

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2018

Programme : Diploma In Culinary Arts (DCAN)  
Diploma In Hospitality (DHM)

Course : ENL1104 : Hospitality English I

Date of Examination : July 27, 2018 (Friday)

Time : 5:00 pm – 7:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

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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 HOSPITALITY MANAGEMENT PROGRAMME (DHMN)  
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)  
ENL1104: HOSPITALITY ENGLISH I  
FINAL EXAMINATION: APRIL 2018 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)

**Profits with principles**

- 1 Anita Roddick, founder of The Body Shop, was trained as a school teacher. She didn't know anything about the cosmetics industry when she opened her first small shop in Brighton, England, in 1976. But she had good ideas, and people liked her products. Her business grew quickly. Because of her energy, determination and vision, Anita Roddick has become an international success story. She is one of the five richest women in England. Today, there are over 1,300 branches of The Body Shop in forty-five countries around the world.
- 2 The Body Shop manufactures and sells over 400 different naturally based products. Anita learns how people from traditional cultures use plants and herbs from their environment to take care of their bodies. In Sri Lanka, for example, she learned that women rub fresh pineapple on their skin to make it softer and smoother. With that knowledge, she created a face product using pineapple. In Polynesia, she learned about many of the uses of cocoa butter. It makes the skin softer and the hair shinier. Cocoa Butter Hand and Body Lotion is one of The Body Shop's best-selling products.
- 3 The philosophy of The Body Shop is different from the philosophy of most cosmetics companies. It does not promise miracles or ever-lasting youth. The Body Shop develops its line of high-quality, sensible products by using traditional wisdom, herbal knowledge, and modern technology.
- 4 The Body Shop does not believe in profits without principles. A respect for the environment is one of The Body Shop's most basic principles. The company uses as little packaging as possible to conserve natural resources and reduce waste. Customers are encouraged to bring their old containers to the shop to refill them. If they do this, they get a discount on their next purchase. The Body Shop is also strongly opposed to animal testing in the cosmetics industry. It never tests its products or ingredients on animals.

- 5 Helping communities in need is another principle. All employees are encouraged to do volunteer work with local groups. The Body Shop gives employees four hours off each month to do their community work. Some projects include working with homeless people and AIDS victims. The Body Shop also provides educational programs for its staff and customers.
- 6 The Body Shop has set up trade partnerships with communities in need around the world. "Trade Not Aid" is a cornerstone of the company. For example, The Body Shop has made an agreement with the Kayapo Indians, who harvest Brazil nuts in the Amazon rain forest. The Body Shop uses these nuts in one of its products, Brazil Nut Oil Conditioner for hair. The agreement has several goals. One is to protect the plants the Kayapo Indians harvest from the rain forest. Another goal is to make sure that the Kayapo get the economic benefits from any commercial development in their area.
- 7 There are similar agreements with communities in India, Mexico, Nepal, Tanzania and, Zambia. Although some of Anita Roddick's ideas for The Body Shop seem unusual for the business world, she must be doing something right. In 1994/5, The Body Shop's International profits were over \$34 million.

*(Adapted from <https://www.thebodyshop.com.my/our-history>)*

1. When did the first Body Shop open? (1 mark)
2. How did Anita's business manage to grow quickly? (2 marks)
3. How many branches of The Body Shop are there in the world today? (1 mark)
4. How many kinds of products does The Body Shop make and sell? (1 mark)
5. What did she learnt from women in Sri Lanka? (2 marks)
6. Where did Anita learn about the uses of cocoa butter? (1 mark)
7. What is the Body Shop's philosophy in developing cosmetics? (2 marks)
8. What is the basic principle of The Body Shop? (1 mark)
9. State **TWO (2)** community projects that are conducted by The Body Shop (2 marks)
10. What is the agreement made between The Body Shop's and the Kayapo Indians? (2 marks)

B. Read the article below and answer the following questions.

(15 marks)

### FOOD WHICH HELP THICKEN YOUR HAIR

#### SALMON

You need protein to keep your hair strong or grow new strands of hair. Protein is required to produce keratin, which is a main component of hair. Choose marine-based protein such as salmon as it contains omega-3 fatty acids and vitamins. Salmon is great for a variety of preparations, including poaching, grilling, roasting, broiling, smoking, or pickling. You'll find them in salads and tartare, burgers and pasta dishes.

