



**FACULTY OF LIBERAL ARTS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : \_\_\_\_\_  
\_\_\_\_\_

Subject Code & Name : **ENG1013 English for Foundation Studies 2**  
Semester & Year : September – December 2017  
Lecturer/Examiner : Mr. Wan Fadli Hazilan Wan Rosmidi  
Duration : 2 hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 4 parts:
  - PART A (30 marks) : GRAMMAR** - This part contains **THREE (3)** sections. Answer all questions in the space provided.
  - PART B (20 marks) : READING COMPREHENSION** - This part contains only **ONE (1)** section. Answer all questions in the space provided.
  - PART C (10 marks) : LISTENING** – This part contains only **ONE (1)** section. Answer all questions in the question paper.
  - PART D (40 marks) : ESSAY** - There are **TWO (2)** sections in this part. Answer all questions in the space provided.
2. Candidates are not allowed to bring any unauthorized 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.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**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 = 13 (Including the cover page)**

**PART A : GRAMMAR (30 marks)**

**INSTRUCTION(S)** : This part contains **THREE (3)** sections. Answer all questions in the question paper.

---

**Section 1: Write the sentences below into the passive voice. (10 marks)**

1. He teaches English.

---

2. The child is eating bananas.

---

3. She is writing a letter.

---

4. The master punished the servant.

---

5. He was writing a book.

---

6. Who wrote this letter?

---

7. Somebody cooks meals every day.

---

8. He wore a blue shirt.

---

9. May God bless you with happiness!

---

10. They are building a house.

---

**Section 2:** Write the sentences below into indirect speech.

**(10 marks)**

1. He said, "I have got a toothache."

---

2. Manu said, "I am very busy now."

---

3. "Hurry up", she said to us.

---

4. "Give me a cup of water", he told her.

---

5. "I love you", he told me.

---

6. She said to me, "Thank you"

---

7. Raju said, "Gautam must go tomorrow."

---

8. Geetha says, "My father is an Engineer."

---

9. He said, "I have passed the physical test."

---

10. She said to me, "You are my only friend."

---

**Section 3:** Transform the following simple sentences into complex or compound sentences.

**(10 marks)**

1. Knocking at the gate, he demanded admission.

---

2. Blinded by a dust storm, they lost their way.

---

3. Deceived by his friends, he lost all hope.

---

4. Driven by hunger, he stole a piece of bread.

---

5. Overwhelmed with grief, the poor widow killed herself..

---

**END OF PART A**

**PART B : READING COMPREHENSION (20 marks)**

**INSTRUCTION(S)** : This part contains only **ONE (1)** section. Answer all questions in the space provided.

---

**Section 1 : 20 marks**

**Instructions** : Read the passage below and answer all questions in the space provided.

**HOTEL AND MOTEL OPERATIONS**

**Telephone**

Because the system of accounting for hotels recognizes the telephone activity as separate department for revenue purposes, one often hears about the telephone department. But only in largest hotels there is a really separate organizational unit to match this designation, and in such hotels, it is headed by a chief operator. The telephone service in many properties is handled by a person who also serves as a second desk clerk. Many properties, particularly those of approximately 100 units with automatic phone systems, require the desk clerks to operate the switchboard as part of their regular duties.

**Housekeeping**

Housekeeping, that less-than-glamorous but essential department is as much a production department of a hotel as the front desk and bell staff is service departments. It is clear that without clean rooms to rent, a hotel would have to close. For this reason, the management should always pay close attention to morale factors such as pay and worker recognition in the housekeeping department.

The housekeeping department is usually headed by an executive housekeeper. In a smaller property, a linen room assistant may double as an assistant housekeeper and inspector. In larger properties, the executive housekeeper will have at least one assistant and several supervisors, generally known as inspectors, who supervise maids in a designated area.

In some hotels, housemen take responsibility for cleaning the halls and heavy work such as moving furniture. There employees often form a separate sub department. Hotels with their own laundries often assign the supervision of that area to the housekeeping departments. Generally a working laundry supervisor or lead worker handles routine supervision under the executive housekeeper's general direction.

### The Bell Staff

25 Many motor hotels do without a bell staff, because most of their guests prefer to "room" themselves. On the other hand, the bell staff plays an important role in the larger and more luxurious hotels. The process of rooming a guest includes more than just carrying luggage and showing a guest to a room. Rather, it begins when the clerk assigns a room.

30 At this point the bellman takes charge, welcoming the guest in both word and manner and, on entering the room, demonstrating its operations and features. He or she shows the guest how to operate the air conditioning and turn on room and bath lights. The bellman will usually turn on the television and run through the channels and networks available. He may also indicate when the food service is open and provide other information the guest may need.

