

**FINAL**

**ALTERNATIVE ASSESSMENT**

Examination Paper

(COVER PAGE)

Session : August 2020

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

Course : ENL1104 : Hospitality English 1

Date of Examination : December 17, 2020 (Thursday)

Time : 12:00 pm – 2:30 pm Reading Time : Nil

Duration : 2 Hours : 30 Minutes

**Note:** 30 minutes is added into the duration of the examination to factor in any connectivity matters and for you to scan and upload your scripts.

**Special Instructions :**

This paper consists of **THREE (3)** questions. Answer **ALL** questions. **Write ALL your answers** in the foolscap papers.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Atiqah Zawani Kamaruzzaman and Subarshini Ramakrishnan

Chief Moderator : Ms Priyadarshini Superamaniem

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)  
ENL1104: HOSPITALITY ENGLISH I  
FINAL ALTERNATIVE ASSESSMENT: AUGUST 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)

**EVERYTHING YOU NEED TO KNOW ABOUT DA LAT**

- 1 The town of Dalat in Vietnam is a mid-sized town, discovered more than a century ago to serve as a hill station for French colonialists who wanted to escape the stickiness of the sweltering plants below. Known as ‘Le Petit Paris’ of Vietnam, the town even has a mini-replica of the Eiffel Tower in its centre! Nestled in the central highland valley surrounded by forested hill country, Dalat is 1,475 metres above the sea level. It has a year-round mild climate, with a dry season from December to March when temperatures are in the low to mid-20s. It is a popular as a tourist destination all year round though the drier months are best.
- 2 Dalat is dedicated unashamedly to relaxation. In the centre of Dalat is Xuan Huong Lake, circled by a road 5 kilometres long. A walk or bike ride around the lake – with a stop to sample splashes of colour at the well-kept Flower Gardens – is a perfect introduction to the laid-back mood of Dalat. It is also one corner of Vietnam where beggars and hustlers are both few and non-persistent.
- 3 Looming above the lake is a hotel that is itself a tourist attraction-the Sofitel Dalat Palace. Built in 1922, the building was dilapidated when restoration work started in 1994. It is one of Vietnam’s most luxurious places to stay and, though unique, is in the same mould of other grandly reworked Asian colonial-style hotels. The building is vast but contains only 43 guest rooms and suites, all of them oversized and appropriately decorated with art and antiques.
- 4 Downtown Dalat is compact. The streets are scattered with hotels and restaurants. Right in the heart of the town is a sprawling market, packed with the produce of highly productive nearby farmland. A small former French Quarter contains imposing old buildings. There is also a night market that offers some of the most diverse shopping experiences in the hill town. Open daily between 17:00 and 22:00, the streets of Da Lat City Centre are lined with colourful stalls selling local snacks, second-hand clothing, and souvenirs.

- 5 Other nearby attractions include waterfalls and the Lake of Sighs, a pleasant picnic spot in forest surrounds but unspectacular apart from the name. Lake of Sighs is located in the East of Dalat and it is 5,8 km far from the city center. In the past, the lake used to be a swamp. In 1937, the French built a dam to retain water from Cam Ly stream then they made it a lake with an area of 8,5 ha and it provides water for the entire city of Dalat.

(Adapted from: <http://www.vietnam-guide.com/dalat/top10/best-nightlife-dalat.htm>)

1. What was the function of Dalat a century ago? (1 mark)
2. Why is Dalat called 'Le Petit Paris'? (1 mark)
3. How long does the dry season last? (1 mark)
4. Explain in your own words, what does this phrase '*It is also one corner of Vietnam where beggars and hustlers are both few and non-persistent*' (paragraph 2 line 4) refer to? (3 marks)
5. Write **(2) TWO** elements of Sofitel Dalat Palace that attract the tourists. (2 marks)
6. Describe in your own words what does this phrase "*its streets are scattered with hotels and restaurants*" refer to? (3 marks)
7. What are the attractions that tourists can get when visiting the night market? (2 marks)
8. Based on the passage, which phrase that shows the writer feel disappointed with the surroundings of Lake of Sighs? (1 mark)
9. What is the original condition of Lake of Sighs? (1 mark)

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

### FESTIVE GIFTS GALORE

#### SPRING TREASURE

Bonet's spring / summer 2013 costume / jewellery collection is mostly dipped in gold or teamed with iridescent pearls. Available from Bonet counters throughout Malaysia.

