

**ENGLISH LANGUAGE (SYLLABUS B) PAPER 3**  
**Question-Answer Book**

**INSTRUCTIONS**

1. Write your Candidate Number, Centre Number and Seat Number in the boxes provided.
2. Answer **ALL** questions.
3. Write your answers clearly and neatly in the spaces provided in this Question-Answer Book. You should use a pencil for Part A and a pen for completing the tasks in Part B.
4. For multiple-choice questions, choose only **ONE** answer for each question. Two or more answers will score **NO MARKS**.
5. All listening materials will be played **ONCE** only.
6. When the radio broadcast ends, you will be given one hour to complete Part B. You are advised to allocate your time approximately as follows:
 

Task 1	40 minutes
Task 2	20 minutes
7. The Data File will **NOT** be collected at the end of the examination. Do **NOT** write your answers in the Data File.
8. Supplementary answer sheets will be supplied on request. Write your Candidate Number on each sheet and fasten them with string **INSIDE** this Question-Answer Book.
9. The rough-work sheets provided are for you to take notes. They will be collected separately and will not be marked.

Candidate Number							
Centre Number							
Seat Number							

	Marker's Use Only	Examiner's Use Only
	Marker No.	Examiner No.
A1		
A2		
A3		
A4		
Part A Total		

Checker's Use Only	Part A Total		
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B1		
B2		
Part B Total		

Checker's Use Only	Part B Total		
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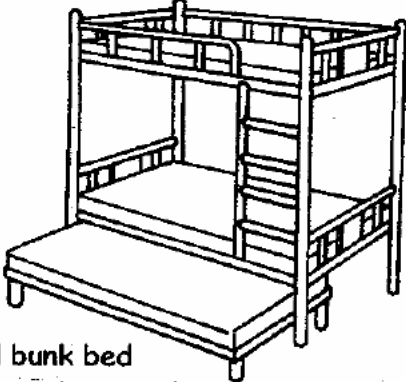
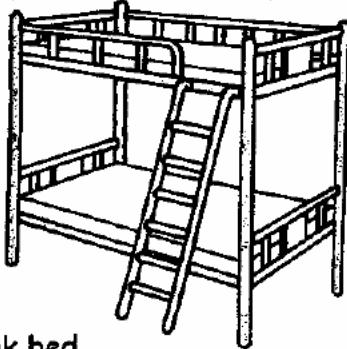
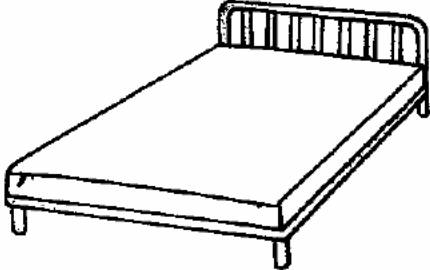
Checker No.	
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**PART A** (10% of the subject mark)

**Section 1** (7 marks)

In this section, you will hear a question followed by a conversation. Look at the information provided and the four possible answers. Choose the best answer and write the appropriate letter – A, B, C or D – in the box provided.

1. Choosing a bed

<p>A.</p>  <p>Wooden bed and desk set Colour: Natural pine Price: \$1,800</p>	<p>B.</p>  <p>Metal bunk bed Colour: White, red, blue, yellow, green Price: \$2,000</p>
<p>C.</p>  <p>Metal bunk bed Colour: Red Price: \$1,300</p>	<p>D.</p>  <p>Metal double bed Colour: Black, white, red, green Price: \$1,000</p>

1.

2. Choosing an ice cream

**The Ice Cream Parlour**

**Summer Specials     \$35**

A. **Vanilla Explosion:**  
*Delicious combination of white vanilla ice cream with streaks of green mint.*

B. **Raspberry Sunrise:**  
*Creamy pink raspberry with a chocolate stick. An ice cream to die for.*

C. **Lemon Surprise:**  
*Refreshing lemon water ice with pieces of crystalline lemon. Just right for a hot day.*

D. **Coffee Riser:**  
*Creamy coffee ice cream with chocolate chips. Give yourself a kick-start to the day.*

2.

3. Looking for a flat

A.

Tai Po; 2<sup>nd</sup> floor plus roof;  
3 bedrooms; 750 sq. ft.;  
quiet; sea view; near shops;  
\$6,500 per month

B.

Sai Kung; ground floor  
plus garden; 2 bedrooms;  
800 sq. ft.; mountain  
views; quiet; 5 mins by  
minibus from town;  
\$8,500 per month

C.

Chai Wan; 20<sup>th</sup> floor;  
sea view; 600 sq. ft.;  
2 bedrooms; \$8,000 per  
month

D.

Sai Kung Country Park;  
3-bedroom house and  
garden; fantastic views;  
25-min drive to Sai Kung  
Town Centre; \$8,000 per  
month. Not to be missed!

3.

4. Choosing sunglasses

- A. silver-framed brown lenses
- B. gold-framed brown lenses
- C. gold-framed blue lenses
- D. frameless brown lenses

4.

5. Buying fruit

- A. oranges and honeydew melon
- B. oranges, watermelon and bananas
- C. apples, oranges and honeydew melon
- D. apples, oranges, watermelon and bananas

5.

6. Choosing a cat

- A. the grey one
- B. the white one
- C. the black one
- D. the ginger one

6.

7. Buying lunch

- A. tuna in a French baguette with soup and coffee
- B. tuna in a brown roll with soup, coffee and apple juice
- C. tuna in a brown roll with salad and apple juice
- D. tuna in a brown roll with salad, coffee and apple juice

7.

0	
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Section 1

End of Section 1

0	
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Section 1

**Section 2** (8 marks)

In the diagram, mark with an arrow the route people should take from the speakers' office in the event of a fire. Put the letters in the appropriate places for the fire appliances. Then write the instructions (a) – (c). You have 15 seconds to study the diagram.

Marker's  
Use Only

1

2

3

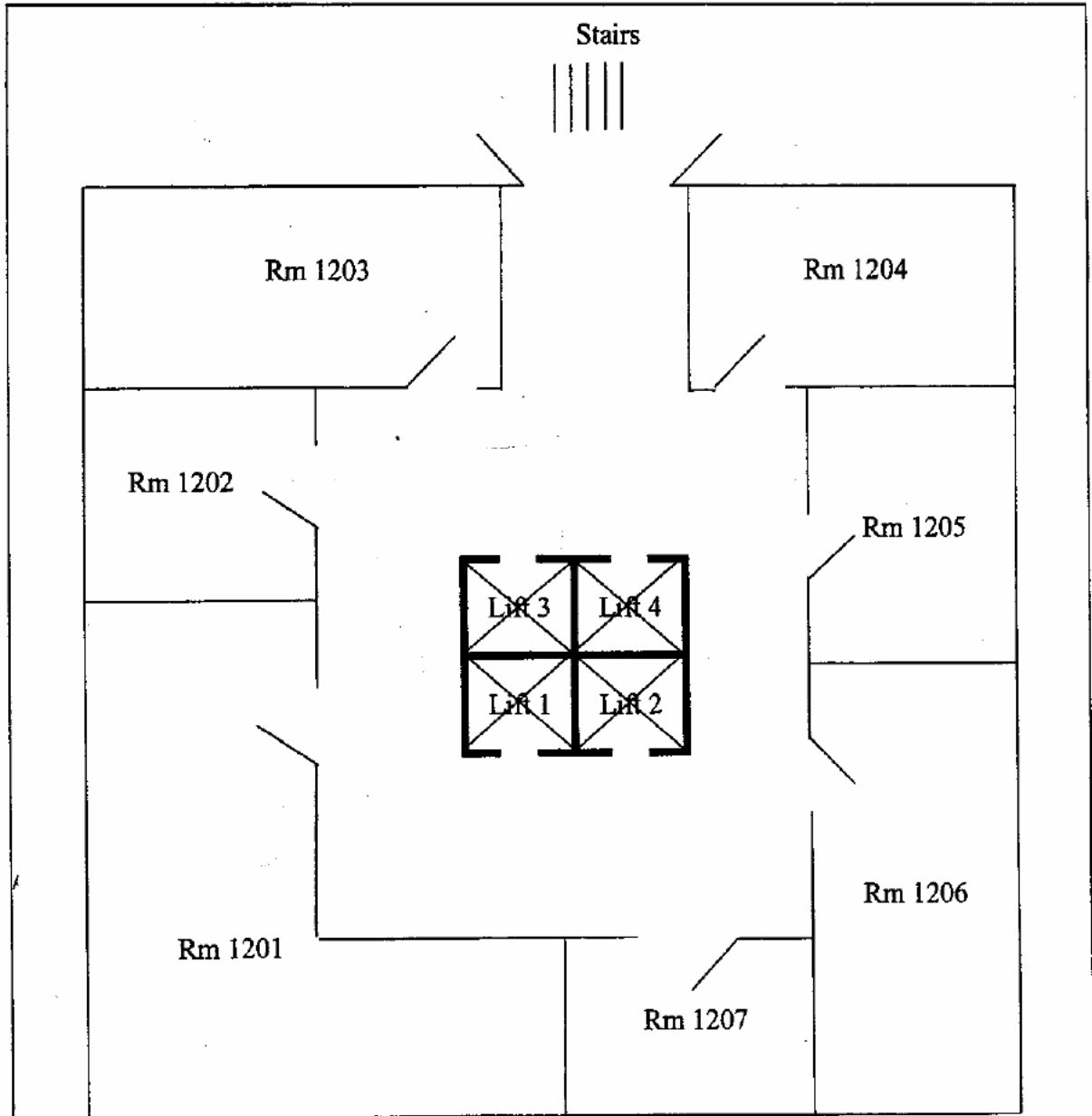
4

5

6

7

8



1

2

3

4

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7

8

- H = Fire Hose**
- A = Fire Alarm**
- E = Fire Extinguisher**

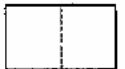
If there is a fire

- (a) \_\_\_\_\_
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_



Section 2

End of Section 2



Section 2

**Section 3** (18 marks)

You work for Computer Age Ltd, which is a business that puts together computer systems for customers. You are responsible for noting down details when customers have problems with the computer systems that they have bought from your shop.

Listen to the two telephone conversations you have with customers and fill in the forms below. You have 10 seconds to study the forms.

1.

