



FINAL
Examination Paper

(COVER PAGE)

Session : April 2014

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

Course : ENL1106/ENL1107 : Hospitality English II

Date of Examination : July 24, 2014 (Thursday)

Time : 8:00 am – 10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer ALL questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani Kamaruzzaman, Ms Saira Banu

Moderator : Dr Noor Azimin Zainol

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

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DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)

DIPLOMA IN CULINARY ARTS (DCA)

ENL 1106/ENL 1107: HOSPITALITY ENGLISH II

FINAL EXAMINATION: APRIL 2014 SESSION

Instructions : This paper consists of **FOUR (4) sections**. Answer **ALL** questions in the answer booklet provided.

SECTION A: READING COMPREHENSION (20 marks)

Read Passage 1 and Passage 2 then **choose the best answer** for each question.

Passage 1

Valley View Camping Ground

- 1 Many seasoned tourists find they don't like staying in hotels, and that they prefer to avoid large cities. Does this description fit you? If the answer is yes, The Mountain View Camping Ground is for you. Our camping grounds overlook the spectacular Hampson Valley. We rent tents, dormitories and bungalows. If DIY is your style bring your own tents. All guests enjoy access to cooking facilities, bathrooms with bathing facilities, and a playground for the children.
- 2 Our panoramic setting offers a wide variety of recreation activities as well as inspiring views of the mountains. Chisom, a quaint summer-resort village, is just 10 minutes by car. Take advantage of the many entertainment, shopping and relaxation opportunities including fitness centers, laundry/valet services, solariums and much more. Have lunch in one of the many restaurants and savor the tasty local cuisine.
- 3 Mountain View Camping Ground offers fun, relaxation and opportunities for all types of outdoor activities. Call us today to find out how we can make your next holiday perfect.

1. What type of tourist is described at the beginning of the reading?

- A. A first time tourist
- B. An old tourist
- C. A tourist who has traveled a lot
- D. A tourist who travels on special seasons

2. The camping grounds overlook

- A. A high mountain
- B. An area between mountains
- C. A city center
- D. A children's playground

3. What type of accommodation is not available?
- A. A dormitory
 - B. A tent
 - C. A bungalow
 - D. A chalet
4. Who cooks dinner?
- A. The guests
 - B. The chef at the camping ground restaurant
 - C. The guests and the camping ground chefs
 - D. Doesn't say
5. What does Valley View offer besides the inspiring views?
- A. Laundry/valet services
 - B. A fitness center
 - C. Recreation activities
 - D. Tasty local cuisine
6. Where can tourists try the local cuisine?
- A. At Valley View Camping Ground
 - B. In Chisom
 - C. In a bungalow
 - D. In a resort hotel

Passage 2

A Holiday in Italy (*two friends are looking at pictures of a holiday*)

1 **Tim:** Alan, do you want to see the pictures of my holiday in Italy?

Alan: Sure, what was it like?

2 **Tim:** Ah, the holiday was great! The food was great! The wine was great! The traffic was horrible!

Alan: Why was the traffic horrible?

Tim: Those Italians are crazy drivers! I don't want to think about it!

3 **Alan:** OK, OK, let's return to the good parts ...

Tim: Yes, so here's a picture of the Leaning Tower of Pisa.

4 **Alan:** Incredible!

5 **Tim:** It was raining that day, but it was still wonderful. We climbed to the top!

Alan: And what's this?

6 **Tim:** That's a photo of the Arno river, in Florence. That's the 'Ponte Vecchio' the old bridge.

Alan: What was Florence like?

7 **Tim:** It was very interesting. There were beautiful old medieval buildings in the city, impressive cathedrals and churches, and lots of wonderful museums.

Alan: How was your Italian?

8 **Tim:** My Italian wasn't very good. But many Italians speak English very well. I was impressed!

Alan: Oh, this one is nice.

9 **Tim:** Yes, that's a shot of a tasty pizza served by a beautiful Italian!

