



FINAL
Examination Paper

(COVER PAGE)

Session : January 2014

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

Course : ENL1106/ENL1107 : Hospitality English II

Date of Examination : March 13, 2014 (Thursday)

Time : 11:00 am – 1:00 pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer ALL questions.

Materialspermitted : Nil

Materials provided : Nil

Examiner (s) : Ms Atiqah Zawani

Moderator : Dr Noor Azimin Zainol

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

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DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
DIPLOMA IN CULINARY ARTS PROGRAMME (DCA)
ENL1106 / ENL1107: HOSPITALITY ENGLISH II
FINAL EXAMINATION: JANUARY 2014 SESSION

Instruction : This paper consists of **FOUR (4) sections**. Answer **ALL** questions in the answer booklet provided.

SECTION A : READING COMPREHENSION (20 marks)

Read the article and then choose the best answer for each question.

SWITZERLAND – HAVEN OF REST AND RELAXATION

1. Switzerland is a haven of rest and relaxation with its cool, clean temperate climate, varying from the glacial conditions on the mountaintops to the often pleasant Mediterranean climate at its southern tip. The most famous mountain is the Matterhorn while the Bernese Alps itself has 72 waterfalls. Certainly the many picturesque valleys, glaciers and large lakes are *a feast for the eyes and a balm for the soul*.

2. The village of Bettmeralp, 2000 feet above sea level is an eco-friendly haven *nestled* in the Swiss Alps. Accessible by cable car, this mountain retreat has always been the grazing ground of cows in the summer. The cows are free to graze and are easily traced because they can be heard by their tinkling cow bells. Each cow wears a bell and any movement will cause the bell to clang. A huge group of cows, perhaps over a hundred, will create an orchestra of melodious ringing, so unique to the Swiss Alps!

3. Bettmeralp has retained its eco-friendly, tourist retaining environment as the Swiss government places conservation and environmental protection high on its list of priorities. Switzerland Tourism also has a number of eco-tourism related itineraries to recommend to the interested traveler.

4. Nature-related offerings range from cascading waterfalls and mysterious moors to craggy rock formations. Tourists are encouraged to stay in quaint inns with a certain homely charm. There are also opportunities to meet Swiss folk who still live close to nature, lovingly tending to the Alpine landscape as in the famous *tale* of *Heidi* by Johanna Spyri.

5. The air in Bettmeralp is fresh and invigorating, and the panoramic view from the Rhone Valley to the Simplon Pass is truly awe-inspiring. Forming a dramatic backdrop is the 4000 m undulating Valaisian Alps which is snow capped all year round. The snow glitters in the sun and clouds float around near mountain peaks.

6. Bettmeralp is located within the boundaries of the Jungfrau-Aletsch-Bietschhorn, UNESCO's World Natural Heritage Site. The site is the first and only one in the Alps to bear this distinguished label. Covering an area of 824 sq kilometers, it joined the club in December 2001.

7. The village is marked by some of the world's most magnificent mountain landscapes. Rock and ice alternate with glaciers, lakes and plunging valleys. At the heart of the site is the Great Aletsch Glacier – the longest in the Alps, with a length of 23 kilometres and covering 80 square kilometers.

8. The awe inspiring sight of Aletsch Glacier is an unforgettable experience. At its heart on the vast snowfield of Konkordiaplatz, the ice is over 900 metres thick. Like all glaciers, the Aletsch is constantly on the go, moving down the valley at a rate of 180 metres per year, a result of the harsh climatic changes.

9. According to the Pro Natura Centre Aletsch, the Aletsch is losing four or five metres of thickness annually. Global warming is also causing the glacier to retreat at a rate of 30 metres a year, a phenomenon known as *glacial sweating*.

10. The mountainous regions, with a rich range of plants not found at other altitudes are also experiencing some pressure from visitors and grazing. Indeed herding and grazing has caused the tree line in the mountains of Switzerland to retreat 1000 ft over the years.

