



FINAL
Examination Paper
(COVER PAGE)

Session : August 2017

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

Course : ENL1104 : Hospitality English I

Date of Examination : December 14, 2017 (Thursday)

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.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Atiqah Zawani Kamaruzzaman and Angeline Meow

Moderator : Ms Malini K.N.S. Nair

This paper consists of 10 printed pages, including the cover page.

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

SECTION 1 : Comprehension (30 marks)

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

A Little Heaven on Earth

- 1 “In Heaven there is Paradise, on earth, there is Suzhou,” wrote a Chinese poet centuries ago. He knew what **he** was talking about. Today, even though China is rapidly modernizing, Suzhou retains the ancient charm. Only an hour’s drive from the bustling city of Shanghai, **the journey** takes you back hundreds of years. The name Suzhou dates from 589 CE, when the Sui Dynasty (581–618) conquered southern China. Suzhou is also called *Wuxian* and this city is located at the southern Jiangsu Sheng province, eastern China.
- 2 Many tourists are visiting Suzhou on business as it is a thriving commercial centre. Its industrial park is filled with low rise, high tech factories opened by international names. Some people might not be expecting of the old-age peacefulness in this city that Marco Polo called “*The Venice of the East*” because there are beautiful canal streets. These canals are linked to the 1 600 year old Grand Canal running from Beijing to Hangzhou. Suzhou is basically surrounded by canals on all four sides and crisscrossed by minor canals, the city controls the Yangtze River (Chang Jiang) delta area north and northeast of Lake Tai. Like today’s Venice, Suzhou retains its breathtaking natural and man-made beauty.
- 3 Suzhou is a liveable city, already old when Marco Polo visited in the 13th Century. It was established in 514 BC and it retains its antique atmosphere. There are no high-rise buildings in the city centre which is dominated by the 2 000 year old Eight-Storey pagoda and the ancient Panmen Gate, once the main entrance to the city. The city is also known as the centre of learning; Suzhou University which was formerly known as Dongwu University and Suzhou School of Fine Arts were established in the early 20th century, and later more universities and colleges were established.
- 4 Suzhou has more than 500 bridges, and **its** side streets are filled with food hawkers and silk shops. Suzhou was built on the silk industry and its factories still turn out beautiful fabrics. The silk and cotton textile industries, has been known worldwide to remain as the city’s main economy. Centuries ago, silk were transported up the Grand Canal to the emperor’s court in Beijing. Today, they are sought after around the world.

- 5 The Wu, Song and Ming dynasties have left behind **their** greatest legacy, the gardens. There are 17 gardens, all of them opened to the public and nine of them have been awarded UNESCO's World Heritage status. Ancient landscape gardeners made clever use of trees, water and rocks carved by weather into fantastic shapes. **They** create illusions of space and distance. People should visit this city next time as a tourist not on business. There's a lot of exploration that should be done on this city that is known as a little heaven on earth.

(Adapted from *A Little Bit of Heaven on Earth* by Bernard Long: *Going Places* magazine; October 2001 issue)

1. What is the main idea of Paragraph 1? (1 mark)
2. When was the name *Suzhou* first mentioned, and what is the other name given to Suzhou? (2 marks)
3. Why was Suzhou referred to as "*The Venice of the East*" by Marco Polo? (1 mark)
4. List TWO (2) attractions that can be found in the city centre. (2 marks)
5. Why is Suzhou city also known as a centre of learning? (1 mark)
6. What is the main economic activity of Suzhou as stated in Paragraph 4? (1 mark)
7. What is the meaning of this phrase from paragraph 5 "*The Wu, Song, and Ming dynasties have left behind their greatest legacy, the gardens.*" (2 marks)
8. Make an inference for the words listed below: (5 marks)
 - (a) *he* (paragraph 1 line 2) refers to
 - (b) *the journey* (paragraph 1 line 4) refers to
 - (c) *its* (paragraph 4 line 1) refers to
 - (d) *their* (paragraph 5 line 1) refers to
 - (e) *they* (paragraph 5 line 4) refers to

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

Hot Spot Yokohama
Enjoy the Gourmet of Yokohama

Noge Toriton

Noge Toriton is a Korean restaurant located in Noge, Yokohama specializing in the classic Korean ginseng chicken soup called Samgyetang. An entire chicken is stewed together with garlic, spices, vegetables, rice and Korean ginseng making it a rich and healthy soup meal. Customers are also able to choose additional toppings or ingredients to be added to their soup.

Café Tosca (Yokohama Bay Hotel Tokyo)

You can relax during the day underneath the sunlight, and try to enjoy the view of this beautiful resort and sit under the illuminated palm trees during your dinner time. This café is also famous for its additional action corner that allows guests to witness how their food are prepared. You can enjoy the food directly from the kitchen!

Yokohama Ukai-Tei

The restaurant, with its array of Japanese and western antique furniture, has an atmosphere where the art-nouveau and Japanese style meet, and it is just like in a museum. Not only does the counter feature a hot griddle arranged in a circle, surrounding the wall designed with mosaic tile to convey the image of the sea, but so do the private rooms, where your dedicated chef cooks in front of your eyes.