<b>Computer Age Ltd Customer Service Form</b>	
Name: _____	
Address: _____ _____	
Contact phone no.: _____	
Guarantee: full, with parts and service <input type="checkbox"/> parts only <input type="checkbox"/> none <input type="checkbox"/>	
Invoice number: _____	
Description of item and/or problem: _____ _____	
Action to be taken: _____ _____	

**Marker's  
Use Only**

1

2

3

4

5

6

7

8

9

2.

<b>Computer Age Ltd Customer Service Form</b>	
Name: _____	
Address: _____ _____	
Contact phone no.: _____	
Guarantee: full, with parts and service <input type="checkbox"/> parts only <input type="checkbox"/> none <input type="checkbox"/>	
Invoice number: _____	
Description of item and/or problem: _____ _____	
Action to be taken: _____ _____	

10

11

12

13

14

15

16

17

18

End of Section 3



Section 3



Section 3

**Section 4** (25 marks)

You will hear an interview with a tourist about shopping in Hong Kong. Complete the form as you listen to the interview. Put ticks (✓) in the appropriate boxes. You have 30 seconds to study the form. One box has been filled in for you as an example.

Marker's  
Use Only

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25

**Hong Kong Tourism Board**

**Shopper Survey**

**Nationality:** \_\_\_\_\_

**Age:**     20 – 29     30 – 39     40 – 49     50 or over

**Length of stay:**     1 to 3 days     4 to 7 days     more than one week

**Best value items bought in Hong Kong:**

<b>Items bought</b>			
<b>Where bought</b>			
<b>Quality of service</b>	<input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <b>Comments</b>	<input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <b>Comments</b>	<input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <b>Comments</b>
<b>Reasons for being 'best value' item</b>			

**Reasons for recommending Hong Kong as a tourist destination:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Things disliked about Hong Kong:** \_\_\_\_\_

\_\_\_\_\_

**Section 4**

**End of Section 4**



**PART B** (22% of the subject mark)

**Situation**

You are Peggy Tang, a Secondary 5 student at St Steven's School. You are a reporter for the school newspaper. Your editor, Mr Brown, has been asked by the Principal to write an article about a charity called 'Give a Hand', which wants volunteers for its summer projects in developing countries.

Mr Brown wants you to write the article. He has written you a note and attached the following:

- a memo from the Principal;
- a letter from the charity 'Give a Hand';
- an article by an ex-student, Ricky Yu, about his experiences with 'Give a Hand';
- a sample 'facts sheet'; and
- two tapes of interviews that Mr Brown had, one with Ms Windsor, the Projects Manager of 'Give a Hand', and one with Ricky Yu.

You will hear the taped interviews, and all the written material you need is in your Data File.

You have two tasks to do:

1. Write an article for the school newspaper encouraging Secondary 5 leavers to join one of the projects organised by 'Give a Hand'.
2. Complete a 'facts sheet' which gives details of the relevant projects.

You will have seven minutes to study the Question-Answer Book and pages 1 and 3 of the Data File in order to familiarise yourself with the situation and the tasks before you hear the interviews. You should also look at the two note sheets on pages 6 and 7 of the Data File. Take notes on these two pages as you listen to the interviews.







Complete the 'facts sheet' below with details of the 'Give a Hand' projects. Refer to the sample 'facts sheet' on page 5 of the Data File. Use the information from your notes and Ricky Yu's article on page 4 of the Data File.

Choose one of these if you want to 'Give a Hand' and have an exciting summer!		
	<i>Where you will be</i>	<i>What you will do</i>
1 2 3 4 5	<b>CAMBODIA</b> <i>Project type:</i>	
6 7 8 9 10	<b>LAOS</b> <i>Project type:</i>	
11 12 13 14 15	<b>VIETNAM</b> <i>Project type:</i>	
16	<b>CHINA</b> <i>Project type:</i>	
<input type="checkbox"/>		<input type="checkbox"/>

Subtotal

Subtotal

	<i>Where you will stay and eat</i>	<i>Other remarks</i>	<i>How much it will cost (HK\$)</i>
17			17
18			18
19			19
20			20
21			21
22			22
23			23
24			24
25			25
26			26
27			27
28			28
29			29
30			30
31			31
32			32
33			33

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Task 2  
Total

END OF PAPER

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Task 2  
Total

**ENGLISH LANGUAGE (SYLLABUS B) PAPER 3  
DATA FILE**

**Contents**

	Page
1. Note from Mr Brown to Peggy Tang .....	1
2. Memo from the Principal to Mr Brown .....	2
3. Letter from Ms Windsor to the Principal .....	3
4. Article written by Ricky Yu .....	4
5. Sample 'facts sheet' .....	5
6. Note sheet for first interview .....	6
7. Note sheet for second interview .....	7

20/2/2003

Peggy

The Principal wants an article in the paper about a charity called 'Give a Hand' (see the attached memo). He wants us to aim the article at Secondary 5 leavers. I'd like you to write it.

As well as his memo, I've attached the letter from 'Give a Hand', an article written by an old student called Ricky Yu, and two tapes of conversations I had with Ricky and the Projects Manager of 'Give a Hand'. I thought it would save you time if I spoke to them.

We want an article that will really get our students enthusiastic about joining the projects. Remember we're writing for teenagers, so don't go and copy chunks from the letter! I suggest you do the following:

- Get students interested by suggesting what they should do if they want an exciting, interesting summer.
- Tell them about 'Give a Hand' and the kind of projects they run. Give a couple of examples of the work that volunteers might do.
- Encourage our Secondary 5 students to volunteer. Put the details of the projects suitable for them on a separate 'facts sheet' (see example attached).
- Point out the benefits for them, such as how it will help them develop (you may get some ideas from the attached documents and tapes).
- Tell them they have to get the money together for their travel expenses, etc. Give them Ricky's ideas for raising money.
- Then say something about the application procedure and what kind of people 'Give a Hand' is looking for.
- Mention important dates and anything else volunteers should know. Don't forget to give the address of 'Give a Hand'.

Give your article this title: 'Give a Hand' and have an exciting summer. Don't forget to tell your readers to look at the 'facts sheet' for details about each project.

Looking forward to seeing the article. Good luck!

H. Brown

**Memo from the Principal to Mr Brown**

**Memo**

**To:** Mr H. Brown, Editor, School Newspaper  
**From:** T. Hung, Principal  
**Date:** 7<sup>th</sup> February, 2003  
**Subject:** Voluntary work during summer break

I would like you to put an article in the school newspaper about the 'Give a Hand' charity mentioned in the attached letter. Aim it at Secondary 5 students as they will have finished their exams. I think it is very important for students to be involved in this kind of thing, not only for the personal benefits it brings, but also because they can put it in their résumés and it might help them get a job or a university place. Remember they will have to be back in time to collect their Hong Kong Certificate Exam results and apply for a sixth form place, so that means being back in Hong Kong by the beginning of August at the latest.

I think one of our students worked with 'Give a Hand' two or three years ago and wrote an article in the school newspaper about his experience. He mentioned that he benefited a lot from it. Perhaps you could find the article and contact him for more information.

*T Hung*

## *Give a Hand*

Rm 503, 121 Johnston Road, Wan Chai, Hong Kong  
Tel.: 25478021 Fax: 25478023

4<sup>th</sup> February, 2003

Mr T Hung  
Principal  
St. Steven's School  
34 Waterson Drive  
Kowloon Tong

Dear Mr Hung

### **Volunteer summer workers**

As you may remember, we are a charity which runs educational, health, agricultural and environmental projects in developing countries. We do this by bringing together young volunteers from different countries to work in small groups. We have fully-trained supervisors to deal with any problems.

Volunteers may do a number of different things. Agricultural and environmental volunteers help with small-scale water-supply projects, planting and caring for crops, tree planting, etc. Health volunteers might do anything from working at local clinics to helping landmine victims who have lost limbs to learn how to use artificial ones. Those taking part in the educational projects will probably be teaching young children.

These projects are very good for volunteers' communication skills, as the local people and volunteers may not have a language in common. This can be a great challenge. English is the official language of 'Give a Hand' so it is essential for volunteers to have some ability in English, though we do not require them to be fluent.

We require potential volunteers to write saying why they want to join 'Give a Hand', and which project they would like to take part in. We then make a shortlist of the most suitable applicants and invite them for an informal interview. We are really looking for people who get on well with others, and who are independent.

At present we have six-week projects planned for Bosnia, Albania, Morocco, and three-week ones planned for Cambodia, Laos, Vietnam and China. Unfortunately, we have to ask volunteers to pay their own travel expenses and something towards accommodation and food. In the past, we have found that companies in Hong Kong are often prepared to provide sponsorship to meet these costs.

Our volunteers have almost always enjoyed what they did and found that the experience provided them with long-lasting benefits.

For information about current projects, please call me at the phone number above.

Yours sincerely



Ms Barbara Windsor  
Projects Manager, Hong Kong

## Trees in the desert

Last summer, I was a volunteer with 'Give a Hand' on a project in Inner Mongolia in China. The project was helping local people to plant trees to stop the desert spreading.

There aren't any flights to Inner Mongolia from Hong Kong, so I flew from Shenzhen. When I got off the train and crossed the border at Lo Wu, I really felt I was on my way. I was so excited!

On the project, there were also volunteers from Europe and Japan and we all stayed with local families. I found it very interesting to meet all these people from other parts of the world and learn about their cultures. I made friends from many countries whom I am sure I will keep in touch with.

We ate with our host families and we had to communicate by sign language until we had learned a few words of the local language. That was a very good experience for me.

The work was hard and quite tiring, and to do it you really needed to be fit, but it was very nice being in the open countryside. It made me aware of how difficult life is for poor people in China.

Some of the volunteers had done this kind of thing over several summers. I met people who had taught in Africa and worked with sick

people in India. It was fascinating to hear their stories.

The only major problem was raising enough money to pay for my fare, food and accommodation. First, I tried to get sponsorship from companies which did business in China. That gave me some money, but not enough, so then I contacted companies with a good reputation for protecting the environment, and got a little more money from them. Finally, I did a sponsored walk; I climbed up the two highest peaks on Lantau Island in one day. That was tiring!

If you want to do this kind of thing badly enough, it is always possible to find the money somehow. How you do it will depend on the kind of project you are doing and your interests. It needn't be a walk; it could be some other kind of sponsored activity.

