

PAPER 1

PART 2

[10 marks]

[Time suggested: 20 minutes]

Questions 9 – 18 are based on the following passage. Choose the best answer to fill in each blank.

McDonald's is the world's largest quick service restaurant chain. The brand is synonymous with tasty products, fast and ____9____ service, stringent cleanliness standards and overall great value. Providing a thoroughly enjoyable customer experience forms the basis of its ____10____ mission.

"Great taste ____11____ from great quality," says Stephen Chew, vice president of marketing, communication and consumer business insights at McDonald's Malaysia. "Our meals are made from ingredients of the highest quality, and each of our restaurants ____12____ strict food safety and preparation standards. We're also certified halal."

McDonald's offers extensive menus for breakfast, lunch and dinner that are all great value for money. Special promotions are ____13____ regular feature. Services such as Drive-Thru facilities, McDelivery, 24-hour operations and breakfast from 4am endeavour to keep up with the fast-paced lifestyles of ____14____ consumers.

There are currently 194 McDonald's restaurants in Malaysia. This will increase to 300 ____15____ the next five years, creating an estimated 5000 jobs. Its teams of highly engaged, well-trained and diverse people are in part the result of the company ____16____ almost RM2 million each year in training and development. Last year, McDonald's ____17____ a Hewitt Best Employer in Malaysia award, the only quick service restaurant chain to receive ____18____ accolade.

9. A. likely
B. kindly
C. warmly
D. friendly

10. A. core
B. basic
C. primary
D. fundamental

11. A. come
B. comes
C. came
D. coming

12. A. follow
B. follows
C. followed
D. following

13. A. -
B. a
C. an
D. the

14. A. today's
B. todays
C. today
D. nowadays

15. A. at
B. by
C. over
D. from

16. A. invest
B. invests
C. invested
D. investing

17. A. receive
B. received
C. receiving
D. was receiving

18. A. this
B. that
C. these
D. those