

PAPER 3 PART B1



HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2012

### **ENGLISH LANGUAGE PAPER 3**

### PART B1

### DATA FILE

### **GENERAL INSTRUCTIONS**

(1) Refer to the General Instructions on Page 1 of the Question-Answer Book for Part A.

### **INSTRUCTIONS FOR PART B1**

- (1) The Question-Answer Book for Part B1 is inserted into this Data File.
- (2) For Part B, attempt **EITHER** those tasks in Part B1 (Tasks 5-7) **OR** those in Part B2 (Tasks 8-10).
- (3) You are advised to use a pen for Part B.
- (4) The Data Files will **NOT** be collected at the end of the examination. Do **NOT** write your answers in the Data Files.
- (5) Hand in only ONE Question-Answer Book for Part B, either B1 or B2, and tie it with the Question-Answer Book for Part A.

Not to be taken away before the end of the examination session

### Part B

### Situation

You are Nicky Leung. You work for Cultural Commons, which is a non-governmental organisation, an NGO, in Hong Kong. Cultural Commons helps people from different countries who come to live in Hong Kong. Your organisation is planning a Fun Day for a local community. Your boss, Manjula Pillai, has asked you to do some tasks.

You will listen to a recording of the weekly podcast programme *Bookmark*. In the podcast you will hear an interview with author Lionel Chan.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File for Part B1 and the Question-Answer Book and the Data File for Part B2. Remember you must choose to do the tasks in either Part B1 or Part B2. Do **NOT** attempt both Parts B1 and B2.

Complete the tasks by following the instructions in the Question-Answer Book that you choose and on the recording. You will find all the information you need in the Question-Answer Book and Data File that you choose and on the recording. As you listen you can make notes on page 3 of the Data File.

You will have five minutes to familiarize yourself with the Part B Question-Answer Book and the Data File.

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### Listening note-taking sheet for podcast programme Bookmark

Listen to the weekly podcast programme Bookmark, which features an interview with Lionel Chan.

Take notes under the headings on the notesheet: Fun Day details Body language Lionel Chan Communication barriers Practical difficulties newcomers to Hong Kong face Lionel Chan's book 'An Immigrant's Song'

### Email from Manjula Pillai

To: Nicky Leung
From: Manjula Pillai
Sent: 31 March 2012

Subject: Things to do for Fun Day

Dear Nicky

Could you please do the following three things for me?

We want to hand out some leaflets before the Fun Day to encourage people to come. I've designed a basic template for a leaflet but I need you to add in the details. Include:

- the place, date and time (in the top box)
- the activities
- the special guests (mention why they're famous)
- our organisation name and phone number (in the bottom box)

Look at the minutes of the last Fun Day Planning Committee meeting and your notes from the *Bookmark* podcast.

I need the information about the Thai Ladies performance. Please send me an email with the information you've managed to find out, like:

- how much time the dancers need and how many people they're bringing
- what they need and if it's available from the Hong Kong Parks Department
- any costs involved
- any possible problems

Finally, Lionel Chan is going to be one of our special guests at the Fun Day. Write a short descriptive paragraph about him to put on our website. Please include information about:

- his background and family
- his current and previous jobs
- his new book

You should be able to get information from the book jacket of his latest book, the *Booklore* website and your notes from the *Bookmark* podcast.

Thanks for your help.

Best

Manjula

### Minutes of Fun Day Planning Committee meeting

# **Cultural Commons**

www.culturalcommons.org.hk



13F 64 Larch Street Tai Kok Tsui Kowloon Tel: 46288070

### Minutes of the 3<sup>rd</sup> meeting of the Fun Day Planning Committee

Date: 15th March, 2012

Present: Manjula Pillai (MP)

Nicky Leung (NL) Elvis Chan (EC) Davy Kulkarni (DK)

### **Agenda**

### 1. Fun Day times

It was decided that the Fun Day should start at 2 pm. EC advised that the event should finish by 6.30 as it would get dark then. All agreed.

