

SIR ARTHUR LEWIS COMMUNITY COLLEGE  
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : April 2009 Examination  
TUTOR (S) : K. Depradine, P. James  
PROGRAMME TITLE : Applied Arts – Business Administration  
Food and Beverage Operations  
Hospitality Studies  
Travel and Tourism  
PROGRAMME CODE : 3BS-BUS-AD, 3HS-FAB-AD  
3HS-HOS-AD, 3HS-TAT-AD  
COURSE TITLE : Introduction to French  
COURSE CODE : FRE102  
CLASS (ES) : Year 1's and 2's  
DATE : 29<sup>th</sup> April, 2009  
COMMENCEMENT TIME : 1:00 p.m.  
DURATION : 2 hours  
ROOM (S) : CEHI-1H-02  
INVIGILATOR (S) : E. Louisy, N. Goolaman, M. Rene



# F16

**INSTRUCTIONS:**

This paper contains seven (7) questions. You must answer **ALL** questions. Please note that for question six (6), **ALL Business students** must answer **Part A ONLY**, and **Hospitality** students must answer **Part B ONLY**.

- ◆ Please write your lecturer's name on the top of your answer paper.
- ◆ Please number your responses accurately.
- ◆ Write your ID Number on *each* answer sheet.
- ◆ All cell phones must be turned off during the Examination.
- ◆ **Note:** Bags, books as well as writing paper not given by the invigilator should be deposited at the front of the examination room or as otherwise indicated.
- ◆ Students must sign **IN** and **OUT** on the exam class list.

**1. Present your company or hotel to a French delegation from the Martinique Chamber of Commerce. In not more than 60 words, describe the following:**

- a) Its size and what industry it is part of;
- b) The location of its headquarters, number of branches/ sales outlets/factories, etc
- c) Its activity, production, performance and turnover
- d) The number of employees, its departments, its commercial partners and its image

*(15 marks)*

**2. 'Les services de l'entreprise.' Circle the correct department.**

- i. « Nous devons réduire nos dettes » dit le directeur de quel service ?  
a) financier      b) administratif      c) commercial      d) du personnel
- ii. Un client veut passer une commande pour des produits de votre société. Vous l'envoyez à quel service ?  
a) Achats      b) Ventes      c) Personnel      d) Comptabilité
- iii. M. Poloton travaille comme ingénieur dans votre société. Quel est le service intéressé par ce document ?  
a) Achats      b) Technique      c) Commercial      d) Comptabilité
- iv. Un fournisseur envoie son dernier catalogue à votre société. Quel est le service intéressé par ce document ?  
a) Achats      b) Ventes      c) Personnel      d) Comptabilité
- v. « David passe son temps à écrire des rapports dans son bureau pour l'administration » dit Florence. David travaille dans quel service ?  
a) administratif      b) technique      c) commercial      d) comptable

*(5 marks)*

**3. Write the questions which correspond to the responses given below.**

Question: \_\_\_\_\_  
Réponse: MAROGER Jeanne.

Question: \_\_\_\_\_  
Réponse: Le 6 décembre 1953.

Question : \_\_\_\_\_  
Réponse : A Montréal

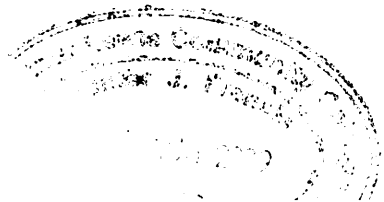
Question : \_\_\_\_\_  
Réponse : Canadienne.

Question : \_\_\_\_\_  
Réponse : 117, rue Fernand, Montreal.

Question : \_\_\_\_\_  
Réponse : Comptable

Question : \_\_\_\_\_  
Reponse : SIBA International

Question : Quelle langue tu parle ?  
Reponse : Le français, l'anglais et l'espagnol.



Madame Aline est une vieille dame qui vit seule sur la montagne. Elle est veuve et elle n'a pas de famille. Un jour, la montagne prend feu. Madame Aline voit le feu avancer de tous les cotes. Elle est trop vieille pour courir, alors, elle se met a genoux et elle dit une prière : elle est prête à mourir et elle attend. Mais le feu s'arrête tout près d'elle. Alors, Madame Aline change complètement sa vie : elle vend sa maison, elle retire son argent de la banque et elle part faire le tour du monde. Elle va en Chine. Elle monte l'Himalaya et elle descend le fleuve Amazone. Elle publie ses mémoires et à quatre-vingt-cinq ans, elle devient célèbre.