Price: RM 35- RM 350

#### PRECIOUS KEEPSAKES

Martier's Triandre Ellipse and Colisee and Malay dishes are made of yellow, white or pink gold, and studded with either diamonds, rubies, emeralds or sapphires. Another range, the Margot, features gold rings in rounded, fluid shapes. Simply irresistible!

Price: RM 450 ++

#### LUXURY SAILING

Louis Vuitton sets two new travelling bags to sail: *Sac Aliza* and *Sac Marina*. Fashioned from beautifully monogrammed canvas and reinforced with natural cowhide, the first comes in four sizes and a practical design, while the latter takes the form of a traditional seaman's duffel bag. So sail into the sunset with your luxurious luggage.

Price: RM 350 ++

#### THE STYLISH MALE

Yet another company has joined the bandwagon of merchandising their brands. Easy style best describes *Attitude*, a men's wear line featuring stylish jackets and trousers made of a silk and viscose mix marketed by Noutrie Trading, *Attitude* is available at major department stores.

Price: RM 38 – RM 398

#### BEL NORMANDE

Tasting of fresh fruits, *Bel Normande* drinks do not contain added sugar or preservatives. The drinks are 100 per cent pure juice, and come in four flavours: red grape, white grape, apple cider and apple cum blackcurrant.

And as a special feature, there is a "popping" sound, just like when you uncork a bottle of champagne. Thus, this is the ideal drink for celebrations.

Available in supermarkets, medical halls and pharmacies

Price: RM 8.50 per 750ml bottle.

#### FAIRY

*Fairy* by Nuancie is a Floral fragrance for women. This is a new fragrance. Fairy was launched in 2019. Top notes are bergamot, rhubarb, litchi and nutmeg; middle notes are turkey red rose, peony, vanilla and musk; base notes are cashmeran, vetiver and cedar

Price: RM 100 – RM 250 (per ml bottle)

(Adapted from: <https://www.festivegiftfair>)

- (i) State whether the following statements are **TRUE** or **FALSE** (5 marks)
- (a) Those who loves jewelry with new patterns can buy the *Spring Treasure* collection. \_\_\_\_\_
- (b) *Colisee* is made out of three types of gold. \_\_\_\_\_
- (c) The product by *The Stylish Male* is made out of pure viscose. \_\_\_\_\_
- (d) The most expensive item displayed in the catalogue is the *Fairy* perfume. \_\_\_\_\_
- (e) *Bel Normande* drinks are sold in four flavors. \_\_\_\_\_

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

- (a) Why are rings from *Martier's* range more expensive than those from *Bonnet*? (2 marks)
- (b) Where can one buy *Bel Normande* drinks? (1 mark)
- (c) Provide the synonyms for the phrases listed below. (4 marks)

Phrase	Synonyms
(i) decorated or augmented with studs	
(ii) not mixed or adulterated with any other substance or material	

- (d) In what way does a *Bel Normande* drink remind us of champagne? (1 mark)
- (e) What is the price of the cheapest item you can purchase in the *Attitude* range? (1 mark)
- (f) What is the shape of the *Sac Marina* from *Louis Vuitton*? (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. **Some of the words can be used more than once.**  
(10 marks)

have to	will	ought to	can	may	should	might	would
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As we get older and when we think about our past. We (1) \_\_\_\_\_ sometimes ponder the things that we (2) \_\_\_\_\_ have done. And we also (3) \_\_\_\_\_ regret those things we did badly and the mistakes we made. In reality, we (4) \_\_\_\_\_ always learn from our mistakes and hope to never make them again.