### 2. Venue

DK reported that the Fun Day would take place in the Chinese Garden in the park.

### 3. Cooking workshop and dance performance

DK reported that a local Indian cooking group had agreed to hold a cooking workshop.

NL reported that a local group of Thai women called Thai Ladies had agreed to do a dance performance.

Action agreed: NL to contact the Hong Kong Parks Department to ask about equipment available for the Fun Day and to ask the Thai Ladies what they will need on the day.

### 4. Other Fun Day activities

The committee discussed other activities and agreed to encourage people to come in national dress. It was decided that it could be made a competition.

### 5. Special guests

DK reported that Duleep Singh had confirmed he would be a special guest at the Fun Day. MP agreed that having a famous film star for the guest was good news.

### 6. Any other business

No further points were raised.

The next meeting was set for 10<sup>th</sup> April 2012.

### Email from the Thai Ladies group

To:

Nicky Leung

From:

Buppha@tladies.com

Sent:

27 March 2012

Subject:

Fun day dance

Dear Nicky

Thanks for meeting me last week.

We're delighted to be coming to the Fun Day. There will be 14 dancers and we'll need about 25 - 30 minutes in total for the performance. We'll also be bringing a few more people to help, probably three – four. So could you make sure we have enough space for all of us? Plus all of our dance costumes and bags?

We'll need a stage so that people can see us and please make sure we have electricity available to play the music. We can provide a music system. It may be a good idea for you to provide some chairs for old people to sit down. I know that sometimes the Hong Kong Parks Department provide lights but we don't need lights.

Regards

Buppha

### **Email from the Hong Kong Parks Department**

To:

Nicky Leung

From:

hkparks@hkparks.hk

Sent:

28 March 2012

Subject:

Re: Fun Day equipment enquiry

### Dear Nicky

Thanks for your email about equipment. We can provide some different things free of charge for your Fun Day:

- A stage (capacity 10 people)
- Tables
- Microphones
- Outdoor lights

Please note that we can only provide one stage.

If you need further equipment, we can provide things such as chairs and generators for electricity. Please note that we will need to charge you 500 dollars deposit for up to 100 chairs and 150 dollars deposit for each electricity generator. You would need one generator for a music system and one for lights.

Please let me know what you need as soon as possible.

Regards

Andrew Tse

Hong Kong Parks Department

To:

hkparks@hkparks.hk

From:

Nicky Leung

Sent:

26 March 2012

Subject:

Fun Day equipment enquiry

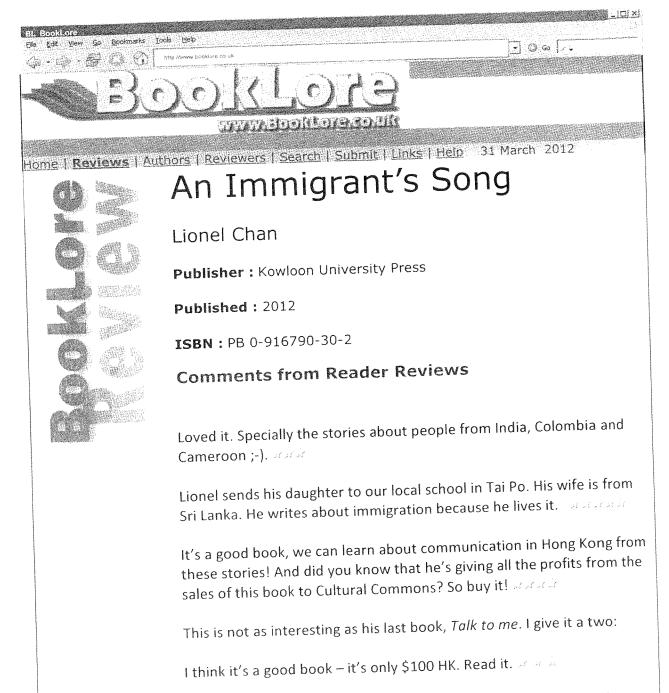
### Dear Mr Tse

I represent an NGO called Cultural Commons. We promote cross cultural activities. This year Cultural Commons is holding a Fun Day in one of your parks. And there will be a dance performance.

