

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

8. Based on the information given in paragraph 5, decide if the following statements are **True, False** or the information is **Not Given**. Blacken ONE circle only for each statement. (3 marks)

- | | T | F | NG |
|---|-----------------------|-----------------------|-----------------------|
| i) Coupons are a good way to gain ‘likes’ on <i>Facebook</i> . | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ii) Coca Cola ordered its fans to start a fan page. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| iii) The Coca Cola fan page has the most number of fans of all <i>Facebook</i> fan pages. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

9. What does the writer compare a brand that ignores its consumers to?

10. What does ‘gnash their teeth’ (line 59) mean?

- | | | | | |
|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. are furious | | | | |
| B. feel sick | | | | |
| C. are cheerful | A | B | C | D |
| D. want to be famous | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11. What does the writer suggest a company do in the face of negative comments?

12. Number the following events in chronological order. Write 1–4 on the lines provided.

- | | |
|---|-------|
| Shakira answered a reporter’s questions on her fan page. | _____ |
| Shakira started using <i>Facebook</i> . | _____ |
| Shakira’s page became the most popular. | _____ |
| Shakira’s page started having posts in various languages. | _____ |

13. What is the main purpose of paragraph 8?

- | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| A. To show that the page becomes very popular in only five years | | | | |
| B. To give an example of what can be done to earn ‘likes’ on <i>Facebook</i> | | | | |
| C. To compare Shakira’s <i>Facebook</i> design before and after her success | A | B | C | D |
| D. To prove the extensive influence of <i>Facebook</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. What does ‘it’ (line 69) refer to?

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

15. Why does the writer think that the marketing benefits of Shakira's page are extensive?

16. According to paragraph 10, what makes Shakira's page successful? (2 marks)

i) _____

ii) _____

17. What does Navarra mean by saying 'Likes are the lowest value social action a person such as Shakira can get on Facebook' (lines 98–99)?

A. Likes are of least value to Shakira.

B. Shakira does very little to get 'likes'.

C. Shakira can easily get 'likes' on her Facebook.

D. Shakira does not want 'likes' at all.

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Based on the information in paragraph 11, complete the summary below by writing ONE word to fill in each blank. You should make sure that your answers are grammatically correct, paying attention to the word form, plurals, etc. (5 marks)

Shakira is very good at staying in (i) _____ with her fans by posting (ii) _____ and video blog posts of her (iii) _____. The number of 'likes' does not affect her popularity, but it increases her (iv) _____ on Facebook and helps decide what type of (v) _____ to post in the future.

19. What does 'breath-taking' (line 111) suggest about the number of views?

20. What is the irony in paragraph 12?

21. What does 'retribution' (line 116) mean?

A. reward

B. punishment

C. criticism

D. compensation

A	B	C	D
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

22. What does the question in paragraph 13 suggest?

23. Why is finding dates via *Facebook* especially common among Hong Kong people? (2 marks)

24. According to paragraph 14,

i) What is the change in News Feed about? (1 mark)

ii) What is the writer's view towards the change? (1 mark)

25. Match the sub-headings with the paragraphs by writing the letters (A–I) in the table below. The first one has been done for you. (8 marks)

Sub-headings	
A	<i>An introduction to Facebook (example)</i>
B	Responding to negative comments
C	A local example of social media success
D	Other uses of social websites
E	Change for the better
F	Creating a fan page
G	Making a fan page successful
H	A case of popularity boom
I	Secret behind the success story

Paragraph Nos.	Sub-headings
1	A
2–3	
4–6	
7	
8–9	
10–11	
12	
13	
14	

END OF PART A

Answers written in the margins will not be marked.

HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION

Candidate Number																			
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Exam Power Pack
Exam Practice Set 1
ENGLISH LANGUAGE PAPER 2
Question-Answer Book

(2 hours for both Parts A and B)

INSTRUCTIONS

- (1) There are two parts (A and B) in this paper. Candidates should attempt Part A and **ONE** question from Part B.
- (2) After the announcement of the start of the examination, you should first write your Candidate Number in the spaces provided on Page 1.
- (3) For Part B, you should put 'X' in the corresponding question number box on Page 6 to indicate the question you are going to attempt.
- (4) Write your answers in the space provided in this Question-Answer Book. Answers written in the margins will not be marked.
- (5) Do **NOT** use your real name in answering any of the questions. If names are provided in the question, you must use those names. If no name is provided and you still wish to use a name to identify yourself, then use 'Chris Wong'. If you need to use names for other characters in the composition not specified by the question, you may use names such as Mary, Peter, Mr Smith, Ms Young, etc. You may lose marks if you do not follow these instructions.
- (6) Rough work should be done on separate rough-work sheets. These will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Yours faithfully,
Chris Wong

Answers written in the margins will not be marked.

