SECTION ONE (12 MARKS)

You are advised to spend about 20 minutes on this section.

Read the conversation below. Fill in the blanks according to the given functions in parentheses with appropriate polite expressions. The given words or phrases will guide you in your writing.

Situation: At the Road and Transport Department office

Officer :  Good morning madam. (1) ____________________________?  
            (To offer) - help  
            (1 mark)

Puan Fatimah :  Good morning. (2) ____________________________  
                (To state purpose) – replace spoilt driving license  
                (1 mark)

Officer :  Oh, I see. (3) ____________________________?  
            (To ask) – old driving license  
            (1 mark)

Puan Fatimah :  Sure, (4) ____________________________  
                (To respond)  
                (1 mark)

Officer :  You look very much younger Puan Fatimah. (5) ____________________________  
            (To suggest) - give a new photograph  
            (1 mark)

Puan Fatimah :  I don’t think I can because (6) ____________________________  
                (To explain) – short of time  
                (1 mark)

                      meeting – in Kuala Lumpur  

Officer :  When (7) ____________________________?  
            (To enquire) – going to – Kuala Lumpur  
            (1 mark)

Puan Fatimah :  (8) ____________________________  
                (To inform) - tonight  
                (1 mark)
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Officer: I'm sure (9)______________________________

(To explain) - modern equipment - photograph - ready in three minutes.  
(1 mark)

Puan Fatimah: (10)________________________________________________________________________

(To enquire) - take - photograph here  
(1 mark)

Officer: (11)________________________________________________________________________

(To suggest) - go - photo studio - quality pictures  
(1 mark)

Puan Fatimah: (12)________________________________________________________________________ 
(To thank)  
(1 mark)

Officer: You're welcome.

Total score for Section One: __________/12 marks
SECTION TWO (13 MARKS)

You are advised to spend about 20 minutes on this section.

Using the cues given, complete the conversation below with appropriate sentences according to the functions given in parentheses.

Situation:

Ahmad, a company manager, is having a meeting with his staff to discuss ways to improve the quality of their product and after sales service. Amin, Aminah and Beng are selected to attend the meeting.

Ahmad : Good morning everyone. Thank you for attending the meeting. Today we will discuss ways to improve the quality of our product and after sales service. It is common knowledge that the officers of sales department have a lot to say about the quality of our products and after sales service. Let us begin with a review of some of the common complaints.

Can we start with you, Amin?

Amin : Well, based on the survey conducted recently, many customers are unhappy with the quality of our products and our after sales service.

(1)__________________________________________________________

(To complain) – product not effective – too expensive – poor service

(1 mark)

Ahmad : Is that so? Now what have you got to say regarding Amin’s report, Aminah?

Aminah : (2)_____________________________________________________.

(To agree)

(To give opinion) – product little effect – delay responding to problems

(2 marks)

Ahmad : Okay, that’s just one problem. Do we have other complaints, Beng?

Beng : To begin with, yes, the officers in charge (3)__________________________________________________________

(To complain) - not competent – not right answer – not pay attention

(2 marks)

Ahmad : Can anyone here suggest how to overcome these problems? What about you Aminah?
Aminah: We (4) ________________________________

(To suggest) – improve formula – reduce price – train officers
(2 marks)

Ahmad: Hmm... what about you, Amin? What have you got to say?

Amin: (5) _________________________________. In addition, these
(To agree)

officers must ________________________________

(To suggest) – be taught – public relation and communication skills
(2 marks)

Ahmad: Beng, do you have anything to add?

Beng: Why don't we (6) ________________________________
(To suggest) – give incentives – based on performance

(2 marks)

Ahmad: We can't allow that.

Aminah: (7) ________________________________
(To agree) – not enough allocation

(To give opinion) – provide online customer care
(2 marks)

Ahmad: I will forward to the authorities these suggestions so that they can take
the appropriate actions. Thank you very much for the your constructive
suggestions.

