

FINAL**ALTERNATIVE ASSESSMENT**

Examination Paper

(COVER PAGE)

Session : January 2021

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

Course : ENL1106 : Hospitality English 11

Date of Examination : March 11, 2021 (Thursday)

Time : 4:00 pm – 6:30 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 Priyadarshinee Superamaniam

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

DIPLOMA IN HOSPITALITY MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
ENL1106: HOSPITALITY ENGLISH II
FINAL ALTERNATIVE ASSESSMENT: JANUARY 2021 SESSION

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.**

SECTION A : Comprehension (30 marks)

- i. Read the passage and answer the following questions (30 marks)

ABRAHAM LINCOLN

"A house divided against itself, cannot stand."

I believe this government cannot endure permanently half slave and half free...

- 1 It was 1858. Lincoln's ringing oration swept the nation. Embroiled in a series of historic debates with Stephen Douglas in the electoral campaign for a seat in the Senate, the gutsy frontier man from Kentucky lost the election but emerged as an orator and debater of national stature.
- 2 Born in a log cabin in 1809 at Nolin Creek, Kentucky, on the edge of the forest, life was primitive for young Lincoln and he had to trudge to school two miles away. Although he had barely a year of formal education, young Lincoln devoured books and other reading materials like Pilgrim's Progress, The Life of Washington, The History of United States and The Declaration of Independence. "There must have been something more than common that those man struggled for" he declared.
- 3 In 1830 the Lincolns moved west into Illinois. Lincoln taught himself law and was called to the Bar in 1836. Eventually he became one of the leading lawyers of the state. He may not have known all the complications in law, but he understood human nature. From 1834 to 1841, he served in the Illinois State Legislature, and in 1847 entered the house of Representatives. However, his stand against the Mexican War cost him his seat in 1849 and he returned to his law practice.
- 4 Meanwhile America was growing, pushing the borderline further west, and as each new territory applied for statehood, the overriding question was, should it be a slave state or free? While the South was agricultural and dependent on slave labour, the North was primarily industrial. In 1820 a law banning slavery of a certain line was passed. In 1860 Lincoln was elected as President of the United States, and his aim was to keep them united.

- 5 Much as he hated slavery, he would not have shed blood for its elimination. Sadly, even before he took office, seven states have separated from the union. Five weeks after his inauguration, in March 1861, South Carolina fired on a ship entering Charleston Harbour with supplies for the Union battalion of Fort Sumter. Lincoln ordered supplies for the stressed battalion. On 12 April 1861, war broke out. Like all civil wars, it was a conflict between brother and brother. Men fought for their own territory no matter what their beliefs.
- 6 In 1862, Lincoln issued the Emancipation Proclamation which from January 1863, set free “all persons held as slaves within any state”. Its primary aim was to make the slaves available for the Union army, but Lincoln wanted no revolt on their part, and begged the Negroes to refrain from violence. By the end of the war, 186 000 coloured troops had joined the Union Army.
- 7 In July 1863, two great victories at Vicksberg and Gettysburg turned the tide for the North. At Gettysberg he made his famous address, “that these dead shall not have died in vain—that this nation under God shall have a new birth of freedom – and that government of the people, by the people, for the people, shall not perish from the earth”.
- 8 Abraham Lincoln upheld the doctrine enshrined in the Declaration of Independence. “We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain inalienable rights, that among these are the life, liberty and the pursuit of happiness. Abraham Lincoln was an inspiration to the American people. His fighting spirit rallied the nation at their moment dreadful need.
1. The statement “A house divided against itself, cannot stand.” refers to _____. (1 mark)
- the breakup of the Union
 - the lawyers of the state that supported Lincoln
 - the split between Stephen Douglas
 - the split between the industrial North and the agricultural South
2. In your opinion, based on the books read by Lincoln, what kind of interest did he had on? (2 marks)
3. Refer to this phrase (**paragraph 3 line 2-3**) “*He may not have known all the complications in law, but he understood human nature*” Explain in your words, what does this phrase mean? (3 marks)
4. According to the passage, what was the difference between South America and North America? (2 marks)

5. The catalyst for the outbreak of the American Civil War was _____. (1 mark)
- A. Lincoln's anti-slavery speeches
 - B. the secession of seven states from the union
 - C. the attack on a ship en route to the Union battalion
 - D. two victories at Vicksberg and Gettysberg
6. Refer to this phrase (**paragraph 5 line 6**) *Men fought for their own territory no matter what their beliefs*. Explain in your words, what does this phrase mean? (3 marks)
7. The Emancipation Proclamation of 1863 was a significant document which _____. (1 mark)
- A. granted freedom to all Negro slaves
 - B. increased the ranks of the Union army
 - C. gave slaves the chance to work for a salary
 - D. allowed Lincoln's countrymen fight in the war
8. Lincoln's famous Gettysberg address _____. (1 mark)
- A. was a moving tribute to the war dead
 - B. begged the Negros to refrain from violence
 - C. celebrated the Union Victory
 - D. proclaimed his commitment to the preservation of freedom and democracy in America
9. Paraphrase this paragraph in not more than 50 words. (5 marks)
- "We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain inalienable rights, that among these are the life, liberty and the pursuit of happiness. Abraham Lincoln was an inspiration to the American people. His fighting spirit rallied the nation at their moment dreadful need"*
10. To review, which early experience of Lincoln had the most significant bearing on his political ideals? (1 mark)
- A. His humble beginnings in a log cabin
 - B. His devotion to reading
 - C. His law studies
 - D. His supporters

