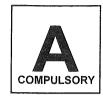
2013-DSE ENG LANG

PAPER 3



HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY.
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2013

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.

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Please stick the barcode label here.



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Part A

Situation

The Airport Authority wants to improve the facilities and the environment for travellers at Hong Kong International airport. You are Chris Wong. You are assisting the public relations team to conduct research on travellers' opinions of the airport.

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.

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Task 1 (14 marks)

The research team leader, Linda Lee, is interviewing a traveller in the airport departure hall. She has asked you to help fill in the interview form below. Write the information in the spaces according to the traveller's answers. One space has been filled in 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.

	Surve	ey Sheet
	Type of traveller: (Tick ONE box only.)	
	(1) business	pleasure other
	Length of journey: (Tick ONE box only.)	
	(2) long	short medium
	Number of trips made each year	Usual destination(s)
	(3)	(4)
		Singapore
		(5)
	Comments on the airport environment/facilitie	S;
	Likes	Dislikes
6)		(9)
7)		(10)
8)		(11)
	Singapore airport is: (Tick ONE box only	
		·)
	better than	,
	(12) worse than <i>H</i>	long Kong.
	the same as	
	Reasons given:	
	Reasons given: (13)	

Answers written in the margins will not be marked.

END OF TASK 1

Linda is now interviewing another traveller about what facilities or features would be important in a new lounge area that is being planned at the airport. Listen to the traveller's answers and rank the facilities in order of how important she thinks they are. Then note down her reasons and, finally, write the letter for the facility/feature in the correct boxes 1 – 6 on page 5. 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.

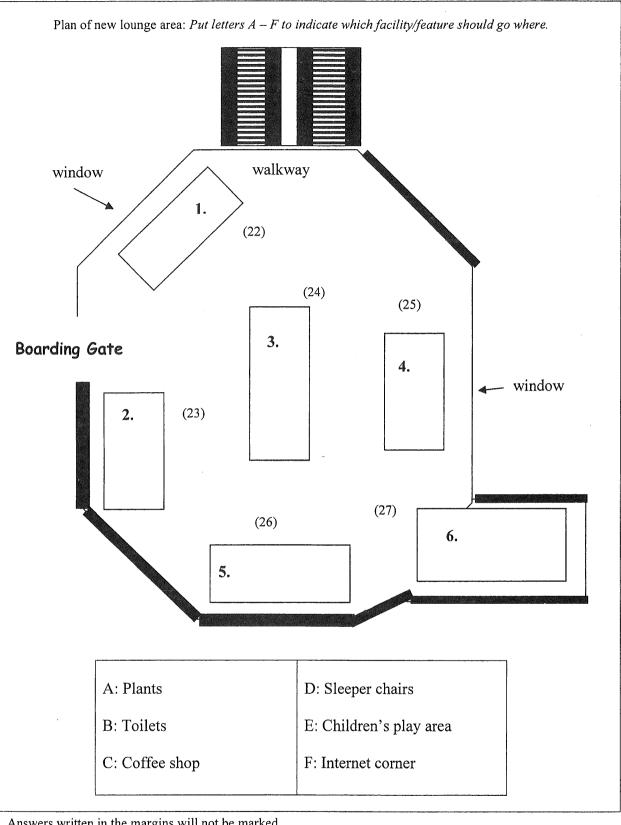
Ranking the facilities	:		
(15)	Put numbers 1, 2, 3, 4 and 5 to indicate how important each facility is. Use each number ONCE only.		
	1 = the most important 5 = the least important		
	Plants		
	Toilets		
	Coffee shop		
	Internet corner		
	Children's play area		

Reason(s) given for the traveller's choice of facilities/features:

Facility/feature	Reason(s)
Plants	(16)
Toilets	(17)
Coffee shop	(18)
Internet corner	(19)
Children's play area	(20)
	(21)

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 2

Answers written in the margins will not be marked.

Linda has now invited a traveller to try some of the items available from the restaurants and coffee shops at the airport. Put a tick () if the traveller likes the food, a cross (X) if he doesn't, or a question mark (?) if he's not sure. The items may not be mentioned in the same order as they appear in the Question-Answer Book. One space has been filled in 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.

Food and drink questionnaire				
Food/drink	Like (√) Dislike (X) Not sure (?)	Reason(s)		
	(28)	(34)		
	(29)	(35)		
	(30)	(37)		
	(31)	it's really filling		
	(32)	(40)		
	(33)	(41)(42)		

Answers written in the margins will not be marked.

END OF TASK 3

ten in the margins will not be marked.

You are now attending a meeting of the research team with Linda and two other researchers called Simon and Sandy who are reporting on the survey results. Based on what you hear in the conversation between Linda and the researchers, fill in the spaces in the report below with details of the services and recommendations for improvements. Remember to pay attention to spelling and grammar. One space has been filled in for you as an example. You now have one minute to study the task. At the end of the task, you will have two minutes to tidy up your answers.

Airport S	urvey Report	
About (43) of the trave	llers we interviewed	
were (44) by the food	d and beverage services pr	ovided. At
least a (45) of the	em had not used the restau	rants so they
expressed no <u>preference</u>		
The rest gave the following suggestions	3 :	
(46)		- -
(47)		
(48)		such as
(49)		
(50)	and	
(51)	food.	
Other facilities travellers requested w	ere:	
More (52)	, such as a	
(53)	_ and a (54)	·
More (55)	, such as a	
(56)		
and an (57)	•	
On the whole, travellers seemed very (5	58) w	rith the
facilities at the airport.		

Answers written in the margins will not be marked.

END OF TASK 4

End of Part A

Now go on to Part B