Please could you send me some details about the kind of equipment you have available for this kind of event? If you can include information about costs too, that would be very helpful.

Regards

Nicky Leung



## THIS IS THE LAST PAGE OF THE PART B1 DATA FILE

Sources of materials used in this paper will be acknowledged in the *Examination Report and Question Papers* published by the Hong Kong Examinations and Assessment Authority at a later stage.

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HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2012

### **ENGLISH LANGUAGE PAPER 3**

### PART B2

### DATA FILE

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### Part B

### Situation

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### Listening note-taking sheet for podcast programme Bookmark

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Take notes under the headings on the notesheet: Fun Day details Body language Lionel Chan Communication barriers Practical difficulties newcomers to Hong Kong face Lionel Chan's book 'An Immigrant's Song'

### Email from Manjula Pillai to Nicky Leung

To: Nicky Leung
From: Manjula Pillai
Sent: 30 March 2012
Subject: Things to do

Dear Nicky

I've got three things for you to do.

We're going to carry out an online survey about barriers to communication in Hong Kong. Please write an introductory paragraph for the survey. Include:

- what a barrier is
- barriers related to the Hong Kong way of life
- the effects of each barrier or how people feel as a result

Don't mention barriers related to body language as we did that in another survey. Have a look at that 'Living in Hong Kong' newsletter article as a starting point.

We want to start a new advice page on our website focusing on a different area of communication each month. This month's focus will be on body language. Use the website template to:

- explain the problems associated with each aspect of body language shown
- give advice about body language related to each

Take a look at the extract from Isobel Tait's article 'A Review of Research into Body Language' as a starting point.

Fairfax Secondary School has asked us to write a short article for their school newsletter. It's a special edition for their Multi-Cultural Awareness Week. They want us to write about the practical difficulties faced by people from different countries who come to live in Hong Kong and the help available from the community in Hong Kong.

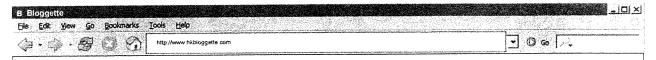
Please write the article. I found some statistics in one of Lionel Chan's research articles. Use that as your starting point. We've only been given space for 200 words so make sure it's about that length.

Remember that your notes from the Bookmark podcast will be useful for all of these.

Thanks for your help.

Best

Manjula



## hk bloggette.com





January 2011

December 2010

November 2010

### School in Hong Kong at last...

I've been in Hong Kong for a month and tomorrow is my first day at school. I'm a little bit scared. But my mum says not to worry. That's easy for her to say!

### Week 1: Nobody listens!!

Posted on February 1, 2011 @ 6:01 PM

Today the school secretary asked me if I'd had any problems since arriving in Hong Kong. I started answering her question but she just interrupted me with what she thought I was going to say. I felt like what I had to say wasn't important. This is how I felt:



### Week 2: My Body's Language!?!

Posted on February 10, 2011 @ 6:13 PM

There's some good news this week!! I sat next to a girl called Ka Man in class, but she told me to call her Carmen. She seemed a bit shy but she asked me about Nepal and how it is different from Hong Kong. Then, my teacher asked me to do a presentation about Nepal to my class next week. I'm going to show some photos and play some music too! I did a practice run and she gave me some tips about body language like paying attention to how I stand. She said that if I put my hands on my hips when I present I look over-confident — a bit arrogant. She told me to relax my arms and let them hang by my side... I think I need to practise;-).

