

Private & Confidential

Department of General Studies

FINAL EXAMINATION

Student ID (in Figures)	:												
Student ID (in Words)	:												
Course Code & Name Trimester & Year Lecturer/Examiner	:	Sep	51013 temb Vijay	er - D	ecem	ber 2	019	ion St	udie	5 2			
Duration	:		ours	-									

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)	: WRITING – This part contains TWO (2) sections. Answer all questions in
	the space 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.
- 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 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.

Total Number of pages = 12 (Including the cover page)

PART A : GRAMMAR (30 marks)

INSTRUCTION(S) :	This part contains THREE (3) sections. Answer all questions in the space
	provided.

tion 1: Write the sentences below into the passive voice.	(10 marks)
The police have arrested the thieves.	(1 mark)
The marvellous performance delivered by the children enthralled us.	(1 mark)
Ms Sullivan teaches us grammar.	(1 mark)
The firemen took the injured to the hospital.	(1 mark)
An earthquake destroyed the town.	(1 mark)
The manager will give you a ticket.	(1 mark)
The people welcomed the minister.	(1 mark)
All students will write an essay.	(1 mark)
Salmah is going to bake a cake.	(1 mark)
They are painting the walls.	(1 mark)
	The marvellous performance delivered by the children enthralled us. Ms Sullivan teaches us grammar. The firemen took the injured to the hospital. An earthquake destroyed the town. The manager will give you a ticket. The people welcomed the minister. All students will write an essay.

Sec	tion 2: Write the sentences below into indirect speech.	(10 marks)
1.	"I have got a stomach ache," he said.	
	He said	·
2.	"I am very angry now," Michael said.	
	Michael said	·
3.	"Be quiet," Rani said to the children.	
	She told	•
4.	"Give me a cup of tea," he told her.	
	He asked	·
5.	"I am going to the library," she said.	
	She said	·
6.	'What are you writing?' John asked Siti.	
	John asked Siti	
7.	"Do you like pasta?" Lily asked.	
	Lily asked	·
8.	"My father is a doctor," Chan tells her teacher.	
	Chan told	
9.	"I can't swim," he said.	
	He said	·
10.	"Are you ill?" Ahmad asked Jane.	
	Ahmad asked	

Section 3: Complete the conditional sentences with the correct form of the verbs in brackets.

(10 marks)

- 1. If we (meet) ______ at 9.30am, we will have plenty of time.
- 2. Lisa would find the milk if she (look) ______ in the fridge.
- 3. If you (want) _______ to learn a musical instrument, you have to practise.
- 4. If I (get) ______ enough time tomorrow, I will come and see you.
- 5. The door (unlock) ______ if you press the wrong button.
- 6. Janice (be) _____ happy if she married Thomas.
- 7. If he (be) ______ careful, he would not have had that terrible accident.
- The zookeeper would have punished her with a fine if she had (feed) ______ the animals.
- 9. Dan would arrive safe if he (drive) ______ slowly.
- 10. If the weather is nice, the children usually (walk) ______ to school.

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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.

There are many types of hotel, big and small. Big hotels, which are part of a 'group', offer guests a standard that does not vary from one location to another. Hotels can be awarded 'Stars' if their facilities match the Tourist Boards specifications. The more stars, the higher the standards. There is also a 'Red Star' accolade awarded for excellent cuisine.

5 People expect rooms with ensuite facilities. There is also a choice of single, double or family rooms to book. Hotels in large busy cities often have triple glazed windows to help reduce the noise of passing traffic.

When you stay in a hotel, the facilities are reflected in the price of the accommodation. Many establishments have swimming pools, squash courts, health clubs, gymnasiums and indoor play areas for young family members. Some of these activities can be used by non-residents, providing they pay the subscription fee. There are hotels with golf courses in their grounds. Some have lakes that are offered to guests who wish to fish or take out a boat to fill their leisure time.

A good hotel with pleasant helpful staff contributes to making a holiday enjoyable and
 encourages return visits. Christmas cards are sent to regular guests from the hotel management. A varied choice of fresh food beautifully presented in a dining area with lovely views, all add to the holiday experience.

If the guests do not wish to dine in the restaurant, room service is an alternative. A menu is supplied in the room from which guests can order. When the food is ready, a member of staff will bring it to the room. If the guests have to leave early in the morning before the dining room is serving breakfast, an order can be placed the night before leaving and breakfast will be delivered to the room at the desired time. There is always a list of the restaurant opening times in the room.

Most hotels ask their guests to vacate their rooms by 10 o'clock on the day of theirdeparture. This is so the staff have enough time to clean the room, make up the bed and generally tidy the area, before the next occupants arrive. New visitors to a hotel do not usually have access to their room until after mid-day.

Adapted from: http://eprints.kname.edu.ua/434/1/English.doc

Answer **ALL** questions in the space provided.