1. Who is Mrs Aline ?
2. Where does she live ?
3. Is she married ?
4. Why did she say a prayer ?
5. Why can't she run?
6. What did she do at the bank?
7. Where did she travel?
8. At what age did she become famous?
9. How did she become famous?
10. Why do you think she changed her life?

(10 marks)

**6. Answer questions from ONE (1) of the following Sections:**

**Section A-Business Students**

- a) You work as a secretary at an insurance company. Someone calls to speak to the manager. Ask the person to hold on. (2 marks)
- b) You have just completed a major project given to you by your boss. He thanks you. What does he say? (2 marks)
- c) What do you respond after he has thanked you?
- d) Ask the receptionist at your hotel, where the dining room is located. (2 marks)



Question : \_\_\_\_\_

Reponse : Oui, 2 garçons et 1 fille.

Question : \_\_\_\_\_

Reponse : Je suis venue pour suivre un stage de peinture.

(20 marks)

**4. Rewrite the following paragraph in the past tense.**

Hier matin, Paula (se lever) très tôt ; elle (descendre) les escaliers en vitesse. Elle (s'arrêter) au bar pour prendre un café. Quand elle (sortir) son portefeuille pour payer, une photo (tomber) par terre. Un garçon brun (ramasser) la photo. Il (regarder) Paula et il (sourire). Ils (commencer) à bavarder et ils (passer) toute la matinée ensemble. Paula tout (oublier) ce jour la, c'est à dix heures qu'elle (se souvenir) de son rendez-vous chez le dentiste.

(24 marks)

**5. Read the following passage and answer all the questions in English.**



- e) Tell your brother that the bathroom door is on the right. (2 marks)
- f) While on the beach in Martinique, you meet a french national who asks where you are from. Tell him that you are from Senegal. (2marks)
- g) Explain to your friend, the function of the Sales Department of a business (2 marks)
- h) You are the personal secretary of the General Manager of Bryden and Partners Ltd. You receive a call from a gentleman who would like to speak to your boss. Ask the caller to identify himself. (2 marks)
- i) Your younger sister is interested in knowing the two main groups into which the French classify their workers. Formulate a response to her question. (2marks)
- j) Tell the caller on the line that Mr. St. Paul is busy and ask whether he /she would like to leave a message. (2 marks)

**Section B - Hospitality students.**

- a) You are the Maitre d'hotel of a fine restaurant. You notice that one of your customers who has already been seated, seems troubled.
- i) Ask whether everything is alright. (2 marks)
- ii) The customer responds that the waitress brought the wrong dish. What does she say? (2 marks)
- b) You are the head waiter at the Banana Pavillion Restaurant. You are uncertain whether the guests have a reservation. What do you ask? (2 marks)
- c) The Ministry of Health in St. Martin, is arranging a two-day conference at the hotel at which you work.
- i) Tell them what two pieces of equipment come with the room. (2 marks)
- ii) Ask what type of room they want. (2 marks)
- d) Tell your waitress that you would like to make a complaint. (2 marks)
- e) You have already launched your complaint and have been offered a reduction in your bill, by Management. Accept, and say that next time you expect impeccable service. (2 marks)
- f) Your French customers have already indicated to you what they would like as their entrée. Ask them about the main course. (2 marks)
- g) As the Restaurant Manager, express your apologies to an upset customer. (2 marks)
- h) A French national is seated at a restaurant in Britain. He wants to know what exactly is "prawn cocktail." How does he express this? (2 marks)



7. Match the first part of the sentences on the left, with the second part which corresponds on the left. You may write the corresponding letter next to the number.

- |                                     |                                 |
|-------------------------------------|---------------------------------|
| 1. J'ai oublié mon billet           | a) au rez de chaussée.          |
| 2. Les stagiaires sont arrivés      | b) ordinateurs dans ce magasin. |
| 3. Il a rencontré sa cliente        | c) pour le Directeur General.   |
| 4. L'imprimante et la photocopieuse | d) vos cartes d'invitation.     |
| 5. Nous vendons beaucoup de         | e) à droite de la porte.        |
| 6. Elle a des questions             | f) marchent très bien.          |
| 7. Le bureau de Jean est            | g) dans ma chambre.             |
| 8. L'escalier se trouve             | h) Oui, beaucoup.               |
| 9. Vous aimez le café ?             | i) au deuxième étage.           |
| 10. En France c'est le printemps    | j) à la société Jamalex.        |
| 11. Vous avez reçu                  | k) Non, grecque.                |
| 12. Tu es italienne ?               | l) en avril.                    |

*(6 marks)*

**END OF EXAMINATION**