

Centre Number	Candidate Number	Name
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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
International General Certificate of Secondary Education

**ENGLISH AS A SECOND LANGUAGE**

**0510/01**

Paper 1 Reading and Writing

May/June 2004

**1 hour 30 minutes**

Candidates answer on the Question Paper.  
No Additional Materials are required.

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.  
Write in dark blue or black pen in the spaces provided on the Question Paper.  
Do not use staples, paper clips, glue or correction fluid.

Answer **all** questions.  
The number of marks is given in brackets [ ] at the end of each question or part question.  
At the end of the examination, fasten all your work securely together.  
Dictionaries are **not** allowed.

If you have been given a label, look at the details. If any are incorrect or missing, please fill in your correct details in the space given at the top of this page.

Stick your personal label here, if provided.

**FOR EXAMINER'S USE**

<b>Part 1</b>	
<b>Part 2</b>	
<b>Part 3</b>	
<b>TOTAL</b>	

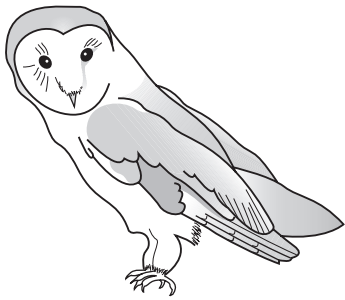
This document consists of **17** printed pages and **3** blank pages.



## Part 1

## Part 1: Exercise 1

Read the following advertisement about an owl centre, and then answer the questions on the opposite page.

<p>You would be</p> <p style="text-align: center;"><b>WISE</b></p> <p style="text-align: center;">to visit our</p> <p style="text-align: center;"><b>Owl Sanctuary!</b></p> <p style="text-align: center;">Read on...</p> <div style="text-align: center;">  </div> <p><b>Opening times:</b></p> <p>March to November 10:00 to 17:30 daily</p> <p>December to February Weekends &amp; holidays only</p>	<p>Come and experience the wonderful and fascinating world of owls. Our owl collection is the largest in Europe – more than 350 of them.</p> <p>Our centre was founded in 1988 and has provided a resting place for many injured owls ever since. Indeed, most of the owls in our sanctuary have been nursed back from ill health or accidents, and those that make a full recovery are released back into the wild again – it is our way of helping the environment. They are cared for in our owl hospital unit, which is funded entirely by the generous donations of our visitors.</p> <p>Visit our lecture room to hear one or more of the daily talks by owl specialists, designed to educate and amaze you.</p> <p>Learn to handle and fly the owls yourself! Spectacular flying displays are held daily</p>	<p>at midday and 3 p.m., both indoors and out in the open air.</p> <p>The Owl Sanctuary will offer you the perfect day, filled with fun, excitement and learning. We have ample parking and picnic places, and we offer educational discounts (20% reduction on child entrance fee, age 5-16 inclusive). Access for disabled visitors is good throughout our centre. We have a gift shop, and refreshments are served throughout the day at our café.</p> <p>If you cannot visit us, then we can come to you. Our tour bus can bring our owls to your school, college, library or hall.</p> <p>Find out more on our interactive website about owls, which is packed with puzzles, information and project sheets to download: <a href="http://www.wiseasanowl.com">www.wiseasanowl.com</a>.</p>
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(a) When did the work of the centre begin?

..... [1]

(b) Describe the centre's role in helping injured owls.

..... [1]

(c) How is the owl hospital financed?

..... [1]

(d) Why is it cheaper to visit the centre as a school group?

..... [1]

(e) Other than visiting the centre, how else could you see the owls?

..... [1]

[Total: 5]

**Part 1: Exercise 2**

Read the article below, and then answer the questions on the opposite page.

## Fougères Castle

Discover the past at Fougères Castle in Brittany, northern France. Built on a rocky cliff above a loop in the River Nancon, this authentic medieval castle is the largest and best preserved in Europe. Clocks turn back 500 years in Fougères Castle and history comes to life! This traditional stone castle is no ruin – it still has complete towers, battlements and a water-filled moat formed by the winding river.

As the castle walls – some up to 3.5 metres thick – are still intact, it is safe for visitors to walk round them as part of a guided tour. The tallest keep can still be quite easily climbed, and the reward is a breathtaking view of the region. Conversely, the best overall view of the castle itself is from the public gardens on the adjacent hill.

