



**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2015

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

Course : ENL1104 : Hospitality English 1

Date of Examination : March 17, 2015 (Tuesday)

Time : 8:00 am – 10:00 am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer ALL questions in the answer booklet provided.

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Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani Kamaruzzaman

Moderator : Dr Noor Azimin Zainol

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

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DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)  
 DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
 ENL1104: HOSPITALITY ENGLISH I  
 FINAL EXAMINATION: JANUARY 2015 SESSION

**Instructions:** This paper consists of **THREE (3)** sections. Answer **ALL** questions. Write all the answers 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 from the box. Do not use the same word twice. (8 marks)

middling	limited	sheer	chilly
purchaser	surf	reserve	phase

No	Sentence	Answer
1	In former times housing the cells of a prison, this ancient monastery is <u>steeped</u> in history.	
2	Sometimes people go into a travel agency just to <u>browse</u> through the brochures.	
3	Mammut Snow Hotel with its <u>arctic</u> surroundings is a unique place	
4	The region has a lot of <u>exclusive</u> historical monuments	
5	When a customer asks for help or information, we move on to the next <u>stage</u> .	
6	Nothing is free in business not even a client <u>booking</u> a hotel room.	
7	On <u>average</u> , a satisfied customer will tell two friends or members of their family	
8	Nowadays, more travel is sold over the Internet than any other <u>consumer</u> product.	

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)

overlook	preserve	freeze	enfold	meaningless	agitate
change	uncover	govern	meaningful	remember	neglect

No	Sentence	Answer
1	If you're heading to Beans Depot for a gossip session over an ice blended, <u>forget</u> it.	
2	In Muar, the mousse is <u>wrapped</u> in nipah leaves and grilled over charcoal.	
3	'Let's eat! At our nightly buffet dinner as Eccucino is <u>transformed</u> into a local bazaar with live action stalls.	
4	Starting life in a new country with your <u>significant</u> other means sharing experiences.	
5	Bangsar's unofficial 'happy place' <u> churns </u> out some of the best ice cream in the city	
6	Here, the straightforward menu is <u>dominated</u> by all-day sets dishes.	

Part 2 (20 marks)

A. Change the nouns below into verbs.

(10 marks)

No.	Nouns	Verbs
1.	Collaboration	
2.	Allocation	
3.	Government	
4.	Examination	
5.	Omission	

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

No	Verb	Sentence
1	bind	
2	choose	
3	buy	
4	hide	
5	hear	

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

- Paul \_\_\_\_\_ to marry someone with a sense of humour. He is a funny person himself.
  - plan
  - planned
  - is planning
  - had planned
- The American president \_\_\_\_\_ his visit to Thailand will help strengthen the relationship between the two countries.
  - hopes
  - hoped
  - is hoping
  - had been hoping
- I hope I \_\_\_\_\_ Fred today. I have not returned him his books.
  - meet
  - will meet
  - am meeting
  - would meet

4. If I were you, I \_\_\_\_\_ quiet about it. You will only get a scolding if you say something.
- A. keep
  - B. am keeping
  - C. would keep
  - D. have kept
5. It \_\_\_\_\_ rain again today. Look at the dark clouds.
- A. can
  - B. may
  - C. shall
  - D. would
6. I \_\_\_\_\_ be at the restaurant by two this afternoon if everything goes well.
- A. could
  - B. may
  - C. must
  - D. should
7. Every year, large forest areas \_\_\_\_\_ for farming purposes.
- A. clear
  - B. are cleared
  - C. were cleared
  - D. have been cleared
8. You better clear the rubbish before cockroaches \_\_\_\_\_ the kitchen.
- A. infest
  - B. infests
  - C. will infest
  - D. have infested
9. Many buildings \_\_\_\_\_ by the earthquake that occurred in the evening.
- A. topple
  - B. toppled
  - C. was toppled
  - D. have been toppled
10. Helicopters were put \_\_\_\_\_ action to put out the fire.
- A. into
  - B. on
  - C. towards
  - D. under