### Week 3: New Friends

Posted on February 19, 2011 @ 11:43 AM

Success! I did my presentation! My classmates asked loads of questions and some classmates are going to lend me some Cantonese music and I'm going to lend them some Nepalese movies! The school social worker had a chat with me today after school and she told me about a local youth club run by Cultural Commons for all the kids in Sham Shui Po, including kids from different countries, like me. She said I can go next week after school on Friday – but I need to ask my mum and dad first. I'm so excited, I'll be able to make some more friends. I told Carmen and she's going to ask her mum too! I hope we can go!

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### Extract from Isobel Tait's article 'A Review of Research into Body Language'

There is sufficient evidence at this stage to safely conclude that certain aspects of body language can have both positive and negative effects on the perceptions of others in a variety of contexts and cultures (Lo, 1999; Lo and Francis, 2001). It has even been argued that body language is the most important aspect of human communication (Duncan, 2004).

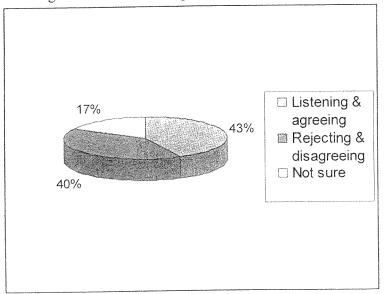
De Frietas (2006), for example, found that how people stand has a significant effect on listeners' perceptions of the speaker when giving presentations. She found that



Figure 1: Folded arms (Amocatchi, 2008)

in a job interview situation, candidates actually failed the interview based on the way that they stood when asked to give a presentation.

Amocatchi (2008) conducted a survey, in which she showed over 1,000 different people a drawing of someone folding their arms. She asked them what kind of message they thought was being transmitted. The results can



advice for listeners is to avoid confusion by reverting to a neutral position, i.e. with their hands loosely clasped in front of them.

be seen in Figure 2 below. Amocatchi concludes that the best

Figure 2: Folded arms results of survey (Amocatchi, 2008)

### Article from Living in Hong Kong newsletter

Imagine waking up in a brand new country. Have you ever wondered what that might feel like? This month, three recent arrivals in Hong Kong – Mina, Georg and Tariq – talked about their new lives in Hong Kong.

First of all, welcome to Hong Kong. How long have you been here and what are you doing here?

**Mina:** Well, Georg and I are students at Kowloon University and we've been here for three months.

**Tariq:** I'm originally from Oman and I've come to live with my grandparents and help in the family business. I've been here for two months.

### Are you enjoying life in Hong Kong?

Georg: Yes, we all think it's a great place – for me, it's very different from Sweden which is where I come from.

We wanted to ask you today about communication in Hong Kong. Have you come across any barriers?

Georg: The pace of life here is so fast, everyone seems to be in a hurry and they don't seem to have the time to talk to you. So I guess time is a barrier.

Mina: I know just what you mean, like when I was in a shop last week, I was trying to ask about the price of something and the shop assistant wouldn't take the time to answer my questions. It was really frustrating.

**Tariq:** Frustrating for you, but ultimately businesses suffer because you end up going to another shop and the first shop loses custom.

Mina: Exactly.

Tariq: Noise as well can be a real barrier. I have had several instances when I've received a phone call when I was on a big busy road, like Nathan Road or somewhere, and I simply couldn't understand what was being said. On one occasion it was an important phone call about a job interview I'd attended and I just couldn't catch what was being said.

## Is there anything that you've found difficult about living in Hong Kong?

**Tariq:** At first I couldn't find a doctor but then someone told me about some free clinics near where I live in Mongkok. There are four of them offering free clinics once a week.

**Georg:** Not really – sometimes I miss the food from home, but then I found a website which gave me information about shops which sell food from Sweden and a list of restaurants I can go to. It's great.

**Mina:** I love the local food, so it's not a problem for me.

Well, thanks for talking to us and we hope you continue to enjoy living in Hong Kong.