During the summer months, special exhibitions and events take place. For example, an exhibition might present visitors with the sights and sounds of medieval castle life using an array of castle characters: armourer, blacksmith and knight, perhaps, or a villager cooking and weaving. Music from the sixteenth century is often played to complete the medieval atmosphere. More information on current events can be obtained from the castle website at:

[www.ot-fougeres.fr](http://www.ot-fougeres.fr)

The castle is open every day of the week from 9.00 a.m. until 7.00 p.m., but is shut for the month of January each year.

(a) What does the article tell the reader about the size and condition of Fougères Castle?  
Give **two** details.

..... [1]

(b) Which **two** details are special about the castle moat?

..... [1]

(c) Name **three** characters from medieval times who might be featured in an exhibition.

..... [1]

(d) Where exactly can you find details of special events at Fougères Castle?

..... [1]

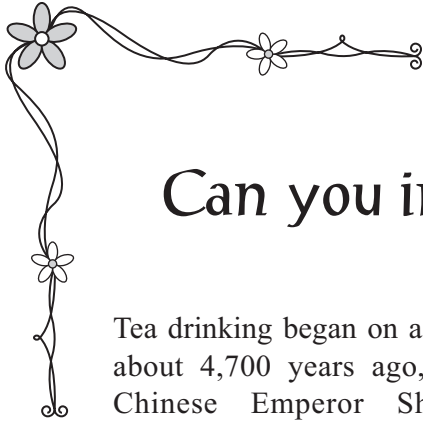
(e) Give details of days and times when the castle is open for visitors.

..... [1]

[Total: 5]

### Part 1: Exercise 3

Read the following article about the history of tea-drinking, and then answer the questions on the opposite page.



## Can you imagine life without tea?

Tea drinking began on a windy day about 4,700 years ago, when the Chinese Emperor Shen Nong commanded his servants to boil a pot of water for him to drink. Very wisely, he always insisted that water should be boiled prior to drinking. Dried leaves from a nearby tea bush were blown into his pot and turned the bubbling liquid a deep shade of brown. Rather than throw the water away and start afresh, as supplies were short, the emperor insisted on tasting the brew and immediately hailed it as a refreshing drink.

For nearly five more millennia, we have been drinking tea. The Japanese soon adopted Shen Nong's drink of tea, along with a ceremony in its preparation. Incredibly, it was not until 4,000 years later that tea-drinking reached Europe. Travelling merchants mentioned the properties of the tea bush, but no-one was sure how to use the leaf or how to serve it. In 1560, however, a Portuguese missionary in China sampled a cup of tea, and four years later Portugal opened up the first official trade route to China.

Gradually, tea drinking became

available around the world, but only to people who could afford it. By the end of the seventeenth century, it became a tradition to drink tea mid-afternoon in some countries, and one tea drinker even added milk to the formerly black drink. In London, tea became, surprisingly, the main drink in the coffee houses, where for just a penny customers could obtain a pot of tea and a newspaper.

The tea-drinking tradition then travelled across the Atlantic. Until then, tea had been drunk steaming hot. In 1904, however, a heatwave in St. Louis, USA, meant that people were searching for a cooling drink. One plantation grower poured buckets of ice into his brew of tea - the birth of iced tea. Four years later, a tea merchant sent some samples of tea in aerated bags to restaurants. The chefs should have opened the bags of tea to make a drink, but they found it easier to make the tea without opening them, and so the tea bag was born.

And today, whether black or green, with lemon or milk, life would be much duller without the humble tea leaf.



(a) How was tea as a drink first discovered?

..... [1]

(b) What did the Japanese add to the tea-drinking tradition?

..... [1]

(c) Why did the tradition of tea-drinking take so long to reach Europe?

..... [1]

(d) What helped tea-drinking to become popular in the seventeenth century?

..... [1]

(e) How did the very hot weather change the way in which people drink tea?

..... [1]

[Total: 5]

## Part 2

## Part 2: Exercise 1

Read the following article about company telephone centres (or 'call centres') in India, and then answer the questions on the opposite page.