Total score for Section Two: ________/13 marks
SECTION THREE (45 MARKS)

You are advised to spend about 45 minutes on Parts A, B and C, 30 minutes on Part D, and 15 minutes on Part E.

PART A (7 MARKS)

Read the newspaper article below and answer all the questions.

**WARNING ON GLOBAL WARMING**

Global warming could cause drought and possibly famine in China, the source of much of Hong Kong’s food, by 2050, a new report predicts. Hong Kong could also be at risk from flooding as sea levels rose. The report recommends building sea-walls around low-lying areas such as the new port and airport reclamations. Published by the World Wide Fund for Nature (WWF), the report, which includes work by members of the Chinese Academy of Meteorological Sciences, uses the most recent projections on climate change to point to a gloomy outlook for China.

By 2050 about 30 to 40 per cent of the country will experience changes in the type of vegetation it supports, with tropical and sub-tropical forest conditions shifting northward and hot desert conditions rising in the west where currently the desert is temperate. Crop-growing areas will expand but any benefit is expected to be negated by increased evaporation of moisture, making it too dry to grow crops such as rice. The growing season also is expected to alter, becoming shorter in southern and central China, the mainland’s breadbasket. The rapid changes make it unlikely that plants could adapt.

"China will produce smaller crops. In the central and northern areas, and the southern part, there will be decreased production because of water limitations," Dr. Rik Leemans, one of the authors of the report, said during a brief visit to the territory yesterday. Famine could result because of the demands of feeding the population - particularly if it grows - and the
diminished productivity of the land. "It looks very difficult for the world as a whole," he said.

Global warming is caused by the burning of large amounts of fossil fuels, such as coal and oil, which release gases that trap heat in the atmosphere. World temperatures already have increased this century by about 0.6 degrees Celsius and are projected to rise by between 1.6 degrees and 3.8 degrees by 2100.

Dr. Leemans said China's reliance on coal-fired power for its industrial growth did not bode well for the world climate. "I think the political and economic powers in China are much greater than the environmental powers, and (greenhouse gas emissions) could accelerate," Dr. Leemans said. "China is not taking the problem seriously yet, although it is trying to incorporate this kind of research to see what is going to happen."

The climate change report, which will be released tomorrow, focuses on China but Mr. David Melville of WWF-Hong Kong said some of the depressing scenarios could apply to the territory. Food supplies, for instance, could be affected by lower crop yields. "Maybe we could afford to import food from elsewhere but you have to keep in mind that the type of changes experienced in southern China will take place elsewhere as well," he said.

Sea levels could rise as glaciers melted and the higher temperatures expanded the size of the oceans, threatening much of developed Hong Kong which is built on reclaimed land. Current projections are that sea levels worldwide will rise by 15 to 90 centimetres by 2100, depending on whether action is taken to reduce greenhouse gas emissions.

"Hong Kong has substantial areas built on reclaimed land and sea level rises could impact on that, not only on Chek Lap Kok but the West Kowloon Reclamation and the Central and Western Reclamation - the whole lot," Mr. Melville said, adding that sea-walls would be needed. Depleted fresh water
supplies would be another problem because increased evaporation would reduce the water levels. Mr. Melville said the general outlook could be helped if Hong Kong used water less wastefully and encouraged energy efficiency to reduce fuel-burning. He also called on the West to help China improve its efficiency.

Adapted from the South China Morning Post, 04 November 1992.

1. What could global warming bring about to China by 2050?

2. What is predicted to happen to the growing season in 2050?

3. What did Dr. Leemans say about coal fire?

4. How can open burning affect global warming?
5. What causes the sea level to rise?

__________________________________________________________________________

__________________________________________________________________________

(1 mark)

6. What happens if there is no control over the green house gas emissions?

__________________________________________________________________________

__________________________________________________________________________

(1 mark)

7. Why is it necessary to use energy efficiently?

__________________________________________________________________________

__________________________________________________________________________

(1 mark)

(__________/ 7 marks)

PART B (5 MARKS)

Match the words from the text printed in **bold** on the left with the corresponding meanings on the right. Number '0' has been done for you.

