

**FINAL**  
Alternative Assessment

(COVER PAGE)

Session : January 2022

Programme : Diploma in Culinary Arts (DCAN)  
Diploma in Hotel Management (DHM/ DHMN)

Course : ENL1106: Hospitality English II

Date of Examination : March 10, 2022 (Thursday)

Time : 4.00pm – 6.30pm Reading Time : Nil

Duration 2 hours and 30 minutes

Special Instructions :

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

Write your answer on a separate sheet. Scan your answer and upload to Blackboard.

Materials permitted :

Nil

Materials provided :

Nil

Examiner (s) : Ms. Atiqah Zawani and Ms. Subarshini Ramakrishnan

Chief Moderator : Ms. Priyadarshinee Superamaniam

*This paper consists of 8 printed pages, including the cover page.*

DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)  
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
ENL1106: HOSPITALITY ENGLISH II  
FINAL ALTERNATIVE ASSESSMENT: JANUARY 2022 SESSION

**Instructions:** This paper consists of **THREE (3)** questions. Answer **ALL** questions. **Write your answer on a separate sheet. Scan your answer and upload to Blackboard.**

**SECTION A: READING COMPREHENSION** (30 marks)

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

**THE IMPACT OF TECHNOLOGY ON THE TRAVEL AND HOSPITALITY  
INDUSTRY**

*Technology has changed the way the world works, travels and enjoy itself by making things easier, safer, and more efficient to work with.*

1 The travel and hospitality industry is no longer run using traditional methods anymore. Travel and hospitality business owners have long been automating their processes to improve productivity and customer satisfaction. The outcome has been a massive improvement in efficiency in service delivery across the world and a more standardized way of dealing with clients. Technology has impacted these sectors in the most positive ways as outlined below.

**2 Business operation automation**

More businesses have turned to automation to improve production and services delivery with little to no human participation. Everything from organization, coordination, communication can be automated across businesses in the travel and hospitality industry. Customers can reach out to hotels or travel agencies anytime, night or day and there will always be someone to attend to their needs. Systems that facilitate self-service are available and easy to use. Reservations can easily be made without human interaction. This has reduced cost and labor for the businesses while improving customer service delivery.

**3 Improved hotel and travel technology**

The whole point of improving travel and hotel accommodation conditions is to appeal to the customers who will use these services. Technology has helped make that even more achievable. Travelers can expect a much safer, reliable, and comfortable transit from their service providers. While in hotels, guests want to stay connected to the world. A strong and reliable Wi-Fi takes care of these. Guests can work online from the comfort of their

rooms. They can also relax in their rooms, enjoying hi-tech amenities, streaming their favorite shows and play online casino games on sites like Novibet, if they prefer not to go down to the game rooms that the hotels typically provide. A cleaning system also ensures that the guests feel safe healthwise, especially during this pandemic. It all makes for a rich and relaxed experience.

#### **4 Check-in convenience**

Checking in, whether at travel stations or hotels has been greatly improved with technology. People like the idea of being able to check-in by themselves without having to encounter so many people to do so. Digital platforms are now available in airports, restaurants, and even hotels, that enable people to have an easy and contactless experience as they use their services. The convenience of these systems makes it so much easier to enjoy themselves.

#### **5 Improves staff services**

Technology has also impacted the way employees in the travel and hospitality industry carry out their duties. Staff can use automated systems to execute certain tasks like laundry, cleaning, and even cooking. Automatically saved customer information helps them cater to the needs of specific customers ensuring they get the best and most satisfactory services.

#### **6 Improved communication**

This applies to both staff and customers. Technology has provided more efficient methods of communication between a member of these two sectors and their clients. Information is more easily accessible and transferred between them and this often limits or even eliminates the chances of mistakes and errors in customers servicing customer's needs.

#### **7 Conclusion**

Technology has changed the way the world works, travels, and enjoys itself by making things easier, safer, and more efficient to work with. It is easier to be more specific with expectations and be assured that they will be met when there are hi-tech systems in place to reduce the chances of human errors.

Passage: <https://www.traveldailynews.com/post/the-impact-of-technology-on-the-travel-and-hospitality-industry>

1. What are the consequences when the traditional methods are no longer practiced by the travel and hospitality industry? (2 marks)
2. Explain in your own words, how has the technology affected the business operation sector? (3 marks)
3. What are the reasons for hotels to use the improved technology? (2 marks)
4. Describe **TWO (2)** importance of having strong and reliable Wi-Fi in hotels. (2 marks)
5. Listed are all adjectives used by the writer when describing about hotels and travel improved technology *EXCEPT* for (1 mark)
  - (a) achievable
  - (b) relax
  - (c) safer
  - (d) comfortable
6. Discuss the following.  
*In relation to the current pandemic, why having digital platforms at hotels and airport is convenient to the customers.* (3 marks)
7. List **TWO (2)** examples of improvement in staff service when using technology. (2 marks)
8. In your opinion, what will happen if there are problems that occur in communication between the hotel staff and the customers and how does the technology helps in this situation? (3 marks)
9. Provide **TWO (2)** examples of how technology has changed the world as mentioned by the writer in his conclusion. (2 marks)

**B.** Find the *synonyms* for the words given below from the passage. Refer to the paragraph number given next to the word. (10 marks)

1. fulfillment (**para 1 line 3**) \_\_\_\_\_
2. direction (**para 2 line 2**) \_\_\_\_\_
3. facilities (**para 3 line 6**) \_\_\_\_\_
4. accomplish (**para 5 line 2**) \_\_\_\_\_
5. definite (**para 7 line 2**) \_\_\_\_\_

