

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2016

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

Course : ENL1104 : Hospitality English 1

Date of Examination : July 30, 2016 (Saturday)

Time : 2:00 pm – 4:00 pm 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

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

Moderator : Ms Malini K.N.S. Nair

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

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA/DCAN)  
 DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
 ENL 1104: HOSPITALITY ENGLISH 1  
 FINAL EXAMINATION: APRIL 2016 SESSION

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

**SECTION 1 GRAMMAR (50 marks)**

**Part 1 (20 marks)**

A. Substitute the underlined words in the sentences below with a word with similar meaning from the box. Do not use the same word twice. **(10 marks)**

real	well-known	moody	complex	spoiled	stunning
dangerous	angry	interesting	fake belief	dull	questions

No	Sentence	Answer
1	Mindy looked <u>resplendent</u> during her wedding dinner.	
2	All the paintings displayed here are <u>genuine</u> works of art.	
3	Visitors come to the hotel because it has an <u>intriguing</u> history.	
4	Rachel Ray does not like cooking <u>elaborate</u> dishes.	
5	If you have any <u>queries</u> , please call the front office.	
6	The customer was <u>infuriated</u> when she found chicken in her vegetarian soup.	
7	The hike up the mountain is <u>perilous</u> yet many people attempt it.	
8	Wolfgang Puck is a <u>distinguished</u> chef who has won many awards.	
9	The belief that eating eggs can increase your cholesterol is a <u>myth</u> .	

10	Kitchens use different coloured cutting boards for different food in order to avoid food being <u>contaminated</u> .	
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- B. 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)

organise	small	build	excepted	search	now
known	assume	donate	unidentified	rejected	disband

No	Sentence	Answer
1	For over 20 years, Peter Little has <u>accepted</u> invitations to style some of the world's top heads.	
2	Penny Prat is a flower consultant for a <u>large</u> chain of supermarkets and provides floral ideas to a number of restaurants.	
3	It was an old-established village shop, going back 150 years at least and it was really behind the times <u>then</u>	
4	Cooke has created his own method and uses materials as and when he <u>finds</u> them.	
5	At the Merrion Hotel, General Manager Peter MacCann expects his staff to <u>know</u> the guests by name.	

**Part 2 (20 marks)****A. Change the verbs below into nouns.****(10 marks)**

No.	Verbs	Nouns
1.	Destroy	
2.	Horrify	
3.	Imagine	
4.	Originate	
5.	Satisfy	

**B. Change the verbs below into Simple Past and construct 5 simple past sentences.****(10 marks)**

No	Verb	Simple Past	Sentence
1	feed		
2	wash		
3	ring		
4	choose		
5	hurt		

**PART 3 : Mixed Verbs (10 marks)**

1. Thank you for \_\_\_\_\_ the time to visit me.
  - A. take
  - B. takes
  - C. took
  - D. taking
  
2. \_\_\_\_\_ it is a public holiday tomorrow, my mother has to go to work.
  - A. Despite
  - B. But
  - C. Although
  - D. Unless
  
3. I was praying when the guests \_\_\_\_\_.
  - A. arrive
  - B. arrives
  - C. arrived
  - D. had arrived
  
4. This bouquet of flowers \_\_\_\_\_ for my mother who will be coming later.
  - A. is
  - B. are
  - C. was
  - D. were
  
5. Anna told her father that she \_\_\_\_\_ with her friends.
  - A. eat
  - B. ate
  - C. eats
  - D. had eaten
  
6. To whom \_\_\_\_\_ this wallet belong to?
  - A. do
  - B. does
  - C. did
  - D. had

7. \_\_\_\_\_ one of you is willing to help me with the decorations?
- A. Who
  - B. Which
  - C. Whose
  - D. Neither
8. \_\_\_\_\_ you exercise regularly, you will not fall ill easily
- A. If
  - B. Unless
  - C. Although
  - D. Even
9. Lisa \_\_\_\_\_ to the dinner party this evening.
- A. go
  - B. goes
  - C. has gone
  - D. will be going
10. Either Harry or Tony \_\_\_\_\_ the key to the gate. Please check with them.
- A. has
  - B. have
  - C. had
  - D. are having

**SECTION 2 COMPREHENSION (20 marks)**

A. Read the list of restaurants below and answer the questions that follow. (10 marks)

**RIBS BBQ**

Craving for some authentic Texan style BBQ Ribs? Then this is the place to be! Our BBQ ribs are melt-in-your-mouth tender with sides of homemade sausage, coleslaw and nachos.

Join us on Tremendous Tuesdays and enjoy a 20% discount on all our set meals. The set comes with a starter, main course, dessert and a drink. Senior citizens can enjoy a 20% discount for all your meals on Mondays.