## India calling

Country	Percentage
USA	39%
UK	33%
Australia	20%
Canada	6%
New Zealand	2%

**Calls to call centre in India**

If you live in Australasia, Canada, North America or the UK, the next time you speak to your insurance company for information or you book an air ticket by telephone or even deal with your bank, don't assume that their representatives are in an office in your own country – they could be in India! It sounds incredible but many companies have already moved their telephone sales and enquiry departments all the way to 'call centres' in India...

Unbelievable? Many people think it is a sensible decision: costs in India are lower and the workforce is young and keen. For example, in one particular call centre office in Delhi, it can be 25 degrees Celsius outside and night time, but inside the cool, air-conditioned office it is still very busy. This company employs 3,000 telephonists, and over 1,000 young graduates apply for every job vacancy.

The working conditions in this attractive office are good — there's a doctor and a huge, subsidised canteen on site — it's like being at college again and so many people want to work there. Each day, staff have a meeting before beginning their shift on the telephone. They discuss the weather across the world – the most favoured topic discussed with their customers is typically the rain in the West. Foreign newspapers are on-line, ready for employees to be up-to-date with current affairs to help them when talking to their customers. Clocks on the walls show the time all round the world at a glance.

So why don't these employees admit they might be 4,000 miles away from their customers? Customers might be worried if they thought they were dialling India. They might be visualising huge bills, perhaps, or they might be anxious if they thought their company was trading so far away from home. The staff don't say that they are calling from India unless asked. Then their standard reply is, "Guess". If customers do find out where they are calling from, they are usually fascinated by the time difference and how late the employees in India are working. However, customers are more concerned with the high level of service provided rather than where the call is coming from.

When the employees leave the call centre to go home, they suddenly go from a global view back into the local Indian night.



- (a) According to the map, where are the **three** main sources of customers for call centres in India?

..... [1]

- (b) Give **two** reasons why companies might consider basing their call centres in India.

..... [1]

- (c) How do we know that it is difficult to obtain work at the call centre in Delhi?

..... [1]

- (d) Give **three** ways in which employees are encouraged to have a global view of what is happening.

..... [1]

- (e) How do the customers usually respond if they find out that they are talking to someone in India?

..... [1]

- (f) According to the passage, what is the most important aspect of the call centre's service for the customer?

..... [1]

[Total: 6]

**Part 2: Exercise 2**

Read the following passage, which is about the tradition of Flamenco.

Then **write a summary** of the method of performing Flamenco.

**Your summary should be about 100 words.**

Try to use your own words as much as possible.

## Spanish **fire**

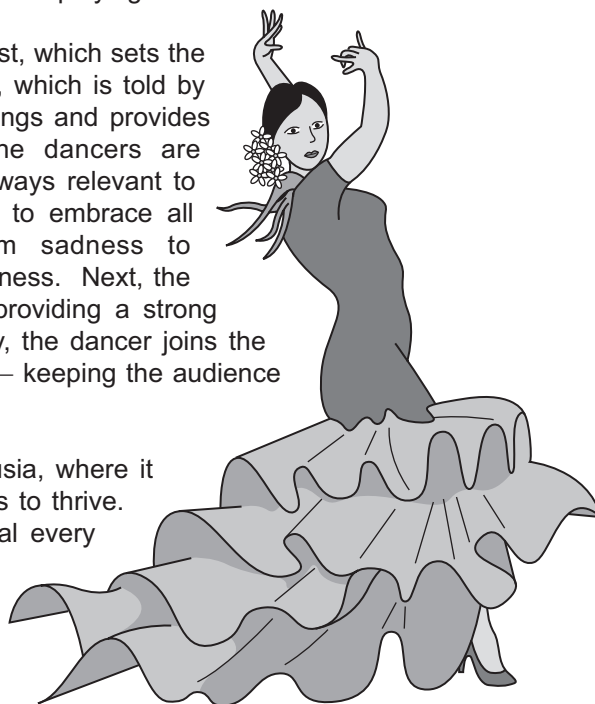
Flamenco dancing is one of Spain's most famous and most romantic traditions, known throughout the world for its vibrancy and for its fluid movements. Flamenco is only really 200 years old as we know the tradition today, but its origins stretch back much further in time. It is thought to have arrived in southern Spain in the 15th century with gypsies coming from India. Certainly, Flamenco's complex rhythms, syncopated clapping and vigorous stamping of the feet are all part of the rich gypsy folk tradition. The popular songs and dances of this region of Spain itself were also important in the early development of Flamenco. The first Flamenco was vocal, accompanied only by the clapping of hands. Soon guitar playing was added, and finally Flamenco dancing completed this colourful tradition.

