

**FINAL**

**ALTERNATIVE ASSESSMENT**

Examination Paper

(COVER PAGE)

Session : January 2021

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

Course : ENL1104 : Hospitality English 1

Date of Examination : March 11, 2021 (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 :**

Answer ALL the 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 Superamaniam

*This paper consists of 10 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: JANUARY 2021 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 1 : Comprehension (30 marks)**

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

**THE CONTINENTAL COFFEE**

- 1 Kuala Lumpur folk can enjoy Continental styles of coffee such as cappuccino and espresso in cafes and coffee houses. However, when they come home in the evening, they still often reach for instant coffee or a packet of three-in-one. It is convenient no doubt, but what are the alternatives? Well, to make a fresh cup of cappuccino, espresso or latte, there are two basic methods; either to force steam through freshly ground coffee, or allow boiling water to percolate through it. Whichever process you choose, you will probably need some specialised equipment.
- 2 Let us look what is available in Malaysia and how to go about making the perfect cup of Joe at home. Firstly, one has to have freshly roasted coffee beans, or freshly ground coffee. Not always easy to get but vacuum-packed fresh coffee is nearly as good. Whether you actually buy the beans or ground coffee will depend on whether you have a coffee grinder or a very fancy and expensive electric espresso maker. Grinding the beans yourself will give a slightly better aroma and flavour. Also, once you have opened a vacuum-sealed pack of coffee, it is good idea to keep it in an airtight container in your freezer or fridge. Glass jars are not acceptable for tea storage because sunlight over time damages the leaves
- 3 Perhaps the most common machine in the market that produces coffee by dripping boiling water through ground coffee beans is the electric drip filter variety. You fill the machine's reservoir with water, fill the filter basket with ground coffee, and switch it on. A few minutes later, you will have a pot of freshly brewed coffee, sitting on hot plate waiting for you.
- 4 This type of machine is not terribly expensive and is convenient to use. It also makes pretty good black coffee. Its only disadvantage, according to some coffee connoisseurs, is that it stews the coffee slightly and some of the aroma can be lost. A variation on this method is the "cafetière". A simple jug, you put some ground coffee in, then fill it with boiling water. After a minute or two of brewing time, you push down a plunger with a filter on it, so separating the grounds from the liquid coffee. Again though, the coffee can possibly have a slightly stewed taste and loses its aroma.

- 5 Should you wish to make only a single cup of coffee by this method, you could use a Vietnamese coffee filter. This is a small aluminum pot which sits on top of an empty coffee cup. You put some freshly ground coffee into the pot, place a filter on top of the coffee, and then fill the pot with boiling water. The water percolates through the ground coffee into the cup. You then remove the little pot from the top of the cup and enjoy your fresh coffee. This is much easier than filling an electric machine, switching it on, then later cleaning it, all for a single cup of coffee.
- 6 For the coffee connoisseur, however, the cappuccino or espresso must be brewed by passing steam through fresh ground coffee, so capturing the maximum amount of flavour and aroma. When brewing coffee at home, many Italians use a small two-piece pot on their gas or electric cooker to make delicious coffee. For the cappuccino, you need hot, frothy milk to pour into your freshly brewed espresso. You can use a small steel jug with a little whisk type plunger inside to make the frothy milk. Warm your milk in this jug and when it is almost boiling, take it off the heat, push the plunger up and down vigorously a few times, and you will have a jug of frothy milk to top off your cappuccino. To crown it, sprinkle some chocolate powder and there you have it!

*(Passage: Essential English, Ashish K.Balgobin 2014)*

1. Why do Malaysians prefer instant coffee? (1 mark)
2. What are the **TWO (2)** basic methods of preparing a fresh cup of coffee? (2 marks)
3. What is the advantage of grinding one's own coffee beans? (1 mark)
4. Describe how to make a coffee using the electric drip filter coffee maker. (2 marks)
5. In your opinion, why should an opened vacuum-sealed coffee pack be kept in a fridge? (2 marks)
6. What is the advantage and disadvantage of the electric drip filter coffee maker? (2 marks)
7. What is the function of a plunger in a cafetière? (1 mark)
8. Describe the process of making coffee using the Vietnamese coffee filter. (2 marks)
9. How do Italians brew coffee at home and would you prefer to make coffee using this method? (2 marks)

- B. Read the recipe below about homemade burgers and answer the following questions.  
(15 marks)

### LUXURY BURGER

*Turn this fast-food classic into a healthy homemade meal with our expert guide.*

If you only eat burgers at fast-food outlets, you're missing out. Homemade burgers can be far tastier – not to mention healthier – and they are surprisingly easy to prepare. The key to a healthy and delicious burger is obviously its ingredients. Burger has been a mainstream food for ages. Everyone has their own personal preference on what should be in their burger.

