

FINAL
Examination Paper

(COVER PAGE)

Session : August 2017

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

Course : ENL1106/ENL1107 : Hospitality English II

Date of Examination : December 13, 2017 (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: Essay Writing

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Roy Senthil Kumar Arthur Selvaraj and Regina Sharon Raju

Moderator : Ms Malini K.N.S. Nair

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)

ENL1106/ENL1107 : HOSPITALITY ENGLISH 2
FINAL EXAMINATION: AUGUST 2017 SESSION

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

Section A: Reading Comprehension (30 marks)

1. In India, where many traditions are losing out to globalization, the practice of eating a home cooked meal for lunch lives on. Many of the office executives in Bombay can easily afford lunch at good restaurants in the city, but they prefer to have a home-cooked hot meal delivered to their offices. This lunch delivery system is a feat that is achieved in this huge city by an intricately organized, labour - **intensive** system that has proven to be better than some automated technology systems. Tens of thousands of meals are delivered to workplaces all over the city with almost clockwork precision.
2. Central to this system are the *dabbawallas* – the delivery men. The word comes from tiffin *daffa* – a term used by the British for a box containing a light meal and walla – a term for the men who carry the meals. The *dabbawallas*' efficiency and accuracy have been compared to that of the Internet. The meals in packets are marked distinctly and sent to their destinations through a complex network.
3. This system was introduced by the British 125 years ago when workers from all over India went to work in Mumbai. It helped bridge the distance between work and home and between regional food variations. Until recently, this service **thrived** purely on word-of-mouth. But now, the *dabbawallas* are teaming up with Web service providers. An office worker can send an sms or an email if he or she wants the service.
4. The *dabbawalla* system has survived despite the growth of office and neighboring cafeterias, multinational food chains and expensive restaurants. Food is delivered in heavy rain or political **turmoil**, and it is still growing at a rate of 5 to 10 per cent a year.
5. This is how the system works. A network of *wallas* picks up the boxes from customer's home or from people who cook lunches to order and then deliver them to a local railroad station. The boxes are then **sorted** again and carried to their destinations. After lunch, the empty boxes are returned to where they came from.

6. The secret is in the coloured codes painted on the side of the boxes. These colours tell the *dabbawallas* where the food comes from and which railroad stations it must pass through to its destination in Mumbai. In India at least, home-cooked lunches have survived globalization.

(Adapted from: *International Herald Tribune*, 29 May 2007)

1. This passage implied that in India _____ . (1 mark)
 - a) office executives love to eat lunch at a good restaurant
 - b) there are many traditions
 - c) people prefer to eat a home-cooked meal
 - d) the passage doesn't say

2. Which of the following is a false statement? (2 mark)
 - a) Globalization has no effect on the traditions in India.
 - b) The delivery men system was introduced some 125 years ago.
 - c) The color coding of lunch boxes makes it easier for the *dabbawalla* to know its origin and destination.
 - d) The food being delivered by the *dabbawalla* is mainly from restaurants that cater to the office goers needs.

3. Which of the following is a true statement? (2 mark)
 - a) The *dabbawalla* system owes its success mainly to technology.
 - b) The *dabbawalla* system is based on bringing home-cooked meal to workplace.
 - c) The efficiency and precision of the *dabbawalla* system have drawn comparisons to the internet.
 - d) More than tens of thousands of meals are delivered to workplaces all over the city.