Yokohama Chinatown

Yokohama Chinatown is a wonderful spot for all tourists. The place is totally a complete place for those who want to taste its various tasty dishes such as the Sanma noodles, steamed meat bun and mooncake. If you're in doubt of where to visit in Yokohama, go to Chinatown!

Fisherman's Market

It is located inside the Yokohama's famous Red Brick Warehouse, and this restaurant serves a buffet style seafood. The ambiance is superb where it fits the image of the Yokohama port city perfectly. This is the restaurant for everyone! The all – you – can – eat red snow crabs is here too! You can also enjoy other menu varieties such as Asian dishes and desserts.

Pompompurin Café

Pom Pom Purin, is the yellow golden retriever dog character that was introduced by Sanrio in 1996. It might not be as famous as its counterparts like Hello Kitty and Melody overseas, but Pom Pom Purin is still famous in Japan for its cute character. You can take a photo with Purin and friends at the photo spot inside the café, where other limited goods are also available for purchase.

(Adapted from: Brochure of Yokohama and Sendai Travel)

- (i) State whether the following statements are **TRUE** or **FALSE** (5 marks)
- (a) Customers are not allowed to add any toppings to their Samgyetang. _____
 - (b) You can get a fresh dish from the Yokohama Chinatown. _____
 - (c) Café Tosca allows the customer to experience the dish making live. _____
 - (d) Buffet is the specialty of Yokohama Ukai-Tei. _____
 - (e) Sanrio was the company that introduced the Pom Pom Purin character. _____

(ii) **Answer the questions below** (10 marks)

- (a) Where should the tourist go if they are interested to get the moon cake? (1 mark)
- (b) List TWO (2) specialties of Yokohama Ukai-Tei if the tourists are interested to go there. (2 marks)
- (c) Provide the synonyms for the words listed below. (4 marks)

Words	Synonyms
i) illuminated	
ii) amusement	

- (d) What is the best place to be suggested for tourist that comes with their small children? (1 mark)
- (e) What are the TWO (2) options of menu provided by Fisherman's Market? (2 marks)

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)

throughout	but	when	which	by	forward
until	in	that	why	on	where

Most men are extremely fascinated (1) _____ cars, especially fast cars. The dream of possessing one is simply overwhelming. I admit (2) _____ I look (3) _____ each day to getting closer to owning not just a car, (4) _____ a wickedly fast one. Fast cars are becoming a 'toy' for the most affluent people nowadays, and they sure attract much attention in the streets.

The Ferrari is an example. It is made (5) _____ Italy and founded in 1929. Back then, Scuderia Ferrari, the founder, sponsored drivers and manufactured rare cars (6) _____ 1946 (7) _____ it changed its name to Ferrari S.p.A. and moved its production to street legal vehicles. (8) _____ its history. The legendary company had dedicated itself to racing competitions, especially Formula One, (9) _____ it had largely enjoyed great success.

The renowned symbolic logo of a black prancing horse on a yellow shield-shaped background represents Ferrari. There are also the letters S and F which stands for Scuderia Ferrari and three stripes which represents the Italian national colors green, white and red (10) _____ top.

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

Sound the Alarm!

Mary: It's the fire alarm. Is it a test drill or is it real?

Jo: I don't know... Hello?

Pat: Mary, there's a fire (1) at / in / on the kitchen. One of the ovens is (2) at / in / on fire. Evacuate the guests from the rooms.

Mary: Can I send anyone to help you (3) at / in / on kitchen, Pat?

Pat: No, it's OK. Tom and Mark are (4) there / here / outside using the fire extinguishers, and the fire brigade's coming.

Mary: Right. I'll make an announcement. This is an announcement. We have an emergency situation (5) at / in / on the hotel. Would all guests please leave the building (6) in / by / to the nearest exit. Please go to the assembly point, (7) through / in front / behind of the hotel.

Jo, here's the guest list. Go to the assembly point and take a roll call. Check all the names and room numbers as the guests come out. Take the mobile (8) near / with / within you. I'll call (9) at / in / on a few minutes with the names of any guests who checked out this morning, or who haven't checked (10) at / in / on yet.

- C. Construct FIVE (5) simple sentence in *simple past tense form* from the given verb. (10 marks)

No	Verb	Sentence
1	Cook	
2	Saute	
3	Chop	
4	Marinate	
5	Steam	

10. The street _____ with people who wanted to catch a glimpse of the pop star.
 A. fills C. had filled
 B. filled D. was filled

SECTION 3 : Writing (30 marks)

A. Write **THREE (3) SUPPORTING SENTENCES and A CONCLUDING SENTENCE** for each of the following topic sentences. (15 marks)

- i) There are many benefits of washing utensils completely before using them.

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)

- ii) There are some effects of working part-time while studying.

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) There are three ways to ensure you can get good grades in an examination.

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)

B. Choose **ONE** of the following topics and write a **PARAGRAPH** of about 150 - 180 words. (15 marks)

- (i) Write a paragraph on how to make a pizza ala-Malaysian taste.
- (ii) Write a paragraph on how to book a hotel room via Trivago.com.
- (iii) Describe your favourite hangout spot in your hometown.

THE END
(ATIQAHA (F) August2017)