

UNIVERSITY OF MALAYA
FACULTY OF LANGUAGES AND LINGUISTICS

THE ENGLISH LANGUAGE NEEDS OF HOSPITALITY STUDENTS IN A POLYTECHNIC

INSTRUCTION : Please put a tick (/) in the box provided. Answer the question honestly to help us to improve the course.

PART 1 : PERSONAL INFORMATION

1. GENDER Male Female

PART 2 :

1. **English is very important for Hospitality students.**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

2. **You enjoy learning English in Polytechnic.**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

3. **Does the syllabus meet your English language needs?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

4. **Do the materials given in the syllabus, help you in your industrial training?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

5. **Do speaking activities help to stimulate your speaking ability and confidence?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

6. **Do activities provided by the lecturers give you the opportunity to practice the language skills (speaking and listening) thoroughly?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

7. **Do the text and tasks in syllabus suit your English language ability and level of proficiency?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

8. **Do you find the activities, tasks or materials useful for students in English language class?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

9. **Do you find the activities in the syllabus meaningful?**

| | | | | |
|----------------|-------|---------|----------|-------------------|
| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
| | | | | |

PART 3:

1. Do you have problems to speak English confidently?
 yes no not sure
2. Do you have difficulty to understand English conversation/instruction?
 yes no not sure
3. Which language skills can help students to improve their language competency?
 Through enforcement of _____ task

 Reading speaking listening writing
4. Which of the following sub-language skills are needed most?
 Please rank them according to your needs.

| | | | | |
|--------------------|---------------|------------------------|--------------------|---------------------|
| 10-9 | 8-7 | 6-5 | 4-3 | 2-1 |
| most needed | needed | somewhat needed | less needed | least needed |

| Sub-language skills | Rank |
|--|------|
| Listening and speaking skills | |
| Telephoning skills | |
| Reading skills in specialized language | |
| Knowledge of special technical lexicon | |
| Translating information | |
| Writing skills | |
| Delivering oral presentations | |
| Presenting products | |
| Communicating in informal contexts | |
| Knowledge of cultural aspects of the other country | |