

FINAL
Examination Paper
(COVER PAGE)

Session : April 2019

Programme : Diploma In Hotel Management (DHMN)

Course : **ENL1107 : Hospitality English II**

Date of Examination : July 28, 2019 (Sunday)

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

Duration : 2 Hours

Special Instructions :

Section A : Reading Comprehension

Section B : Grammar

Section C : Email Writing

Section D : Essay Writing

(Answer ALL question in the answer booklet provided)

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : **Atiqah Zawani Kamaruzzaman**

Moderator : Ms Malini K.N.S.Nair

DIPLOMA IN HOTEL MANAGEMENT PROGRAMME (DHMN)
ENL1107: HOSPITALITY ENGLISH II
FINAL EXAMINATION: APRIL 2019 SESSION

Instructions: This paper consists of **FOUR (4)** questions. Answer **ALL** questions. Write your answers in the **answer booklet** provided

SECTION A: READING COMPREHENSION (20 marks)

A. Read the following passage and answer the questions that follow. (20 marks)

SAUDI ARABIA

- 1 For three centuries, the lush Taif mountains of Saudi Arabia has been the place where the 30-petal damask rose has been **cultivated** and processed into attar of rose, a celebrated perfume whose fame throughout the world has long been spread by haj pilgrims. Most people imagine camels and desert when they think of Saudi Arabia, but the vast kingdom, simultaneously ultra-modern and ancient, offer a huge variety of landscape, climate and wildlife.
- 2 Saudi Arabia is trying to bank on this diversity, together with the country's culture, hospitality and rich archeological **heritage**, in order to boost tourism. The sector currently accounts for 6 percent of the kingdom's gross domestic product but there are ambitious plans, involving huge investment, to make this 16 percent by 2015. Two million Muslims visit the Saudi holy cities of Mecca and Medina every year to perform the annual haj, or the *umra*, the lesser pilgrimage. Through a newly introduced concept known as 'umra-plus' Islamic and other sites around the kingdom are being prepared to encourage such visitors to prolong their stays and see other parts of the country.
- 3 Not all visitors to the kingdom however, are Muslims. Saudi Arabia is now welcoming non-Muslim tourists: some 6000 a year are already visiting and the Saudi Supreme Commission for Tourism (SCT) is hoping that 1.5 million tourists will eventually visit annually, excluding those who come for haj and *umra*. The SCT aims to attract tourists with *deep pockets* who are interested in the country's culture, landscape, traditions and archeology. As the custodian of Islam's holiest sites, the kingdom will not compromise its Islamic values.
- 4 Crown Prince Sutan bin Salman bin Abdul Aziz al-Saud, the SCT secretary-general, says tourists can enjoy a 'different nightlife' in his country; one where they "go home sober". He adds, "Many tourists these days are family tourists. Today 70 percent of tourism is culture and heritage tourism. And we will not really provide anything that conflicts with what Saudi Arabia is all about."

- 5 Adventurous tourists that are keen to retrace the footsteps of celebrated early travelers such as Gertrude Bell and T.E Lawrence will find the kingdom appealing. Many expatriates in Saudi Arabia talk enthusiastically about the joys and challenges of trekking in the desert or the **spectacular** diving off the Red Sea coast. There is heavy investment in several new resorts along this 1800-km-long coastline and its islands.
- 6 One of the attractions of the kingdom is Jeddah, a bustling modern city with an old town that is home to palaces and atmospheric souks. Old city houses are built with coral brick from the coast, **interspersed** with wooden slats that allow for expansion and contraction of the buildings in the different seasons. Much is being spent on restoring the kingdom's countless archeological sites such as Dir'ayah, which is easily accessible from Riyadh. The authorities have also nominated the 2100-year-old rock tombs at Madain Saleh to become Saudi Arabia's first UNESCO world heritage site.
- 7 Saudi Arabia is also encouraging its own big-spending citizens, who **lavish** billions on overseas trips, to holiday at home and explore their own vast country. Revenue from local tourism has soared by 9 percent in the last year and the Government is investing heavily in increasing the number of hotel rooms and building recreational facilities, including resort cities and amusement parks and promoting festivals. Adventure and sport tourism are being promoted to target the kingdom's substantial youth population. The authorities are also making it easier for locals and foreigners to get around the country, with a rail expansion plan, the upgrading of Jeddah's international airport and the start-up of low cost airlines.

(Adapted from: Complete Practise MUET Celestina Paul-Evanson 2016)

1. One of the main attractions of Saudi Arabia lies in _____. (1 mark)
- the varied wildlife found in the Taif regions
 - the juxtaposition of its ancient holy sites and modern cities
 - the scenery and lights of the city at night
 - the rose scented hills where the perfume originates from
2. Why is the concept of 'umra plus' being introduced by Saudi Arabia? (2 marks)
3. What does the term SCT refer to? (1 mark)
4. As the custodian of Islam's holiest sites, Saudi Arabia _____. (1 mark)
- must avoid any negative elements that might occur later
 - should promote the practices of the Islamic religion
 - needs to protect the pilgrims who visit the sites annually
 - must safeguard the values of the Islamic religion
5. How does the SCT plan to attract more of non-Muslim tourists to Saudi Arabia? (2 marks)

6. What are the excitements that attract the expatriates in Saudi Arabia? (2 marks)
7. Revenue from tourism in Saudi Arabia _____ (1 mark)
- (a) didn't increase so much in these few years
- (b) is expected to rise by 10 percent within the next decade
- (c) comes largely from local tourism which contributes 9 percent
- (d) comes largely from the 2 million annual pilgrims who visit Mecca

