

FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

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

Course : ENL1104 : Hospitality English I

Date of Examination : July 28, 2017 (Friday)

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

Duration : 2 Hours

Special Instructions :

This paper consists of **THREE (3)** sections. Answer **ALL** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani Kamaruzzaman and Ms Regina Sharon Raju

Moderator : Ms Malini K.N.S. Nair

This paper consists of 9 printed pages, including the cover page.

DIPLOMA IN HOSPITALITY MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
ENL1104: HOSPITALITY ENGLISH I
FINAL EXAMINATION: APRIL 2017 SESSION

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

SECTION 1 : Comprehension (30 marks)

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

Reef sharks generate millions of tourist dollars for Palau

- 1 Forget about the spurious benefits of eating shark fin soup, a traditional Chinese delicacy that is said to be responsible for the needless destruction of some 73 million sharks a year. In Palau, the first country in the world to proclaim a shark sanctuary, the sharks that frequent the Pacific Island country's reefs generate enormous financial benefits. A single reef shark can contribute almost US\$2 million in *its* lifetime to the economy of Palau, according to a new study by the Australia Institute of Marine Science (AIMS) and the University of Western Australia.
- 2 "The analysis quantified the economic benefits of the shark-diving industry to the Pacific Island nation and found that *its* value far exceeded that of shark fishing." Pew said in a news statement about the research. Pew Environment Group – a Washington-based group that works to advance scientific understanding of the causes and consequences of environmental problems, design innovative policy solutions to these problems and mobilise public support for their implementation – commissioned the study.
- 3 The research focused on an estimated 100 reef sharks that frequent the five major dive sites in Palau. The study did not take into account the sharks in Palau waters that do not regularly visit the dive sites. "Sharks can literally be a 'million-dollar' species and a significant economic driver," said Mark Meekan, principal research scientist at AIMS. "Because of their low rates due to fishing. Yet your study shows that these animals can contribute far more as a tourism resource than as a catch target."
- 4 Sharks are the top predators that keep the ecosystem healthy, and on top of that *they* bring much more money through tourism than fishing, said marine ecologist Enric Sala, a National Geographic Fellow. Sala is actively engaged in research, exploration, communication, and application of scientific knowledge related to the conservation of marine ecosystems. "If everyone is worried about the economy, it makes much more sense to keep sharks in the water than killing them. They are the sharks with the golden eggs," he said in an email to National Geographic News Watch.

- 5 There were several interesting findings from the AIMS study, which looked at the reef sharks observed at Palau's major dive sites. The estimated annual value to the tourism industry of an individual reef shark that frequents these sites was US\$179 000 or US\$1.9 million over its lifetime. Shark diving alone brings approximately US\$ 18 million annually to the Palauan economy, approximately eight per cent of the country's gross domestic product. The annual income in salaries paid by the shark-diving industry was an estimated US\$ 1.2 million, and the annual tax income to Palau generated by shark diving *was* approximately 14 per cent of the country's business tax revenue.
- 6 "Globally, up to 73 million sharks are killed every year primarily for their fins, which are used in the Asian delicacy shark fin soup," Pew Environment Group said in its statement. "The Pacific Island States have been among the first to recognize the danger of this unsustainable rate of consumption. In 2009, Palau President, Johnson Toribiong declared Palauan waters to be a shark sanctuary in *his* address to the United Nations General Assembly. Since then, the U.S state of Hawaii, the territories of Guam and the Northern Marianas, and the republic of the Marshall Islands all banned the possession, sale or distribution of shark fins."
(Adapted from nationalgeographic.com/2011/05/03/reef-sharks-generate-millions-of-tourist-dollars-for-palau/)

1. What is the writer's main intention in Paragraph 1? (2 marks)
2. How much can a single reef shark contributed to the economy of Palau? (1 mark)
3. List three tasks of Pew Environment Group as mentioned in the passage. (3 marks)
4. What is the significance of the Pew study as stated in Paragraph 2? (1 mark)
5. How many reef sharks and dive sites are focused on in the research conducted? (1 mark)
6. What is the main idea of paragraph 5? (1 mark)
7. When was the declaration of Palauan waters to be a shark sanctuary being made? (1 mark)
8. Make an inference for the words listed below: (5 marks)
 - (a) *its* (paragraph 1 line 5) refers to
 - (b) *its* (paragraph 2 line 2) refers to
 - (c) *they* (paragraph 4 line 1) refers to
 - (d) *was* (paragraph 5 line 7) refers to
 - (e) *his* (paragraph 6 line 5) refers to

