

3 (Sem-6) FEN 2 (VOC)

Bijni College Library
P.O. Bijni, Dist. Chirang
2015 (B.T.A.D) Assam

FUNCTIONAL ENGLISH

(Vocational)

Paper : 6.2

(English for Vocational Training)

Full Marks : 30

Time : 2 hours

*The figures in the margin indicate full marks
for the questions*

1. Following are some answers given by some hotel employees to a guest. Write the appropriate question for each answer : $\frac{1}{2} \times 10 = 5$
 - (a) She is Lila.
 - (b) She's the floor manager.
 - (c) That's Nasser.
 - (d) He's a chef.
 - (e) I'm a receptionist.

(f) No, I'm not Kashmiri.

(g) It's M-A-N-A-S-H-I.

(h) Her job is to clean rooms.

(i) Yes, I am a waiter.

(j) Of course! Please call 09 for any service, Sir.

2. Match each room type to its abbreviation :

$\frac{1}{2} \times 6 = 3$

(a) Single room

(i) S2

(b) Twin room

(ii) S2D

(c) One-bed suite

(iii) DA

(d) Double room—one bed

(iv) S

(e) Double room—twin beds

(v) FD

(f) Deluxe double

(vi) D

3. Which of the following expressions said by a hotel receptionist to a guest are polite, and which are impolite?

$\frac{1}{2} \times 6 = 3$

(a) Hello, what do you want?

(b) Do you have a reservation?

(c) I'm sorry, the hotel is full.

(d) Hello, can I help you?

(e) And your name, please?

(f) We have nothing for you.

4. Following is a dialogue between a hotel receptionist and a guest, but the sentences are not in the correct order. Rewrite the sentences to make the correct dialogue. Write 'R' for receptionist and 'G' for guest before each sentence.

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- : Good evening, Sir.
- : Thank you. Yes, Bhattacharya ... that's a double room with a balcony for three nights, Sir.
- : Thank you, Sir. Here's your key. It's on the fourth floor, room 401.
- : Yes, of course.
- : Could you just sign here, please?
- : B-H-A-T-T-A-C-H-A-R-Y-A.
- : Could you spell that, please?
- : Thank you.
- : Good evening. I have a reservation. My name's Shishir Bhattacharya.
- : That's right.
- : I'll call a porter.
- : Enjoy your stay, Sir.

5. Complete the conversation below by using words from the box :

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seventh floor, spell, sign here, a reservation, six nights, Thank you, here's your single room, your name, call him, Good evening, right, would you like, Good evening

Receptionist : —, Madam.

Guest : —. I have —.

Receptionist : And —, Madam?
 Guest : Ritu Borah.
 Receptionist : Could you — that, please?
 Guest : R-I-T-U B-O-H-R-A-H.
 Receptionist : —, Mrs Borah, Yes, a —
 with balcony for —.
 Guest : That's —.
 Receptionist : Could you just —, please?
 Guest : Yes, of course.
 Receptionist : Thank you, Madam, —
 key. It's room 738 on the
 —.
 Receptionist : — a porter?
 Guest : Yes, please.
 Receptionist : I'll just —. Enjoy your
 stay.
 Guest : Thank you.

6. Who says the sentences that follow to whom? 3

- (a) Receptionist to guest
- (b) Guest to receptionist
- (c) Housekeeper to maid
- (d) Guest to maid
- (e) Maid to guest

Sentences :

- (i) Yes, Madam, all the double rooms have a balcony.

- (ii) Can I have some extra pillows, please?
- (iii) Don't forget to refill the tissue box.
- (iv) I'll need a wake-up call at 6 a.m. tomorrow, please.
- (v) We keep extra tissues in the laundry cupboard.
- (vi) There should be a bath robe just behind the door, madam.

7. Read the passage given below and say whether the statements that follow are True or False :

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Bali is an island and province of Indonesia. The province includes the island of Bali and a few smaller neighbouring islands, notably Nusa Penida. It is located at the westernmost end of the Lesser Sunda islands, between Java to the west and Lombok to the east. Its capital of Denpasar is located at the southern part of the island.

With a population of 3,890,757 in the 2010 Census, and currently 4,225,000 as of January 2014, the island is home to most of Indonesia's Hindu minority. According to the 2010 Census, 84.5% of Bali's population adhered to Balinese Hinduism, 12% to Islam, and most of the remainder to Christianity.

Bali is the largest tourist destination in the country and is renowned for its highly developed arts, including traditional and modern dance, sculpture, painting, leather, metalworking, and music. Since the late 20th century, the province has had a rise in tourism.

Bali is part of the Coral Triangle, the area with the highest biodiversity of marine species. In this area alone over 500 reef building coral species can be found. For comparison, this is about 7 times as many as in the entire Caribbean. There is a wide range of dive sites with high quality reefs, all with their own specific attractions. Many sites can have strong currents and swell, so diving without a knowledgeable guide is inadvisable. Most recently, Bali was the host of the 2011 ASEAN Summit, 2013 APEC and Miss World 2013.

Statements :

- (a) Bali is located between Java to the east and Lombok to the west.
- (b) Bali has a population of 4,255,000 as of January 2014.
- (c) 84.5% of Bali's population practises Balinese Hinduism.
- (d) Bali has the highest biodiversity of marine species.
- (e) It has about 7 times as many coral reefs as the entire Caribbean.
- (f) In 2013, Bali hosted the ASEAN Summit.

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