#### NUT AND SEEDS

Choose nuts and seeds high in omega-3 and omega-6 fatty acids such as walnuts and flaxseed and oils such as grape seed, sesame and sunflower. These essential fatty acids are known to help reduce hair loss, improve hair growth and help thicken hair. These should be eaten in moderation due to their high protein content. If you ever find yourself hungry and at a loss for a healthy snack... a handful of raw nuts or seeds is virtually always a good choice.

#### HONEY

Honey is a sweet food made by bees from the flowers' nectar or honeydew droplets. It is the only food that includes all the substances necessary to sustain life, including enzymes, vitamins, minerals, and water and even more. People who are suffering from itchiness, scaling and hair loss can benefit from applying a solution of 90% honey and 10% water on their scalp. People who used this method for four weeks reported improvement in hair loss.

#### OILS

Rosemary, coconut and pumpkin oils help the scalp. In a study conducted among men experiencing hair loss, those who used this oil showed 40% increase in hair growth. To make a rosemary oil solution, people can try diluting a drop or two of rosemary oil in a carrier oil, then applying it to the scalp overnight. Rubbing coconut oil on the scalp before or after washing your hair will help protect your hair against protein loss.

#### SPINACH

Study shows that women suffering hair loss had lower levels of iron and Vitamin D2. Spinach is rich in iron and Vitamin C. Vitamin C helps in iron absorption. Spinach improves eyesight, promotes healthy skin, strengthens muscle, and prevents heart attack.

#### OYSTERS

Zinc is an essential nutrient to help treat and prevent hair loss. You can eat zinc supplements or eat zinc-rich food. Oysters have more zinc per serving than any other food item. Walnuts, eggs, sunflower seeds, spinach, green peas, oatmeal and chickpeas are other examples of zinc-rich food.

(Adapted from <https://food.ndtv.com/photos/hair-health-10-foods-that-prevent-hair-fall-18150>)

(i) State whether the following statements are **TRUE** or **FALSE** (5 marks)

(a) Pumpkin oil helps hair absorb keratin. \_\_\_\_\_

(b) A solution of honey and water helps ease itchy scalp. \_\_\_\_\_

(c) Spinach helps increase hair strength. \_\_\_\_\_

(d) Oysters have more zinc per serving than oatmeal. \_\_\_\_\_

(e) It takes two weeks to see the result of honey on hair loss. \_\_\_\_\_

(ii) Answer the questions below (10 marks)

(a) What is the main component of hair? (1 mark)

(b) Why is spinach a good food source for those suffering from hair loss? (2 marks)

(c) Fill in the table with an appropriate word from the article. (4 marks)

Meaning	Word
i) A change that makes something better	
ii) Absolutely necessary	

(d) List **TWO (2)** specialties of the nut and seeds. (2 marks)

(e) Suggest a good remedy for those who are suffering from itchy scalp. (1 mark)

**SECTION 2 : Grammar (40 marks)**

- A. From the list of words given below, choose the most suitable word for each blank. **Each word can be used only once.** Write your answer in the booklet provided. (10 marks)

will	with	would	for	can	but
each	if	of	whatever	more	whenever

Floating between Spain and the North African coast, the Balearic Islands offer the perfect location (1) \_\_\_\_\_ a fantastic holiday. There are four main islands for you to choose from, (2) \_\_\_\_\_ with their own special atmosphere. The gorgeous climate boasts (3) \_\_\_\_\_ than 300 days a year of guaranteed sunshine, making the islands the ideal setting for a beach holiday.

The long hot summer stretches from May to October, (4) \_\_\_\_\_ temperatures around 27°C —just right for relaxing and getting a tan.