# Appendix of statistics from Lionel Chan's research article Tracking Hong Kong Newcomers

Nicky, for the newsletter article, we don't have much space so limit yourself to the areas where the majority of people have said it's a problem. Manjula

Appendix 11: Newcomer responses after 1 week in Hong Kong	% agree	% disagree
Easy to find somewhere to live	12	88
Local food is very good	75	25
Enjoying sightseeing	95	5
Easy to find a school for children	17	83
Easy to find free medical care	10	90
Using the MTR is easy and convenient	84	16
Easy to find free legal advice	18	82
Children have the opportunity to make friends	13	87
Easy to find food from your own country	86	14

### Article from the Kowloon Herald, 15th February 2012

### Lawyers step up

Local lawyers, Venny Wong and Theresa Lam, who both work at law firm Chan and Wang Legal Company, have taken the decision to provide pro bono services to newcomers coming to live in Hong Kong through a community-based legal advice scheme.

"We realised that there are some people who come to live in Hong Kong who need a bit of extra help," explained Venny Wong. "They arrive in a new country and face practical difficulties like dealing with immigration or finding legal advice for other matters. Often they can't afford that advice."

Both Venny and Theresa have decided to try to build up a network to encourage others to do more.

Theresa explains, "We're already talking to friends from other businesses to see if they want to help."

In fact, they've already had some success. Enrique Ramirez, an estate agent in Kwun Tong, is offering a helping hand. "We provide a commission-free service to help newcomers to find somewhere to live in Hong Kong. So far we've helped about 20 families," he explained.

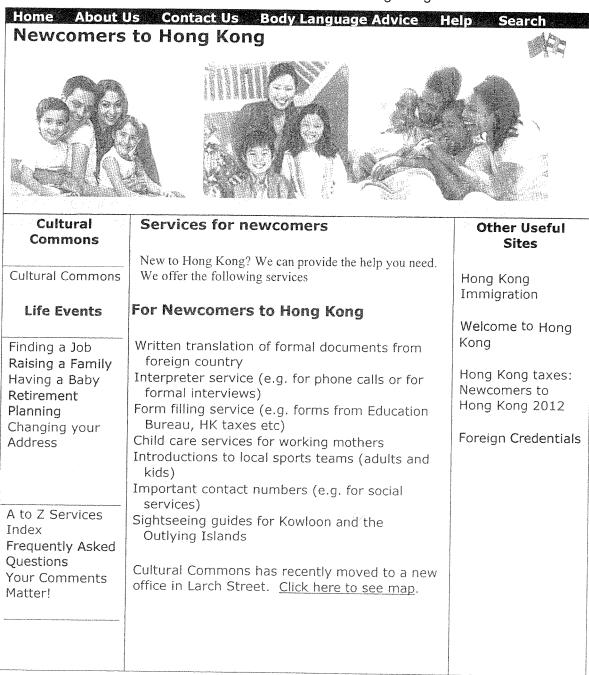
Government organizations are also doing their bit to help. The Hong Kong Tourism Board has recently produced a new MTR map for tourists and newcomers. "It will help people new to Hong Kong find their way round so they can shop till they drop," a spokeswoman announced.

### Cultural Commons webpage



### **Cultural Commons**

Services for Newcomers to Hong Kong

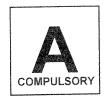


### THIS IS THE LAST PAGE OF THE PART B2 DATA FILE

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2012-DSE ENG LANG

PART A



HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2012

# 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 and stick barcode labels 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) Supplementary answer sheets will be supplied on request. Write your Candidate Number, mark the question number box and stick a barcode label on each sheet and fasten them with string INSIDE the Question-Answer Book.
- (6) The rough-work sheets provided are for you to take notes. They will be collected separately and will not be marked.
- (7) No extra time will be given to candidates for sticking on the barcode labels or filling in the question number boxes after the 'Time is up' announcement.
- (8) 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. Fasten the two Question-Answer Books together with the green tag provided.
- (9) The other unused Question-Answer Book for Part B will be collected separately at the end of the examination. This will not be marked. Do not write any answers in it.