END OF PART A

Part B

For questions 2–9, choose **ONE** question and write about 400 words in the space provided on Pages 6–8. Indicate which question you are going to attempt in the question number box on Page 6.

2. Learning English through Sports Communication

The government is worried that teenagers in Hong Kong are not having enough exercise. As the chairperson of the Sports Club of your school, you have decided to give your opinion on this.

Write a letter to the Head of Home Affairs Bureau explaining why teens are not doing enough exercise. You should then suggest two activities that can be held by the government and explain how they can benefit students.

3. Learning English through Drama

Your drama teacher is inviting students to submit a story for this year’s variety show. The theme of this year is ‘Blessing in disguise’. Students are invited to submit stories and the winning story will be turned into a play and performed. Your story should be about a sudden change which turns out to be a blessing.

Write your story.

4. Learning English through Social Issues

A recent survey shows that Hong Kong has scored low in the happiness index survey. Write an article for your school magazine outlining three reasons for this phenomenon and suggesting ways to make locals happier.

5. Learning English through Debating

You are a member of the debate team. As you are going to enter a debate competition, you have to prepare a debate speech. You are the first speaker on your team, and the motion is ‘Social networking enhances human relationships’. You are allowed to argue for or against the motion. Write your speech.

6. Learning English through Workplace Communication

You are a summer intern working in Hong Kong Metropolitan Travel’s customer services department. Your job is to be a secret customer of local trips. Your boss, Jackie Lee, the manager of the customer services department, has asked you to inform him about your trip and suggest possible improvements. Write an email to him summarizing details of your last trip, outlining the strengths and weaknesses of the services and suggesting two possible actions that could be taken to improve the services.

7. Learning English through Popular Culture

You are working on a project about ‘The declining popularity of local television programmes’. Write an article for your school magazine to explain why this is happening and suggest two ways to attract more viewers for local television programmes.

8. Learning English through Poems and Songs

The Education Bureau is inviting suggestions on activities to enhance students’ interest in learning English.

As the chairperson of the English Club of your school, your teacher has asked you to propose two interesting activities regarding ‘Poems and songs in English language’. Write a proposal outlining two activities and explain how they would increase students’ interest in learning English.

9. Learning English through Short Stories

Last month, your teacher invited a famous author, Mary Li, to share with students how to write creative stories. As the Chairperson of the Reading Club, you are asked to write an article for your school magazine outlining the biography of Mary Li and her sharing.

END OF QUESTIONS FOR PART B

Exam Power Pack
Exam Practice Set 1
ENGLISH LANGUAGE PAPER 4

GENERAL INSTRUCTIONS

This paper consists of two parts: Part A, Group Interaction; and Part B, Individual Response. Part B will immediately follow Part A. DO NOT write anything on this page.

PART A Group Interaction

You will be given 10 minutes to prepare. The time allowed for the group interaction is 8 minutes (or 6 minutes for a group of 3 candidates). You may make notes on the notecard provided and refer to your notes during the discussion.

Below is a newspaper article on suspended meals:

Suspended Meals

‘Suspended coffee’ originated in cafes in Naples, Italy, where a person who had experienced good luck would order two coffees but only consume one, leaving the second one for someone who came into the shop and asked for a coffee. The suspended coffee idea is now a global charity phenomenon and has taken different forms in different places.

In Hong Kong, a local variation of the movement is the suspended meal scheme. Customers can buy meal coupons at participating restaurants and give them to people in need themselves, or they can leave them in the shops so that those in need can pick them up and claim meals with them. Go Inside, a restaurant in Hung Hom that supports the cause, sells between 30 and 200 of these coupons in a month.

Yet, a restaurant in Ho Man Tin has received complaints for their act of good faith. Every day, the restaurant gives away meals donated by others, but this leads to queues of homeless people, elderly and residents living in subdivided units. ‘I am most concerned with the noise and pedestrian congestion caused by the crowds,’ said a resident in the neighbourhood.

Nonetheless, some question the effectiveness of the scheme. According to a survey by Children Welfare League, nearly 30% of the respondents would not take free meals as they see them as something undignified. Some are also concerned about the social media presence of these restaurants. ‘Still many people living in poverty and those who have no access to the Internet are unaware of them,’ a social worker revealed.