The ingredients that make up a burger are never the same. The ingredients used will be providing a hefty serving of protein, steak mince is a great source of creatine, immunity-boosting zinc and fatigue-fighting iron. Besides, a wholemeal bun is used to provide plenty of filling fibre. Unlike a white bun, it won't cause an insulin spike. As for sauces used in the recipe, sauces such as ketchup tend to be full of salt and sugar. So try using red pesto instead for an extra dose of healthy fats. The recipe below is from Karol Gladki, a professional chef and food stylist, who has worked in Michelin-starred restaurants.

#### HOW TO MAKE IT

**Ingredients available:**

220g lean steak mince  
1 tbsp olive oil  
½ onion, diced  
½ chilli, chopped  
Pinch of black pepper  
3 slices of tomato  
Handful of baby spinach leaves  
1 slice of cheddar  
2 sweet potatoes  
1 wholemeal bun  
1 egg

#### TO MAKE

- Peel the sweet potatoes, cut them into wedges, toss them in olive oil and roast in the oven at 200° for 20 minutes, turning them halfway through.
- Mix together the mince, onion, chilli and black pepper; and form into a patty.
- Cut the tomato and cheese slices.
- Wash the spinach leaves.
- Grill the patty at 180° according to your preference, flipping over halfway through.

**BORN TO BE MILD –Don’t fancy a chilli burger? Try these.**

<b>Blue cheese</b> makes the texture more creamy as well as upping energy boosting B vitamin	<b>Garlic</b> provides a pungent flavor and plenty of manganese, which helps to metabolise protein.	<b>Pine nuts</b> make the texture crunchier and give a dose of healthy polyunsaturated fats.	<b>Mozzarella</b> for a stringier texture and plenty of bone strengthening calcium.
--	---	--	---

*Adapted from <https://www.helpguide.org/articles/healthy-eating/healthier-fast-food.htm>*

- (i) State whether the following statements are **TRUE** or **FALSE** (5 marks)
  - (a) Burger is a typical consumed food product. \_\_\_\_\_
  - (b) Burger’s ingredients are always the same. \_\_\_\_\_
  - (c) Burger can be the best source for carbohydrates. \_\_\_\_\_
  - (d) White bun is better compared to wholemeal bun. \_\_\_\_\_
  - (e) Red pesto is best for its healthy fats. \_\_\_\_\_

- (ii) **Answer the questions below** (10 marks)
  - (a) How to prepare the chilli and onion when making a burger? (1 mark)
  - (b) How long is the process to roast the potatoes? (1 mark)
  - (c) Provide the synonyms for the phrases listed below. (4 marks)

Phrase	Synonyms
(i) a sharp increase	
(ii) movement of side to side or back and fourth	

- (d) If you don’t like chilli in a burger, what are the TWO (2) ingredients that are similar in nature and can be used to replace chilli? (2 marks)
- (e) What is the benefit of using garlic? (1mark)

- (f) What is the ingredient that can be added in making your burger crispier for those who doesn't fancy chilli burger? (1 mark)

**SECTION 2 : Grammar (40 marks)**

- A. Fill in the blanks with the correct *conjunctions*. Write your answer on a separate sheet. (10 marks)

whatever	after	or	if	and
unless	because	when	although	since

- He ran \_\_\_\_\_ he was terrified of them.
- He will come to your aid \_\_\_\_\_ you really cannot cope with it yourself.
- \_\_\_\_\_ I choose to be free, I work for myself rather than for others.
- \_\_\_\_\_ in doubt, do not hesitate to ask others.
- \_\_\_\_\_ he started last, he finished first; because he had a system in his method of work.
- Everyone will get \_\_\_\_\_ they deserve in life.
- The office of a friend is to praise in public \_\_\_\_\_ criticise in private.
- I cannot help you \_\_\_\_\_ you tell me the whole problem or parts of it.
- The boss asked for you \_\_\_\_\_ you had gone home.
- You can choose to travel by air \_\_\_\_\_ by sea.

