

**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2018

Programme : Diploma In Hotel Management (DHMN/DHM)

Course : ENL1107 : Hospitality English II

Date of Examination : March 7, 2018 (Wednesday)

Time : 5:00 pm – 7:00 pm 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) : Regina Sharon Raju and Atiqah Zawani Kamaruzzaman

Moderator : Ms Malini K.N.S. Nair

*This paper consists of 6 printed pages, including the cover page.*

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN/DHM)  
ENL1107: HOSPITALITY ENGLISH II  
FINAL EXAMINATION: JANUARY 2018 SESSION

**Instructions:** This paper consists of **FOUR (4)** sections. Answer **ALL** questions in the answer booklet provided.

**SECTION A READING COMPREHENSION (20 marks)**

*Read the passage on Kunming City carefully and answer ALL the questions in the Answer Booklet.*

1. The city of Kunming, China, is also fondly known as the City of Eternal Spring to its two million inhabitants. It is just north of the Tropic of Cancer and sits on a plateau 2000 meters above sea-level.
2. If you want to get a feel of the city, it is necessary to travel by bus, bicycle or on foot. Walking is a pleasure in this city. Wide footpaths under tall, shady trees are well planned for pedestrians to enjoy the beautiful city; while, the twisting back lanes present a more traditional aspect of life in a modern city. The combination of hill-tribe dresses, Mao suits and western fashions worn by the locals give the city a special feel, as if it has *one foot in the past and the other in the future*. This feeling is reinforced by the daily activities people are engaged in – from selling coal on a horse-drawn cart to offering computer tuition on the street.
3. The day starts early in the city; by seven o'clock each morning, Green Lake Park, along with many other areas around the city, is full of people performing tai chi, the ancient and graceful martial art that promotes mental and physical health. As the day progresses, children paddle boats on the lake, old men and women play *mahjong* and young couples sit dreamy-eyed on beaches by the water. In various corners of the park, groups of people with weather-beaten faces, play Chinese musical instruments and sing folk songs and dance, just celebrating the joy of life. Outside the park, vendors sell fresh pineapples and soft drinks, while masseurs offer to ease aches and pains for a small fee.
4. There are also several other favourite hangouts in this pleasant city, such as the zoo, which has a wide variety of animals, and "*The Square*" – an area of fountains, flowerbeds and benches in the heart of town, where there is always something happening, whether it be kite-flying, or a schoolchildren's parade. Nightlife is picking up as the people grow more affluent, there are several popular bars, and karaoke bars are mushrooming. Many of the hotels have discotheques and guests can enjoy good food while watching traditional songs and dances performed by Sani girls.

5. Several other attractions lie within easy reach of the city such as the National Minorities Park at Haigeng. Another place of interest is Lake Dianchi, 15 km southeast of the city. The lake, which is also called the Kunming Lake, is protected by Jinma Mountain to the east and Biji Mountain to the west. A series of pathways connects the traditional villages of the Dai Bai, Wa, Yi and other ethnic tribes of Yunnan. The villages are populated by tribespeople who enact traditional dances for visitors.

6. To the west and north from town lie Western Hills and the Bamboo Temple respectively. The route up Western Hills passes two wonderful temples, Huating and Taihua. It would be easy to spend hours just exploring the temple grounds, but the goal of most who go up the hill is the Dragon Gate. A tunnel along the cliff leads to a fantastic view over Lake Dianchi and Kunming. The Bamboo Temple, on the other hand, is a fine example of an ancient temple with a quiet, respectful atmosphere. Rooms near the entrance are crowded with lifelike statues and the air is thick with incense.

7. Probably, the most interesting day trip is to the Stone Forest, a wonderland of natural rockscapes weathered into all manner of shapes and sizes. The Stone Forest was formed during the Paleozoic Era. There are stone peaks, pillars, shoots, stalactites, stalagmites, corroded land surface, underground rivers and caves.