Open daily from 12 pm to 10 pm.

**TANDOOR PALACE**

Looking for delicious North Indian cuisine? Look no further. We serve an array of mouth-watering North Indian dishes that will take you on a journey you will never forget!

Our chefs make the best Chicken Tandoori, Kebabs and Naans.

Our daily set lunch is RM12 per person and we are open daily from 11.30 am to 9.30 pm.

**MASAKAN AZIAN**

We specialise in the finest Malaysian, Indonesian and Thai cuisine. Now you do not need to go to these countries to experience their food!

We are open from Tuesday to Sunday and our business hours are between 12pm to 12 am.

**CAFÉ FLORA**

For the vegans who are looking for delicious and affordable meals.

This small, cosy café offers many vegan choices, marked on the menu, including brunch vegan eggs, egg wrap, soy yogurt and granola; vegan pizza, portabella sandwich and veggie burger. Chef Flora also makes delightful vegan desserts.

Business Hours: 11.30 am to 10 pm daily.

**TEN DYNASTY RESTAURANT**

Ten Dynasty is a family owned restaurant which specialises in authentic, home-style Sichuan, Hunan and northern dishes. Ten Dynasty's food is typically robust with an abundance of dried chillies, Sichuan pepper and fragrant garlic.

Ten Dynasty offers Special Packages for all occasions including weddings, birthdays, anniversaries and company dinners.

Open daily from 11.30 am to 2.30 pm, 6 pm to 11 pm.

**MARCO PIZZA**

Chef Marco offers a wide range of Chicago style pizzas. With a thin crust and smothered in scrumptious tomato sauce, the pizzas are a crowd favourite.

Marco Pizza opens daily from 12 pm to 10 pm.

Delivery services are available and are guaranteed to be within 30 minutes.

**Questions 1-6**

Name the restaurant that fits the description in the table.

**(6 marks)**

No	Description	Restaurant
1	Ariana has her nephews coming over for the weekend. However, taking them out would be too much of a hassle.	
2	Britney has started a new diet that does not include meat or dairy.	
3	Justin would like to take his family for dinner. Since his family is huge, he would prefer a place that offers discounts.	
4	Robert enjoys eating Nasi Lemak but his wife prefers Tom Yum.	
5	Melissa would like to invite about 50 people for a traditional Chinese dinner in conjunction with her mother's 75 <sup>th</sup> birthday.	
6	Harry would like to eat a North Indian set lunch with his colleagues from work.	

**Questions 7 - 10**Based on the information found in the restaurant guide, provide short answers to the following questions. **(4 marks)**

7 Where would you go if you want to host a family reunion dinner?

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8 Which restaurant is open only six days a week?

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9 Where would you go if you want to adopt a no-meat lifestyle?

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10 Which restaurant offers barbequed dishes?

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**B. Choose the correct answer for each of the following:**

Read this mixed-up hotel dialogue. Rearrange the dialogue into the correct order and rewrite the sentence.

(10 marks)

Mixed-up dialogue	Number	Sentences
1. I am sorry, but I think I ordered waffles.		
2. Sorry, your friend over there ordered fried eggs, and I gave you his by mistake.		
3. Just please take my pancakes to trade for waffles. While I am waiting, I will eat my bacon and eggs.		
4. I would appreciate that. Thank you.		
5. Here is your breakfast Sir.		
6. And pancakes for you, sir.		
7. Oh yeah. Here, I will just trade with him.		
8. I will get straight back to you with your waffles Sir.		
9. Thanks so much. But miss, I believe I ordered my eggs scrambled, and these are fried.		
10. I am sorry that I misheard you.		

**SECTION 3 WRITING (30 marks)**

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

1. Describe the qualities that a person working in the service industry should have.
2. Write an essay on how to quit a bad habit.
3. The world is constantly changing. Describe how you think the world would be in twenty years' time.

<b>Thesis Statement</b>	2 marks
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
<b>Topic Sentence 1:</b>	1 mark
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
<b>Supporting details:</b>	
a. _____	1 mark
b. _____	1 mark
c. _____	1 mark
<b>Topic Sentence 2:</b>	1 mark
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>	
<b>Supporting details:</b>	
a. _____	1 mark
b. _____	1 mark
c. _____	1 mark

<b>Topic Sentence 3:</b>  _____	1 mark
<b>Supporting details:</b>	
a. _____	1 mark
b. _____	1 mark
c. _____	1 mark
<b>Conclusion</b> _____ _____	1 mark

**B.** From the outline that you have completed above, develop a three paragraph of essay in 280 to 300 words that consists of introduction, body and a conclusion.

**(15 marks)**