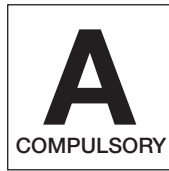
Your group is going to make a presentation on suspended meals. Discuss with your group what to include in the presentation. You may want to talk about:

- why the phenomenon has taken root in Hong Kong
- problems related to suspended meals
- whether suspended meals can help the poor in Hong Kong
- anything else you think is important

PART B Individual Response

The examiner will ask you one or more questions based on Part A. You will have up to 1 minute to respond.

1. Have you ever helped people in need?
2. If you had a problem, would you ask people for help or handle it alone?
3. If you were poor, would you take free meals?
4. Why do you think some businesses may choose not to take part in a suspended meal scheme?
5. How can we promote the suspended meal scheme?
6. If you owned a restaurant next to one that had just implemented a suspended meal scheme, what would you do?
7. How would you persuade people in need to take free meals?
8. What are some possible ways to help the poor in Hong Kong?
9. What are the causes of poverty in Hong Kong?
10. Do you think suspended meals can improve social cohesion in Hong Kong?



HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION

Candidate Number																			
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Exam Power Pack
Exam Practice Set 1
ENGLISH LANGUAGE PAPER 3
PART A
Question-Answer Book

GENERAL INSTRUCTIONS

- (1) There are two parts (A and B) in this paper. All candidates should attempt **ALL** tasks in Part A. In Part B, you should attempt either Part B1 (easier section) OR Part B2 (more difficult section). Candidates attempting Parts A and B2 will be able to attain the full range of levels, while Level 4 will be the highest level attainable for candidates attempting Parts A and B1.
- (2) Write your Candidate Number in the spaces provided on the appropriate pages of Part A Question-Answer Book and both Part B Question-Answer Books.
- (3) Write your answers clearly and neatly in the spaces provided in the Question-Answer Books. Answers written in the margins will not be marked. You are advised to use a pencil for Part A.
- (4) All listening materials will be played **ONCE** only.
- (5) The rough-work sheets provided are for you to take notes. They will be collected separately and will not be marked..
- (6) The two Question-Answer Books attempted by candidates (one for Part A and one for Part B) will be collected together at the end of the examination.
- (7) The other unused Question-Answer Book for Part B will be collected at the end of the examination. This will not be marked. Do not write your answers in the booklet.

Do not write on this page.
Answers written on this page will not be marked.

Part A

Situation

Theresa Wong works for Beaumont Hotel, an independent hotel in Hong Kong as a management trainee. You are going to listen to four recordings of Theresa in various situations performing her duties.

In Part A, you will have a total of four tasks to do. Follow the instructions in the Question-Answer Book and in the recording to complete the tasks. You will find all the information you need in the Question-Answer Book and the recording. You now have two minutes to familiarize yourself with Tasks 1–4.

Task 1 (17 marks)

Theresa is meeting Georgia Tam, Human Resources Manager, to discuss organizing a staff development day. Listen to the meeting and fill in the missing information in the spaces provided on the note sheet. One has been done for you as an example. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Manager(s) in charge: Georgia Tam and Roger Lau (example)

Name of the staff development day: (1) _____

Date: (2) _____

Venue: (3) _____

Time: (4) _____ with a (5) _____

Type of participant:

All departments must send (6) _____ managers to attend the meeting

All trainees with (7) _____ must attend

Purpose of the training

- To improve (8) _____ between departments
- To allow the managers to select trainees for their departments

Things to do before the training:

All trainees must (9) _____ and provide a (10) _____

Schedule

Before 10am Team-building activities

10–12noon (11) _____

12–2pm Lunch

2–4pm (12) _____

After 4pm (13) _____

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

(14) **Lunch:** *(Tick the correct boxes only)*

Chinese	Japanese	Thai	Italian	French
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(15) **Dinner:** *(Tick ONE box only)*

Set dinner	Buffet	Three-course meal	No meal provided
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(16) **Colour of the backdrop:** *(Tick ONE box only)*

Red	Blue	Black	White	Orange
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(17) **Position of the stage:**

(Put an X to show the position of the stage)

		Toilet
Door	Refreshment counter	

Answers written in the margins will not be marked.