0. **famine** (line 1) _____f_____ a. areas recovered from the sea

1. **Risk** (line 3) _______b. Danger

2. **reclamations** (line 5) _______ c. a huge mass of moving ice

3. **Temperate** (line 12) _______ d. remember that

4. **Keep in mind** (line 39) _______ e. climatically moderate

5. **glaciers** (line 41) _______ f. a serious shortage of food

(__________/ 5 marks)
PART C (5 MARKS)

The following pronouns have been bold in the passage. Identify what they refer to in the passage.

1. it (line 10) ____________________________
2. It (line 21) ____________________________
3. I (line 30) ____________________________
4. We (line 38) ____________________________
5. He (line 53) ____________________________

(____________ / 5 marks)
PART D (20 MARKS)

Read the newspaper article again. In about 120 words, summarise the effects of global warming.

Write your summary here.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

(No. of words: ____________ )

(__________/20 marks)
PART E (8 MARKS)

Read the article below and answer all the questions that follow.

SORROW IN A FADED PARADISE

Made was a tall, handsome 22-year-old Balinese man who was in love with one girl but expected to marry another. His stepmother had arranged everything - he would wed a distant relation and bring the two families closer together. Made had two choices. He could either marry the girl he did not love, or he could go against the wishes of his parents and be expelled from his village. Actually he had another choice, one which none of his family foresaw. One day his friends found him slumped in a coma on his bed after he had consumed two litres of a powerful insecticide.

For more than 60 years the tropical Indonesian island of Bali has been portrayed to the outside world as a heavenly paradise where a strong culture and sense of community protect its inhabitants from the rigours of the modern world. It is an image supported by many millions of dollars from the international hotel community which provides luxury accommodation and facilities for nearly a million foreign visitors now travelling annually to the holiday island.

Yet behind the marketing hype lies another story - one which exists in stark contrast to the sun, sand and sea "dream". The truth is that the lives of Bali's 2.7 million local inhabitants are often marked by poverty, suffering and family strife. Ketut is a 22-year-old maid who works part-time for an expatriate resident in Ubud, in the centre of the island. Her husband works as a driver for a white-water rafting company which provides day trips to tourists. "Sometimes I have no money for my baby because my husband gambles all his wages," she says, adding she has twice left the family compound and returned to live with her mother in Kintamani, in the north. Each time she has returned to her husband's family, where tradition dictates she must live. The husband's father, unfamiliar with Western support systems, combats his son's behaviour by calling in the dukun, a spiritual healer who makes offerings to the "bad" spirits at play in his mind.
This same family has also had to deal with Bali's rapid acceleration into the 20th century world of business, exacerbated by an enormous volume of investment made in the island by property developers out to make a fast buck from a massive influx of tourists. "Ten years ago we sold our land to another Balinese man for 50,000 rupiah per acre (about HK$ 200 per 100 square metres)," says Wayan, mother of four. "Now the same land is worth 15 million rupiah per acre, and we have nothing."


Retrieved on 1st March 2009

1. What happened to Made, the tall handsome Balinese man?

____________________________________________________________________________________

(2 marks)

2. What is the truth about Bali?

____________________________________________________________________________________

(2 marks)

3. Describe Wayan's feelings when she said, "Now the same land is worth 15 million rupiah per acre, and we have nothing."

____________________________________________________________________________________

(4 marks)

(_________/8 marks)

Total score for Section Three: ________ / 45 marks
"Good morning ladies and gentlemen, 
Today I would like to talk about the percentage of patients in government hospitals from the year 1996 to 2008..........

0. (1996 to 1998)  
In the year 1996 to 1998, the percentage of patients has increased slightly from 20% to 30%.

1. (1998 to 2000)  


2. (2000 to 2002)  

(2 marks)

(2 marks)

4. (2004 to 2006)  

(2 marks)

5. (2006 to 2008)  

(2 marks)

(______/10 marks)

Total score for Section Four: ________/ 10 marks

END OF QUESTION PAPER