

READING AND USE OF ENGLISH

Part 1

Questions 1 to 8

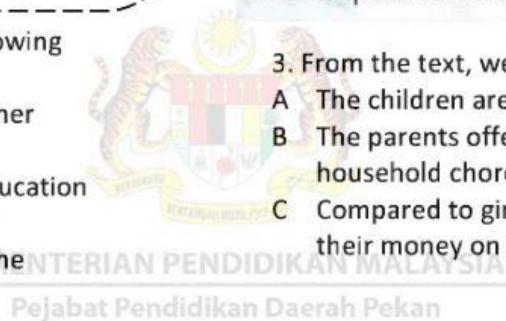
Read the text carefully in each question. Choose the best answer **A**, **B**, or **C**.

ALLOCATION OF MORE SUMS FOR EDUCATION

Education takes the center stage in the last 2019 budget report having the largest share. The amount allocated for this sector has increased from RM 125 million in the 2018 to RM280 million in 2019. The increase was mainly for the construction of 3 polytechnic colleges and 5 matriculation colleges. Other support programmes would also benefit including quarters for teachers and special sports facilities.

1. From the extract, which of the following statement is true?

- A A small sum was allocated for higher education.
- B The budget is including special education assistance .
- C Education is the main priority in the budget allocation.



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2. From the sale poster, which statement is true?

- A You may enjoy 30% off during the sale.
- B You will have RM50 less during the sale.
- C You can enjoy the discount throughout the week.

WHERE DO BRITISH TEENAGERS GET THEIR MONEY FROM?



* Parents and neighbours pay some children to do 'odd jobs'. These are chores such as doing the ironing, cutting the grass or washing the car.

** Many British children over the age of thirteen have got Saturday jobs in places like shops or sports centres.

HOW DO THEY SPEND THEIR MONEY?

- 1 Boys and girls spend two-thirds of their pocket money on sweets and chocolate.
- 2 Girls buy more clothes, magazines and cosmetics than boys.
- 3 Boys buy more food and drink, computer games, DVDs and CDs than girls.
- 4 Girls spend 50% more on mobile phones than boys.



3. From the text, we know that

- A The children are facing labour force.
- B The parents offers money for doing household chores.
- C Compared to girls, boys prefer spending their money on mobile phones.

AmCorp Mall

1st Anniversary Celebration



8a.m. – 5p.m.

8.00a.m. First floor 2.00p.m.

Samba Dance Mall quiz

Open for all with 10.00a.m. For all shoppers with suitable outfit Talent Show receipts totaling RM50 and above purchase from the mall.

Special contest for girls ages 6 to 12

4. Which of the following statement is true?

- A Talent show is available for girls only.
- B Mall quiz is limited to 50 shoppers only.
- C Only those who has receipts can join Samba Dance.



Hello listeners! If it's sports equipment you are looking for, get down to SportsTime on Killburn Road. They're having a half-price sale this week on all football boots, trainers, running shoes and climbing boots. There are also some great bargains on tracksuit and T-shirts. But if you're interested in some new footwear, this is definitely the place to go. You'd better get there before weekend, though, as the sale only lasts until Friday.

5. Which statement is true from the radio advertisement?

- A You can get 50% less on footwear item.
- B The sale is available for the whole week.
- C You can buy tracksuit with 50% discount.

Our number one priority is to help you get a car loan online, at the best interest rate possible and with the most flexible repayment options. We aim to make the process as quick as easy as possible, while at the same time providing you with car hacks you need to know to save the money when buying a car.



7. Which of the following services is not offered?

- A Best interest rate.
- B Fixed repayment options.
- C Tips on how to save money when buying a car.

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Patrick says: – I'm not a shopaholic but I think there are lots about. I work in a sports shop in the town centre and people just go crazy buying so much stuff.

Now I have to work on Saturdays and Sundays and they let me have a day off in the week. It's not the same though 'cause all my mates go out on Saturday nights and I always have to go home early as it's really hard to get up on a Sunday morning.

6. According to the post, we know that Patrick

- A loves to shop on weekend.
- B has many shopaholic friends.
- C spends less time with his friends.

Excuse me, is this T-shirt on special offer?

Yes, sure it is.

The price tag says Rm50. Is that the final price?

No, there's 15% off of that shirt. So, that comes down to rm35.

Okay. Sounds good to me. I'll take it.

8. From the conversation which of the following is true?

- A The customer is good at bargaining.
- B The customer begged for a cheaper price.
- C The customer bought T-shirt at the discounted price.

Part 2**Questions 9-18**

Read the text below and choose the **best** word for each space. For each question, circle the correct letter **A, B, C** and **D**.

TRUE STORY

This is a true story that happened in 1892 at Stanford University. (0) An 18-year-old student and a friend were (9) _____ to pay school fees. He was an orphan, and not knowing where to turn for money, he came up with a bright idea. His friend and he (10) _____ to host a musical concert on campus to raise money. They would apply the earnings from the event to offset their unpaid board and tuition. They (11) _____ to the great pianist Ignacy J. Paderewski. His manager demanded a guaranteed fee of \$2000 for the piano recital. A deal was struck.

Then the boys (12) _____ to work to make the concert a success. The big day arrived. Paderewski performed at Stanford. But unfortunately, they had not managed to sell enough tickets. The total collection (13) _____ only \$1600. After the concert the two boys told the great artist the bad news. They gave him the entire \$1,600, along with a promissory note for \$400, explaining that they would (14) _____ the amount at the earliest possible moment and send the money to him. It looked like the end of their college careers.