4. State the origin of the term *dabbawalla*. (3 marks)

5. Why was this *dabbawalla* system introduced by the British? (3 marks)

6. How does teaming up with Web service providers help the *dabbawalla* team? (3 marks)

7. In paragraph 4, what does the phrase "*food is delivered in heavy rain or political turmoil*" mean? (3 marks)

8. In your own words, state whether this system will still work in the near future and give 2 reasons to support your statement. (3 marks)

9. List three (3) competitors of the *dabbawalla* system (3 marks)
10. Explain in your own words how the *dabbawalla* system works (3 marks)
11. Provide the 'Synonyms' for the following: (4 marks)
- (i) *Intensive* –
 - (ii) *Thrived* –
 - (iii) *Turmoil* –
 - (iv) *Sorted* –

Section B: Grammar (40 marks)

(i) Write the correct verb tense for the following questions in the Answer Booklet. (10 marks)

1. As I (pass / want)_____ my English exam successfully next year, I (study)_____ harder this term.
2. During my last summer holidays, my parents (send)_____ me to Africa for three weeks.
3. Before I (visit)___ Australia, I (not / enjoy)_____ travelling abroad.
4. While I (attend)_____ the computer course, I (meet)_____ lots of young people from all over the country.
5. I (realize)___ how important it (be)_____ to speak foreign languages nowadays.
6. Now I (have)_____ much more fun working out than I (have)_____ before joining the gym.
7. At the moment, I (revise)_____ for my Math exam.
8. I (begin / already)_____ to read the texts in my English textbooks again.
9. If I (pass)_____ my exams successfully, I (start)_____ an apprenticeship in September.
10. After my apprenticeship, I may (go)_____ back to London to work.

(ii) Rewrite the following sentences so that the verbs will be in the active voice. (5 marks)

1. Some trees have been planted by the gardener
2. Some advice will be given to you by Doctor Brown
3. The hotel will be redecorated by a famous designer
4. "E.T." was directed by Steven Spielberg
5. The crystal vase has been broken.

(iii) Rewrite the following sentences so that the verbs will be in the passive voice. (5 marks)

1. Fleming discovered penicillin.
2. They will advertise the product on television.
3. Someone is repairing that fence.
4. They speak Italian in Italy.
5. I have completed my assignment.

(iv) Complete the following conversations below by following the instructions. Remember to be professional and grammatically correct.

Dialogue A: Enquiring about fitness facility

(10 marks)

1. **Guest:** Excuse me.

Receptionist: (*Greet guest and offer assistance*)

2. **Guest:** I would like to know if the hotel has any fitness facility, please.

Receptionist: (*Inform the guest you have a hotel gym located in the fifth floor. Give simple directions*)

3. **Guest:** Oh that is great. Is there a surcharge if I use the gym?

Receptionist: (*Assure the guest there is no additional charges. Inform they need their hotel room key to access the gym*)

4. **Guest:** What time does the gym open and what time does it close?

Receptionist: (*Let the guest know the gym is open 24/7*)

5. **Guest:** Okay. One more question. Does the gym have a trainer?

Receptionist: (*Advise guest that trainer is available on weekdays 8 am to 12 noon*)

Dialogue B: Ordering dessert

(10 marks)

1. **Customer:** Excuse me. We're done with our meal. Could you clear the plates, please?
Waiter: *(Comply with the request and enquire if they enjoyed the meal)*

2. **Customer:** Yes, the food was excellent. Please send our compliments to the chef.
Waiter: *(Agree to the request and ask if they want dessert)*

3. **Customer:** We really shouldn't, but if it is going to be half as good as dinner, why not? What would you recommend?
Waiter: *(Assure them dessert is excellent. Recommend the house special – chocolate mousse)*

4. **Customer:** That sounds delicious! We'll have two chocolate mousse, please.
Waiter: *(Ask if they want anything else)*

5. **Customer:** No, thank you. That would be all.
Waiter: *(Assure them dessert will be out in ten minutes and ask to call if they need anything)*

Section C: Essay Writing

(30 marks)

I. Essay Outline

(15 marks)

Choose **ONE** (1) of the following topics and write an essay outline.

- i) *What are the differences between school and college?*
- ii) *What are the differences between taking a family trip to a theme park and a camp site.*

II. Essay

(15 marks)

Write an essay of about **300 - 350 words** on the above essay outline.

-THE END-

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