This experience made me much more confident. I also learned how to co-operate with people because we all had to share everything and work together. I learned about how other people live, and did something really useful by taking part in this project.) If you want to do this too, join 'Give a Hand' because I think they're a really good organisation. They look after you well, and when you get accepted onto a project, they give you an information pack which tells you everything you need to know. So don't worry, just apply!



Sample 'facts sheet'

	<i>Where you will be</i>	<i>What you will do</i>	<i>Where you will stay and eat</i>	<i>Other remarks</i>	<i>How much it will cost (HK\$)</i>
<b>MALAWI</b> <b>Project type:</b> <i>environmental</i>	<ul style="list-style-type: none"> <li><i>small fishing village on the shore of Lake Nyasa</i></li> </ul>	<ul style="list-style-type: none"> <li><i>help build a water treatment plant</i></li> </ul>	<ul style="list-style-type: none"> <li><i>stay and have breakfast in hostel</i></li> <li><i>other meals with other volunteers at work site</i></li> </ul>	<ul style="list-style-type: none"> <li><i>need to be fit</i></li> </ul>	Travel: \$2,300 Food/accommodation (per week): \$150

**Note sheet for first interview**

	<i>Where you will be</i>	<i>What you will do</i>	<i>Where you will stay and eat</i>	<i>Other remarks</i>	<i>How much it will cost (HK\$)</i>
<b>CAMBODIA</b> <i>Project type:</i>					<i>Travel:</i> <i>Food/accommodation (per week):</i>
<b>LAOS</b> <i>Project type:</i>					<i>Travel:</i> <i>Food/accommodation (per week):</i>
<b>VIETNAM</b> <i>Project type:</i>					<i>Travel:</i> <i>Food/accommodation (per week):</i>
<b>CHINA</b> <i>Project type:</i>					<i>Travel:</i> <i>Food/accommodation (per week):</i>

**Other information:**

**Note sheet for second interview**

**Ways to raise money**

- possible sponsors

- possible activities

**Benefits to participants**

**THIS IS THE LAST PAGE OF THE DATA FILE.**

### Paper 3 Suggested Answers

Note: In the suggested answers:

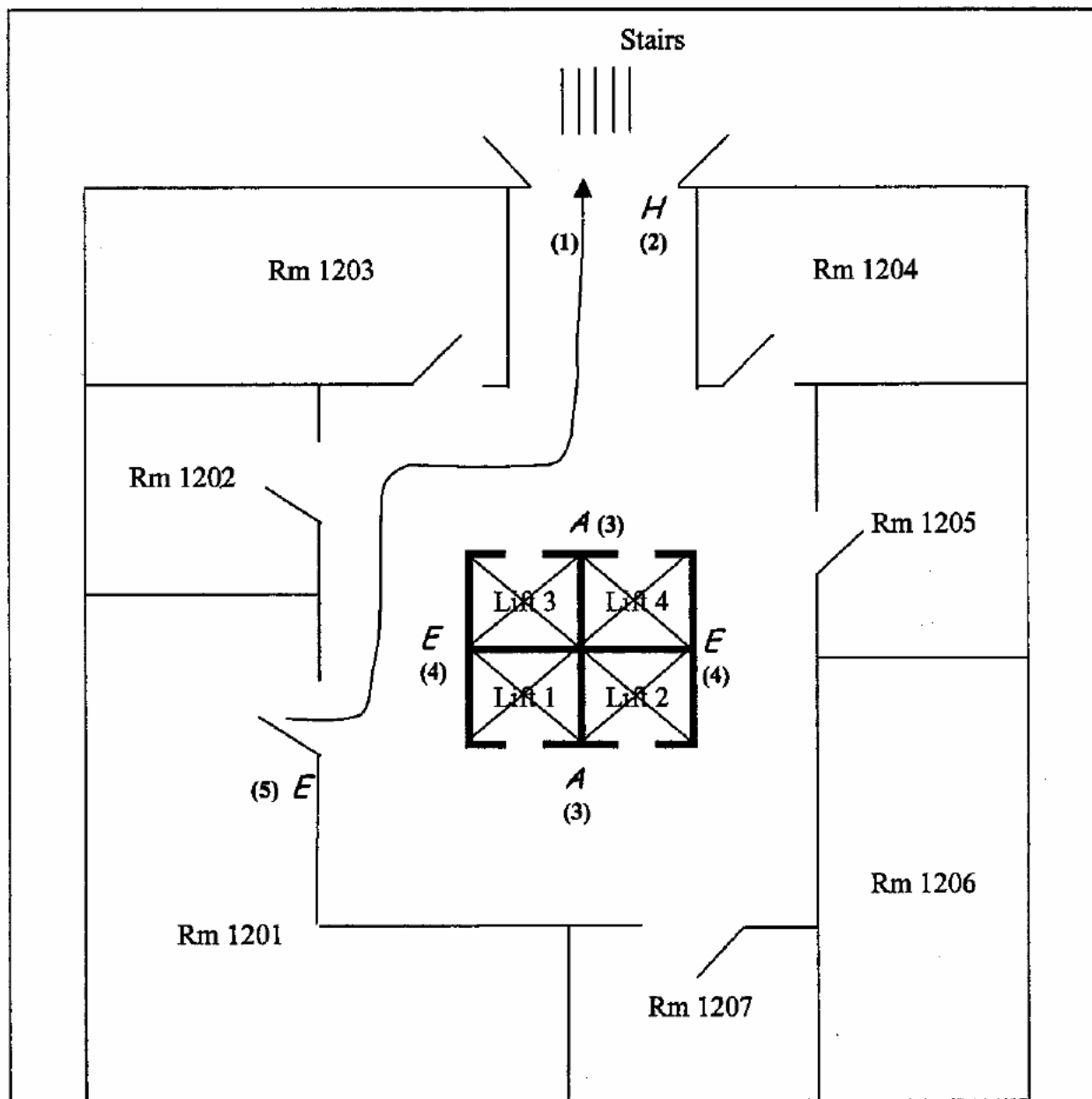
- i) / — indicates (an) alternative, acceptable word(s)/phrase(s) within an answer.
- ii) // — indicates an alternative answer.

#### PART A (58 marks)

##### Section 1 (7 marks)

1. B      2. C      3. A      4. B      5. D      6. C      7. D

##### Section 2 (8 marks)



- H = Fire Hose**
- A = Fire Alarm**
- E = Fire Extinguisher**

If there is a fire

- (a) (6) don't use the lift
- (b) (7) don't panic
- (c) (8) don't take your things with you

Section 3 (18 marks)

1.

<b>Computer Age Ltd Customer Service Form</b>	
Name:	(1) <i>Mr Peter Brown</i>
Address:	(2) <i>3<sup>d</sup> floor / 3/F 16A</i>
	(3) <i>Old Village</i> (4) <i>Tai Po</i>
Contact phone no.:	(5) <i>9314 8475</i>
Guarantee:	(6)
	full, with parts and service <input checked="" type="checkbox"/> parts only <input type="checkbox"/> none <input type="checkbox"/>
Invoice number:	(7) <i>D10674</i>
Description of item and/or problem:	(8) <i>Computer can't find modem</i>
Action to be taken:	(9) <i>send engineer</i>
	(10) <i>9.30 on Wednesday morning</i>

2.

<b>Computer Age Ltd Customer Service Form</b>	
Name:	(11) <i>Mrs Smith</i>
Address:	(12) <i>Flat 5D Green Tower</i>
	(13) <i>The Peak, Hong Kong Island</i>
Contact phone no.:	(14) <i>2765 7603</i>
Guarantee:	(15)
	full, with parts and service <input type="checkbox"/> parts only <input type="checkbox"/> none <input checked="" type="checkbox"/>
Invoice number:	
Description of item and/or problem:	(16) <i>computer can't read CD-ROM drive</i>
Action to be taken:	(17) <i>send engineer next Saturday 15<sup>th</sup> May</i>
	(18) <i>between 9 and 11 am</i>

## Hong Kong Tourism Board

### Shopper Survey

Nationality: (1) Canadian

Age:  20-29  30-39  40-49  50 or over  
(example)

Length of stay:  1 to 3 days  4 to 7 days (2)  more than one week

**Best value items bought in Hong Kong:**

<b>Items bought</b>	(3) <i>(a) jacket</i>	(8) <i>Chinese paintings</i>	(15) <i>shirts</i>
<b>Where bought</b>	(4) <i>Tsim Sha Tsui // TST</i>	(9) <i>shop in Hollywood Road</i>	(16) <i>Temple Street market</i>
<b>Quality of service</b>	<input checked="" type="checkbox"/> Good (5) <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor Comments (6) <i>jacket well made</i>	<input checked="" type="checkbox"/> Good (10) <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor Comments (11) <i>spoke good English</i> (12) <i>very helpful</i>	<input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Poor (17) Comments (18) <i>hawker rude</i>
<b>Reasons for being 'best value' item</b>	(7) <i>cheaper than in Canada</i>	(13) <i>originals</i> (14) <i>cost the same as posters</i>	(19) <i>made of cotton</i> (20) <i>very cheap</i>

Reasons for recommending Hong Kong as a tourist destination: \_\_\_\_\_

(21) great clothes (22) interesting things to see

(23) beautiful countryside

Things disliked about Hong Kong: (24) air pollution

(25) hotels too expensive

## PART B

### TASK 1 (50 marks)

#### Content (34 marks)

Heading	1.	'Give a Hand' and have an exciting summer	
About 'Give a Hand' & examples of projects	2.	'Give a Hand' is a charity	
	3.	running educational, agricultural, health and environmental projects in developing countries	
	4.	for young volunteers from different countries	
	5.	- building a water treatment plant	
	6.	- small-scale water-supply projects	
		- planting and caring for crops	
		- tree planting / planting trees	
Any two examples of projects		- working at local clinics	
		- helping landmine victims who have lost limbs to learn how to use artificial ones	
		- teaching young children	
		- building a school	
	Benefits	7.	Doing these projects will make you more confident
		8.	You will
			- learn how to cooperate with people
		9.	- learn how to communicate when you don't speak the language // improve communication skills
		10.	- learn how other people live // learn about other cultures // hear interesting stories about other parts of the world
		11.	- improve your English
		12.	You can make friends with people from other countries
		13.	It can help you get a job or university place // You will have something to put in your résumé // You will have something to talk about at job interviews
		Raising Money	14.
15.			You can raise money by
16.			- doing sponsored activities / a walk / a swim / a bicycle ride
17.			- putting on a show
18.			- selling things / food / toys at school fairs
19.	- getting sponsorships from companies,		
20.	You can get names of companies from the Trade Development Council		
Application procedures & requirements	21.		To apply write to 'Give a Hand'
	22.	saying why you want to join	
	23.	and which project you want to take part in	
	24.	Address - Room 503, 121 Johnston Road, Wan Chai, Hong Kong	
	25.	There will be an informal interview	
	26.	'Give a Hand' is looking for	
		- people with some knowledge of English	
	27.	- independent people	
	28.	- people who get on well with others	
Dates & other information	29.	Apply by 1 <sup>st</sup> April	
	30.	You will know whether you have been accepted by 15 <sup>th</sup> May	
	31.	Money must be submitted before / by 14 <sup>th</sup> June	
	32.	Projects will take place between 5 <sup>th</sup> July and 26 <sup>th</sup> July	
	33.	'Give a Hand' will make travel arrangements // You don't have to buy your own tickets	
	34.	You will get an information pack	

**Bonus points** (10 marks)

Marks for P and S are not awarded if no content points have been scored.