**SECTION 2: Comprehension (20 marks)**

A. Read the food guide below and answer the questions that follow.

**EATING OUT IN KL**

<b>EATING OUT IN KL</b>	
<p><b>Seafood Heaven</b></p> <p>Enjoy a generous treat of fresh seafood, barbecued or steamed. Various salads and desserts along with fruit juices and hot beverages too are available. RM 40 per adult and RM 20 per child. Come for this great buffet offer at Seafood Heaven, Tasik Kencana Spa and Resort Kuala Lumpur from 12 noon to 12 midnight daily. Tel: 2888 2778</p>	<p><b>Rasa Nusantara Café</b></p> <p>If you simply love Malay cuisine, you should visit us this weekend. We will be opened from 4 p.m. to 8 p.m. for high tea with delicacies from Penang, Terengganu, Negeri Sembilan, Johor and Malacca. Great for family outings or office meetings. Traditional dance performances and live traditional music will make your outing more enjoyable! Call Lina/ Arif for reservations or enquiries at 019-3667839.</p>
<p><b>Le Chocolat</b></p> <p>Exclusively for chocomaniacs! From only RM5, one can have our Classic Hot Chocolate, Super Moist Choc Fudge Slice and 3 pieces of Giant Choc-Chip Cookies when ordering any of our sandwiches or meal sets. Offers valid until 31 July 2013 and restricted to outlets in KL and Selangor only.</p>	<p><b>Liza's Pizza</b></p> <p>Order a large pizza and get another one at half the price! RM1 discount for any side dishes you order. Perfect for group outing or surprise parties. Offers valid at Liza's Pizza KLCC and Stars Shopping Centre until 31 June 2013.</p>
<p><b>Daisy's Doughnuts</b></p> <p>This month, we are introducing four new doughnuts flavours that will surely leave all you doughnuts fans asking for more! Try our Berry Blueberry, Mocha Almond Crunch, Caramel Passion and Tangy Tangerine. Buy a dozen and get 3 doughnuts free. Available at all Daisy's Doughnuts outlets nationwide.</p>	<p><b>Nostalgiana Café</b></p> <p>Treat your loved ones to a seven-course French dinner this weekend from RM50 per person at our branch in Jalan Ampang. A true fine dining experience awaits you with classic live violin performances and complimentary roses given away during dinner. For enquiries or reservations, call 012-3456789 (Mack/Ana).</p>

## Question 1-6

Name the restaurants that fit the description in the table.

(6 marks)

No	Description	Name of restaurant
1.	Those who love Italian fast food and dining in a casual setting	
2.	The sweet-toothed	
3.	Fans of local delicacies	
4.	Those who prefer to self-serve and enjoy seafood	
5.	Couple who would want to have a romantic dinner	
6.	Busy people who would like to have a snack with coffee from time to time during working hours.	

## Question 7-10

Based on the information in the food guide, provide short answers to the following questions.

(4 marks)

7. Sharmila and her friends like to eat at their own pace, have a lot of options to choose from, and relax in an open area while enjoying their meal. Where should they go for dinner?
- 
8. Haryati would like to treat her friends to tea at home but does not have much time to cook. Which is the best place to treat her friends?
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9. Maggie, Chong, Moorthi and Adam are business associates who would like to carry on discussing their project outside the office while having a good meal and some entertainment. Suggest a suitable place for them to go to.
- 
10. Joe and his little Jamie love to eat cheese and want to have a quick meal after spending an hour shopping with their five cousins at KLCC. Suggest a place for them.
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**B. Choose the correct answer for each of the following:**

Read this mixed-up hotel dialogue. Then, put the numbers in the correct order and rewrite the sentence.

**(10 marks)**

1. Great. And I need a haircut. Is there someplace I can get one?
2. There's a travel agent next to the hotel. It's open from 9.00 a.m. to 5.00 p.m.
3. Yes, there's an exchange bureau in the foyer.
4. And I'd like a coffee. Is there a coffee shop around here?
5. Hi, can you tell me where I can change some American dollars?
6. Good. Oh..., and I need to change my plane ticket.
7. Do you know if it's open now?
8. Yes, sir. The hair salon is on the other side of the foyer and it's open from 9.00 a.m. to 5 p.m.
9. Yes. It's open from 8.00 a.m. to 11 p.m. every day. So you have plenty of time.
10. Yes, the coffee shop's over there, behind the lifts. It's open 24 hours a day.

Question	No	Sentence
1		
2		
3		
4		
5		
6		
7		

8		
9		
10		

**SECTION 3: Essay writing (30 marks)**

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

1. Time management is essential for college students. Discuss
2. Discuss on the importance of mastering English Language for college graduates.

**The outline format**

<p>Thesis Statement:</p> <p>_____</p> <p>_____ (2 marks)</p>
<p>Topic Sentence 1:</p> <p>_____</p> <p>_____ (1 mark)</p>
<p>Supporting details: a) _____ (1 mark)</p> <p style="padding-left: 40px;">b) _____ (1 mark)</p> <p style="padding-left: 40px;">c) _____ (1 mark)</p>
<p>Topic Sentence 2:</p> <p>_____</p> <p>_____ (1 mark)</p>
<p>Supporting details: a) _____ (1 mark)</p> <p style="padding-left: 40px;">b) _____ (1 mark)</p> <p style="padding-left: 40px;">c) _____ (1 mark)</p>

Topic Sentence 3:

\_\_\_\_\_ (1 mark)

Supporting details: a) \_\_\_\_\_ (1 mark)

b) \_\_\_\_\_ (1 mark)

c) \_\_\_\_\_ (1 mark)

Conclusion:

\_\_\_\_\_ (1 mark)

- B. From the outline that you have completed above, develop an essay of **350-400** words.  
(15 marks)

**-THE END-**

*ENL1104(F)/January 2015*