

**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2017

Programme : Diploma In Hotel Management (DHMN)

Course : ENL1107 : Hospitality English II

Date of Examination : March 9, 2017 (Thursday)

Time : 11:00 am – 1:00 pm 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) : Dr Marlina Jamal, Ms Atiqah Zawani Kamaruzzaman,

Moderator : Ms Malini K.N.S. Nair

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

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)  
ENL1107: HOSPITALITY ENGLISH II  
FINAL EXAMINATION: JANUARY 2017 SESSION

**Instructions:** This paper consists of **THREE (3)** sections. Answer **ALL** the sections. Write your answers in the **ANSWER BOOKLET** provided.

**SECTION 1 - Reading Comprehension (30 Marks)**

Answer **ALL** the questions in this section in full sentences.

1 Three days before Thanksgiving, I went to the supermarket to do my weekly food shopping. The cashier gave me a free twenty-pound turkey because my food receipt was over fifty dollars. When I got home, I called my mother and offered to help her prepare Thanksgiving dinner by cooking the turkey. I did not know how to cook a turkey, but since I had gotten one, I decided it was a good opportunity to learn how.

2 Before I could begin, I went on the Internet and looked at several cooking websites. Friends also gave me cooking advice. My goal was to make the juiciest and tastiest turkey ever. Eventually I found a very good recipe. While I prepared the turkey, I imagined everyone at the party asking, "Who cooked such a delicious turkey?"

3 A frozen turkey must be first defrosted and prepared before it is roasted. First, take the turkey out of the freezer and put it in the refrigerator for three days before cooking. After it has been defrosted, place it in a large bowl with water and seven squeezed lemons. Leave it to marinate for half an hour. Next, wash the turkey thoroughly. After this, poke the turkey with a knife and add seasoning. Try to get the freshest herbs you can find because the quality of the ingredients is highly significant. I used the following ingredients: garlic, onion, pepper, oregano, parsley, coriander, salt to taste, and three packets of Sazon Goya, a Spanish seasoning, for added flavor. Then, all these ingredients are mixed in the blender. Finally, brush olive oil on the top part of the turkey to achieve a golden look. Cook it in the oven for five hours, the recommended time for a twenty-pound turkey.

4 At my family's Thanksgiving feast, I waited patiently for their reactions as they ate dinner. But no one said anything. I hesitated but could not resist and asked what they thought about the food. They said everything was delicious, but the turkey was amazing. I told them I had made the turkey. My family was impressed by my cooking talents. As a result, I am responsible for preparing Thanksgiving dinner next year, too!

*Adapted from: Effective Academic Writing, Oxford University Press (2006)*

1. How did the writer learn how to prepare a turkey? (2 marks)
2. According to the writer, what contributes the most to making a tasty turkey? (2 marks)
3. What determines the cooking time for the turkey? (2 marks)
4. What is your favorite holiday meal? What makes it special? (3 marks)
5. Write **FIVE (5)** words or phrases the writer used to signal steps in the process. (5 marks)
6. Find the synonym of the words below in the passage. (5 marks)
  - (i) Chance (para 1)
  - (ii) Guidance (para 2)
  - (iii) Taste (para 3)
  - (iv) Suggested (para 3)
  - (v) Fascinated (para 4)
7. State **FIVE (5)** verbs that describe the preparation and cooking process. (5 marks)
8. How is the writer's feeling of accomplishment confirmed in the conclusion? (2 marks)
9. In your own words, describe why it is important for families to be together during celebration and festivities. (2 marks)
10. Suggest a suitable title for the passage above. (2 marks)

**SECTION 2 – Grammar (40 marks)**

Answer **ALL** the questions in this section.

**A. Dialogue on how things work**

**(10 marks)**

You are a staff of a hotel. Complete the dialogue with your guest. Use the hints given in brackets. Remember to be professional and grammatically correct.

1. **Woman:** Hello...Reception?

**Reception:** *(say your name and offer help to the customer)*

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2. **Woman:** This is 505. Our room is very hot and stuffy and we can't open the windows.

**Reception:** *(explain why the windows can't be opened and ask her to use the remote to switch on the air conditioning)*

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3. **Woman:** I only have the TV remote.

**Reception:** *(say that it's the same remote and ask if she can identify the 'on' and 'off' button with an air-conditioner symbol)*

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4. **Woman:** Yes ....I can see the button.

**Reception:** *(ask her to point the remote at the air-conditioning and switch on the air-conditioning)*

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5. **Woman:** Yes ....I can see the button.

**Reception:** *(explain which buttons set the temperature)*

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**Woman:** Thank you so much.

**Reception:** You are most welcome.

**B. Dialogue on time and location**

**(10 marks)**

You are a staff of a hotel. Complete the dialogue with your guest. Use the hints given in brackets. Remember to be professional and grammatically correct.

1. **Mr. Brown:** Hi, Where can we have our dinner here?

**Reception:** (*give the location of the restaurant in the hotel and state the time duration for dinner*)

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2. **Mr. Brown:** Ok. And what time does the currency exchange desk open?

**Reception:** (*give specific opening and closing time*)

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3. **Mr. Brown:** I'd like to buy a map of the area.

**Reception:** (*give the hotel's small street plan and mention that the city map can be bought in the hotel shop*)

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4. **Mr. Brown:** What about the transportation? Is there a shuttle bus to go to the city?

**Reception:** (*say 'yes' and mention the service time duration*)

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5. **Mr. Brown:** Thanks. When can we have our passports back?

**Reception:** (*ask Mr. Brown to collect them at the reception – morning- specific time*)

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**C. Change the following sentences into PASSIVE VOICE.**

**(10 marks)**

1. They use the main hall for special occasions.

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2. The gardeners light the gardens at night.

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3. Sir Henry James added the tower in 1654.

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4. The villagers built the walls of the city in the tenth century.

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5. During the journey, we'll be offering you a complimentary drink.

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6. Keysha left her handbag in the car just now.

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7. Terry will write the complaint letter tomorrow.

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8. The students had visited the museum last semester.

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9. They are preparing the meals.

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10. The hotel staff will welcome the guest at the hotel lobby.

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**D. COMBINE each pair of the sentences below by using the CONNECTOR in the bracket.**  
**(10 marks)**

1. The flight was cancelled. The weather was bad. (Therefore)

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2. The fire caused major damage to the auditorium. We will have the performance in the town hall. (Consequently)

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3. Many farmers moved to California. The Great Depression was devastating. (As a result)

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4. Flights no longer provide meals. Airlines have cut back services. (As a result)

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5. The reviews were great. The theater added more performances. (Therefore)

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

Choose **ONE (1)** of the topics below and write a compare and contrast essay of **300-350** words.

1. Compare and contrast public universities with private universities.
2. Compare and contrast online classes with traditional classes.

**-THE END-**

*ENL1107 (F)/Jan2017/formatted*

