

FINAL
Examination Paper

(COVER PAGE)

Session : January 2016

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

Course : ENL 1106/1107 : Hospitality English II

Date of Examination : March 10, 2016 (Thursday)

Time : 8:00 am – 10:00 am

Duration : 2 Hours Reading Time : Nil

Special Instructions :

This paper consist of **FOUR (4)** Sections. Answer **ALL** sections. Write your answers in the
answer booklet provided. Do not write on the question paper.

Materials Permitted : Nil

Materials Provided : Answer Booklet

Examiner(s) : Ms Subarshini Ramakrishnan & Ms Atiqah Zawani

Moderator : Dr Noor Azimin Zainol

This paper consists of 7 printed pages, including the cover page.

DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHM/DHMN)
ENL1106/ ENL1107: HOSPITALITY ENGLISH II
FINAL EXAMINATION: JANUARY 2016 SESSION

Instructions: This paper consist of FOUR (4) Sections. Answer ALL sections. Write your answers in the answer booklet provided. Do not write on the question paper.

SECTION A : READING COMPREHENSION (25 marks)

Read the following passage and answer the questions that follow.

THE SECRET POOL OF KUANG SI WATERFALL

January 11, 2016 / By NomadicMatt

Walk around Luang Prabang for more than two seconds and dozens of tuk-tuk drivers will ask if you want to go to the waterfalls. They mean only one: Kuang Si. Normally, when so many people talk so enthusiastically about a place, I become skeptical. This is going to be a tourist trap. It is going to be one of those beautiful places so overwhelmed by crowds jostling for the perfect selfie, I will not be able to escape for a moment of serenity. Despite this, I would not miss this chance for anything in the world. (Para 1)

After my friends arrived, we boarded our shared taxi with a few other strangers and drove the hour outside town to the waterfalls. The air cooled as we passed through small, dusty towns, past schools where children played and screamed outside, beautiful Buddha statues, rice fields, and verdant mountains in the distance. It was my first real look at Laos since I landed the night before. There was a simple, unspoiled beauty to it. (Para 2)

After arriving and paying our \$2.50 USD entrance fee, we first stopped at the famous bear sanctuary. Asiatic black bears, or moon bears, are an endangered species, as their bile is used in Chinese medicine to “relieve internal heat” (it’s also prescribed for anything from hangovers to cancer and is found in common bath products). This sanctuary rescues them and houses 23 bears that are now allowed to roam and enjoy life outside a cage. It made me want a bear. They were so cute and furry. (Para 3)

With the ogling over, we continued toward the waterfalls, eager for a swim. We started at the lowest pool and wandered toward the waterfall. As you walk through and around each pool, you feel as if you have found yourself in a fairy tale, with water flowing over white limestone rocks into aquamarine pools surrounded by tropical trees that let in just the right amount of light. The closer you get to the waterfall, the more groups of people I saw, swimming under the falls, walking on the rocks, and taking endless pictures. (Para 4)

We continued on, marveling at each pool until finally reaching the waterfall. As the water cascaded down in a torrent of sound, we gazed with dropped jaws. What a beautiful sight to behold! This waterfall cut through the jungle like a razor. I could not even begin to explain how intense and wonderful it looked. (Para 5)

From the right side of the falls, we climbed a muddy, unkempt, worn trail that required a bit of mountaineering skills. Our prize was the top and its spectacular views of the valley. We wandered around the top of the fenced-in waterfall, wading through pools and crossing rickety walkways. I was struck at how few people there were compared with below. Though the pools below were filled with people, barely a fraction of them came up to enjoy the most scenic view. (Para 6)

At the edge we took in the vast expanse of Laos. I let out an audible sigh. I had no idea how green Laos was. We stood there and stared at the beautiful landscape, storing every precious moment in our memory. (Para 7)

1. Give **three (3)** reasons to explain why the author regarded Laos as unspoiled. (3 marks)
2. Why does the author think that the tourist spot is a trap? (3 marks)
3. Why are the moon bears endangered species? (3 marks)
4. Why does the author feel the Kuang Si waterfall resembles a scene from the fairy tale. (3 marks)
5. What are the activities that the tourists indulge in at the pools? (3 marks)
6. Explain why are there only a few people who climb to the top of the waterfall? (3 marks)
7. Describe the scene at the top of the waterfall. (3 marks)
8. Find the words that have similar meaning with the words below (4 marks)

- (a) doubtful - para 1
- (b) covered with green plants- para 2
- (c) shelter – para 3
- (d) great – para 5

SECTION B

A. Write the correct answer in the answer booklet. Do not write on the exam paper or write the entire conversation. (20 marks- 2 marks each)

Hotel: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Garner.

Hotel: 1.

Guest: Sure. G_A_R_N_E_R.

Hotel: Yes, Mr. Garner, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Wow! Five hundred and ninety dollars a night!

Hotel: 2.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's expenses. What's included in this cost anyway?

Hotel: 3......

Guest: So what's not included in the price?

Hotel: 4......

Guest : I have my weekend free. Is there any interesting places to visit?

Hotel : 5......

Guest : That sounds great. Do you have any brochures on these places?

Hotel : 6......

Guest: Thank you very much. That sounds great. So what room am I in?

Hotel: Room 487. Here is your key.

Guest : How do I get to my room?

Hotel : 7.

Guest : Can I have someone to help me with my bags.

Hotel : 8.

Guest: Great. Thanks.

Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Hotel: 9.

Guest: Ok, thanks.

Hotel: 10.

B : Write on the answer booklet the correct word to complete the sentence. (10 marks – 1/2mark each)

tour	noisy	gym	apron	get
like	earlier	seeds	mind	messy
change	freshly	working	room	arrange
shampoo	online	slices	crib	replace

11. Do you _____ changing my _____ reservation?
12. Could I get a _____ put in my _____ for the baby?
13. Could we _____ rooms? Being so close to the elevator is too _____.
14. Could you _____ for a _____ to Phi Phi Island for us?
15. I'd like to _____ pancakes with bananas and peach _____ on them?
16. I would _____ extra soap and _____ left in the room.
17. Could you _____ the iron? It doesn't seem to be _____.
18. Can I get a _____ peeled and sliced apple with the _____ removed?
19. My child is very _____. Could you make sure my child wears an _____ when painting.
20. Is there any way to have the _____ open a half an hour _____?

C : Change the sentences to passive voiced sentences . Write your answer in the answer script. (10 marks)

21. He sings a song.
22. The boy killed the spider.
23. The guest requested a wheelchair for his ill wife.
24. Farmers sow maize in the rainy season.
25. The chef ordered all the staff to clean the mess in the kitchen .
26. The workers were digging a canal.
27. I will finish the job by the end of this week.
28. The waiter dropped the food on the guest's lap.
29. They have informed him of his mother's death.
30. They took all the necessary precautions.

SECTION C : E MAIL WRITING (15 marks)

Mr Robert Dawson, a new customer is interested in booking two rooms at your hotel for two adults and one teenager for 3 nights (22 April – 25 April). He would like to get some information about the hotel.

1. Availability of adjoining rooms
2. Rates and amenities
3. Wheelchair access
4. Best way to travel to your hotel from the airport.
5. Interesting places to visit.

As the front desk officer, you are required to write an e-mail to Mr Robert Dawson, providing him with the information required.

SECTION D : ESSAY WRITING (20 marks)

Write an essay of about 300 to 350 words on ONE (1) of the following topics.

1. Compare and contrast a city hotel and resort in an island.
2. Compare and contrast a front desk staff's duties and a kitchen staff's duties.

-THE END-

ENL 1106/1107(F)/Jan2016/formatted

