



## FACULTY OF EDUCATION & ARTS

### FINAL EXAMINATION

Student ID (in Figures) :

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Student Name (in  
Words) :

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Subject Code & Name : **ENG 1023 English for Foundation Studies 3**  
Semester & Year : May-August 2024  
Lecturer/Examiner : Ms Yogamalar Raja  
Duration : 2 Hours

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### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 3 parts:  
PART A (30 marks) : There are three sections on the use of English. Answer ALL questions. Read the instructions carefully and write your answers on the answer booklet answer provided.  
PART B (30 marks) : There is a reading passage. Answer ALL questions. Read the instructions carefully and write your answers on the answer booklet provided.  
PART C (40 marks) : There are two sections on writing. Answer both sections. Read the instructions carefully and write your answers on the answer booklet provided.
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

**Total Number of pages = 7 (Including the cover page)**

**PART A : USE OF ENGLISH (30 MARKS)**

**INSTRUCTION(S)** : There are **three (3)** sections on the use of English. Answer **ALL** questions. Read the instructions carefully and write your answers on the answer booklet provided.

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**Section 1 (10 marks)**

Complete these sentences with idioms from the box below. Be mindful to change the tense of the verb if necessary.

a) talk shop	b) on the same wavelength	c) gift of the gab	d) speak off the cuff
e) put you in the picture	f) talk at cross purposes	g) get a word in edgeways	h) have a quick word
i) make head or tail	j) hear it from the grapevine		

1. Some important decisions were taken at yesterday's meeting. Let me \_\_\_\_\_.
2. They were at the social event but they \_\_\_\_\_ all evening.
3. I've studied their accounts carefully but I can't \_\_\_\_\_ of them.
4. Susan dominates all our meetings. Once she starts you can't \_\_\_\_\_.
5. I think we have been \_\_\_\_\_. I mean next month, not this month.
6. "You and your boss seem to agree on most things." "Yes, we are \_\_\_\_\_."
7. I \_\_\_\_\_ that he is going to be promoted. Is that true?
8. Lily, I know you are busy, but can I \_\_\_\_\_ with you?
9. She is our best sales representative. She has really got the \_\_\_\_\_.
10. Mr. Ray lost the notes for his talk so he had to \_\_\_\_\_.

**Section 2 (10 marks)**

Fill in the blanks with the most appropriate linking words listed in the box below. Some of the linking words can be used more than once.

Although	However	In spite of	Despite	Nevertheless
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1. Violent scenes in films are a problem when the film is shown on television, \_\_\_\_\_ some viewers think violence is tolerable if it is funny.
2. A potato exploded in a microwave. \_\_\_\_\_, only a minor damage was caused.
3. \_\_\_\_\_ all the quality and tabloid newspapers there are in Britain, a lot of people get most of their news from radio and television.
4. \_\_\_\_\_ I don't play football, I like watching it on television.
5. The newspaper didn't use my letter about television violence. \_\_\_\_\_ I'm happy that I wrote it.
6. Cartoons like Tom and Jerry are popular \_\_\_\_\_ the violence in them.
7. The whole class dislikes debate. \_\_\_\_\_ we just participated for the sake of doing it.
8. \_\_\_\_\_ the questions in the final exam were relatively easy, I didn't score as expected.
9. \_\_\_\_\_ the numerous verbal warnings given on his laziness, there is still no change in his attitude.
10. \_\_\_\_\_ there was a good documentary on television last night, I had to forgo it because I had to finish my assignment.

### Section 3 (10 marks)

Use one of the prefixes, **out-**, **over-**, or **under-**, with the correct form of the verb in brackets to complete each of the sentences below.

1. Vickers has a good reputation for buying companies that are \_\_\_\_\_(perform), turning them around, and bring them back to profitability.
2. The Dome's operators \_\_\_\_\_(estimate) the number of visitors: they forecasted 10 million, but fewer than 7 million showed up.
3. Metro tried to buy Wertkauf, but was \_\_\_\_\_(bid) by wal-Mart.
4. Under the agreement, NCR will \_\_\_\_\_(source) the manufacture of its computers to Solectron for at least five years.
5. We opened a chain of private nursery schools. We miscalculated our costs and \_\_\_\_\_(charge) parents by maybe 25 per cent, which is one reason we became popular and successful.
6. There are some companies with big problems because they \_\_\_\_\_(extend) themselves in real estate.
7. He is a skillful politician who has \_\_\_\_\_(manoeuvre) his rivals.
8. The government has \_\_\_\_\_(run) its spending commitments by 1 billion.
9. Concord Hotel has \_\_\_\_\_(perform) the other hotels in giving the best housekeeping services to its customers.
10. It is always better to \_\_\_\_\_(promise) as it will give us some opportunity to deliver more later.

