company in the UK launched a virtual bar to raise funds for Hospitality Action. The novel fundraising idea to keep customers entertained during lockdown while helping the industry includes a ‘digital tip jar’ to pick up donations, trivia competitions, games, and (4) _____ music.

In Houston, the hospitality industry is helping its own. With many hospitality workers temporarily unemployed, Houston Shift Meal is providing free meals to hospitality workers who have been affected by the (5) _____ distancing restrictions enacted by the city. “For me, the industry is very closely tied to what I do, and I have many friends that right now are (6) _____,” Jonathon Beitler, the organization’s director, said in an interview with The Leader News.

Taco Bell donated \$1 million to No Kid Hungry last week, and this week they turned their “Taco Trucks” into (7) _____ commissary kitchens to feed healthcare workers. Additionally, the Chipotle chain of restaurants is donating trays of (8) _____ to hospitals and offices that apply through their program in honor of National Burrito Day. The Pavilions Hotels & Resorts has launched a (9) _____ home video competition targeted at content creators around the globe who are at home and looking for an activity to focus their passions on.

Entrants are given (10) _____ access to The Pavilions Hotels & Resorts video and content bank which features footage of all the hotels, locations, and experiences.

D. Dialogue (10 marks)

Complete the conversation given below and follow the instructions if there is any. Remember to be professional and grammatically correct.

(During the meal, the guests run out of onions and pickles. They look around and spot the waiter in the distance. One of them addresses him with a show of hand.)

Guests: Excuse me

Waiter: (1) _____ (*The waiter notices them and approaches the table.*)

Guests: Can we get an additional serving of onions and pickle?

Waiter: (2) _____ (*complies.*)

After some time, the guests finish the meal. Seeing that they were done, the waiter comes back.)

Waiter: (3) _____ (*signals if he can clear the table*)

Guests: Yes.

(He clears the table and comes back.)

Waiter: (4) _____ (*enquires about the quality of the food*)

Guests: We liked the food, and the service was prompt. Convey our appreciation to your chefs as well.

Waiter: (5) _____ (*responds accordingly*)

Waiter: (6) _____ (*enquires if the guests are interested to try the desserts*)

(The guests browse the menu again.)

Guests: We would like to have two portions of chocolate cake. By the way, how large are these portions?

Waiter: (7) _____ (*suggests two portions*)

Guests: Would you recommend anything else? Any specialty of this place?

Waiter: (8) _____ (*recommends a popular dish*)

Guests: OK. Please get a portion of that as well split into two.

(The dessert, specifically the apple pie, exceeded their expectations and they were soon licking their fingers.)

Guests: The apple pie is delicious. Can we've another serving of it?

Waiter: Sure.

(He returns with another serving, which they finish in no time.)

Waiter: (9) _____ (*enquires if the guests need anything else*)

Guests: No, thank you. We're stuffed.

Guests: Please get us the bill (or check).

(The guests pay the bill and leave the table.)

Guests: We liked the food and the ambience here.

Waiter: (10) _____ (*responds accordingly*)

SECTION C: ESSAY WRITING

(30 marks)

Choose one of the topics below and write a compare OR contrast essay (300 – 350 words)

1. Compare **OR** contrast staying at a cabin and backpacking.
2. Compare **OR** contrast a bar and a cafe.

~THE END~

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