35 In luxury hotels, the concierge offers the guests important services. He or she is expert in giving directions to local attractions, securing tickets to shows, and recommending tours and other entertainments.

Source: <http://eprints.kname.edu.ua/438/1/English.doc>

1. According to this reading, "... one often hears about..." (1 mark)
  - A. the concierge department
  - B. the telephone department
  - C. the finance department
  - D. the sales department
  
2. The underlined word "it" in **line 28** refers to \_\_\_\_\_. (1 mark)
  - A. the process of rooming
  - B. the process of cleaning
  - C. the process of phoning
  - D. the process of inspecting

3. We can assume from the text that: (1 mark)
- A. the telephone service in many properties is handled by a person who also serves as a first desk clerk.
  - B. the telephone service in many properties is handled by a person who also serves as a second desk clerk.
  - C. the telephone service in many restaurants is handled by a second desk clerk.
  - D. the telephone service in many properties is handled by a person who doesn't serve as a second desk clerk.
4. Where in the text does the author inform you of the fact that "without clean rooms to rent, a hotel would have to close?" (1 mark)
- A. Line 5
  - B. Line 7
  - C. Line 12
  - D. Line 23
5. Which of the following is true? (1 mark)
- A. The bellman takes charge, welcoming the guest in both word and manner.
  - B. The bellman takes the manager's arm, welcoming him in both word and manner.
  - C. The bellman takes the doorman's hand, welcoming him in both word and manner.
  - D. The bellman takes the concierge by the hand, welcoming him in both word and manner.
6. The underlined word "**staff**" in **line 25** is closest in meaning to \_\_\_\_\_. (1 mark)
- A. cast
  - B. composition
  - C. structure
  - D. personnel

7. The underlined word “**entertainment**” in **line 37** is closest in meaning to \_\_\_\_\_ .  
(1 mark)

- A. leisure
- B. sight
- C. amusement
- D. rest

8. Explain the difference of the telephone activity in large hotels compared to small hotels.  
(4 marks)

---

---

---

9. In your own words, explain why the management should always pay close attention to morale factors such as pay and worker recognition in the housekeeping department? (5 marks)

---

---

---

---

10. Find word in the passage that have the closest meaning to the words below: (4 marks)

- a) nearly (Line 7) - \_\_\_\_\_
- b) credit (Line 13) - \_\_\_\_\_
- c) division (Line 20) - \_\_\_\_\_
- d) suggesting (Line 36) - \_\_\_\_\_

**END OF PART B**



**PART C : LISTENING (10 marks)**

**INSTRUCTION(S)** : This part contains only **ONE (1)** section. Answer all questions in the space provided.

---

**Section 1 : 10 marks**

**Instructions** : Listen to the recording and complete the form below. The recording will be played **ONCE (1)** only. You are advised to read through all the questions before listening to the recording. Write **ONE WORD AND/ OR A NUMBER** for each answer.

**OPENING A BANK ACCOUNT**

<b>Example</b>	<b>Answer</b>
Application for a	<u>Current</u> bank account

<b>Type of current account:</b>	The (1) ' ..... ' account
<b>Full name of applicant:</b>	Pieter Henes
<b>Date of birth:</b>	(2) .....
<b>Joint account holder(s):</b>	No
<b>Current address:</b>	(3) ..... Exeter
<b>Time at current address:</b>	(4) .....
<b>Previous address:</b>	Rielsdorf 2. Utrecht. Holland
<b>Telephone:</b>	work (5) .....
<b>Occupation:</b>	(6) .....
<b>Identity (security):</b>	Name of his (7).. ..... : Siti
<b>Opening sum:</b>	(8) € ..... to be transferred from Fransen Bank, Utrecht
<b>Statements:</b>	Every (9) .....
<b>Requests:</b>	Supply information about the bank's (10) ..... service.

**END OF PART C**

**PART D : ESSAY (40 marks)**

**INSTRUCTION(S)** : There are **TWO (2)** sections in this part. Answer all questions in the space provided.

---

**Section 1 : 20 marks**

**Instructions** : Identify the problems in the situation given below and compose a complaint letter of about **150 – 200 words** using the appropriate format.

You and some friends had dinner in a restaurant a few nights ago. The service at the restaurant was terrible and the food was bad. You and two friends had severe stomach-aches the following day. The food was also overpriced.

Write to the manager of the restaurant and explain these problems. Give any details that you think are relevant. Ask the manager to do something about the situation.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