"No, boys," replied Paderewski, "that won't do." Then, tearing the note in two, he returned the money to them (15) _____. "Now," he told (16) _____, "take out of this \$1,600 all of your expenses and keep for each of you 10 percent of the balance for your work. Let me have the rest. "The boys were surprised, and thanked him (17) _____. It was a small act of kindness. But (18) _____ clearly marked out Paderewski as a great human being.

0. A a	(B) an	C the	D -
9. A struggle	B struggled	C struggling	D struggles
10. A decides	B decided	C decide	D deciding
11. A reached up	B reached up	C reached down	D reached in
12. A began	B beginning	C begins	D begun
13. A were	B is	C are	D D was
14. A obtain	B reach	C earn	D acquire
15. A as well	B in addition	C together with	D along with
16. A their	B themselves	C they	D them
17. A gravely	B suddenly	C profusely	D soundly
18. A it	B they	C C its	D their



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Part 3

You are going to read an extract from a short story. Answer the questions follow. For questions 1 to 6, choose the correct answer (A, @ B, C or D) and circle the correct letter **A**, **B**, **C** and **D**.

Online shopping is great to find that one item you have been looking for forever. But you can be let down by mismatching product descriptions and images.

This year, I had a very specific product in mind for my friend's birthday gift. She had been talking about this product for a year and I wanted to amaze her by getting the exact thing she wanted.

I had a photo of the model that he wanted, but I didn't know which store would have it. So, two weeks before her birthday, I went online to find it rather than wasting a lot of time walking from store to store without guarantee of finding it.

After some time searching, I found something similar to what I had been looking for. The problem was that there was a labelling mismatch: the product image was different to the product description, and the headline description also did not match. But I took the gamble and ordered it.

Unfortunately, the problems continued after I placed the order. I did not receive any shipping order updates, so I didn't know if it would arrive in two days or two weeks. It was incredibly frustrating, not least because it was a birthday gift and I didn't know if it was going to be delivered on time! There was a tracking number, but it linked out.

I was completely let down by the whole experience. Statistics show that consumers choose websites with enhanced delivery options, and lose trust in the retailer when delivery expectations are not met.

When the item arrived, it was different to what I had expected. The label on the packaging was different to the title on the product page. This made me incredibly frustrated as a customer. At the same time, I had no time to go to shops as I had to complete my science project with the other classmates at school. I was very worried as I might not have the chance to find the similar product before her birthday.

What were my options? Should I email and get a refund, and explain to my friend why I do not have a birthday gift for her this year, or do I accept what has happened and give the item to her even though it is not what she wanted? Well, after thinking for a while I decided to choose the first option.

19 From paragraph 1, what are the drawbacks of online shopping?

- You would receive the item late
- The product could be broken
- The online shopping is very expensive
- Mismatching product descriptions and images

20 From paragraph 2, we know that

- the writer wanted to surprise his friend.
- the product is very hard to get.
- the writer saved his money to buy the product.
- online shopping is easier and convenient.

21 From paragraph 3, the following statements are true **except**

- The writer knew the model of the product
- The writer went to several stores to find the product
- The writer searched the product through online
- The writer didn't want to waste his time to go to stores

22 From paragraph 4, the phrase 'I took the gamble' explains that the writer is

- a responsible person.
- a brave person
- a risk-taker person
- a tough person

23 Why do you think the writer placed the order even he noticed the problems?

- He wanted the product to arrive before his friend's birthday.
- He didn't have a lot of time to find the product.
- The product was very cheap on online.
- The product could only be purchased through online.

24 From paragraph 5, the writer seemed that he was

- delighted
- anxious
- curious
- impatient

25 From paragraph 8, do you agree with the writer's decision? Give your reason.

.....
(1 mark)

26 Briefly explain what you can learn from the story.

.....
(1 mark)

Part 4**Questions 27-32**

You are going to read an article about the retail sector and customer satisfaction. Six sentences have been removed from the story. Choose from the sentences A to H the one which fits each gap (27 to 32). There are two extra sentences which you do not need to use.

From filling up their gas tanks to shopping online for clothing and home furnishings to picking up groceries, many customers just aren't happy with the experience. Why? 27

According to the latest American Customer Satisfaction Index (ACSI) Retail and Consumer Shipping report, customer satisfaction is down for the second year in a row. "There is a slump in customer satisfaction in every category of the retail sector," says David VanAmburg, Managing Director at the ACSI. Internet retail versus brick-and-mortar retail, department stores versus specialty stores, it's all down. 28

The ACSI arrived at the results by scoring six sectors of retail from zero to 100. 29 In specific categories, gas stations fared the worst, falling 2.6 percent to 74 points. The other five retail sectors the report analyzed—department and discount stores, health and personal care stores, Internet retail, specialty retail stores, and supermarkets—were all down in the rankings as well.

The reason for the decline in customer satisfaction? VanAmburg attributes it in part to "underwhelming customer service." Because of low unemployment, there's greater staff turnover. 30 That can lead to staff shortages. "Historically, the ACSI has found that the more service typically required for a given industry, the lower the customer satisfaction, and it rings true for retailers this year," VanAmburg adds. Things like courtesy and helpfulness of store staff, call center support, and even availability of merchandise on the shelves all have a service element and have seen drops from a year ago.

The report wasn't all bad news, however. Trader Joe's and Wegman's both improved in the rankings for customer service in the supermarket category. 31 The big news: Costco dethroned Amazon as the top online retailer. 32

A	And Costco topped the list for department stores.
B	It could be because many retail establishments are understaffed.
C	Retailers are struggling to find and train new employees.
D	Considering the importance of retail to overall consumer spending, this decline is a big deal.
E	Overall, the retail sector was down 0.9 of a point from last year's report, for a score of 77.4 out of 100.
F	These are the companies ASCI finds have the nicest customer service.
G	Many customers aren't happy with the service they receive at retail establishments.
H	The score was low.



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