- B. Choose the correct *preposition* in the excerpt given below. Write your answer on a separate sheet. (10 marks)

**TWO TOP PARIS ATTRACTIONS**

**Arc de Triomphe**

The Arc de Triomphe was erected 1) *of / in / off* the early 19<sup>th</sup> century as a tribute to the French army 2) *of / during / within* Napoleon. It is built of marble. The arch is over 50 metres high, 45 metres wide, and 22 metres thick. There are four sculptures carved 3) *to / on / into* the façade. The most famous is *La Marseillaise*. It depicts the departure 4) *of / off / in* the volunteers encouraged by a winged figure representing France. The arch is used for special processions. Underneath the arch is the Tomb 5) *off / of / in* Unknown Soldier. A flame is lit every evening at 6.30 p.m.

**Notre-Dame Cathedral**

The cathedral of Notre-Dame was started by Bishop de Sully in 1163 and work continued for nearly 200 years. It was completed in 1345. The Cathedral is dedicated to the Virgin Mary and stands in the centre of Paris 6) *for / on / in* the Ile-de-la-Cite. It is undoubtedly the finest example of French gothic architecture. The twin towers are a famous feature 7) *of / on / in* the Paris skyline, and are 68 metres high. The spire, which was added 8) *in / during / for* the 19<sup>th</sup> century, is 90 metres high. The façade is the most striking part of the building. The three portals are adorned 9) *on / with / for* remarkable stone sculptures, including the Last Judgement. The rose window in the façade was built 10) *of / over / from* 700 years ago and is magnificent.

- C. Construct **FIVE (5)** simple sentence in *simple past tense form* from the given verb. **Write your answer on a separate sheet.** (10 marks)

No	Verb	Sentence
1	lose	
2	swim	
3	study	
4	rise	
5	lead	

- D. Mixed verbs  
Choose the best answer. **Write your answer on a separate sheet.** (10 marks)

1. How many cups of coffee \_\_\_\_ yesterday?
- A. did you drink  
B. do you drink  
C. you have drunk  
D. you were drinking

2. She \_\_\_\_ your boutique soon because she \_\_\_\_ new clothes.
- A. is visiting, likes
  - B. will visit, likes
  - C. have been visiting, is liking
  - D. visiting, like
3. The carpenter \_\_\_\_ his finger while he \_\_\_\_ the nail on the wall.
- A. had cut, hammering
  - B. cut, hammer
  - C. cut, was hammering
  - D. cuts, had been hammering
4. No, Vicky is not at home. He \_\_\_\_ just \_\_\_\_ for shopping.
- A. had, gone
  - B. has, gone
  - C. was, going
  - D. have going
5. Nancy and Princy \_\_\_\_ to our house to play the treasure game with us.
- A. will have been coming
  - B. had been to come
  - C. are coming
  - D. come
6. The flight \_\_\_\_ before we reach the airport.
- A. will have taken off
  - B. has taken off
  - C. is taking off
  - D. was taking off
7. The chef \_\_\_\_ his kitchen staff the whole morning.
- A. have been monitoring
  - B. has monitored
  - C. had been monitoring
  - D. has been monitoring
8. If she \_\_\_\_ late just one more time, the manager \_\_\_\_ suspend her.
- A. is arriving, is going to
  - B. will be arriving, would
  - C. arrives, will
  - D. is going to arrive, would have

9. The service industry \_\_\_\_ badly \_\_\_\_ by the Covid 19 pandemic.  
 A. is, affected  
 B. has been, affect  
 C. are, affected  
 D. is going to be, affected
10. She \_\_\_\_ watching movies. \_\_\_\_ any Hollywood movies recently?  
 A. enjoys, Has she watched  
 B. enjoy to, Did she watch  
 C. is enjoying, Have she been watching  
 D. has enjoyed, Had she watched

**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 Instagram 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 submitting an assignment late.

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 studying 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 180 - 200 words. (15 marks)

- (i) Write a paragraph on what to consider when buying a computer.
- (ii) How to check into a hotel?
- (iii) Describe your favourite holiday destination.

**-THE END-**  
ENL1104 (F)Jan2021