- 1. Why are hotels awarded stars?
- A. They indicate the number of rooms in the building.
- B. The stars are a way of knowing what facilities they offer.
- C. They tell guests the hotel is open all year.
- D. The stars indicate the size of the grounds.
- 2. Why do hotels in busy cities have double and triple glazed windows?
- A. It helps to reduce noise levels.
- B. To stop the sun shining in.
- C. To keep the window cleaners busy.
- D. They give a clearer view.
- 3. What facilities are offered to non-residents?
- A. Only the bedrooms.
- B. Non-residents are not welcome.
- C. Only play areas for children.
- D. The dining room, adjacent golf courses and the fitness areas.

1. What does room service mean?

(2 marks)

2. Why are guests asked to vacate their rooms by 10 am on departure day? (4 marks)

3. If you are a hotel owner, how would you provide a pleasant stay to your customers? (6 marks)

4.	Find words in the	passage that have t	he same meanings	with the words below:

a)	coated (line 6)	 -
b)	inside (line 10)	 -
c)	relax (line 13)	 -
d)	new (line 16)	 -
e)	evacuate (line 24)	 -

(5 marks)

END OF PART B

PART C : LISTENING (10 marks) INSTRUCTION(S) : This part contains only ONE (1) section. Answer all questions in the question paper.

Section 1 : 10 marks

Instructions : Listen to the recording and write the correct answers. The recording will be played **ONCE (1)** only. You are advised to read through all the questions before listening to the recording.

Example:	ClearPoint <u>Telephone Company</u>
(Customer Order Form
Order taken by:	<u>MS Jones</u>
Name:	Harold (1)
Address:	(2) Fulton Avenue, apartment 12
Type of service:	(3)
Employer:	Wrightsville Medical Group
Occupation:	(4)
Work phone:	(5)
Time at current job:	(6)
Special services:	(7) (8)
Installation scheduled for:	Day (9) Time of the day (10)

END OF PART C

 PART D
 : WRITING (40 marks)

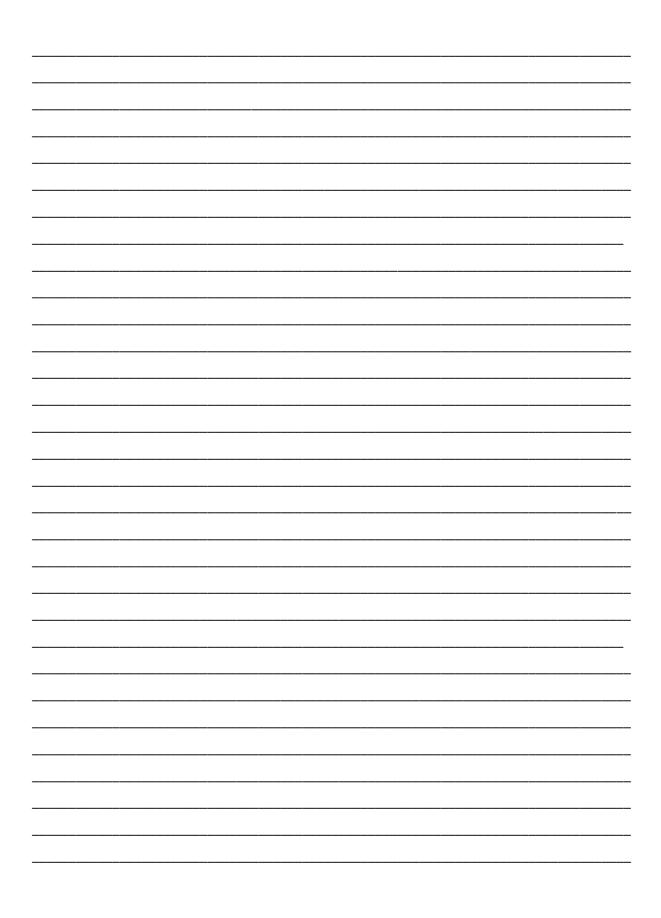
 INSTRUCTION(S)
 : There are TWO (2) sections in this part. Answer all questions in the space provided.

Section 1: 20 marksInstructions: Identify the problems in the situation given below and compose a complaint letter
of about 150 – 200 words using the appropriate format.

You have bought a new camera but when you got it home you found it had some problems. You returned the camera and spoke to the company representative a week ago but the camera has still not been repaired.

Write a complaint letter to the company.

iii your	r letter:
\checkmark	Introduce yourself
\checkmark	Explain the situation
\checkmark	Say what action you would like the company to take



Section 2 : 20 marks

Instructions : Choose ONE (1) of the following topics below and write an essay of about 250 – 300 words.

- 1. The Impact of Social Media on Society
- 2. People should have special skills to reach the success. Do you agree or disagree?

END OF EXAMINATION PAPER

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