B. Give the synonym of the words below taken from the passage above. (10 marks)

1. cultivated (para 1 line 2) _____
2. heritage (para 2 line 2) _____
3. spectacular (para 5 line 4) _____
4. interspersed (para 6 line 3) _____
5. lavish (para 7 line 1) _____

SECTION B: GRAMMAR (40 marks)

A. Write the correct verb tense for this section in the Answer Booklet. (10 marks)

1. Lisa has had to give up playing futsal since she _____ (break) her ankle.
2. Where _____ (go) for your holiday next year?
3. How often did you _____ (visit) your cousins when you _____ (be) in the States last year?
4. I _____ (not, pay) for my ticket yet. How much do I _____ (owe) you?
5. The hotel manager called the police when he _____ (discover) that a guest _____ (leave) without paying his bill.
6. I don't know what _____ (happen) to Sharon. She _____ (be) such a hard worker, but now she has lost interest in everything.
7. We _____ (have) a fire in the office last week. Everything was very well up till then, but we _____ (sort) out the mess ever since, as you can imagine.

8. My grandmother was a wonderful woman. She _____ (spend) most of her life teaching adults who had missed the opportunity to go to school when they were children and _____ (never, learn) to read.
9. I _____ (always, want) to visit Japan, and now that I have the chance, I _____ (decide) to take it.
10. Oh dear, I _____ (spill) my coffee on my new shirt.

B. Active to Passive (10 marks)

(i) *Rewrite the following sentences so that the verbs will be in the active voice. (5 marks)*

1. The anthem is sung by Mary with her classmates.
2. The lights have been fixed by the electrician.
3. The sandwiches were being eaten by the child.
4. The minutes were written by the secretary during the meeting.
5. The hotel rooms are being cleaned now by housekeeping

(ii) *Rewrite the following sentences so that the verbs will be in the passive voice.*

(5 marks)

1. The lecturer had given out the marks yesterday during the literature class.
2. The magician will turn the flowers into doves.
3. Meili was sewing a dress for her dinner.
4. The boy rolls the ball to his friends.
5. They have notified us of their decision only this morning.

C. Choose the correct words and write your answers on the answer booklet provided (10 marks)

whipped	spice	thaw out	simmer	marinate
coat	strain	pinch	sprinkle	grate

1. Chris and John _____ the turkey to be cooked for Thanksgiving.
2. If you _____ the fish with lemon juice and herbs, you will get the sour and spicy taste.
3. I always like to _____ some cheese over the potatoes before serving them.
4. The confection is made and the cream is _____ so that it becomes an obvious ingredient to be poured over a base of chocolate chips.
5. Alternatively, make the sauce in advance and _____ the ribs for a couple of hours, turning often.
6. My mom wants to _____ the boneless chicken thighs with flour before cooking it in oil.
7. A _____ of salt is needed when cooking a dish.
8. In a small saucepan over medium heat, _____ the raw ground beef with water until light brown, while stirring frequently.
9. Eva tries to _____ the pasta after putting the olive oil.
10. You can also _____ up your meal with a serving of warm sake, chilled beer, or wine.

D. Dialogue (10 marks)

Complete the conversation given below and follow the instructions if there is any. Remember to be professional and grammatically correct.

Situation: Checking In

(10 marks)

Customer: Do I pay now or when I check out.

Staff: In advance, please.

Customer: Here you go.

Staff: (1) _____ (*ask to help with the luggage*)

Customer: No thanks. I can manage myself.

Staff : Is there anything else we can do to help you enjoy your stay?

Customer: (2) _____ (*ask for a wakeup call at 5 a.m.*)

Staff : (3) _____ (*tell that the hotel didn't provide this service - suggest an option*)

Customer: Oh, yes. I have a meeting downtown tomorrow. Does this hotel have a shuttle bus?

Staff: (4) _____ (*tell that the hotel didn't have a shuttle bus - suggest an option*)

Customer: No, that won't be necessary. I can call from my room.

Staff: (5) _____ (*tell that - no charge for local calls*)

SECTION C: EMAIL WRITING

(20 marks)

INSTITUTE OF CULINARY ARTS
Pastry & Baking Arts Classes

Module 1**Course 1:** Introduction to Baking Techniques and Ingredients

The program begins by giving students an in-depth understanding of the four essential ingredient groups: dairy, fruit, flours and chocolate.

Course 2: Introduction to Baking Techniques and Ingredients

All well executed desserts rely on a mastery of fundamental techniques. In this course, students begin the journey towards that goal by learning:

- The egg theory as they prepare egg-based desserts
- Sugar cookery
- Production of frozen desserts such as ice creams and sorbets

Module 2**Course 1:** Breads

Bread is at the crossroads of the culinary and baking arts. At the heart of this 'simple food' is some of the program's most challenging material. – the technique and theory of working with dough.

Course 2: Pastry Dough

Mixing, rolling, turning and forming: these are the essential skills students master as they learn to prepare the wide variety of dough.

Module 3:**Course 1:** Cakes

From the humble pound cake, students go beyond the recipes to explore the theory and technique of cake making and their abilities to create original cakes.

You came home with this pamphlet on cooking courses. You were keen to take up the courses offered and would like to know more. In about 120 words, write an email to the Institute of Culinary Skills requesting the following information.

- When the classes will begin
- Where the classes will be held
- What the course fees are
- What, if any, tools and materials are included
- How long is the duration of the course?

SECTION D: ESSAY WRITING

(20 marks)

Choose one of the topics below and write a compare contrast essay (300 – 350 words)

1. Compare **OR** contrast coffee shops and bars.
2. Compare **OR** contrast a motel and a 5-star hotel.

-THE END-

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