- B** Suitable beginning about how students can have an exciting, useful summer or encouraging students to join 'Give a Hand'.
- F** Reference to facts sheet
- M** Mentioning an old student (Ricky Yu) who did this
- P** Appropriate use of pronouns and possessive determiners
- S** Appropriate style and format – newspaper article

**Organisation** (3 marks)

The focus is on appropriate paragraphing and logical organisation of relevant information. Candidates who have copied indiscriminately from the Data File are awarded a maximum of 1 for Organisation.

<i>Good</i>	<i>Satisfactory</i>	<i>Below Average</i>	<i>Poor</i>
3	2	1	0

**Language** (3 marks)

The focus is on spelling, grammar, vocabulary and sentence structure. Candidates who have copied indiscriminately from the Data File are awarded a maximum of 1 for Language.

<i>Good</i>	<i>Satisfactory</i>	<i>Below Average</i>	<i>Poor</i>
3	2	1	0

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**TASK 2 (33 marks)**

<b>Choose one of these if you want to 'Give a Hand' and have an exciting summer!</b>		
	<i>Where you will be</i>	<i>What you will do</i>
<p><b>CAMBODIA</b></p> <p><i>Project type:</i></p> <p>(1) <i>health</i></p>	<p>(5) <i>a small town</i></p>	<p>(9) <i>helping people who have lost their legs to learn how to use artificial legs</i></p> <p>(10) <i>by doing exercises with them</i></p>
<p><b>LAOS</b></p> <p><i>Project type:</i></p> <p>(2) <i>educational / education</i></p>	<p>(6) <i>Vientiane</i></p>	<p>(11) <i>teaching young children English and maths</i></p> <p>(12) <i>at summer camp</i></p> <p>(13) <i>playing games with them</i></p>
<p><b>VIETNAM</b></p> <p><i>Project type:</i></p> <p>(3) <i>educational / education</i></p>	<p>(7) <i>a village in the mountains</i></p>	<p>(14) <i>building a school</i></p>
<p><b>CHINA</b></p> <p><i>Project type:</i></p> <p>(4) <i>environmental / environment</i></p>	<p>(8) <i>Inner Mongolia in China</i></p>	<p>(15) <i>planting trees</i></p> <p>(16) <i>to stop desert spreading</i></p>

<i>Where you will stay and eat</i>	<i>Other remarks</i>	<i>How much it will cost (HK\$)</i>
<p>(17) <i>stay with host / local families</i></p> <p>(18) <i>have breakfast and dinner with them</i></p> <p>(19) <i>lunch provided at work</i></p>	<p>(23) <i>safe because landmines have been cleared</i></p>	<p>(30)</p> <p><i>Travel: \$3000</i></p> <p><i>Food/accommodation (per week): \$250</i></p>
<p>(20) <i>stay and eat in a hostel</i></p>	<p>(24) <i>should like young children</i></p> <p>(25) <i>should be good at English and maths</i></p>	<p>(31)</p> <p><i>Travel: \$3550</i></p> <p><i>Food/accommodation (per week): \$200</i></p>
<p>(21) <i>stay and eat with host / local families</i></p>	<p>(26) <i>nice and cool in the mountains // for students who like cool weather</i></p> <p>(27) <i>need a thin sweater for the night</i></p>	<p>(32)</p> <p><i>Travel: \$2000</i></p> <p><i>Food/accommodation (per week): \$250</i></p>
<p>(22) <i>stay and eat with host / local families</i></p>	<p>(28) <i>hard / tiring work // need to be fit</i></p> <p>(29) <i>volunteers make their own way to Shenzhen</i></p>	<p>(33)</p> <p><i>Travel: \$1500</i></p> <p><i>Food/accommodation (per week): \$400</i></p>

**PART B**

**TASK 1 (50 marks)**

**Content (34 marks)**

Heading	1.	'Give a Hand' and have an exciting summer	
About 'Give a Hand' & examples of projects	2.	'Give a Hand' is a charity	
	3.	running educational, agricultural, health and environmental projects in developing countries	
	4.	for young volunteers from different countries	
	5.	- building a water treatment plant	
	6.	- small-scale water-supply projects	
	6.	- planting and caring for crops - tree planting / planting trees - working at local clinics - helping landmine victims who have lost limbs to learn how to use artificial ones - teaching young children - building a school	
Benefits	7.	Doing these projects will make you more confident	
	8.	You will - learn how to cooperate with people	
	9.	- learn how to communicate when you don't speak the language // improve communication skills	
	10.	- learn how other people live // learn about other cultures // hear interesting stories about other parts of the world	
	11.	- improve your English	
	12.	You can make friends with people from other countries	
	13.	It can help you get a job or university place // You will have something to put in your résumé // You will have something to talk about at job interviews	
	Raising Money	14.	You will be responsible for paying for travel, food and accommodation
		15.	You can raise money by
		16.	- doing sponsored activities / a walk / a swim / a bicycle ride
		17.	- putting on a show
18.		- selling things / food / toys at school fairs	
19.		- getting sponsorships from companies,	
20.		You can get names of companies from the Trade Development Council	
Application procedures & requirements		21.	To apply write to 'Give a Hand'
	22.	saying why you want to join	
	23.	and which project you want to take part in	
	24.	Address - Room 503, 121 Johnston Road, Wan Chai, Hong Kong	
	25.	There will be an informal interview	
	26.	'Give a Hand' is looking for - people with some knowledge of English	
	27.	- independent people	
	28.	- people who get on well with others	
Dates & other information	29.	Apply by 1 <sup>st</sup> April	
	30.	You will know whether you have been accepted by 15 <sup>th</sup> May	
	31.	Money must be submitted before / by 14 <sup>th</sup> June	
	32.	Projects will take place between 5 <sup>th</sup> July and 26 <sup>th</sup> July	
	33.	'Give a Hand' will make travel arrangements // You don't have to buy your own tickets	
	34.	You will get an information pack	

**Bonus points (10 marks)**

Marks for P and S are not awarded if no content points have been scored.

- B Suitable beginning about how students can have an exciting, useful summer or encouraging students to join 'Give a Hand'.
- F Reference to facts sheet
- M Mentioning an old student (Ricky Yu) who did this
- P Appropriate use of pronouns and possessive determiners
- S Appropriate style and format - newspaper article

**Organisation (3 marks)**

The focus is on appropriate paragraphing and logical organisation of relevant information. Candidates who have copied indiscriminately from the Data File are awarded a maximum of 1 for Organisation.

Good	Satisfactory	Below Average	Poor
3	2	1	0

**Language (3 marks)**

The focus is on spelling, grammar, vocabulary and sentence structure. Candidates who have copied indiscriminately from the Data File are awarded a maximum of 1 for Language.

Good	Satisfactory	Below Average	Poor
3	2	1	0

86. space / room  
 'The plane was full so it felt very cramped' → 'we had a lot of space'  
 \*A noun is needed followed by 'a lot of'.
87. comfortable  
 'all of us were really uncomfortable' → 'all of us felt very comfortable'
88. sleep / rest  
 'I didn't manage to get any sleep at all' → 'I even managed to have a good sleep'
89. free  
 'we had to pay for a taxi to the hotel' → 'given a free ride to the hotel'  
 \*An adjective is needed as indicated by 'a ... ride'.
90. large / big / huge  
 'they've given us a tiny room' → 'we've got a large/big/huge room'
91. front  
 'at the back of the hotel' → 'at the front of the hotel'
92. decorated / painted / re-decorated  
 'hasn't been decorated for years' → 'has recently been decorated'
93. cheaper  
 'everything in the shops is expensive' → 'things are much cheaper than at other times of the year'  
 \*Comparative form, cheaper, is used as indicated by 'than'.
94. most / best  
 'the worst thing about the holiday is the weather' → 'the thing I like most/best is the weather'
95. rain  
 'it hasn't stopped raining' → 'there hasn't been any rain'  
 \*A noun is needed after 'any'.
96. miss  
 'I'm feeling homesick' → 'I don't miss home at all'  
 \*A verb is needed after 'don't'.