11. Bettmeralp and its surroundings have many Nordic walking trails and hiking trails to the protected Aletsch Forest, the Aletsch glacier path, the summit of the Bettmerhorn and the marmot's (alpine animal) habitat. Lake Bettmer, with its crystal clear water is ideal for paddling and swimming in the summer.

12. The Aletsch Forest (410 hectares) has been protected since 1933. These pine trees which surfaced after the retreat of the Aletsch Glacier are at least 600 to 700 years old. Animals like the badger, chamois, nutcracker and black grouse are permanent residents here!

13. The Aletsch area also offers a unique herb and flower landscape. Herbs like thyme relieve chesty coughs while violets and pansies can cure sore skin and eczema.

14. Other excursions include baking of local traditional bread and milking of the free roaming cows. Paragliding is also offered as a perfect ecologically-friendly way of capturing a bird's eye view of the area.

1. What does the word “**nestled**” mean in paragraph 2?

- A. substituting
- B. located
- C. lie down
- D. keeping

2. What does the word “**tale**” mean in paragraph 4?

- A. fairy-tale
- B. drama
- C. story
- D. film

3. Which of the following statements is true about Switzerland?
- A. The Matterhorn is Switzerland's highest peak.
 - B. Switzerland is an ideal venue for eco-tourism.
 - C. Switzerland's temperate climate is a boon for tourists.
 - D. Switzerland's mountains are snow-covered all year round.
4. The phrase *a feast for the eyes and a balm for the soul* (lines 4-5) means?
- A. An exciting ocular feast.
 - B. An unforgettable and soul satisfying experience.
 - C. A heart warming experience for the weary traveller.
 - D. A visually enchanting and spiritually uplifting experience.
5. Bettmeralp is an environment-friendly tourist attraction because of all the following reasons except?
- A. It is a heritage site.
 - B. It is full of grass-covered slopes.
 - C. It has its unique natural orchestra of cow bells.
 - D. It commands breathtaking views of the valley and glacier.
6. We can infer from paragraph 3 that the government
- A. Is neutral about conversation.
 - B. Joined the World Heritage Club.
 - C. Is proactive about eco-tourism.
 - D. Is conservative about global warming.
7. Glacial sweating refers to
- A. The erosion of the glacier.
 - B. The thinning of the glacier.
 - C. The glacier moving back.
 - D. The sporadic movement of the glacier.
8. The Aletsch Forest is protected because
- A. Of its heritage status.
 - B. Of its valuable trees.
 - C. Of the rare animals living there.
 - D. Of its unique Nordic walking trails.

9. How does one get a bird's eye view of the Aletsch area?
- A. Through paragliding.
 - B. By visiting its flower landscape.
 - C. By paddling and swimming in Lake Bettmer.
 - D. By trekking the mountainous regions.
10. From the tone and style of the passage we can infer that the writer?
- A. Encourages winter sports.
 - B. Is supportive of eco-tourism.
 - C. Has reservations about eco-tourism.
 - D. Questions the relevance of eco-tourism.

SECTION B : GRAMMAR (40 marks)**SECTION B - (1) MIXED VERBS (10 marks)**

Fill in the blanks with the correct form of the verb in brackets.

1. I enjoy travelling _____ my own. I see more things and meet new people
 - A. on
 - B. by
 - C. for
 - D. with
 - E. in

2. My grandfather wakes up early every morning to exercise. He exercises _____.
 - A. always
 - B. frequently
 - C. sometimes
 - D. occasionally
 - E. regularly

3. _____ of her time is wasted surfing the internet. She never completes her assignments.
 - A. Many
 - B. More
 - C. Much
 - D. Plenty
 - E. Some