8. The Qiongzhu Temple, located on the Yu'an Mountain in the northwest of Kunming, was the first temple through which the Chan sect of Buddhism was spread. The Heilong (Black Dragon Pool) is a scenic spot located on the Wulao Mountain in the northwestern suburbs of Kunming. The pool contains very clear water. Legend has it that there used to be 10 dragons here. As they often caused havoc to the villagers, Lu Dongbin, a Taoist master, caught nine of them and locked them in the Zhedong Tower. He ordered the 10th, a small black dragon, to contribute to the welfare of the local people. In honour of its contribution, the villagers decided to name the pool Heilong.

*(Taken from <http://www.englishdaily626.com/comprehension>)*

1. Why is Kunming City considered special? (1 mark)
  - (a) Because it has an eternal spring
  - (b) Because it is home to about two million people
  - (c) Because it has various parks and other hangout spots
  - (d) Because it is a city that successfully blends modern and traditional life
  
2. From paragraphs 2 and 3, what can you conclude about the people of Kunming City? (1 mark)
  - (a) Most of the residents are old
  - (b) The people live busy and happy lives
  - (c) They city residents are all from hill tribes
  - (d) The younger generation do not accept traditions

3. Which of the following is the reason for nightlife in Kunming City becoming popular? (1 mark)
- (a) The people can now afford to spend money on entertainment
  - (b) There are more hotels in Kunming City now
  - (c) There are more young people moving to Kunming City
  - (d) Visitors who come to Kunming City expect to go out and have fun at night
4. Give **TWO (2)** reasons why the writer recommends a walking tour of the city. (2 marks)
5. The writer describes Kunming as having '*one foot in the past and the other in the future*'. (4 marks)
- (i) Give **TWO (2)** examples that show Kunming has "*one foot in the past.*"
  - (ii) Give **TWO (2)** examples that show Kunming has "*one foot in the future.*"
6. According to the passage, what are two advantages of tai chi? (2 marks)
7. What may a tourist enjoy at the National Minorities Park? (2 marks)
8. Where is the Western Hills located and why do most people go there? (2 marks)
9. What is the main attraction of the Stone Forest? (2 marks)
10. Find a word or phrase from the passage that has the same meaning as provided below. (3 marks)
- (a) winding or curving (paragraph 2) \_\_\_\_\_
  - (b) to perform or present (paragraph 5) \_\_\_\_\_
  - (c) beautiful or attractive (paragraph 8) \_\_\_\_\_

**SECTION B GRAMMAR (40 marks)**

**Part I:** Write the correct tenses for the following questions in the Answer Booklet. (10 marks)

1. Mr Nathan \_\_\_\_\_ (be) a favourite guest. He and his wife \_\_\_\_\_ (be) known to be good tippers.
2. I \_\_\_\_\_ (enjoy) my work at the restaurant now. I \_\_\_\_\_ (learn) something new every day.
3. When Peter \_\_\_\_\_ (arrive) at the kitchen yesterday, he saw that Jane, the sous chef, \_\_\_\_\_ (prepare) the meat for grilling.
4. I am sorry sir, I cannot hear what you \_\_\_\_\_ (say). Could you speak a little louder, please?
5. Tomorrow I am going on a vacation to Bali. While you \_\_\_\_\_ (do) paperwork, I \_\_\_\_\_ (lie) on a sunny beach with a Mai Tai. Are you jealous?
6. Marie's English is really getting better. She \_\_\_\_\_ (try) to learn the language for the past three years.
7. Li Chi \_\_\_\_\_ (visit) so many beautiful places since she \_\_\_\_\_ (come) to Penang.
8. When Jack \_\_\_\_\_ (enter) the room, I \_\_\_\_\_ (recognize, not) him because he had shaved off his beard.
9. Right now, Alex \_\_\_\_\_ (write) a book on his travel to Nepal and Mount Everest. He \_\_\_\_\_ (hope) to find a publisher soon.
10. The doctor \_\_\_\_\_ (say) that Tom \_\_\_\_\_ (be) too sick to work.