2003

Paper 3

PART A

Section 1

1. B  
*Hints:*  
 There are two boys; 'give us an extra bed if someone came to stay'
2. C  
*Hints:*  
 'white and green'; 'don't like the colour combination' → Not A  
 'don't want anything too creamy' → Not B nor D  
 'not one bit of cream in it' → C
3. A  
*Hints:*  
 'don't think we want to live in a high-rise' → Not C  
 'within walking distance of the shops' → Not D  
 'can't afford more than 8,000' → Not B
4. B  
*Hints:*  
 'The framed ones are okay too, especially the gold ones' → Not A  
 'but I don't like the gold and blue together' → Not C  
 'frameless ones are \$1,500'; 'that's out of the question' → Not D  
 'framed ones' '\$950' 'I'll take those' → B
5. D  
*Hints:*  
 Oranges: 'have 4 oranges'  
 Apples: 'smaller ones here from New Zealand'; 'give me 6 of those'  
 Watermelon: 'Give me half a watermelon'  
 Bananas: 'on second thought give me a small bunch'
6. C  
*Hints:*  
 'ginger'—'male'  
 'black'—'female'  
 'grey ones are Siamese'; 'white one is a Persian'; 'not spending that much on a cat' → Not A nor B  
 'get a girl cat' → black → C

7. D

Hints:

Tuna: 'the tuna';

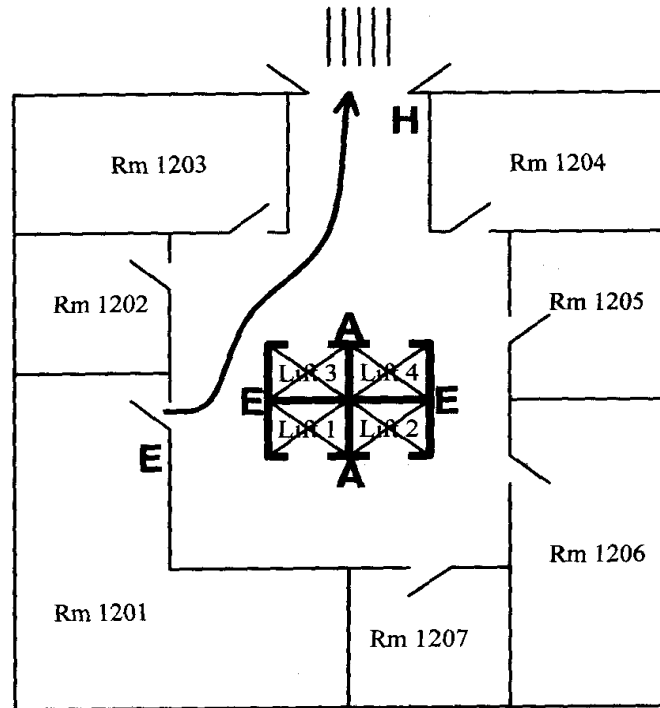
Brown roll: 'brown roll';

Coffee: 'coffee';

Salad: 'salad' 'That looks good.' 'I'll have that'

Apple juice: 'an apple juice'

Section 2



Steps to mark the fire escape route and the fire appliances:

1. Locate the speakers' office: 'Ours is an L-shaped office'
2. Draw the fire escape route: 'draw an arrow to show the shortest route to the stairs'.
3. Mark 'H' for the fire hose: 'Just before you go out of the door onto the stairway, there's a fire hose on your right'
4. Mark 2 'A's for the two fire alarms: 'on the wall between the lift doors, so there're two of them. One on each side of the central block containing the lift'
5. Mark three 'E's for the fire extinguishers: 'There's one on each wall of the lift block that doesn't have the lift doors'; 'there're two of them in the hallway'; 'And there's one in our office behind the door'

If there is a fire

- (a) Don't use the lift.
- (b) Don't panic.
- (c) Don't take your things with you.

Section 3

1.

<b>Computer Age Ltd Customer Service Form</b>	
Name:	<u>Mr. Peter Brown</u>
Address:	<u>3/F 16A, Old Village, Taipo</u>
Contact phone no.:	<u>93148475</u>
Guarantee:	full, with parts and service <input checked="" type="checkbox"/> parts only <input type="checkbox"/> none <input type="checkbox"/>
Invoice number:	<u>D10674</u>
Description of item and/or problem	<u>Computer can't find modems</u>
Action to be taken:	<u>Send an engineer at 9:30am on Wednesday</u>

\*Points to note:

- Address: The customer has moved up to the 3rd floor: 'I've moved up to the 3rd floor, but it's the same building' and so his address is 'now on the 3rd floor of 16 A, Old Village, Taipo'
- Guarantee: 'you won't have to pay anything'; 'within the full guarantee period, so parts and service are still free' → full with parts and service
- Action to be taken: Please state 'send an engineer', the time (9.30am) and the day (Wednesday).

2.

**Computer Age Ltd  
Customer Service Form**

Name: Mrs Smith

Address: Flat 5D, Green Tower, The Peak, Hong Kong Island

Contact phone no.: 27657603

Guarantee:  
 full, with parts and service     parts only     none

Invoice number: /

Description of item and/or problem  
The computer can't read the CD-ROM Drive

Action to be taken:  
Send an engineer between 9:00am and 11:00 am on 15th May, next Saturday

\*Points to note:

- Guarantee:  
 'there's a minimum service charge of three hundred dollars, and the total charge would depend on the seriousness of the problem' → None
- Action to be taken:  
 Please state 'send an engineer', the time (between 9am and 11am), the date (15th May) and the day (next Saturday).

Section 4

**Hong Kong Tourism Board  
Shopper Survey**

Nationality: Canadian

Age:     20 – 29     30 – 39     40 – 49     50 or over

Length of stay:     1 to 3 days     4 to 7 days     more than one week

**Best value items bought in Hong Kong:**

Items bought	A Jacket	Some Chinese paintings	Some Shirts
Where bought	TsimShaTsui (or TST)	Hollywood Road	Temple Street Market
Quality of service	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor  <b>Comments</b> <i>The jacket is very well made</i>	<input checked="" type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor  <b>Comments</b> <i>The salesmen spoke good English and were very helpful.</i>	<input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input checked="" type="checkbox"/> Poor  <b>Comments</b> <i>The hawkers selling the clothes was rude</i>
Reasons for being 'best value item'	<i>It is much cheaper in HK than in Canada</i>	<i>They are the originals, but cost the same as posters</i>	<i>They are made of cotton, and very cheap.</i>

**Reasons for recommending Hong Kong as a tourist destination:** People can buy great clothes. There are interesting things to see and some beautiful countryside

**Things disliked about Hong Kong:** Air pollution, which makes some lovely views unseen half of the time, and hotels are expensive.

\*Points to note:

1. Length of stay: '10 days in total' → more than a week
2. Quality of service—Temple Street Market: 'Was the service good?' 'No, I'm afraid it wasn't' → Poor

**Part B**

**Note sheet for first interview (filled in during the listening) (NS 2)**

Choose one of these if you want to 'Give a Hand' and have an exciting summer!		
	Where you will be	What you will do
<b>CAMBODIA</b> Project type: Health	A small town (where a lot of mines were buried in the ground during the war)	<ul style="list-style-type: none"> <li>- Help people who have lost their legs</li> <li>- Help them learn how to use artificial legs by doing exercises with them</li> </ul>
<b>LAOS</b> Project type: Educational	Vientiane, (the capital of Laos)	<ul style="list-style-type: none"> <li>- Teach small groups of young children English and Maths at a summer camp</li> <li>- Play games with them</li> </ul>
<b>VIETNAM</b> Project type: Educational	In the mountains	<ul style="list-style-type: none"> <li>- Build a school in a village in a mountain</li> </ul>
<b>CHINA</b> Project type: Environmental	(from the article)	<ul style="list-style-type: none"> <li>- Help local people to plant trees to stop desert spreading</li> </ul>

**Other information:**

- There is information of the project in China from the article written by Ricky Yu (DF 4)
- An information pack about what the students need will be given to the volunteers.
- The three-week projects are from July the 5th until July the 26th
- Volunteers don't have to buy their own tickets as Give a Hand makes all the travel arrangements but they must give the money for their tickets, food and accommodation by 14th June.
- The students know if they've been accepted on the project by 15th May.
- Write the address of Give a Hand in the article, which is on the letter to the Principal
- Deadline for applications is 1st April.

Choose one of these if you want to 'Give a Hand' and have an exciting summer!		
Where you will stay and eat	Other remarks	How much it will cost (HK\$)
<ul style="list-style-type: none"> <li>- Stay with local families</li> <li>- Breakfast and dinner with local families</li> <li>- Lunch provided at work</li> </ul>	<ul style="list-style-type: none"> <li>- It is absolutely safe as all mines have been cleared around the small town.(*1)</li> </ul>	Travel: \$3,000 Food/accommodation (per week): \$250
<ul style="list-style-type: none"> <li>- Stay and eat with other volunteers in the hostels</li> </ul>	<ul style="list-style-type: none"> <li>- Require students who are good at English and Maths</li> <li>- Require students who like children (*2)</li> </ul>	Travel: \$3,550 Food/accommodation (per week): \$200
<ul style="list-style-type: none"> <li>- Stay and eat with local families</li> </ul>	<ul style="list-style-type: none"> <li>- Take a thin sweater for the night (*3)</li> <li>- Suitable for students who like cool weather</li> </ul>	Travel: \$2,000 Food/accommodation (per week): \$250
(from the article)	<ul style="list-style-type: none"> <li>- No flights from Hong Kong to Inner Mongolia so volunteers have to make their own way to Shenzhen (*4)</li> </ul>	Travel: \$1,500 Food/accommodation (per week): \$400

(\*1): 'All the mines have been cleared around this small town where we work. Please make that clear to the students and parents' The sentence implies that it should be a remark to the students.

(\*2): 'we need students who are good at Maths and English and who like children.' 'We'll have to mention these requirements in the facts sheet'.

(\*3): 'I'll remind the students to take a thin sweater for the night'.

