



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2014

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

Course : ENL1106/ENL1107 : Hospitality English 1I

Date of Examination : December 8, 2014 (Wednesday)

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

Duration : 2 Hours

Special Instructions :

**Section A : Reading Comprehension**

**Section B: Grammar**

**Section C: Letter/E-mail writing**

**Section D : Essay Writing**

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani Kamaruzzaman, Ms Shaira Banu, Subarshini Ramakrishnan

Moderator : Dr Noor Azimin Zainol

## INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
 DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
 ENL1106/ENL1107: HOSPITALITY ENGLISH II  
 FINAL EXAMINATION: AUGUST 2014 SESSION

**Instructions :** This paper consists of **SIX (6)** questions. Answer **ALL** questions. Write your answers **on the question paper** in the spaces provided.

**SECTION A: READING COMPREHENSION**

(20 marks)

**Read the following passage and answer the questions that follow.**

**Grads Enter Uncertain Job Market**

College graduation brings both the satisfaction of academic *achievement* and the expectation of a well-paying job. But for 6000 graduates at San Jose State this year, there's uncertainty as they enter one of the worst job markets in decades. Ryan Stewart has a *freshly minted* degree in religious studies, but no job *prospects*.

"You look at everybody's parents and neighbours, and they're getting *laid off* and don't have jobs," said Stewart. "Then, you look at the young people just coming into the workforce... it's just scary."

When the class of 2003 entered college, the future never looked brighter. But in the four years they've been here, the world outside has changed dramatically. "Those were the exciting times, lots of dot-com opportunities, exploding offers, students getting top dollar with lots of benefits," said Cheryl Allmen-Vinnidge, of the San Jose State Career Center. "Times have changed. It's a new market."

Cheryl Allmen-Vinnidge ought to know. She runs the San Jose State Career Center, it is sort of a crossroad between college and the real world. Allmen-Vinnidge says students who do find jobs after college have done their homework. "The typical graduate who does have a job offer started working on it two years ago. They've postured themselves well during the summer. They've had several internships," she said. And they've majored in one of the few fields that are still hot such as chemical engineering, accounting, or nursing where average starting salaries have actually increased over last year. Other popular fields (like information systems management, computer science, and political science) have seen big declines in starting salaries.

Ryan Stewart (he had hoped to become a teacher) may just end up going back to school. "I'd like to teach college some day and that requires more schooling, which would be great in a bad economy," he said. To some students a degree may not be ticket to *instant* wealth. For now, they can only hope its value will increase over time.

**Source:** <http://www.literacynet.org/cnnsf/grads/home.html>

A. Answer the following questions based on the passage above. (10 marks)

1. The main idea of this story is that \_\_\_\_\_.
  - a. Ryan Stewart has not been able to find a job.
  - b. a college career center is a crossroad between college and the real world.
  - c. in some fields, salaries have increased in the past year.
  - d. between 1999 and 2003, the job market changed dramatically.
  
2. Which of the following events did not happen in the four years that the class of 2003 was in college?
  - a. Dot com opportunities decreased.
  - b. The number of teaching jobs increased.
  - c. Salaries in chemical engineering increased.
  - d. The number of jobs with benefits decreased.
  
3. Which of the following majors has the best job prospects, according to the story?
  - a. information systems management
  - b. accounting
  - c. computer science
  - d. teaching
  
4. What is "scary," according to Ryan Stewart?
  - a. Graduating from college.
  - b. Getting laid off.
  - c. The lack of job prospects for college graduates.
  - d. Visiting the career center.
  
5. What does Cheryl Allmen-Vinnidge mean when she says students have "done their homework"?
  - a. They have spent time preparing themselves to find a job.
  - b. They are good students.
  - c. They have gone to summer school.
  - d. They have majored in accounting.

6. The purpose of a college career center is probably to
  - a. prepare students to find jobs after they graduate.
  - b. find jobs for students while they are in school.
  - c. help high school students get accepted to college.
  - d. help students do their homework.
  
7. Ryan Stewart is probably going to
  - a. get a job teaching
  - b. become a religious leader
  - c. change his major
  - d. go back to school
  
8. "To some students, a degree may not be a ticket to instant wealth." This sentence means
  - a. having a college degree does not qualify someone for travel discounts.
  - b. a college degree does not guarantee that a person will find a high-paying job.
  - c. most students with degrees will be able to find jobs.
  - d. the best way to get rich is to get a college degree.
  