**Section B: Grammar (40 marks)****A. Write the correct verb tense for this section. (10 marks)**

1. She \_\_\_\_\_ (not / come) for two weeks. She told me that she is not well.
2. I \_\_\_\_\_ (buy) the magazines at the bookstore last week. I \_\_\_\_\_ (enjoy) them very much.
3. Here is your handkerchief, I \_\_\_\_\_ (just / wash) them.
4. Our team \_\_\_\_\_ (win) five games so far this month.
5. Jack and Julia \_\_\_\_\_ (go) to Scotland after they got engaged. They \_\_\_\_\_ (go) there again next week to further their studies.
6. Mr. Hijaz \_\_\_\_\_ (live) in Japan from 1985 to 2006 before he \_\_\_\_\_ (come) back to Malaysia last year.
7. I \_\_\_\_\_ (send) to you the invitation card for our company's annual dinner.
8. They \_\_\_\_\_ (not / eat) until the movie finishes.
9. Once everybody \_\_\_\_\_ (settle) down, we will start the briefing for the jungle trekking session.
10. By the time Najwa \_\_\_\_\_ (finish) her dance class, her mother will pick her up from the studio.

**B. Active to Passive (10 marks)**

- i. Rewrite the following sentences so that the verbs will be in the active voice. (5 marks)
  1. The tourists have visited these Chinese and Hindu temples. (passive)
  2. They bought tickets to the show. (passive)
  3. Betty is selling jars of home-made cookies. (passive)
  4. My auntie had often told me to comb my hair before going to bed. (passive)
  5. My grandmother will patch the new blanket. (passive)
- ii. Rewrite the following sentences so that the verbs will be in the passive voice. (5 marks)
  1. The motivational article was written by an unknown author. (active)
  2. Rollerblades must not be left in the hallway. (active)
  3. She was told not to talk in class by the lecture. (active)
  4. These skin products have been produced here since 1989. (active)
  5. The auditorium will be shown to us by the guide in the evening. (active)

C. Choose the correct answer and write your answer on the foolscap paper. (10 marks)

impossible	active	flat	experience	unleashes
overpowering	gruelling	thick	incredible	enveloped

### Visiting an Exploding Volcano

It feels as though we have left planet Earth, and are now hiking on the lunar surface. Everything is covered in a (1) \_\_\_\_\_ layer of ash, making the whole landscape colorless. Steam is rising up through vents in the ground. Clouds and fog are moving in all around us, sometimes making it (2) \_\_\_\_\_ to see more than 10 feet ahead. After the mentally and physical exhausting day of climbing, we are treated to one heavenly (3) \_\_\_\_\_ view.

Volcano Santiaguito starts screaming like a jet engine as it (4) \_\_\_\_\_ its power. Ash gets thrown 200 meters into the air, and avalanches of rocks go tumbling over one side. Although we were not actually on the side that often got hit with rock slides, our nerves were still on the top, at the very surface of the (5) \_\_\_\_\_ crater, massive sulphur fumes (6) \_\_\_\_\_ us. We wrapped bandannas and T-shirts around our faces to help with the (7) \_\_\_\_\_ smell. We were told if the volcano erupted while we were on it, we should lay (8) \_\_\_\_\_ on the far side to avoid any rocks from hitting us. Luckily we did not (9) \_\_\_\_\_ this mishap. Eventually it was time to pack up and start the (10) \_\_\_\_\_ 8-hour journey back to civilisation.

**D. Dialogue (10 marks)**

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

Waiter: Good evening sir, can I help you?

Customer: Yes. Do you have a free table? I did not make any reservations.

Waiter: (1) \_\_\_\_\_ (*Politely asks the customer to wait while he checks*)

Customer: Sure.

Waiter: (2) \_\_\_\_\_ (*confirms there is vacancy and directs the customer*)

Customer: Good. Can I have the menu please?

Waiter: (3) \_\_\_\_\_ (*acknowledges and hands the menu card*)

Customer: Can I know what is your signature dish?

Waiter: (4) \_\_\_\_\_ (*picks a main dish and describes the dish in detail*)

Customer: That sounds delicious. I will order 1 please.

Waiter: (5) \_\_\_\_\_ (*enquires about the customer's beverage choice*)

Customer: I would like a chilled drink. Please help me with the drink.

Waiter: (6) \_\_\_\_\_ (*agrees and proceeds to choose and describe a drink*)

Customer: That sounds lovely. Will it match my food?

Waiter: (7) \_\_\_\_\_ (*confirms and enquires if there are more orders*).

Customer: No, that's all and thank you.

Waiter: (8) \_\_\_\_\_ (*repeats the orders and also when the orders be served*)

*After eating the meal*

Customer: Waiter, can I have the bill.

Waiter: (9) \_\_\_\_\_ (*confirms, and offers the bill*)

Customer: Can I pay by credit card?

Waiter: (10) \_\_\_\_\_ (*apologises and states only cash is accepted*)

Customer: Oh really. Here you go

Waiter: Thank you, sir. Hope to see you again soon.

**SECTION C: ESSAY WRITING**

**(30 marks)**

**Choose one of the topics below and write a compare contrast essay (250 – 300 words)**

1. Compare **OR** contrast resort and motel.
2. Compare **OR** contrast food truck and food stall.

**~The End~**