B. Read the travel brochure and answer the following questions. (15 marks)

Hot Spot Sendai
Enjoy the Gourmet of Sendai

Beef tongue restaurants

Definitely Sendai's most famous local product. Even when talking about beef tongue solely, there are *various* characteristics and flavors depending on restaurants. Restaurant-hopping and comparing the taste of each restaurant is probably one of the fun ways to enjoy beef tongue.

Kokubuncho

Since you are already here in Sendai Tohoku, you might as well enjoy Japanese sake and cuisines. As Sendai's number one downtown, *fantastic* and well-known restaurants and ramen stores are gathered in this town. After enjoying a good sake, you can find ramen stall to finish your night.

Zunda Shake

Did you know about Sendai's famous drink, Zunda Shake? It's no doubt that you will be fascinated by the gentle sweetness after one try. The vanilla-taste which is made from carefully selected milk is *blended* with mashed boiled green soybeans, bringing a refined smell of vanilla and green soybeans that spreads in the mouth.

Zao Factory

You can see the production process of cheese, and also try the food in the factory. Rakuronet, a type of cheese dish prepared on hot steel plate is especially famous. You can also try our cheese pizza or soft cream offered in the menu.

Zao Heartland

It is a huge farmland with the size of approximately 20 Tokyo Domes, where cows, sheep and goats are put out to grass so that the visitors can pet them freely. There are also facilities where you can experience cheese making and sausage making, and everyone can enjoy the farmland regardless of age.

My Kaisendon Wholesale Market

Freshly harvested seafood and fishes are lined up every morning in My Kaisendon Wholesale Market. How about making your own version of kaisendon with those ingredients? What you want to put on your kaisendon is all up to you. You can definitely feel the joy while choosing the ingredients. Please enjoy the extravagant kaisendon in My Kaisendon Wholesale Market.

- (i) State whether the following statements are TRUE or FALSE (5 marks)
- (a) Kokubuncho is the famous uptown in Sendai. _____
- (b) There is only one special restaurant that cooks beef tongue. _____
- (c) The farmland allows the visitors to pet the animals. _____
- (d) Sausage making can be seen at the Zao Factory too. _____
- (e) There is no age restriction to enter the farmland _____

- (ii) Answer the questions below (10 marks)
- (a) Where should the tourists go to taste the exotic delicacies? (1 mark)
- (b) State the ingredients of the famous Sendai' Zunda Shake. (2 marks)
- (c) Provide the synonyms for the words listed below. (4 marks)

Words	Synonyms
i) various	
ii) blended	

- (d) What is the famous dish that tourists can get from the Zao Factory? (1 mark)
- (e) What is special about buying ingredients from My Kaisendon Wholesale Market? (1 mark)
- (f) Why has Kokubuncho become one of the famous places for tourists to spend their night? (1 mark)

SECTION 2 : Grammar (40 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. (10 marks)

give	abandon	falsity	accompanied
book	horrible	scanty	delicious

No	Sentence	Answer
1	The Ellé Restaurant serves a <u>delectable</u> array of dishes.	
2	We forgot to <u>reserve</u> a room so we were left without a place to stay.	
3	The maître d' <u>escorted</u> the old lady to her table.	
4	Jamie Oliver had no problems proving the <u>veracity</u> of his claims because he had done his research.	
5	The restaurant put out a <u>lavish</u> buffet on opening day. A lot of food was left over.	

- B. Change the verbs given below into nouns. (10 marks)

No	Verb	Nouns
1	teach	
2	succeed	
3	punish	
4	relax	
5	operate	

ii) There are three reasons why you shouldn't turn homework in 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) Cooking requires a number of different skills.

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)

Part B Process Writing (15 marks)

Choose **ONE (1)** of the following topics and write a paragraph of about **150 - 180** words.

- (i) Write a paragraph on how to make a smoothie.
- (ii) Write a paragraph on how to handle a difficult guest.
- (iii) Write a paragraph on how to take an order from a customer.

-THE END-