The islands offer a number of attractions for tourists. Sun-seekers will love the fabulous beaches. Fun-seekers (5) \_\_\_\_\_ enjoy the exciting nightlife - the clubs, discos, (6) \_\_\_\_\_ Ibiza provide plenty of entertainment for young people. (7) \_\_\_\_\_ there is more to these islands than sun and fun. You can also enjoy the wonderful architecture (the Gothic cathedral at Palma is well worth visiting), hilltop villages, olive groves, great food, and hidden beaches. You (8) \_\_\_\_\_ take a relaxing fishing or sailing trip, or go to one of the many festivals. (9) \_\_\_\_\_ you go in June, don't miss the spectacular Fiesta of San Juan at Ciutadella on Minorca.

(10) \_\_\_\_\_ you want from a holiday, the Balearics will help you find it.

- B. Choose the correct *preposition* in the profile given below. Write your answer in the booklet provided. (10 marks)**

### It's my job

**Profile:** Huayan Ye works with Spanish-speaking tourists in China.

**Studies:** Spanish, a bit of tourism, and international relations (1) on / at / in Beijing University.

**Job:** Working in the biggest tourism company (2) on / in / at China – it's called CTS – in the inbound tourism department. I look after Spanish tourists and tourists (3) since / from / until from Latin America. We offer them tourism services – hotel reservations transfers and visits in China.

**Why tourism?** I like talking (4) for / to / with people. I want to show foreign visitors the best (5) at / of / in China.

**Likes:** I really like marketing and sales. Our department doesn't just look after the Spanish. It also studies the Chinese market. Right now it's growing a lot. China is one (6) at / of / in the safest destinations (7) of / in / at the world, and the Chinese are kind and friendly (8) to / with / of others too!

**Clients:** Our Latin-American clients are very friendly. Our Spanish clients are a little bit more demanding! The Spanish have a lot more experience travelling, and they know so much (9) of / about / with tourism. That's why they are demanding, but that's good for us.

**Free time:** Young people (10) at / in / within China like to go out for a drink, go shopping, go to stores, study English. I like reading, listening to music, and I study Latin American dance-salsa, tango. And like all young women, we like to buy clothes, shoes, and cosmetics

C. Construct FIVE (5) simple sentence in *simple past tense form* from the given verb.

(10 marks)

No	Verb	Simple Past	Sentence
1	grate		
2	take		
3	fry		
4	blow		
5	quit		

D. Mixed Verbs

(10 marks)

- Yvonne \_\_\_\_\_ her dream as a lead singer of a rock band after she completed her studies.
 

A. live	C. lived
B. lives	D. living
- The number of students \_\_\_\_\_ each year is the cause of growing concern in this school.
 

A. fail	C. failing
B. fails	D. failed
- The teenagers \_\_\_\_\_ their way in the stadium to catch a glimpse of the members of the popular boy band.
 

A. push	C. pushes
B. is pushing	D. pushed
- I am \_\_\_\_\_ with the customer service here.
 

A. satisfies	C. satisfying
B. satisfied	D. is satisfying
- This young designer \_\_\_\_\_ pride in his work. He is happy when his customers praise him.
 

A. take	C. took
B. takes	D. taken



**SECTION 3 : Writing (30 marks)****Part A Paragraph Outline****(15 marks)**

Write **THREE (3) SUPPORTING SENTENCES** and **A CONCLUDING SENTENCE** for each of the following topic sentences

- i. Visiting Bangkok last month was a truly exciting experience.

Supporting details:

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)

- ii. In Malaysia, *nasi lemak* is one of the most popular food.

Supporting details:

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. There are three reasons why Malaysia is one of the best tourist destinations in Asia.

Supporting details:

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 develop self-confidence.
- (ii) Write a paragraph on how to enjoy the weekend for under RM50.
- (iii) Write a paragraph on how to make a vegetable smoothie.

**THE END-**  
*ENL1104 (F)/April2018/formatted*