(\*4): 'I must let the students know that they have to make their only way to Shenzhen'

## Note sheet for second interview (NS 2)

### Ways to raise money

- possible sponsors
  - get sponsorship from companies and the students can get the names of companies by going to the Trade Development Council
- possible activities
  - do a sponsored walk, swim or a bicycle ride etc
  - put on a show of some kind
  - sell things like food or toys at school fairs
- Benefits to participants
  - know how other people live
  - help participants at job interviews
  - make friends from all over the world
  - good for the participants' English

## Outline for the article in Task 1

### Title:

'Give a Hand' and have an exciting summer. (DF 1)

### Paragraph 1

#### Introduction

- Suggest what the Secondary 5 leavers should do to have an exciting, interesting summer (DF 1)

### Paragraph 2

Tell the student about 'Give a hand' and the kind of projects they run. Give some examples of what the volunteers might do. Also, encourage the students to join and mention about the facts sheet. (DF 1)

- 'Give a Hand' is a charity which runs educational, health, agricultural and environmental projects in developing countries. (DF 3)
- It brings together young volunteers from different countries to work in small groups. (DF 3)
- Agricultural and environmental volunteers help with small-scale water-supply projects, planting and caring for crops, tree planting etc. (DF 3)
- Health volunteers might do anything from working at local clinics to helping landmine victims who have lost limbs to learn how to use artificial ones. (DF 3)

- Those taking part in educational projects will probably be teaching young children. (DF 3)
- Encourage the students to join the projects and ask them to read the facts sheet attached. (DF 3)

### Paragraph 3

Points out the benefits for the Secondary 5 leavers. (DF 1)

- Learn how other people live (NS 1 + DF 4)
- Make volunteers aware of how difficult life is for poor people (DF 4)
- Make friends from all over the world (NS 2)
- Interesting to meet people from other parts of the world and learn about their cultures (DF 4)
- Fascinating to hear others' stories (DF 4)
- Learn how to co-operate with people because they have to share everything and work together (DF 4)
- Good for volunteers' communication skills as the local people and volunteers may not have a language in common (DF 3)
- In China's project, good experience of using sign language to communicate (DF 4)
- Good for the participants' English (NS 2)
- In China's project, it was very nice being in open countryside (DF 4)
- Put the experience in their resume and it might help them get a job or a university place (DF 2)
- Help participants at job interviews (NS 2)
- Being much more confident (DF 4)

### Paragraph 4

Tell them how to get the money. Give ideas for raising money. (DF 1)

- Volunteers have to pay their own travel expenses and something towards accommodation and food. (DF 3)
- Get sponsorship from companies and the students can get the names of companies by going to the Trade Development Council. (NS 2)
- Do a sponsored walk, swim or a bicycle ride etc (NS 2)
- Put on a show of some kind (NS 2)
- Sell things like food or toys at school fairs (NS 2)
- What should be chosen to raise money depends on the kind of project the students are doing and their interests. (DF 4)

### Paragraph 5

The kinds of people 'Give a Hand' looks for, Application Procedure, important dates, and address. (DF 1)

- Look for people who get on well with others and who are independent (DF 3)



- Have some ability in English as English is the official language of 'Give a Hand' though the participants are not required to be fluent in English (DF 3)
- Application procedure: write to 'Give a Hand' saying why you want to join it and which project you would like to take part in (DF 3)
- Address: Rm 503, 121 Johnston Road, Wan Chai, Hong Kong. (DF 3)
- Deadline for applications is 1st April (NS 1)
- Then, 'Give a Hand' makes a shortlist of the most suitable applicants and invites them for an informal interview. (DF 3)
- The students know if they've been accepted on the project by 15th May. (NS 1)
- An information pack about what the students need will be given to the volunteers. (NS 1)
- Volunteers don't have to buy their own tickets as Give a Hand makes all the travel arrangements but they must give the money for their tickets, food and accommodation by 14th June. (NS 1)

#### Paragraph 6

##### Important dates (DF 1)

- The three-week projects are from July the 5th until July the 26th. (NS 1)
- The students have to be back in time to collect their Hong Kong Certificate Exam results and apply for a sixth form place, so that means being back in Hong Kong by the beginning of August at the latest. (DF 2)

#### Paragraph 7

##### Conclusion

Encourage the students to join the projects.

- Give the way of contacting 'Give a Hand' for further information: call Ms Windsor at 2547-8021. (DF 3)

##### \*Notes:

1. Write to teenagers (DF 1), so an informal tone and language is used.
2. Don't copy too much directly from the data files (DF 1)

### Task 1

#### 'Give a Hand' and have an Exciting Summer

After taking the HKCEE, what are you all Secondary 5 leavers going to do in the coming summer holiday? Playing PC games, singing karaoke or chatting on ICQ? In fact, there are many activities that are much more meaningful than those. Now, if you are given a chance, will you try to give a hand to those in the developing countries, and at the same time, gaining an unforgettable memory in your lifetime?

Here comes a golden opportunity for Secondary 5 leavers. An organization called 'Give a Hand' is going to run such projects for you. 'Give a Hand' is a charity that runs educational, health, agricultural and environmental projects in developing countries. It provides you with an opportunity to work with young volunteers all over the world in small groups. Volunteers may do a wide range of things, for example, agricultural and environmental volunteers help with small-scale water-supply projects, planting and caring for crops, while health volunteers may do anything from working at local clinics to helping landmine victims who have lost limbs to learn how to use artificial legs. Also, educational volunteers may teach young children. So, there must be at least one kind of activity that you are interested in. This year, 'Give a Hand' has run 3-week projects in Cambodia, Laos, Vietnam and China, which are suitable for you all Secondary 5 leavers. It must be a meaningful and exciting experience of joining one of them. You can read the facts sheet attached for details about each project and see which one you are interested in.

Being such volunteers does not only bring you a chance to travel abroad, but also many other unexpected benefits. You will be able to know how people in other places live and be more aware of the difficult life of the poor. You can also make friends with people from all over the world and it is fascinating to learn about others' cultures and stories. You can also get the opportunity to learn how to co-operate with people because you have to share everything and work together. On the other hand, the projects are good for your communication skills and you may have the chance to use sign language to communicate with the local people. Also, it will be a great opportunity to improve your English. You will be given more chances to speak in English because it may be the only channel that allows you to communicate with others due to the fact that people may come from different countries. If you join the project in China, it is nice for you to enjoy being in the open countryside. Moreover, you can put this experience in your resumes and it might help you get a job or a university place, or, at

least, give you some interesting things to talk about in a job interview. Joining the projects must make you much more confident.

As 'Give a Hand' is a charity, there is not enough money to cover all the expenses and so you have to pay for your own travel, food and accommodation expenses. However, you don't have to worry too much about that because there are many ways to raise money. One way is to get sponsorships from companies. You can get the names of companies by going to the Trade Development Council. You can also raise money by doing a sponsored walk, a swim, a bicycle ride or something else. Besides, you may choose to put on a show of some kind, or sell things like food or toys at school fairs. Surely, you can do any other kinds of fund raising activities depending on the kind of project you join and your interest.

'Give a hand' invites you to join the meaningful projects. It is looking for people who get on well with others and who are independent. It is essential for volunteers to have some ability (though it needs not to be fluent) in English. If you would like to join, you can apply by writing to 'Give a Hand' at *Room 503, 121 Johnston Road, Wan Chai, Hong Kong* before the deadline, 1<sup>st</sup> April. You should state the reasons for joining 'Give a Hand', and which project you are interested in. 'Give a Hand' will then make a shortlist of the most suitable applicants and invite them for an informal interview. You will be notified by 15<sup>th</sup> May if you are accepted. Then, you will be given an information pack that should be very useful to you. However, you don't have to buy your own tickets as 'Give a hand' will make all the travel arrangements. However, you must give them the money for your tickets, food and accommodation by 14<sup>th</sup> June.

The project lasts for 3 weeks from 5<sup>th</sup> July to 26<sup>th</sup> July. Please note that the 6-week trips to Bosnia, Albania or Morocco are not suitable for Secondary 5 leavers because you have to be back in time to collect your Hong Kong Certificate Exam results and apply for a sixth form place. So that means you have to be back in Hong Kong by the beginning of August at the latest.

You must want to have a meaningful and exciting summer. So now, you must be writing to apply for the projects. If you have any further questions about the projects, please contact Ms Windsor at 2547-8021. Remember, you will enjoy what you do and will certainly find this experience extraordinary.

**Task 2**

<b>Choose one of these if you want to 'Give a Hand' and have an exciting summer!</b>		
	<i>Where you will be</i>	<i>What you will do</i>
<b>CAMBODIA</b> <i>Project type:</i> Health	A small town (where a lot of mines were buried in the ground during the war)	<ul style="list-style-type: none"> <li>- Help people who have lost their legs</li> <li>- Help them learn how to use artificial legs by doing exercises with them</li> </ul>
<b>LAOS</b> <i>Project type:</i> Educational	Vientiane, (the capital of Laos)	<ul style="list-style-type: none"> <li>- Teach small groups of young children English and Maths at a summer camp</li> <li>- Play games with them</li> </ul>
<b>VIETNAM</b> <i>Project type:</i> Educational	In the mountains	<ul style="list-style-type: none"> <li>- Build a school in a village in a mountain</li> </ul>
<b>CHINA</b> <i>Project type:</i> Environmental	Open countryside in Inner Mongolia (from the article)	<ul style="list-style-type: none"> <li>- Help local people to plant trees to stop desert spreading</li> </ul>

## PART A

## Section 1

Choose one of these if you want to 'Give a Hand' and have an exciting summer!		
Where you will stay and eat	Other remarks	How much it will cost (HK\$)
<ul style="list-style-type: none"> <li>- Stay with local families</li> <li>- Breakfast and dinner with local families</li> <li>- Lunch provided at work</li> </ul>	<ul style="list-style-type: none"> <li>- It is absolutely safe as all mines have been cleared around the small town</li> </ul>	Travel: \$3,000 Food/accommodation (per week): \$250
<ul style="list-style-type: none"> <li>- Stay and eat with other volunteers in the hostels</li> </ul>	<ul style="list-style-type: none"> <li>- Require students who are good at English and Maths</li> <li>- Require students who like children</li> </ul>	Travel: \$3,550 Food/accommodation (per week): \$200
<ul style="list-style-type: none"> <li>- Stay and eat with local families</li> </ul>	<ul style="list-style-type: none"> <li>- Take a thin sweater for the night</li> <li>- Suitable for students who like cool weather</li> </ul>	Travel: \$2,000 Food/accommodation (per week): \$250
<ul style="list-style-type: none"> <li>- Stay and eat with local families (from the article)</li> </ul>	<ul style="list-style-type: none"> <li>- No flights from Hong Kong to Inner Mongolia so volunteers have to make their own way to Shenzhen</li> <li>- Students need to be fit (from the article)</li> </ul>	Travel: \$1,500 Food/accommodation (per week): \$400

1. Which bed do they choose to buy?
 

Male: I've got the furniture catalogue here. Shall we decide which bed to get?

Female: Ok, let me have a look. The one with the study area underneath would be lovely if we had room for two of them. It should be nice if each of the boys could have something like that.

Male: I know, but we haven't got room. And also, it would work out very expensive.

Female: I suppose we could have this double bed. It comes in different colours so we could get one that looked nice in their room.

Male: Yes, but I really don't like the idea of the boys sleeping together.

Female: What about this one? It's a bunk so it wouldn't take up too much room. At least, it's quite cheap.

Male: But the boys don't like that.

Female: Well, that leaves us with only one choice. Actually that one looks good, because it would give us an extra bed if someone came to stay.
  
