



FINAL
Examination Paper

(COVER PAGE)

Session : April 2014

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

Course : ENL1104 : Hospitality English 1

Date of Examination : July 21, 2014 (Monday)

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, Mr Calvin Cheah

Moderator : Dr Noor Azimin Zainol

This paper consists of 10 printed pages, including the cover page.

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 DIPLOMA IN CULINARY ARTS (DCA)
 DIPLOMA IN HOTEL MANAGEMENT (DHMN)
 ENL1104: HOSPITALITY ENGLISH I
 FINAL EXAMINATION: APRIL 2014 SESSION

Instructions : This paper consists of **THREE (3)** sections. Answer **ALL** questions. Write all the answers in the answer booklet provided.

SECTION 1 : Grammar (50 marks)

Part 1 (20 marks)

- A. Find a word in the box that is opposite in meaning to the underlined words in the sentences below. There are more words in the box than you need. (12 marks)

common	insufficient	rich	unavailable	option	simple
reserve	served	organised	positioning	restlessly	kind

No	Sentence	Answer
1	There were <u>enough</u> chairs in the store room.	
2	The receptionist replied the telephone <u>calmly</u> .	
3	The rooms of this hotel are very <u>unusual</u> .	
4	The cook is really <u>messy</u> in preparing the food.	
5	May just had a <u>complex</u> heart-to-heart conversation with her manager.	
6	Meals are <u>included</u> in the accommodation package.	

- B. Substitute the underlined words in the sentences below with a word from the box.
Do not use the same word twice. (8 marks)

alternatives	validation	dessert	exclusive
ingredients	bottomless	appetizer	dish

No	Sentence	Answer
1	He had a good <u>starter</u> at the restaurant his friend recommended.	
2	She served the food on a very pretty <u>plate</u> .	
3	That restaurant prepares <u>free-flow</u> champagne every week.	
4	There were no more oysters, so he had to select other <u>options</u> .	
5	For my <u>sweet course</u> , I'll have ice-cream and pineapple cake.	
6	The chef uses many <u>different things</u> to make that dish.	
7	The <u>special</u> course of this event is usually the chicken or fish.	
8	After <u>confirmation</u> , the staff's salary has increased 2%.	

Part 2 (20 marks)

A. Choose the correct word to fill up the blanks given below.

(10 marks)

appetizers	head	spill	birthday	pour
uniform	customize	surcharge	venue	quote

1. The location of an event is also called a _____.
2. You can _____ any of our packages by adding or taking away food items.
3. I'll have a _____ estimate for you by tomorrow.
4. All staff members have to wear a _____.
5. We're looking for someone to cater our son's _____ party.
6. We will provide 8 items at RM 12 per _____ per person.
7. For booking of 10 people or less, RM 20 _____ may apply or you might have to pay more than RM 30.
8. Canapés are small bite size _____.
9. Be careful not to _____ soup on the guest!
10. When you _____ the wine, do it from the right side.

B. Choose any **FIVE (5)** of the basic verbs above. Construct **FIVE (5)** simple sentences in *simple past tense form* from the chosen verb. (10 marks)

No	Verb	Sentence
1		
2		
3		
4		
5		

PART 3 (10 marks)

Choose the correct answer for each of the following:

1. Your room hasn't been _____ yet.
 - a. tidy up
 - b. tidied up
 - c. tidying up

2. We hope you _____ your stay.
 - a. enjoy
 - b. please
 - c. welcome

3. Every procedure seems to be in _____.
 - a. hierarchy
 - b. order
 - c. arrangement

4. Breakfast is _____ in your room package.
 - a. including
 - b. inclusive
 - c. included

5. How long will you be _____?
 - a. stay
 - b. staying
 - c. stayed

6. I can only finish a small _____ of the pie.
 - a. part
 - b. portion
 - c. section

7. Our _____ today is the seaweed mushroom soup.
- priority
 - favor
 - specialty
8. How was _____?
- everything
 - everyday
 - anyone
9. This sounds a bit _____.
- nonsense
 - illogic
 - absurd
10. We've got a world-_____ fitness center with a weight room and aerobics lessons.
- level
 - class
 - standard

SECTION 2: Comprehension (20 marks)

- A. Read the telephone conversation between a hotel receptionist and a person who is trying to make a booking. The line is bad but the receptionist has the telephone skills to deal with this problem. (10 marks)

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: Hello. I'm interested in booking a room for the September long weekend.

Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention center.

Caller: Oh, I didn't realize. Well what about the weekend after that?

Receptionist: So... Friday the seventeenth?

Caller: Yes. Friday and Saturday.

Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

Caller: Okay. Do you have any rooms with two double beds? We're a family of four.

Receptionist: Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?

Receptionist: Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

Caller: Great, I'll call you right back. I have to find my husband's credit card.

Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

Question: Decide whether the following sentences are true or false.

(10 marks)

No	Sentence	True or False
1	The customer is interested to book a room for short weekend.	
2	The customer wants to book a room starting from Friday.	
3	The customer wants to book a room during the peak season.	
4	The rooms available are only single rooms.	
5	The customer agrees with the price given.	
6	The customer wants an extra bed.	
7	The customer is positive that his daughter will bring her friends together.	
8	The customer wants to pay the booking deposit during the conversation.	
9	The deposit can be refunded.	
10	The receptionist remains polite during the entire conversation.	

B. Read this mixed-up hotel dialogue. Then, put the numbers in the correct order and rewrite the sentence. (10 marks)

1. All right, sir. We will send one order of our health breakfast to your room at seven tomorrow morning to Room 502.
2. Our room service breakfast is served from 6:30am to 10:00am.
3. Room 502. Oh, by the way, I would like my coffee black.
4. We offer a continental breakfast, American breakfast, Chinese breakfast and a health breakfast. And if you are interested in any of our other offerings, sir, please feel free to consult the room service menu in your room.
5. Thank you very much.
6. Your room number, please.
7. Good evening. Room service. This is Jennifer speaking. How may I help you?

8. Yes, thanks for letting me know...I think a health breakfast sounds like a good choice for now. That's one order, please.
9. Yes, I would like to order room service breakfast for my room tomorrow morning. What time do you start serving?
10. Can I have breakfast served at 7:00 am? And what's available on the menu?

Question	No	Sentence
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

SECTION 3 : Essay writing (30 marks)

- A. Choose **ONE (1)** of the below topics and write an outline based on the format given below for a **FIVE** paragraphs essay. (15 marks)

1. The disadvantages of being famous.
2. The importance of integrity in the workplace.

The outline format

Thesis Statement: _____ _____ (2 marks)
Topic Sentence 1: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Topic Sentence 2: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Topic Sentence 3: _____ _____ (1 mark)
Supporting details: a) _____ (1 mark) b) _____ (1 mark) c) _____ (1 mark)
Conclusion: _____ _____ (1 mark)

- B. From the outline that you have completed above, develop an essay of **350-400** words.
(15 marks)

-THE END-

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