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

1. arise (paragraph 1) _____
2. basic (paragraph 2) _____
3. reliant (paragraph 4) _____
4. abolition (paragraph 5) _____
5. die (paragraph 7) _____

Section B: Grammar (40 marks)

A. Write the correct verb tense for questions given below. (10 marks)

1. He had been hungry but _____ (wait) for his mother to return so that he could eat with her.
2. James _____ (not, forget) the insult that his manager threw at him.
3. As he was ill, he _____ (come) to see me to ask for a day off.
4. While on hike, I _____ (walk) along a path when I saw a snake.
5. Since Wolsey lost the favour of the king, his life _____ (become) miserable and dangerous.
6. She _____ (forget) her past and proceeds to make the same mistakes.
7. We _____ (drive) out for three hours when we saw the restaurant.
8. I invited Molly to the party but she couldn't come because she _____ (already, make) other plans.
9. They _____ (watch) television when the earthquake occurred.
10. She _____ (look) for her book all the morning.

B. Active to Passive (10 marks)

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

1. Guests are welcomed by the staff with flowers and soft drinks.
2. The tourists were taken for shopping by the concierge.
3. Two parking spaces have been reserved by the front desk officer.
4. The top floors are being refurbished by the management.
5. Vegan food is served by the popular restaurant.

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

1. We can buy tickets from the metro kiosk.
2. At night, tourists enjoy boat rides.
3. The street artist has decorated the walls with murals.
4. Do we need a permit to travel across different states?
5. The waiter is bringing the drinks to Table 6.

C. Fill in the blanks with the correct adjectives. (10 marks)

| | | | | |
|------------|----------|------------|-----------|-----------|
| exciting | popular | convenient | two | delicious |
| historical | bustling | polluted | authentic | plastic |

Whether you are travelling to the islands or the mountains of Thailand, you are likely to spend at least one night in its capital city on the way. Bangkok might be noisy and (1) _____ but it is also an (2) _____ city with plenty of things to see and do.

The Khao San Road was a (3) _____ destination even before Leonardo DiCaprio’s film *The Beach* was filmed there. Nonetheless, it is noisy and not very Thai. For something more (4) _____, Phra Khanong offers an alternative place to stay, with its (5) _____ street markets where every day thousands of Bangkok people eat, work and live. It is not as (6) _____ as the other tourist sites, but it has Skytrain station which makes travelling less cumbersome.

Bangkok’s traffic can be a nightmare. There are (7) _____ ways to travel around the city. First, to explore the temples and (8) _____ sites, catch an express boat river taxi along the Chao Phraya river and the canals. For the modern part of the city, the Skytrain is a fast and cheap way to travel to the shopping malls and the famous Chatuchak street market.

Thai street food is among the best in the world and for around RM20, you can eat a filling and (9) _____ meal. Some food stands have little (10) _____ seats where you can sit and eat fried chicken or Pad Thai noodles. The Yaowarat Street has many Chinese and Thai restaurants and food stands.

D. Dialogue (10 marks)

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

Guest : Hi there. Could I get my bill at the reception? Room 705.

Staff : (1) _____ (*an affirmative answer and confirm the guest's name and Room number*)

Guest : Sure it is

Staff : (2) _____ (*enquire if the guest have taken anything from the minibar last night*)

Guest : Nope

Staff : (3) _____ (*confirm on the bill being printed and enquire on whether the guest is satisfied with the hotel service.*)

Guest : Sure has.

Staff : (4) _____ (*enquire on the payment method – cash or by credit card*)

Guest : I'll be paying with credit card.

Staff : (5) _____ (*inform that you need the credit card details and enquire on the card's type*)

Guest : It's Visa. The number is 987654321.

Staff : (6) _____ (*confirm on the name of the card holder*)

Guest : Bob Wiley.

Staff : (7) _____ (*confirm the bill and show the guest. Ask the guest to check the bill*)

Guest : OK. Looks fine to me.

Staff : (8) _____ (*ask for the signature*)

Guest : There you go.

Staff : (9) _____ (*ask to fill in the hotel survey. Instruct the guest to put it in the box provided*)

Staff : (10) _____ (*return the credit card and copy of the payment slip, thanks the guest for his staying at the hotel*)

Guest: Thank you.

SECTION C: ESSAY WRITING

(30 marks)

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

1. Compare **OR** contrast staying at resort and motel.
2. Compare **OR** contrast food trucks and fine dining.

-THE END-

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