9. The students who have job offers upon graduating have done the following EXCEPT
  - a. have prepared for two years
  - b. have had several internships
  - c. have majored in political science
  - d. have majored in nursing
  
10. Health insurance, dental insurance and paid vacations are examples of \_\_\_\_\_ that many companies offer their employees.
  - a. prospects
  - b. achievements
  - c. benefits
  - d. internships

B. Give the meaning of the words below as used in the passage. (10 marks)

1. achievement - \_\_\_\_\_
2. freshly minted - \_\_\_\_\_
3. prospects - \_\_\_\_\_
4. laid off - \_\_\_\_\_
5. instant - \_\_\_\_\_

**SECTION B: GRAMMAR (40 marks)**

A. Dialogue about tourist attractions and travel options (10 marks)

You are a staff of a hotel. Complete the dialogue with your guest. Use the hints given in brackets. Remember to be professional and grammatically correct.

1. **Guest:** Can you recommend some tourists attractions nearby?

**Staff:** \_\_\_\_\_

2. **Guest:** Which is more interesting, the State Museum or the War Museum?

**Staff:** *(Suggest one and give a reason)* \_\_\_\_\_

\_\_\_\_\_

**Guest:** Thank you very much. We'll try it.

3. **Guest:** How do we get to Langkawi Island from Penang?

**Staff:** *(Suggest the ferry)* \_\_\_\_\_

**Guest:** I would like to visit the Extreme Park. Is it a good idea to drive there?

**Staff:** *(Give a negative answer and a reason)* \_\_\_\_\_

\_\_\_\_\_

4. **Guest:** What other options do you suggest?

**Staff:** *(Give an option and directions)* \_\_\_\_\_

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**B. Dialogue about offering services**

**(10 marks)**

You are a staff at a restaurant. Provide appropriate responses to customers' requests. Remember to be professional and grammatically correct.

1. **Customer:** Do we have to wait to be seated?

**Staff:** \_\_\_\_\_

2. **Customer:** What do you recommend?

**Staff:** \_\_\_\_\_

3. **Customer:** This steak is well done. I ordered it rare.

**Staff:** \_\_\_\_\_

4. **Customer:** Can we sit at that table by the window?

**Staff:** \_\_\_\_\_

5. **Excuse me,** we ordered a while ago and our food hasn't arrived yet.

**Staff:** \_\_\_\_\_

Question 3

(10 marks)

The following sentences have mistakes of consistencies in tenses. Identify the errors and correct them.

1. The athletes were arrived at the airport last night.

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2. Every year my father has driven to Melaka to visit my grandparents.

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3. My brother choose not to study medicine at the university.

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4. They were hearing you the first time you called them.

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5. Tuition centers plays an important role in education.

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6. I am worry when I see my father smoke so heavily.

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7. All my friends are preferring to watch comedies.

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8. My aunt is kind and she is knowing how to make friends.

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9. I was breaking my leg when I played rugby last week.

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10. This rule is applied only to foreign workers in China.

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**Question 4 (10 marks)**

**Change the following sentences into the PASSIVE VOICE.**

1. The labourers have cut down the tree.

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2. The naughty kids broke several windows in the fight.

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3. Plus One Productions will stage a Shakespearean play in a month's time.

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4. Sheila pays a lot of money for rent every month.

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5. Peter didn't win the prize.

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6. My father is washing the car.

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7. The robot is fixing the tyres to the body of the car.

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8. The master punished him for speaking in the class.

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9. Dangerous driving causes many accidents.

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10. Millions of people will visit the new stadium.

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**SECTION C: EMAIL WRITING (20 marks)**

From: seth.gordon@suntech.com.my  
To: reservations@deliciousgarden.com  
Date: 1 August 2014  
Subject: Reservation for Annual Dinner

Dear Sir

On behalf of Suntech Penang, I would like to make a reservation for my company's annual dinner at your restaurant. The dinner is on 10 August 2014 at 7pm for thirty guests.

A five course set dinner is preferable. Please provide at least three menu options and the price details. Also, I need information about your parking facilities.

Thank you for your attention. I would like an email confirming the reservation at the earliest possible.

Regards

Seth Gordon

Write a reply email to Mr. Seth Gordon stating that your restaurant is able to cater for the event. Include booking confirmation, menu options, price details, and ask for confirmation by 7<sup>th</sup> of August 2014.

**SECTION D: ESSAY WRITING** (20 marks)

Write an essay of about **250 to 300 words** on **ONE (1)** of the following topics. Discuss **TWO (2)** similarities and **TWO (2)** differences using transitions such as *similarly/ likewise/ while and in contrast*.

1. Compare and contrast a holiday staying in a hotel and a camping holiday.
2. Compare and contrast on **TWO (2)** types of restaurants.

**-THE END-**

*ENL1106/ENL1107(F)/August 2014/formatted*