**END OF PART A**

**PART B : READING COMPREHENSION (30 MARKS)**

**INSTRUCTION(S)** : This section requires you to read the text and answer the comprehension questions. Read the questions carefully and write your answers on the answer booklet provided.

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Investing thousands of pounds in the recruitment and training of each new graduate recruit may be just the beginning. Choosing the wrong candidate may leave an organization paying for years to come.

Few companies will have escaped all of the following failures: people who panic at the first sign of stress; those with long impressive qualifications who seem incapable of learning; hypochondriacs whose absentee record becomes astonishing; and the unstable person who was later discovered to be a thief or worse.

Less dramatic, but just as much a problem, is the person who simply does not come up to expectations, who does not quite deliver; who never becomes a high-flyer or even a steady performer; the employee with a **fine future** behind them.

The first point to bear in mind at the recruitment stage is that people don't change. Intelligence levels decline modestly, but change little over their working life. The same is true of abilities, such as learning languages and handling numbers.

Most people like to think that personality can change, particularly the more negative features such as anxiety, low esteem, impulsiveness or a lack of emotional warmth. But data collected over 50 years gives a clear message: still stable after all these years. Extroverts become slightly less extroverted; the acutely shy appear a little less so, but the fundamentals remain much the same. Personal crises can affect the way we cope with things: we might take up or drop drinks, drugs, religion or relaxation techniques, which can have pretty dramatic effects. Skills can be improved, and new ones can be introduced, but at rather different rates. People can be groomed for a job. Just as politicians are carefully repackaged through dress, hairstyle and speech specialists, so people can be sent on training courses, diplomas or experimental weekends but there is a cost to all this which may be more than the price of the course. Better to select for what you actually see rather than attempt to change it.

**By Adrian Furnham**

From the *Financial Times*

**Read the article and answer these questions [30 marks]**

1. Based on your reading, give a title to this passage. [2 marks]
2. According to the article, what types of failures do companies experience? [3 marks]
3. What does a **fine future** behind them mean? [2 marks]
4. What advice does the article give to manager? [3 marks]
5. What is the key message of this article? Elaborate. [3 marks]
6. Do you agree with the author's overall view: "*Better to select for what you actually see rather than attempt to change it*"? Support your answer with at least **two (2)** reasons. [4 marks]
7. How would you evaluate this article? Justify your answer at least **ONE (1)** reasons. [4 marks]
8. Based on the passage, explain the following phrases in your own words:
  - I. Choosing the wrong candidate may leave an organization paying for years to come. [3 marks]
  - II. People can be groomed for a job. [3 marks]
  - III. Better to select what you actually see rather than attempt to change it. [3 marks]

**END OF PART B**

**PART C : WRITING (40 MARKS)**

**INSTRUCTION(S)** : There are **Two (2)** sections on writing. Answer **both** sections. Read the instructions carefully and write your answers on the answer booklet provided.

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**Section 1: E-mailing**

For 15 years, Wellington Catering Co. has provided full top-quality catering services for those special occasions, from romantic dinners for two, to wedding receptions and corporate events. We specialize in healthy Mediterranean food.

*Just e-mail us for a quotation:*  
Suzy\_Brent@wellington.co.uk

You are organizing a dinner for your company. You see this advertisement in a local newspaper. You want to e-mail to Mrs. Brent asking for a quotation. Invent necessary details to make your e-mail complete.

[20 marks]

**Section 2: Argumentative Essay**

Write an argumentative essay of around **250 words** on one of the topics given below. Make sure in your argumentative essay, you have arguments, counterarguments and refutations. Write your essay using the 5-paragraph structure.

1. Hoteliers should focus more on giving value than giving cheaper rates to customers.
2. Retaining customers is better than recruiting new customers.
3. Receiving complaints serve the company better than receiving no complaints at all.

[20 marks]

**END OF EXAM PAPER**