Alan: She is beautiful, isn't she?

10 **Tim:** Ah, yes, the land of fashion, food and wine. I'd recommend Italy anytime!

Alan: I'm so jealous...

7. What wasn't great about Italy?

- A. The wine
- B. The food
- C. The traffic
- D. The pictures

8. Which city did he not mention?

- A. Florence
- B. Pisa
- C. Rome
- D. Italy

9. How did they get to the top of the leaning tower of Pisa?

- A. By elevator
- B. On foot
- C. By escalator
- D. By stairs

10. Why didn't Tim have problems with his poor Italian?

- A. All Italians speak perfect English.
- B. Many Italians speak English well.
- C. A few Italians speak English well.
- D. He had an impressive Italian translator

11. Which river does the Ponte Vecchio cross?
- The Arno
 - The Pisa
 - The Tiger
 - The Florence
12. Find the words in the passage that can replace the words or phrases below. The words are found in the paragraphs indicated. (9 marks @ 1 mark each)
- keep away from (passage 1 para. 1) _____
 - beautiful in a dramatic and eye-catching way (passage 1 para. 1) - _____
 - amenities (passage 1 para. 1) _____
 - a wide view surrounding the observer (passage 1 para. 2) - _____
 - old-fashioned (passage 1 para. 2) - _____
 - rooms fitted with extensive areas of glass to admit sunlight (passage 1 para. 2) - _____
 - an alcoholic drink made from fermented grape juice (passage 2 para. 2) - _____
 - the Middle Ages (passage 2 para. 7) - _____
 - picture / photograph (passage 2 para. 9) - _____

SECTION B: GRAMMAR (40 marks)

- A. Choose the correct word or phrase to complete the English grammar question. Each question has only ONE correct answer. (10 marks)

- The phone _____. Can you answer it, please?
 - ring
 - rings
 - is ringing
 - has rung
- I'll _____ the guests while they are here on holiday.
 - be looking into
 - be looking at
 - be looking after
 - be looking over

3. We _____ tennis every day when we were young.
- A. use to play
 - B. would play
 - C. were playing
 - D. were used to play
4. The new employee is fluent in English. She speaks very _____.
- A. well
 - B. good
 - C. fluent
 - D. hardly
5. Several new hotels _____ in recent years.
- A. build
 - B. are built
 - C. have been built
 - D. have been building
6. It is becoming _____ to attract new customers. What we need is a new strategy.
- A. hard
 - B. harder
 - C. hardest
 - D. more harder
7. The sun _____ at nine last night.
- A. sat
 - B. settled
 - C. set
 - D. was setting
8. When I stopped _____ to Mary, she was picking some flowers in her garden.
- A. speaking
 - B. speak
 - C. to speak
 - D. spoke

9. I don't remember _____ him to cancel the appointment.
- A. tell
 - B. told
 - C. telling
 - D. to tell

10. That room _____ for a meeting today.
- A. is used
 - B. is being used
 - C. used
 - D. is using

B. Identify the error A, B, C or D in each sentence. Then correct the error by writing the correct answer. (20 marks)

Example:

All student have to be seated in the exam hall five minutes before the exam begins.

A B C D

Answer: (A) students

1. He is not sure whether he should buy the new computer now or wait until he receive his next bonus. Answer: _____
- A B C D

2. I prefer Marlene to the other hairdresser I visit in the past because she has such a good understanding of her clients' needs. Answer: _____
- A B C D

3. The archivist had not only a deep interest on but also a clear understanding of the historical documents in the museum. Answer: _____
- A B C D

4. With skill and surprising gentleness the fireman managed to lower the injure cat from the top of the tree. Answer: _____
- A B C D

Caller 1: I'm afraid we don't have anything available then but

Caller 2: Oh, OK. Let's make the reservation for eight o'clock.

Caller 1: Fine, eight o'clock on Friday evening for four people.

_____?

Caller 2: Yes, it's Mr Khor, Jimmy Khor.

