

FINAL
Examination Paper
(COVER PAGE)

Session : April 2019

Programme : Diploma In Culinary Arts (DCAN)

Course : ENL1104 : Hospitality English I

Date of Examination : July 27,2019 (Saturday)

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

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Atiqah Zawani Kamaruzzaman & Kasturi Kurunathan

Moderator : Ms Malini K.N.S. Nair

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

DIPLOMA IN CULINARY ARTS PROGRAMME (DCAN)
ENL1104: HOSPITALITY ENGLISH I
FINAL EXAMINATION: APRIL 2019 SESSION

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

SECTION 1 : Comprehension (30 marks)

- A. Read the passage and answer the following questions (15 marks)

MINANGKABAU CULTURE

- 1 The province of West Sumatra is the traditional homeland of the Minangkabau people. The Minangkabau ethnic group is also known as Minang or Padang. Legends said that their ancestors sailed in great ships from India to this island. The Javanese prince, who was living there, challenged them to a contest, a bullfight. If **they** won, they would be given the land to settle in Sumatra.
- 2 According to the legend, the Javanese had a huge, powerful bull. On the other hand, the Minangkabaus only had *scrawny animals*; they seemed bound to lose. However, they came up with a cunning idea: They lashed knives on to the head of a suckling calf, which they had kept away from its mother for two days. The bullfight began. As soon as it was released, the half-starved calf headed straight for the underbelly of the Javanese bull to try to suckle it. In so doing, it slashed open the bull's belly and killed it. So, of course, the Minangkabaus won the contest, and the land- and this is why they call themselves by this name, which means "Victorious Bull".
- 3 Since the **momentous** bullfight, the bull has become an important symbol for the Minangkabaus. The roofs of their houses are sharply pointed at the ends to represent a bull's horns; and the Minangkabau women wear-dresses which are shaped in the same way. Aside from the legend, the buffalo has a real role to play in the life of the bull that ensures the Minangkabau fields are tilled to their fullest. The Minangkabau society is built around agriculture, which basically **is** on paddy cultivation.
- 4 In villages, bullfights are still held today. The fights are arranged between bulls of similar size from different villages. Large bets are placed, sometimes as much as week's wages. The entire village crowds stand around to watch the fight. The Minangkabaus are one of the world's last matriarchal societies. This means that, in the Minangkabau family, property is owned by the women and passed down from the mothers to their daughters. The high position of the women is expressed in **their** saying, "Heaven is under the feet of your mother."

- 5 For a Minangkabau boy, education is very important. With all the family money going to his sister, he will have to work for his living. Minangkabau boys often leave their mother's house by the age of six or seven. They go and live in the village mosque to study. After completing their education, the boys often leave the village to seek their *fortunes*. These boys will return when they have become prosperous. Back in their villages, their prosperity and education will make them more eligible for marriage with girls from wealthier families.
- 6 Faced with such conditions, the Minangkabau men have become a race of hardworking and ambitious men. One will find successful and influential Minangkabau men throughout Indonesia- businessmen, professionals and politicians. As a race, the Minangkabau people comprise only three per cent of the population of Indonesia, yet half of the government ministers claim some Minangkabau ancestry.

(Adapted from: English 1119, Koh Suat Chin)

1. According to local legends, from which country did the Minangkabaus originate? (1 mark)
2. How did the Minangkabau ancestors travel to Sumatra? (1 mark)
3. Explain in your own words, what does this phrase *scrawny animals* refer to? (2 marks)
4. How did the Minangkabaus win the contest in getting the land? (2 marks)
5. Name a practice of present day Minangkabau people which may be related to the legend of the buffalo fight. (1 mark)
6. What is the main use of the buffalos to the present day Minangkabau? (1 mark)
7. In the matriarchal system, who inherits the family property? (1 mark)
8. In the writer's opinion, what is the benefit of the matriarchal system? (1 mark)
9. What do the following words refer to in the passage: (5 marks)
 - (a) *they* (**paragraph 1 line 4**) refers to
 - (b) *momentous* (**paragraph 3 line 1**) refers to
 - (c) *their* (**paragraph 4 line 6**) refers to
 - (d) *fortunes* (**paragraph 5 line 4**) refers to
 - (e) *their* (**paragraph 5 line 5**) refers to