2. Which ice-cream does the boy choose?
 

Boy: Can I have an ice-cream?

Female: Sure! Which one do you want?

Boy: The white and green one looks interesting... um... I don't like the colour combination too much.

Female: You like chocolate? And there're two you can have with chocolate in them. You can have coffee, or that pink one.

Boy: I don't want anything too creamy today. It's too hot.

Female: Why? Aren't you fussy? Well, if you want something refreshing which isn't too sweet, this one should do, and there's not one bit of cream in it.

Boy: Okay.
  
3. Which flat would be most suitable for Charles?
 

Michelle: Hi Charles, it's me Michelle Wong. I've got some flat adverts here, which I thought would be okay for you and Mary.

Charles: Great, Michelle. Thanks a lot.

Michelle: Why don't you tell me the sort of thing you're looking for? And I'll choose the best one for you.

Charles: Okay. Well, we're going to have a baby soon, so we need at least two bedrooms. I don't think we want to live in a high-rise and it'd be nice to have somewhere peaceful with some kind of view. As Mary will be looking after the baby, it would be better to be within walking distance of the shops. Oh, and we really can't afford more than 8,000.

Michelle: Okay. I've got just the one. I'll see if I can get it for when you arrive next week.

Charles: Thanks a lot, Michelle. I don't know what we do without you.
  
4. Which sunglasses does the woman buy?
 

Female: Hello, I'd like a pair of sunglasses please.

Male: Well, we have them with blue or brown lenses. Do you have any preference madam?

Female: Um... can I see both?

Male: We also have frameless glasses or glasses with silver or gold frames.

Female: Just show me everything you have and then I can decide.  
 Male: Here are our latest models, Madam.  
 Female: I like the frameless ones. They're quite smart. The framed ones are okay too, especially the gold ones, but I don't like the gold and blue together.  
 Male: Yes, you're right, Madam. Gold goes better with brown lenses.  
 Female: How much are they?  
 Male: The frameless ones are \$1,500.  
 Female: No, that's out of the question. What about the framed ones?  
 Male: \$950.  
 Female: Okay, I'll take those.

5. Which fruit does the woman buy?

Female: Have you got any good fruit today?  
 Shopkeeper: Oh yes, we've got the big red delicious apples, juicy oranges from Spain, these small tasty bananas from Thailand, fresh watermelon, honeydew melon.  
 Female: Um... I'll have 4 oranges. Those apples are a bit too big.  
 Shopkeeper: We've got some smaller ones here from New Zealand. They're very crisp.  
 Female: Okay, they look nice. So, give me 6 of those.  
 Shopkeeper: What about these small bananas? We don't often have them. And the melons, they are really sweet.  
 Female: Can I try one of the bananas?  
 Shopkeeper: Here you are.  
 Female: Um... this is nice. But I don't think I'll get bananas today. Give me half a watermelon.  
 Shopkeeper: Okay. Are you sure you don't want some? They're really sweet.  
 Female: Okay, on second thought give me a small bunch. The children will probably like them.  
 Shopkeeper: Here you are.

6. Which cat do they get?

Shopkeeper: Can I help you?  
 Father: Yes, we're looking for a cat.  
 Shopkeeper: Any particular kind of cat?  
 Father: No, I just want a pet for my daughter and something that will help to keep the mice away.  
 Shopkeeper: Well, we have these two kittens over here. They're \$50 each.  
 Father: I like the ginger one.  
 Shopkeeper: Yes, he's very nice.  
 Father: Oh. That's a male, is it?  
 Shopkeeper: Yes.  
 Father: What about the black one?  
 Shopkeeper: That's a female.  
 Daughter: I like girl cats better, but, Daddy, look at these ones over here. They've got blue eyes. They're lovely!  
 Shopkeeper: Yes, the grey ones are Siamese and the long hair white one is a Persian. We've a special offer at the moment. They're only \$900 each.  
 Daughter: Oh Daddy, let's get the white one. It's beautiful!  
 Father: I'm sorry. I'm not spending that much on a cat. You can save up your pocket money and get it yourself. Right now you can choose one of those two over there.  
 Daughter: They're both very pretty, especially the ginger one, but I don't want a boy cat. Let's get a girl cat.  
 Father: Okay.

7. What does the man buy for lunch?

Male: Can I have the tuna please?  
 Shopkeeper: Is that with the pitta bread, French baguette, or the brown roll?  
 Male: I'll have the brown roll please, and the coffee as well.  
 Shopkeeper: You can have a soup or salad as well.  
 Male: Sorry?  
 Shopkeeper: Soup or salad. It's included in the set lunch.  
 Male: Oh, I see. What soup do you have?  
 Shopkeeper: Tomato, or onion.  
 Male: What's the salad?  
 Shopkeeper: It's over there.  
 Male: That looks good. I'll have that.  
 Shopkeeper: Anything else?  
 Male: Can I have an apple juice as well?  
 Shopkeeper: Sure. That's \$40 please.

Section 2

Boss: Mary, I'd like you to put up a fire safety notice in the office. Here's a floor plan. Ours is an L-shaped office and you need to draw an arrow to show the shortest route to the stairs because people cannot use the lifts if there's a fire.  
 Mary: Okay, um, anything else?  
 Boss: Yes. You should also mark on the floor plan where the fire appliances are. First, the fire hose. Just before you go out of the door onto the stairway, there's a fire hose on your right.  
 Mary: Ok, what about the alarm. Where're they? I must say I've never noticed them.  
 Boss: They're on the wall between the lift doors, so there're two of them. One on each side of the central block containing the lift.  
 Mary: Right.  
 Boss: And you've to put in the fire extinguishers.  
 Mary: Where're they?  
 Boss: You must walk around with your eyes sharp. There's one on each wall of the lift block that doesn't have the lift doors.  
 Mary: So there're two of them in the hallway?  
 Boss: That's right. And there's one in our office behind the door.  
 Mary: Behind the door? I've never noticed. Ok, anything else?  
 Boss: Yes. You'd better write some instructions. I've already mentioned about not using the lift if there's a fire. You'd also better write the usual things like 'don't panic' and 'don't try to take your things with you'.  
 Mary: Right, so I'll right 'Don't use the lift', 'Don't panic' and 'Don't take your things with you'.  
 Boss: Great! That's all. And don't forget the arrow showing the shortest way to the stairs. Can you get the notice up by this afternoon?  
 Mary: No problem.

Section 3

Conversation 1

Staff: Hello, Computer Age.  
 Customer: Hello. I'm ringing because I've got a problem with my computer.  
 Staff: What kind of problem?  
 Customer: Every time I try to get onto the Internet, the computer said it can't find the modem.  
 Staff: Let me make a note. Computer can't find modem.  
 Customer: What do you suggest I do?  
 Staff: How long have you had your computer?  
 Customer: 6 months.  
 Staff: Can you give me your invoice number?

Customer: Hang on. It's D-1-0-6-7-4.  
 Staff: Let me just check. So, is Mr. Brown, Mr. Peter Brown, right?  
 Customer: Yes, that's right.  
 Staff: And your address is 2nd floor, 16 A, Old Village, Taipo, and your phone number is 2-3-.....  
 Customer: Yes, but I rather you use my mobile phone number. It's 9-3-1-4-8-4-7-5.  
 Staff: Let me write it down. Your phone number is 9-3-1-4-8-4-7-5, and you're on the second floor...  
 Customer: Actually I've moved up to the 3rd floor, but it's the same building.  
 Staff: Ok, so you're now on the 3rd floor of 16 A, Old Village, Taipo. The best thing is if we send an engineer round to you.  
 Customer: Won't it be expensive if you send an engineer?  
 Staff: No, you won't have to pay anything because your computer is still within the full guarantee period, so parts and service are still free. Would 10 a.m. tomorrow be alright?  
 Customer: Could you make it the day after tomorrow, and I prefer 9.30 if possible.  
 Staff: Alright, so it's 9.30 on Wednesday morning.  
 Customer: Great, thanks a lot.  
 Staff: Not at all. Goodbye.  
 Customer: Bye.

#### Conversation 2

Staff: Hello, Computer Age.  
 Customer: Hello, I've got a problem with the computer which I bought from you just over 2 years ago.  
 Staff: Over 2 years ago. Then I'm afraid your guarantee would have run out.  
 Customer: I know, but I really need my computer, and I don't have time to bring it in to you, so I would be wondering if you could send out an engineer to sort it out.  
 Staff: We can, but there's a minimum service charge of three hundred dollars, and the total charge would depend on the seriousness of the problem.  
 Customer: That's ok.  
 Staff: Okay, miss?  
 Customer: It's Mrs. Smith, and my address is Flat 5D, Green Tower, the Peak.  
 Staff: Well, that's nice and easy. 5D, Green Tower, the Peak, Hong Kong Island. Right. What's the problem?  
 Customer: I can't access my CD-ROM drive. When I put in a disk, the computer just doesn't read it.  
 Staff: So the computer can't read your CD-ROM drive. Ok, I've got that. I'd better have your telephone number.  
 Customer: I'll give you my office number, as I'm there during working hours. It's 2-7-6-5-7-6-0-3.  
 Staff: We'll contact you at 2-7-6-5-7-6-0-3. Ok, got that. When will you like our engineer to come?  
 Customer: Would next Saturday morning be alright? That's about the only time I'm at home.  
 Staff: Yes, that's fine. I'll just make a note of that. Saturday, the 15th of May. Any particular time?  
 Customer: Between 9 a.m. and 11 a.m. if possible.  
 Staff: Right. We'll send an engineer between 9 and 11 a.m. on Saturday. Okay, I think that's all, Mrs. Smith.  
 Customer: Great! Thanks. Goodbye.  
 Staff: Bye.