**Part II:** Rewrite the following sentences so that the verbs will be in the active voice. (5 marks)

1. Mama's Recipe Restaurant and Grill was renovated by Mr. Martin five years ago.
2. The rude staff will be reprimanded by the manager.
3. Fresh ingredients are purchased by the Chef every morning.
4. The hotel's facilities have been upgraded by the management.
5. The cookies were stolen by the Mad Hatter.

**Part III:** Rewrite the following sentences so that the verbs will be in the passive voice. (5 marks)

1. Lightning struck the hotel.
2. Most Malaysians speak at least two languages.
3. People are spending less money for holidays this year.
4. Shiva and his crew painted the guesthouse last week.
5. The guests in will need extra blankets and pillows.

**Part IV:** Complete the following conversations below by following the instructions. Remember to be professional and grammatically correct.

**Dialogue A: Asking the Concierge for Sight-seeing Advice**

**(10 marks)**

**Guest:** Hi. The front desk told me to ask you for sight-seeing advice.

**Concierge:** \_\_\_\_\_  
(Greet the guest and offer your service)

**Guest:** So where would you suggest that I visit first?

**Concierge:** \_\_\_\_\_  
(Suggest the Petronas Twin Towers. Reason – popular among tourists)

**Guest:** Oh, I've already been there. Could you suggest any other sites?

**Concierge:** \_\_\_\_\_  
(Ask about the guest's interest)

**Guest:** I do love walking in parks. I enjoy the quiet nature and watching animals.

**Concierge:** \_\_\_\_\_  
(Suggest a more suitable place to visit – the KL Birdpark)

**Guest:** That is a fantastic idea! I will go to the KL Birdpark. Thank you very much!

**Concierge:** \_\_\_\_\_  
(Respond politely and wish them a great day)

**Dialogue B: Getting a Taxi via the Front Desk**

**(10 marks)**

**Guest:** Hello. Can you help me get a taxi, please?

**Reception:** \_\_\_\_\_

*(Politely inform the guest of the various transportation offered by the hotel. Ask they are interested)*

**Guest:** No, thank you. A taxi is just fine.

**Reception:** \_\_\_\_\_

*(Suggest an upgrade – hotel limo)*

**Guest:** Just a taxi, please.

**Reception:** \_\_\_\_\_

*(Politely accommodate to request and ask about the guest's destination)*

**Guest:** I am going to Bangsar Village II.

**Reception:** \_\_\_\_\_

*(Give an appropriate response. Ask the guest when the taxi should arrive)*

**Guest:** I want to leave as soon as possible.

**Concierge:** \_\_\_\_\_

*(Respond politely and say you will call them once transport arrives)*

**SECTION C E-MAIL WRITING (20 marks)**

You are the senior front desk officer of Wonder Hotel. Ms Diana Prince, a regular guest at your hotel, sent you an email with some enquiries about bringing her mother, who is wheel chair bound, to the hotel.

In about 120 words, write a reply to Ms Diana Prince to clarify her doubts. In your email, assure her that the hotel and the staff are fully equipped to deal with her concerns. You may add other necessary details.

This is an excerpt of the e-mail sent by Ms Prince for your reference.

*I have made a reservation to stay at your hotel from the 15<sup>th</sup> to the 19<sup>th</sup> of March for 5 people.*

*The thing is one of my friends had to cancel and my mother is taking her spot for the trip; however, she is wheelchair bound. I would like to know if the hotel could pick us up in a wheel chair friendly vehicle and provide us with transportation throughout our stay there. Also how much will the transportation service cost us?*

*This is the first time we are making such a trip and I am not sure what to expect. Does the hotel have enough facilities to make my mother feel comfortable?*

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

Choose **ONE (1)** of the topics below and write a compare or contrast essay. Your essay should be about **300 words**.

1. Compare or contrast travelling alone and travelling in a group.
2. Compare or contrast eating in a fine dining restaurant and eating in a hawker stall.

**-THE END-**

*ENL1107 (F)/Jan2018/formatted*