END OF TASK 1

Task 2 (14 marks)

Theresa is meeting with other trainees, Sam and Michael, to discuss an evaluation to be handed to the Catering Department. **For Part A**, listen to the meeting and fill in the missing information in the spaces in the table below. **In Part B**, you have to indicate which dish for lunch to serve on the staff development day and provide reasons. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Task 2: Part A

Area	Outstanding areas	Areas for improvement
Appearance	<ul style="list-style-type: none"> (18) _____ design of the entrance 	<ul style="list-style-type: none"> (19) _____ inside
Restaurant staff	<ul style="list-style-type: none"> Friendly and professional waiters Served food with (20) _____ _____ 	<ul style="list-style-type: none"> Didn't (21) _____ all customers Customers not immediately seated as the waiters appeared busy serving other customers Limited (22) _____ of the food on the menu
Food	<ul style="list-style-type: none"> Food (23) _____ on the plate Use of (24) _____ _____ 	<ul style="list-style-type: none"> (25) _____ range of food to choose from
Others	<ul style="list-style-type: none"> (26) _____ for money 	<ul style="list-style-type: none"> Inconvenient opening hours: (27) _____ _____

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Task 2: Part B

Theresa, Sam and Michael are discussing which dish to serve for lunch on the staff development day. Put a tick in the box next to the dish you think they choose in the table below and write down the three reasons for their choice based on what they say.

Answers written in the margins will not be marked.

Dish name	Description	Ingredient	(28) Dish chosen (Tick ONE box only)
Tom Yum Kung pasta	Pasta cooked in traditional Thai prawn soup	Chicken stock, prawn, lemongrass, pasta	<input type="checkbox"/>
Fried rice in curry sauce	Fried rice topped with local curry fish ball sauce	Curry powder, butter, rice, vegetables	<input type="checkbox"/>
Kimchi noodles	Chinese noodles served in Korean style soup	Chinese egg noodles, kimchi, beef soup, Korean chilli sauce	<input type="checkbox"/>
Philadelphia Roll	Sushi roll wrapped with American favourites	Cream cheese, smoked salmon, cucumber, rice	<input type="checkbox"/>

Reasons you think they have chosen the dish:

- (29) _____
- (30) _____
- (31) _____

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

END OF TASK 2

Task 3 (17 marks)

Theresa, Sam and Michael are meeting to discuss some customer feedback and improvements that need to be made. Listen to the meeting and fill in the missing information in the spaces below. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answer.

Answers written in the margins will not be marked.

Guest 1's feedback

Mr Zhang had to (32) _____ and set the digital alarm clock in the room.

The alarm clock did not work properly. Mr Zhang (33) _____ and was about an hour late.

He was pleased that the hotel arranged a (34) _____ for him to travel to the airport and offered him (35) _____.

Guest 2's feedback

Miss White was on a business trip, so she did not (36) _____.

She had dinner in (37) _____.

She made it clear that there could not be any (38) _____ in her food. But after having a (39) _____, she suffered a severe allergic reaction.

Guest 3's feedback

Mrs Panaj stayed on 12/F and was asleep at 11 o'clock. But she was (40) _____
_____. A man claimed that (41) _____
_____ and could not get into the room.

In fact, the man (42) _____ and should have gone to 13/F.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Hotel department	Improvement	Action plan
Rooms Division	(43) _____ _____ _____	(44) _____ _____ _____ in a month
Catering Department	(45) _____ _____	(46) _____ _____ _____ when checking in or making their reservations
Security Department	Give guests access only to (47) _____ _____ _____	(48) _____ _____ _____ in all lifts

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

END OF TASK 3

Task 4 (11 marks)

Theresa is appearing on a radio show called *Straight to the Point* along with Derek Poon from the Association of Hotel Chains. Listen to the show and answer the questions below. Please note you do not need to answer in complete sentences. One of them has been done for you as an example. You now have 30 seconds to study the task. At the end of the task, you will have two minutes to tidy up your answers.

The Motion: Hotel chains are better than independent hotels

Derek Poon: For the Motion

Point 1

According to Derek, what are hotel chains able to offer?

(49)

What examples does Derek give to support this point?

(50)

Point 2

According to Derek, why are staff in hotel chains more experienced?

(51)

What programme do hotel chains give to new staff?

Mentorship programme (*example*)

Point 3

According to Derek, which department have hotel chains set up specifically for customers?

(52)

In what way is this department important?

(53)

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Theresa Wong: Against the Motion

Point 1

According to Theresa, what is the greatest advantage of independent hotels?

(54)

How is that achieved?

(55)

Point 2

Who are the owners of most independent hotels?

(56)

Why is the morale of staff in independent hotels significantly higher?

(57)

Point 3

Where do the profits of hotel chains go?

(58)

How do independent hotels benefit the local economy?

(59)

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

End of Task 4

End of Part A

Now go on to Part B