- B. Read the travel brochure and answer the following questions. (15 marks)

THINGS TO DO IN BANGKOK

Grand Palace

Located on Na Phralan Road, the palace and grounds date back to the 1780's when Rama I, moved the nation's capital to Bangkok. The Grand Palace covers an area of about 60 acres. This is the one place you must visit in Bangkok, as it contains the temple which houses the Emerald Buddha, which is most revered by Buddhists. To get there, you can either take a taxi or the Sky train to the National Stadium stop and then a taxi from there. The Grand Palace officially opens at 8.30 a.m and closes at 3.30 p.m. admission fee costs 200 Baht and includes a ticket to the Vimanmek Royal mansion.

Queen Saovabha Memorial Institute

More commonly called the Snake Farm, this farm is one of the largest producers of anti-venom serum in Asia, and they will explain to you how serum is made, the difference between snakes and some other useful tips, such as what to do if you are faced by one! You can see different kinds of snakes and a snake show which includes feeding and other entertaining tricks. The snake farm can be found on Rama IV, opposite the Suriawongse Road, and not far from the Pan Pacific Hotel. The closest Sky train stop is SalaDaeng. The shows begin at 11 a.m. and 2.30 p.m. on weekdays and 11 a.m. on holidays. Admission is 70 Baht.

Thai Boxing (Muay Thai)

Muay Thai is becoming very well known around the world. The main stadium is Ratchadamnoen Nok Road, which is open Monday and Wednesday at 6.00 p.m. Thursdays at 5.00 p.m. and 9.00 p.m. and Sundays at 4.00 p.m. and 8.00 p.m.

Rose Garden

Situated just 32 kilometres outside of Bangkok is the popular Rose Garden Country Resort. Set in 75 acres of landscaped tropical gardens and lawns encompassing a small lake, the resort is an ideal setting for family picnics and walks. A cultural village show starts every afternoon with Thai folk dancing and demonstrations of handicraft skills, Thai boxing, sword fighting, and cock fighting. There are also performances on certain Thai rituals, traditional ceremonies, and an outstanding elephant show.

Floating Market Trip

An exhilarating narrow long-tailed speedboat ride through the marshes and stilt houses prepares you for this unique market. This boat trip takes you to a well known floating market at Klong Damern Saduak in Ratchaburi province, about two hours' drive from Bangkok. Camera enthusiasts will not be able to stop snapping shots of the scenes of village life and the Thai style canoes laden with colourful succulent fruit, vegetables, sweets and meats.

Bangkok Shopping Malls

Shopping in Bangkok is something you will not want to miss. High quality goods can be had in the major shopping centres. If you have the time and money to spend, dedicate a whole day to shopping, and if you are attracted to products that are imitated from famous designers, you must check out the street stalls on Sukhumvit or the night plaza in Patpong

(Adapted from: <https://travelhappy.info/bangkok/bangkok-guide-55-tips-to-help-you-the-first-time-you-travel-to-thailand/>)

(i) State whether the following statements are **TRUE** or **FALSE** (5 marks)

- (a) Those who want to go to the Grand Palace can be there as early as 7.00 a.m. _____
- (b) You can get a fresh dish from the Rose Garden. _____
- (c) Those who want to travel faster can get the train at SalaDaeng. _____
- (d) Those who love to watch a cultural village show can go to Grand Palace. _____
- (e) The best place to shop for imitations of designer products is Sukhumvit. _____

(ii) Answer the questions below (10 marks)

- (a) What is the admission fee to the Grand Palace? (1 mark)
- (b) List **TWO (2)** specialties the Rose Garden offers tourists. (2 marks)
- (c) Provide the synonyms for the words listed below. (4 marks)