4. Every time I see Jane, she _____ a smile on her face.
 - A. has
 - B. have
 - C. had
 - D. is having
 - E. are having

5. _____ to Liz, June accused her of scratching the glass table.
- A. Point
 - B. Points
 - C. Pointing
 - D. Pointed
 - E. Having pointed
6. Since their quarrel on Sunday, they seldom speak _____ each other.
- A. at
 - B. in
 - C. between
 - D. about
 - E. to
7. Not only did I _____ my luggage, I lost my passport.
- A. lose
 - B. loose
 - C. loses
 - D. lost
 - E. have lost
8. In different parts of India, the type of food Indians eat _____ from place to place
- A. differ
 - B. differs
 - C. differing
 - D. differed
 - E. will be differing
9. While my siblings ran around the playground, I _____ my grandfather's hand.
- A. hold
 - B. held
 - C. was holding
 - D. were holding
 - E. had held

10. The paintings _____ at the museum in a week's time.
- A. display
 - B. displays
 - C. displayed
 - D. will be displayed
 - E. had been displayed

SECTION B : (2) ERROR IDENTIFICATION (20 marks)

Find the errors in each sentence and rewrite the sentence.

1. Look out! The man behind you have been carrying a bowl of soup.

Correction:

2. Once the sugar have been melting, add in the remaining packet of jelly powder.

Correction:

3. Whenever Andre starting reading his comic books, he could not stop.

Correction:

4. All the glass in this palace are been polished every day.

Correction:

5. The clothes which were hung out to dry this morning is not dry yet.

Correction:

6. Jane and her friends laughed at theirselves.

Correction:

7. Baohui will take her medication and is resting now.

Correction:

8. They may having come for dinner tomorrow.

Correction:

9. We must studying the whole afternoon, its already dark outside.

Correction:

10. No one ever will send me Christmas cards.

Correction:

SECTION B : (3) GUEST CONVERSATION(10 marks)

Sonia Schmidt is calling to book a hotel room. Complete the conversation by putting the right words answer all of her questions appropriately. Remember to be professional and grammatically correct in your answers.

R: Good morning. Blakeney Hotel.

Sonia: Hello. My name's Schmidt. I'd like to book a room please.

R1: _____.

Sonia: Three. Starting next Thursday.

R2: _____.

Sonia: Double please. If available, I would like to have one with a sea view.

R3: _____.

Sonia: No. What is the special offer about?

R4: _____.

Sonia: If I am interested, what should I do and what is the procedure?

R5: _____.

Sonia: How much is for the deposit?

R6: _____.

Sonia: That's sound interesting.

Sonia: What is the transportation service provided by your hotel?

R7: _____.

R8: _____.

Sonia: No. I'm satisfied with your explanation.

R9: _____.

Sonia: Ok. I will read the brochure online.

R10: _____
Sonia: Thank you. Goodbye

SECTION C: LETTER/EMAIL WRITING (20 marks)

You are a teenager looking for a holiday job. You are interested in this advertisement you saw. Write an email to Kitty's Pastry Lodge to enquire further. You should refer to the job advertisement and your email should be enquiring on the following information:

1. Where is the exact location.
2. Whether there is any minimum age in order to work there.
3. What is the hourly pay
4. Where are the pickup points
5. Whether you could only work weekends as you are still studying.

(Make sure that your letter is at least 4 paragraphs long)

Kitty's Pastry's Lodge

Looking for a holiday job? We welcome you to join us if you meet our requirements!

- Some working experience
- Speaks English
- Dynamic
- Willing to work shifts
- Able to work beyond 9 pm when duty calls

Staffs benefits include free packed meals, attractive hourly pay, free transport from pickup points and staff purchase prices for our pastries!

For further enquiries, email kittycookieslodge@quickmail.com
Alternatively, you may call us at 03-5543768

SECTION D : ESSAY WRITING (20 marks)

Write an essay of about 300 words in total on **ONE (1)** of the topics below:

1. Discuss the advantage and disadvantages of tourism to our country.
2. Compare and contrast between resort and backpackers hotel.

-THE END-