All over Spain there are Flamenco sessions – in the large cities famous dancers perform, while even in the smallest village there is some sort of Flamenco festival in celebration of the country's dancing tradition. Young children often learn Flamenco, too, and join in children's dance festivals.

A typical setting for Flamenco dancing is late at night, accompanied by wine and a meal. The moon silhouettes the mountains creating just the right atmosphere for the three parts of the Flamenco – the song, the dance and the guitar playing.

A sombre, slow guitar melody is played first, which sets the scene for the drama to come – the story, which is told by the actual Flamenco dance. A baritone sings and provides the background to the story which the dancers are portraying. The stories are varied and always relevant to the audience. Indeed, Flamenco is said to embrace all human emotions in its dances, from sadness to passionate laughter and feelings of happiness. Next, the percussion joins the scene with drums providing a strong and regular beat to the occasion. Finally, the dancer joins the action – heels clicking, costume swirling – keeping the audience involved in the unfolding story.

Flamenco is most often staged in Andalusia, where it originated and where the dance continues to thrive. Seville, for example, hosts a huge festival every two years in September. Flamenco also plays a significant role in the Granada music festival in June and July every year. For exact venues and dates, visit the Flamenco website at [www.flamenco.com](http://www.flamenco.com).





**Part 2: Exercise 3**

Utaho Imoko will be 16 years old on 4<sup>th</sup> July 2004. He was born in 1988. His address is Street B25, Block 42, Tokyo, (the capital of Japan). Utaho wants to study music at university after leaving school. He belongs to the school orchestra, where he has played the trumpet in the brass section for 2 years. He has played trumpet for 6 years, since the age of 9. Now Utaho is applying for a residential course in order to improve his trumpet playing. He is a bit worried about the food provision as he is vegetarian. For further communications, Utaho needs to be contacted by email; his address is: uimoko@tok.net.



**Imagine you are Utaho. Complete his application form for the course on the opposite page.**

 **REGISTRATION FORM: RESIDENTIAL MUSIC COURSES IN TOKYO** 

*PLEASE COMPLETE THIS SECTION IN CAPITAL LETTERS:*

**FULL NAME:** .....

**DATE OF BIRTH:** .....

**CURRENT AGE:** .....

**ADDRESS:** .....  
.....

**INSTRUMENT PLAYED:** .....

**YEARS OF EXPERIENCE WITH THIS INSTRUMENT:** .....

**PLAYER IN ORCHESTRA?** YES NO (DELETE AS NECESSARY)

**REASONS FOR APPLICATION FOR RESIDENTIAL MUSIC COURSE:**  
.....  
.....

**DIET: (PLEASE CIRCLE)**

NON-VEGETARIAN

VEGETARIAN

OTHER - please specify .....

**ADDRESS FOR FURTHER COMMUNICATION:**  
.....  
.....

[6]

## Part 3

## Part 3: Exercise 1

The poster below is displayed in your town.

Read the poster and **write a letter to the town council**.

**Your letter should be about 100 words long.**

**Save our swimming pool!**

Did you know that our local, open-air pool is to be filled in to make way for a new block of flats?

Don't let this happen. Write to the town council and:

- explain how important the pool is to local families and visitors to your area
- describe the pool's many other functions – for example, canoeing, diving, snorkelling tuition
- suggest an alternative place for a building site.



**Your voice counts - write to your town council now!**



**Part 3: Exercise 2**

Your friend has just come out of hospital and must recover quietly for a long period of time.

**Write a letter of encouragement to her/him**, suggesting ways of filling her/his time while she/he gets better.

**Your letter should be about 150 words long.**







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*Copyright Acknowledgements:*

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Part 1. Exercise 3.       © John Lewis  
Part 2. Exercise 1.       © Daily Mirror  
Part 2. Exercise 2.       © Colin Barraclough. *Spanish Fire*. Published by RCI Europe

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