Please stick ti	IC	Dai	CO	ue	Ia	nei	110	<b>51</b> C	•
Candidate Number		T							



### Part A

### Situation

Aberdeen College is planning to redevelop its online services, including its website. You are going to hear four recordings of students and staff from the college talking about this.

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 will have two minutes to familiarize yourself with Tasks 1-4.

Please	stick	the	barcode	label	here.

### Task 1 (13 marks)

You will listen to a meeting at Aberdeen College where people are discussing the college's new online systems. Listen to the meeting and fill in the missing information in the spaces provided in the note sheet. One has been done for you as an example.

You will have 30 seconds to study the task. At the end of the task you will have one minute to tidy up your answers.

Meeting about The College Online Systems						
Date of meeting: (1)		11th June				
Present:	Mr. Jack Law	ICT Teacher				
	Mr. Rob Lee	College Technician				
	Ms. Cherry Tam	(2)				
Current s	ystem – commen	es:				
• webs	ite	- (3)				
		- not <u>(4)</u>				
• Intr	ranet (example)	<ul> <li>for teachers to communicate with each other</li> </ul>				
		- can send (5)				
		- advantage: (6)				
New Syst	em – possible fea	tures:				
<ul><li>social</li></ul>	network – a place	for (7) to chat				
• (8)		- for buying & selling things, e.g. (9)				
Action to	be taken:	Person: —				
• contac	t website designer	(10)				
<ul><li>survey</li></ul>	students	(11)				
<ul><li>survey</li></ul>	teachers	(12)				
Next mee	ting: (13)					

Answers written in the margins will not be marked.

END OF TASK 1

### Task 2 (13 marks)

You will listen to a presentation by Dannie Wan describing some of the features of the new website to Mr. Law, Rob Lee and Cherry Tam. Listen to the presentation and fill in the missing information in the spaces provided on the website pages. One has been done for you as an example.

You will have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

AC Academic & Charitable	erdeen Col	llege (14)	
Home (15)	Students (16)	(17)	Extra-Curricul Activities
Sports Day (example)	(18)		A recent visit
Upcoming Events		A Warm Weld	ome
View upcoming events our interactive calenda			
Read our previous new stories in our news arc	of Governor extend to welcome to	of the staff and Board ors I would like to you a very warm our school.	A special control of the special control of t
> College Wins Cup	We aim to learning, ar	provide a happy and to promote the skills aging world.	caring environment for which are required by
	Enjoy brow you soon.	vsing our website. We	look forward to meetin
(20)	Regards		
> comments on college, etc.	Dr. Cathe	erine Lai (Principal)	

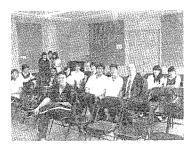
Answers written in the margins will not be marked.

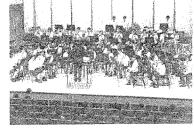


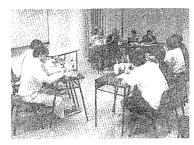
AC
Academic
&
Charitable

# Aberdeen College

### **Students**







Farewell to Mr. Ingles

**School Orchestra** 

**Debating Society** 

enquiries@ac.edu.hk

# (21) Canteen ACquaint (23) Library (25) (26)

ACquaint
ACquaint is your social space. Here, you can
✓ share content
✓ (22)
✓ (24)
- Special Control of the Control of

Answers written in the margins will not be marked.

Website design by Maracas Computing

END OF TASK 2

© Aberdeen College

### Task 3 (14 marks)

Answers written in the margins will not be marked.

Cherry is now talking to a group of Form 5 and 6 students about the college's online systems and issues about studying online. Complete the information in the spaces provided as you listen. One has been done for you as an example.

You will have 30 seconds to study the task. At the end of the task, you will have one and a half minutes to tidy up your answers.

