SECTION A: COMPREHENSION

QUESTION 1

Read BOTH TEXT A and TEXT B and answer the set questions.

TEXT A

MANNERS MATTER

1 The Collins Dictionary defines 'Etiquette'* as: 'The customs or rules governing behaviour regarded as correct or acceptable in social or official life'. This is related to how people behave in a particular group or in a specific setting.

2 When you show consideration for others, you display good manners. For example, speaking to other people sitting at the dinner table at a party is good manners. Writing a message or e-mail to the hosts of the dinner party the next day, expressing your gratitude for being invited, is polite. This would most likely lead to you being invited to their next dinner party.

3 Good manners have their origins in ancient history. For instance, it may be seen as hygienic to cover your mouth when yawning. However, centuries ago the act of yawning was believed to be the soul leaving one's body, allowing evil spirits to enter. The belief was that covering the mouth kept the soul inside the body. The habit of saying 'Bless you' when someone sneezes dates back to the time of Pope Gregory the First. He commanded that anyone who sneezed should be blessed in case they had contracted the plague, which was a deadly disease at that time.

4 Manners are often used as a means to judge people. For example, in Western culture, one is judged by the way one uses one's cutlery at the dinner table. However, there are some cultures that use their hands to eat their food.

5 In most African cultures, a child is expected to address adults with a certain level of formality, regardless of their relationship with them. Not using a title when addressing adults is considered to be highly insulting, yet in some cultures it is acceptable to address an adult by his or her first name. It is also a sign of respect not to look an elder in the eye but this may not necessarily be so in other cultures.

6 In Kenya and Nigeria, when greeting a person, it is the norm to ask about their general well-being. Skipping this part is considered very poor manners. In some cultures, presenting a gift to someone should be done with the right hand or both hands, but never with the left hand alone. The question is, whose manners are correct?

7 In a multicultural society like South Africa, the question of etiquette can be challenging when trying to understand one another. Therefore, with the many distinct cultural groups that make up this nation, the entire point of etiquette is to promote smooth social relations. If used correctly, manners can unite people

LIVEWORKSHEETS

rather than cause conflict. This can be achieved if South Africans are willing to understand or learn about the behaviour of the many groups of people who live in this country. If not used correctly, different understandings of etiquette across cultures can affect everything from your relationship with others to your ability to get a job.

8 Research by a communication company, Commiceo, has found that there can be discrimination at job interviews due to differences in etiquette. The company noted how things such as eye contact or mentioning the names of important people during the interview, can be interpreted very differently. It further reports that while many cultures in Europe, North America and Asia emphasise the importance of punctuality, many other cultures do not engage in the same type of clock-watching.

9 To speak loudly and clearly may be viewed as a positive quality and not a sign of disrespect in the Western world. However, in many other countries, like Malaysia, people believe that speaking softly is a good quality. Therefore, instead of judging someone because they do something in a certain way, it is important to understand the reasons for their behaviour and actions.

10 We must remember that our ancestors developed etiquette over the years to foster social harmony and keep conflict at a minimum.

[Adapted from *Sunday Times*, *Lifestyle*, 27 January 2019]

Glossary: *Etiquette – politeness or good manners

1.1 Refer to paragraph 1.

Which ONE of the words below means the same as 'customs', as used in this context?

A Taxes
B Duties
C Habits
D Levies (1)

1.2 Refer to paragraph 2.

1.2.1 What is meant by 'consideration for others'? (1)

1.2.2 Using your OWN words, explain why it is important to express gratitude to your hosts for being invited to their dinner party. (2)

LIVEWORKSHEETS

1.3 Refer to paragraph 3.

1.3.1 Give an antonym for the word 'ancient'. (1)

1.3.2 State TWO beliefs in this paragraph that may not be relevant today. (2)

1.4 Refer to paragraph 5.

1.4.1 What do the words, 'address adults with a certain level of formality' (lines 20–21), suggest about the relationship between children and adults in African society? (2)

1.4.2 Quote a SINGLE word which means the same as 'offensive'. (1)

1.5 Refer to paragraph 6.

1.5.1 Why does the writer refer to Kenya and Nigeria? (1)

1.5.2 Why does the writer conclude paragraph 6 with a question? (2)

1.6 Refer to paragraph 7.

Explain why the following statement is FALSE.

A poor understanding of etiquette across different cultures only affects one's relationships with others. (1)

LIVEWORKSHEETS

1.7 Refer to paragraph 8.

1.7.1 Explain the findings of Commiceo in lines 40–43 ('… has found that … interpreted very differently'). Use your OWN words. (2)

1.7.2 Explain what is meant by *clock-watching*. (2)

1.8 Refer to paragraph 9.

1.8.1 Give TWO reasons why speaking loudly 'may be viewed as a positive quality in the Western world'. (2)

1.8.2 Do you agree with the writer's views in lines 49–51 ('Therefore, instead of … behaviour and actions') of this paragraph?

Substantiate your answer. (2)

1.9 Discuss the suitability of the title, 'MANNERS MATTER'. (2)

LIVEWORKSHEETS