#### Section 4

Interviewer: Excuse me, I'm doing a survey for the Hong Kong Tourism Board. Would you mind if I ask you a few questions about your visit to Hong Kong?  
 Tourist: Not at all.  
 Interviewer: First of all, can you tell me your nationality?  
 Tourist: Sure. I'm Canadian.  
 Interviewer: Okay. Can I ask how old you are roughly?  
 Tourist: I'm at my 40s.  
 Interviewer: Right, and how long is your stay?  
 Tourist: 10 days in total, and I got here 4 days ago.  
 Interviewer: Thanks. What we are really interested in is the best value items you've bought here.  
 Tourist: I think the best value items I've bought here so far are a jacket, some Chinese paintings, and some shirts.  
 Interviewer: Where did you buy the jacket?  
 Tourist: I've the jacket made for me in Tsim Sha...  
 Interviewer: Oh, you mean Tsim Sha Tsui. We call it TST for short.  
 Tourist: Yes, um, that's the place. Just the other side of the harbour.  
 Interviewer: And, how was the service?  
 Tourist: Very good, and the jacket's very well made.  
 Interviewer: Oh good. It's nice when people do a good job. And, why is your jacket such good value?  
 Tourist: It's much cheaper here than in Canada. I must say I was very pleased with it. In fact I'm wearing it now. So, what do you think?  
 Interviewer: It looks very nice. Okay, how about the Chinese paintings? Where did you buy those?  
 Tourist: In a shop in Hollywood Road.  
 Interviewer: Right. That's a good place for antiques. Was the service good?  
 Tourist: Yes, it was. They spoke good English and were very helpful.  
 Interviewer: What about the paintings? Why do you think the paintings are such good value?  
 Tourist: They're the originals, but cost the same as posters.  
 Interviewer: Yes, it's nice to have something that's original, isn't it?  
 Tourist: That's right. There's something special that'll help me remember my time in Hong Kong.  
 Interviewer: Um... what about the shirts?  
 Tourist: I got those in Temple Street Market.  
 Interviewer: Was the service good?  
 Tourist: No, I'm afraid it wasn't. The hawker selling the clothes was rude.  
 Interviewer: Oh dear. I'm sorry to hear that. Why are the shirts good value?  
 Tourist: Well, they're made of cotton, and they're very cheap. I really like cotton shirts.  
 Interviewer: Yes, I like cotton shirts too. Um... now, the last section. Would you recommend Hong Kong to your friends as a tourist destination?  
 Tourist: Yes, um... I think so.  
 Interviewer: Can you tell me why?  
 Tourist: Well, you can buy some great clothes here, and... there're a lot of interesting things to see and there's some beautiful countryside.  
 Interviewer: Okay, great clothes, interesting things to see and beautiful countryside. Is there anything you don't like about Hong Kong?  
 Tourist: Oh, um... I really don't like the air pollution. There are some lovely views but half of the time we can't see them.  
 Interviewer: Yes, everyone's a bit worried about the air pollution here.  
 Tourist: Oh, um... there are also um... the hotels are too expensive.  
 Interviewer: Right, um... I think that's all. Thank you very much.

Tourist: Not at all.

## PART B

**1st interview:** a conversation between Mr. Brown (B), the editor of the school newspaper and Ms. Windsor (W), the Projects Manager of 'Give a Hand'

W: Right, Mr. Brown, what can I do for you?

B: We're writing an article in the school newspaper about the 'Give a Hand'. Could you give me details of the projects you have for this summer?

W: It really depends on how long your students would be able to stay. Our projects are in blocks of either 3 or 6 weeks.

B: We want to aim the article at Secondary 5 leavers. Most of them will have to be back by the beginning of August to get their HKCEE results and apply for sixth form places, so I think it will have to be the three week ones.

W: Well, all our three-week projects are in Asia. They're in Cambodia, Laos, Vietnam and China. Would you like me to tell you something about them?

B: Yes, please.

W: The one in Cambodia is a health project in a small town.

B: What will they be doing there?

W: Helping people who've lost their legs.

B: Lost their legs?

W: Yes, a lot of mines were buried in the ground during the war, and when these people stepped on them, they got their legs blown off.

B: Oh dear. I'm rather worried about the possible danger to our students. I'm not sure parents will want their children to join this project if they think they might step on a mine.

W: Oh there's absolutely no danger. All the mines have been cleared around this small town where we work. Please make that clear to the students and parents.

B: Right, that's a relief. I'll make sure it says on the fact sheet that it's absolutely safe because the mines have been cleared. So, what do the volunteers have to do exactly?

W: Well, they'll help the injured people learn to use their artificial legs by doing exercises with them.

B: So, volunteers help people who've lost their legs. They help them learn how to use artificial legs by doing exercises with them. How about the food and accommodation?

W: The volunteers will stay with local families and have breakfast and dinner with them. Lunch will be provided by us at the places where they work.

B: So, breakfast and dinner with local families, and lunch provided at work. And volunteers will have to pay all these, will they?

W: Yes, that's right. We don't have enough money to support the volunteers, so they have to pay travel expenses and something towards food and accommodation. In this case, it would be \$3,000 for the flight, and \$250 a week towards food and accommodation.

B: Okay, so, um... what other projects can you tell me about?

W: We have an educational one in Laos.

B: Laos? That sounds interesting.

W: Yes. It's teaching young children in Vientiane which is the capital.

B: Sorry, how do you spell 'Vientiane'?

W: V-I-E-N-T-I-A-N-E. Volunteers will teach small groups of young children English and Maths at a summer camp.

B: At a summer camp?

W: Yes, the summer camp has been organized to try to make learning fun for the children as well as teaching. Volunteers will play games with them.

B: So, this project is really for those who like young children and playing games with them.

W: That's right.

B: And where will the volunteers stay and eat?

W: In the hostels.

B: Oh, that'll be nice for them. And how much will the project cost the volunteers?

W: The flight will be \$3,550 and food and accommodation will be \$200 per week.

B: Okay, so it's teaching young children English and Maths at a summer camp. Playing games with them, and staying and eating with the other volunteers in a hostel. It sounds like it could be very fun.

W: Yes, um... we need students who are good at Maths and English and who like children. I'm sure they'll very enjoy it.

B: We'll have to mention these requirements in the fact sheet. Now then, what are the other projects in Asia?

W: Okay, the next one I'll tell you about is the one in Vietnam. This is another educational one but there's no teaching. It's building a school in a village in a mountain.

B: That sounds interesting. It is in the mountains. I suppose it will be cooler than the other projects.

W: Yes that's right. Volunteers may even need a thin sweater at night.

B: Ok, I'll remind the students to take a thin sweater for the night. Where will the volunteers be staying?

W: They'll stay and eat with local families.

B: Is there anything else our students should know about this project?

W: No, not really, except that it is nice and cool in the mountain.

B: So, this is a project for students who like cool weather, and, how much is it?

W: Um... \$2,000 for the flight and \$250 per week for food and accommodation.

B: Right, and what's the other project?

W: This is an environmental project. It involves planting trees to stop the desert spreading in China.

B: Uh... is this one in Mongolia?

W: Yes, that's right. How do you know?

B: One of our students went on it a few years ago and wrote about it in the school newspaper.

W: Oh good. Then, if you have the information about the project in the article, I only need to tell you how much it is this year. The airfare to Inner Mongolia is \$1,500 and the food and accommodation is \$400 per week.

B: And the volunteers have to make their only way to Shenzhen, right?

W: Yes, that's right. Unfortunately there're no flights from Hong Kong.

B: So I must let the students know that they have to make their only way to Shenzhen. Right, thank you very much for your help. Is there anything else I should tell potential volunteers?

W: Don't worry. When we take on volunteers, we give them an information pack about what they need. Is that everything then?

B: Um... no... I forgot to ask about dates.

W: Um... the three-week projects are from July the 5th until July the 26th. By the way, volunteers don't have to buy their own tickets as we make all the travel arrangements but they must give us the money for their tickets, food and accommodation by June the 14th.

B: Ok, money before June the 14th. I mustn't forget to mention that. And you'll give all students accepted in the project an information pack. That should be very useful for them. When will they know that they've been accepted on the project?

W: By May the 15th. And please don't forget to write our address in the article. Oh, and the deadline for applications is April the 1st.

B: Right. I have your address on the letter you wrote to the Principal. Well, thank you very much for your help.

W: Not at all. Thank you for writing about us. Goodbye.

B: Bye.

**2nd Interview:** a conversation between Mr. Brown (B) and Ricky Yu (R), a student who took part in a 'Give a Hand' project 3 years ago

B: Hello, Ricky Yu.

R: Yes, what can I do for you?

B: Hi, I'm Harry Brown, the editor of St. Steven's newspaper. I hope you don't mind my coming round to see you. But a few years ago, you were a volunteer for a charity called 'Give a Hand' and wrote an article for our paper about it.

R: Oh yes. It was three years ago after I finished Secondary 5.

B: We want to write an article encouraging students to join. You said some very positive things about the 'Give a Hand' project you did.

R: Yes, it was great. It was the best experience of my life.

B: That's good. One thing that worries me though is how the students are going to get the money together for their fares, food and accommodation. Have you any suggestions?

R: Well, I would try to get sponsorships from companies. You can get the names of companies by going to the TDC, you know, the Trade Development Council.

B: Uh, that's a good idea. I haven't thought of contacting the Trade Development Council for likely sponsors.

R: I also raised money by doing a sponsored walk, so your students can always do that kind of thing. It doesn't have to be a walk. It could be a swim, or a bicycle ride or something.

B: Yes, of course. It's always possible to get people to give you money for something like a swim or a bicycle ride. I must say I was very impressed by your climb of the highest peaks on Lantau in one day. It must have been really tiring.

R: It certainly was. Another thing they could do to raise money is to put on a show of some kind, or maybe they could sell things like food or toys at school fairs.

B: Good idea! I like the idea of putting on a show, and if you can find the right thing to sell at school fairs, it should be possible to raise a lot.

R: Yes, I wish I had thought of it when I was trying to raise money.

B: Thanks for your ideas. I must remember to include them in the article. Um... I'd also like to know how taking part in a project in China benefited you.

R: It really opened my eyes to how other people live because I've never travelled outside Hong Kong before. Also I think it really helped me to get a job when I left school. I put it in my resume and when I was called to interview, people were very interested in what I have done and so I've a lot to talk about.

B: Yes, that's a good point. It's always difficult to say something interesting in a job interview. And something like this could really make a job applicant stand out from the rest.

R: Yes, and taking part in a project was also very good for my English because I was the only volunteer from Hong Kong in the group, and so I had to use English a lot. Now I've got friends from all over the world. It's pretty nice having someone to visit when you go to another country.

B: Ok, Ricky, so, it was good for your English. It showed you how other people live. It helped you at job interviews and you made some friends. It sounds like you got a lot out of it.

R: I certainly did.

B: Well, thank you very much for your help.

R: Not at all.

B: Bye, and thank you.

R: Bye-bye.