Name of student	Views on online learning
Grace Yau	(27) Positive / Negative / Undecided (circle one)
	Ways of learning mentioned:
	• listening and talking to teachers (example)
	listening and talking to classmates
	• (28)
	• (29)
(30)	(31) Positive / Negative / Undecided (circle one)
	Ways of learning mentioned:
	video conferencing
	• (32)
Michael Ong	(33) Positive / Negative / Undecided (circle one)
	Ways of learning mentioned:
	• reading
	• (34)
	sharing information with classmates
	getting teachers' advice

	: marked.
	ă
	ill not be
:	W.I
	nswers written in the margins wil
	the
	Ξ
	written
	nswers

According to Grace, what do students do that makes social networking sites like Facebook dar	ngerous?
Posting personal information, e.g. (35)	and
(36)	
• Saying yes to (37)	
According to Grace, why are some students not careful enough when using social networking	sites?
(38)	
According to Michael, what should the school do?	
(39)	
(40)	

END OF TASK 3

### Task 4 (13 marks)

Cherry and her friend Rowland are listening to a podcast about online systems. Complete the information in the spaces provided as you listen. Please note that for the summary of the podcast you should use **no more than three words** to complete each gap.

You will have one minute to study the task. At the end of the task, you will have two minutes to tidy up your answers.

Summary of Podcast
Recent US report:
Biggest drop in web-based email usage in 2010-11 was by people aged (41)
Web-based email defined as being accessed through a (42)
Also reports increase in email usage by (43)
The use of social networking sites has increased (44)
Mark Zuckerberg (Facebook founder) thinks email likely to (45)
Big advantage of Facebook: Can use text, email or instant messaging in (46)
Many large organizations have switched from using in-house email systems
to (47)
Reason for switch : (48)
Advantages of social networking system (e.g. <u>Collabro Chatter</u> ):  - More effective in (49)
- And increases (50) and (51)

Indicate how Rowland and Cherry feel about what is said on the podcast.	Tick (✓) <b>ONE</b> box only for each persor
---	--

(52) Rowlan	d's attitude	(53) Chei	(53) Cherry's attitude	
Amused		Amused		
Annoyed		Annoyed		
Bored		Bored		
Confused		Confused		
Enthusiastic		Enthusiastic		
Sceptical		Sceptical		

END OF TASK 4

End of Part A

Now go on to Part B

Candidate Number

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### HKDSE 2012 ENGLISH LANGUAGE PAPER 3 PART B1 Question-Answer Book

B1

EASY SECTION

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Task 5: Leaflet (12 marks)

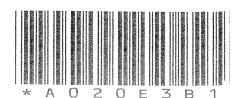
Answers written in the margins will not be marked.

Complete the template for a leaflet to be handed out at local shopping malls using information from the B1 Data File and your notes.

Activities	
Dance Performance by the Thai Ladies Group	
>	Special Guests
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Answers written in the margins will not be marked.

**END OF TASK 5** 



Task 6: Email reply	(18 marks)
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Write your reply email to Manjula Pillai about the Thai Ladies using information from the B1 Data File. Write around 120 words.

To: From: Sent: Subject:	Manjula Pillai Nicky Leung 31 March 2012
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Answers written in the margins will not be marked.

END OF TASK 6

### Task 7: Description for website (18 marks)

Write a short description about Lionel Chan for the Cultural Commons website using information from the B1 Data File and your notes. Write around 150 words.

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END OF TASK 7
END OF PART B1

Candidate Number
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HKDSE 2012 ENGLISH LANGUAGE PAPER 3 PART B2 Question-Answer Book



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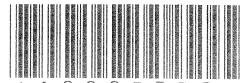
Task 8: Introduction for survey (18 marks)

Write an introduction for the survey on barriers to communication using information from the B2 Data File and your notes. You should write around 150 words.

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END OF TASK 8

### Task 9: Advice page for website (18 marks)

Complete the advice page for the Cultural Commons website using information from the B2 Data File and your notes. Write around 200 words.

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END OF TASK 9

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END OF TASK 10

END OF PART B2