Caller 1: (*Unsure whether it is Khaw or Khor*)

_____?

Caller 2: Khor with an 'o'.

Caller 1: Thank you. Great.

Caller 2: Yes, Friday 8.00 pm for four people. Thank you very much. Oh, do you have a special Easter Dinner since it's Easter Friday?

Caller 1:

Caller 2: How much is this 5-course Easter Dinner Special?

Caller 1:

Caller 2: Is this the nett price?

Caller 1:

Caller 2: OK, I would like to have the Easter Dinner Special

Caller 1: (*confirm the booking*)

Caller 2: That's correct. Thank you very much.

Caller 1: You're welcome. We'll see you on Friday.

Caller 2: Good bye.

Caller 1: Good bye.

SECTION C: LETTER WRITING (20 marks)

XLC Computers Sdn. Bhd. will be hosting their XLC International Conference 2014 for 120 participants from 17 - 19 December 2014. Mr. Anthony Wong, their Human Resource Manager, has written an email dated 2 June 2014 to your hotel enquiring about the facilities that they need for the conference. You are Elaine Tan, the Events Manager of Trader's Hotel. You have been assigned to reply to Mr. Wong's enquiries.

They will need accommodation for participants on twin-sharing basis and will only need breakfast and lunch as nightly tours of the city will be arranged. Besides that, he has enquired about the availability of a conference room that can seat all as well as in-session refreshments during the conference and workshops. Since there will be workshops, they will also need four smaller rooms or a large conference room which can be partitioned off for the workshop sessions.

Task:

Using the following details as the content of your letter, **write an email** replying to Mr. Wong:

1. Twin-sharing rooms are currently available for 120 people at RM120 per person
2. Breakfast, lunch, in-session refreshments are available - rates will be based on the type of meals and refreshments required. Attach a menu with a price list.
3. Two conference rooms are available:
 - Large 250-seater (RM1000 per day) - can be partitioned into five areas
 - 50-seater (RM400 per day)
4. Three seminar rooms are available - each seats 25 (RM250 per day per room)
5. Suggest the 25-seater rooms and the large 250-seater conference room
6. Need to confirm booking for rooms and facilities by 1 August 2014

When writing this letter, pay attention to the following:

- Use a suitable format and tone
- Set out the email appropriately.

Anthony Wong's email address : anthony.wong@xlccomputers.org.my

Your email address: elainetan@tradershotel.com.my

SECTION D: ESSAY WRITING (20 marks)

Write an essay of about 250 to 300 words on **ONE (1)** of the following topics.

1. Write an essay comparing/contrasting the two hotels based on the information given in the table.

Hotel Features	Hotel Continental (Georgetown, Penang)	Ridel Hotel (Kota Bharu, Kelantan)
Hotel rating	3-star	2-star
Location	5 minutes' walk to the city centre	10 minutes' drive to the city centre
General	Room Service, Restaurant, Air Conditioned, Mini Bar, Cable / Satellite TV, In Room Movies, Coffee / Tea Maker, TV, Shower, Coffee Shop / Cafeteria, Family Room	Room Service, Restaurant, Bar / Lounge, Air Conditioned, Mini Bar, Cable / Satellite TV, Coffee / Tea Maker, TV, Shower, Packed Lunches
Activities	Swimming pool, Gymnasium	Excursions, Boating, Jet-Ski, Water Activities
Services	Concierge, Elevator / Lift, 24-Hour Reception, Conference Room(s), Safe-Deposit Box, Meeting Rooms, Laundry Service, Executive Floor, Designated Smoking Area	Elevator / Lift, 24-Hour Reception, Banquet Facilities, Conference Room(s), Meeting Rooms, Photocopier, Ticket Service, Designated Smoking Area, Laundry Service
Internet	Wireless internet on site	Wireless internet on site
Parking	Free parking	Free parking

2. Compare and contrast **online** and **on-campus** learning.

--THE END--

(ENL1106 / ENL1107(F)/Apr2014)