For example, if I failed a test because of a lack of study, the next test I (5) \_\_\_\_\_ hope to pass because of hard work. Remember too that some regrets are not based in reality and we (6) \_\_\_\_\_ waste time thinking that they are. (7) \_\_\_\_\_ I have really not have been involved in a car crash if I had been driving more slowly? After all, the other driver (8) \_\_\_\_\_ have been concentrating and not playing with their radio. We (9) \_\_\_\_\_ be honest with ourselves and live in the now. The only things we (10) \_\_\_\_\_ control are the things happening now, in this moment.

- B. Choose the correct *preposition* in the excerpt given below. Choose one answer **ONLY** from the three options provided. (10 marks)

## FESTA DEL REDENTORE

### INTRODUCTION

The Festa del Redentore – the Festival of the Redeemer – is a high point **1) *of / during / off*** the Venice Summer. Thanks **2) *for / to / on*** a spectacular firework display, the Redentore is a major tourist attraction.

### HISTORY

From 1575-77, Venice was hit **3) *by / of / with*** a terrible plague which killed more than a third of the city's inhabitants. In 1576, the city's the Doge, promised to erect a church dedicated to the Redeemer, **4) *to / in / off*** return for help in ending the plague.

**5) *In / On / At*** July, 1577, the plague was delared over, and work began to construct the church. It was also decided that Venice would forever give thanks **6) *of / off / on*** the third Sunday of July.

### WHAT HAPPENS

**7) *For / From / In*** early on the Saturday, boats are decorated with flowers, lanterns and balloons. St. Mark's lagoon fills **8) *in / with / of*** as many as two thousand boats, their occupants eating and drinking as they wait for the traditional spectacular display of fireworks. Arrangements can easily made **9) *through / off / with*** the hotel for an evening dinner on a boat.

At around 11.30 p.m., the display begins and the lagoon becomes one of the most atmospheric stages **10) *on / around / in*** the world, fireworks illuminating the spires, domes, and bell towers of the city.

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

No	Verb	Sentence
1	start	
2	have	
3	break	
4	study	
5	take	

- D. Mixed Verbs (10 marks)

- This young designer \_\_\_\_\_ pride in his work. He is happy when his customers praise him.
  - take
  - takes
  - took
  - taking
- The horses' hooves \_\_\_\_\_ nailed with horseshoes.
  - are
  - is
  - was
  - were
- I am \_\_\_\_\_ with the customer service here.
  - satisfy
  - satisfying
  - satisfied
  - satisfies

4. The teenagers \_\_\_\_\_ their way in the stadium to catch a glimpse of the members of the popular boy band.
- A. pushed
  - B. push
  - C. has pushed
  - D. is pushing
5. The number of students \_\_\_\_\_ each year is the cause of growing concern in this school.
- A. is failing
  - B. fails
  - C. failing
  - D. are failing
6. He is respected in the field of botany. He \_\_\_\_\_ much research on a new species of flower
- A. do
  - B. does
  - C. has been done
  - D. has done
7. In the darkness, I could \_\_\_\_\_ him making some indication of despair.
- A. see
  - B. sees
  - C. be seen
  - D. has seen
8. If you \_\_\_\_\_ regularly, you will not fail in the exam easily.
- A. studying
  - B. has studied
  - C. is studying
  - D. study
9. Stop mumbling at him! He \_\_\_\_\_ if you talk to him in that way.
- A. was not listening
  - B. will not listen
  - C. are not listening
  - D. has not listened

10. Either Tim or Jane \_\_\_\_\_ the marking scheme for this paper. 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) There are three reasons why iPhone is very popular among teenagers.

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 of preparing late for examination.

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 overseas.

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 180 - 200 words. (15 marks)

- (i) Write a paragraph on how to make scrambled egg.
- (ii) How to keep your room clean?
- (iii) Describe an enjoyable place that you have visited in your country.

**-THE END-**

*ENL1104 (F)/August 2020*