Words	Synonyms
i) exhilarating	
ii) imitations	

- (d) What is the best place to recommend to tourist who are fascinated with reptiles? (1 mark)
- (e) What is the disadvantage of visiting the Floating Market? (1 mark)
- (f) What is the best place to visit for boat ride lovers? (1 mark)

SECTION 2 : Grammar (40 marks)

- A. From the list of words given below, choose the most suitable word for each blank in the grammar cloze. **Each word can be used only once.** Write your answer in the booklet provided. (10 marks)

so	who	you	with	them	some
for	and	they	that	whose	about

A spider once said to the silkworm, “You spin such a beautiful silk, yet you have to die humans to enjoy your silk. Don’t (1) _____ think that is very unwise?” The silk worm thought (2) _____ the spider’s words. Then, he replied, “We spin silk (3) _____ that humans can make beautiful clothes (4) _____ accessories. We help (5) _____ look good.

You on the other hand, weave traps to catch cute little bugs to eat. Don’t you think (6) _____ is cruel?” There are (7) _____ people who think it is not worth doing things that do not benefit themselves. These people do not understand why one would sacrifice (8) _____ the good of others.

However, there are people (9) _____ are happy to sacrifice for the benefit of others. They derive satisfaction knowing (10) _____ have helped others. The moral of the story is to respect other’s decision even though we may not understand it or agree with the person.

- B. Choose the correct *preposition* in the conversation given below. Write your answer in the booklet provided. (10 marks)

A cruise ship worker

I started out as a junior waiter 1) *at / in / on* the restaurant of a four-star hotel. They gave me a thorough training 2) *at / in / on* all aspects of waiting, including silver service – that's where you serve the dinners 3) *at / in / on* the table – which you need to know for jobs 4) *at / in / on* cruise ships. I stayed there for about two years before moving to work 5) *at / in / on* a French restaurant in Manchester where I was deputy head waiter.

I'd heard 6) *at / in / on* the grapevine that jobs were available on cruise lines. So, I put together a letter explaining what I was looking for and a CV listing my work experience. I sent these 7) *of / off / in* with a photo, to some of the cruise lines and cruise line employment agencies. One of them accepted me after an interview and put me on their waiting list. Four months later, I was 8) *at / in / on* my way to Miami to join the Crown Princess.

Our hours of work are quite long and we don't get a regular weekly day off. This ship cruises 9) *around / in / at* the Caribbean but we don't get to go ashore at every port. We're not allowed to mix with the passengers off duty or use any passenger facilities. But we have our own social facilities, all food and accommodation is free, and the social life 10) *at / in / on* Board is amazing.

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

No	Verb	Sentence
1	Fry	
2	Make	
3	Nod	
4	Rip	
5	Fight	

- D. Mixed Verbs (10 marks)

- Joe _____ from a severe flu and will have to be confined to bed.
 - is suffering
 - are suffering
 - suffer
 - suffered
- We might have to _____ for service.
 - call
 - calls
 - called
 - is calling
- She seems to have an abnormal _____ for sweet food.
 - crave
 - craves
 - craving
 - craved
- The principal _____ that he remains quiet during assembly.
 - demand
 - demands
 - demanded
 - are demanding
- We _____ everything before the first guests arrived.
 - prepare
 - prepares
 - were preparing
 - had prepared

- (ii) There are some reasons customers prefer to book a hotel room online.

Supporting sentences:

A: Do not write here

B: Do not write here

C: Do not write here

(3 marks)

Concluding Sentence: Do not write here

(2 marks)

- (iii) There are three ways to ensure customer satisfaction.

Supporting sentences:

A: Do not write here

B: Do not write here

C: Do not write here

(3 marks)

Concluding Sentence: Do not write here

(2 marks)

- B. Choose **ONE** of the following topics and write a **PARAGRAPH** of about 150 - 180 words. (15 marks)

- (i) Write a paragraph on how to make a tuna sandwich.
(ii) Write a paragraph on what to consider when booking a hotel room.
(iii) Describe a holiday that you enjoyed the most.

-THE END-