

Mark Scheme (Results)

November 2010

IGCSE

IGCSE English as a Second Language (4357/02)

Listening

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Marking guidance

- The word limit must be adhered to. The maximum word limit for Questions 1 - 10 is **three** words and/or a number and for Questions 21 - 30 it is **three** words.
- Responses must be grammatically logical. Furthermore, there must not be any repetition of words.
For example, Q28 - if the candidate has put an *a*, this response should be marked as incorrect because the sentence now reads with the word *a* repeated.
- The use of capital letters is acceptable.

Question Number	Acceptable Answers	Reject	Mark
1	HZU7588		(1)

Question Number	Acceptable Answers	Reject	Mark
2	1:45 (p.m.) 13:45		(1)

Question Number	Acceptable Answers	Reject	Mark
3	(a) (small) gift / gift (for family)		(1)

Question Number	Acceptable Answers	Reject	Mark
4	(your) camera		(1)

Question Number	Acceptable Answers	Reject	Mark
5	(a) (the) cheese factory (BOTH WORDS)	factory / chess factory / key factory / chili factory	(1)

Question Number	Acceptable Answers	Reject	Mark
6	ice skating /to snow park	(local) snow park	(1)

Question Number	Acceptable Answers	Reject	Mark
7	(special) (anniversary) ceremony	Answers without the word 'ceremony'	(1)

Question Number	Acceptable Answers	Reject	Mark
8	(to) have fun	fun / having fun	(1)

Question Number	Acceptable Answers	Reject	Mark
9	(phone) calls short the call short	call short / calling short	(1)

Question Number	Acceptable Answers	Reject	Mark
10	snacks and drinks (MUST BE PLURAL) (BOTH WORDS)	drink and snack sacks and drinks snakes and drinks	(1)

Question Number	Answer	Mark
11	B	(1)

Question Number	Answer	Mark
12	C	(1)

Question Number	Answer	Mark
13	B	(1)

Question Number	Answer	Mark
14	A	(1)

Question Number	Answer	Mark
15	B	(1)

Question Number	Answer	Mark
16	A	(1)

Question Number	Answer	Mark
17	B	(1)

Question Number	Answer	Mark
18	C	(1)

Question Number	Answer	Mark
19	A	(1)

Question Number	Answer	Mark
20	B	(1)

Question Number	Acceptable Answers	Reject	Mark
21	advertising advertisements (MUST BE PLURAL)		(1)

Question Number	Acceptable Answers	Reject	Mark
22	door to door / door-to-door / to the door		(1)

Question Number	Acceptable Answers	Reject	Mark
23	university		(1)

Question Number	Acceptable Answers	Reject	Mark
24	public transport	the public transport public transport system	(1)

Question Number	Acceptable Answers	Reject	Mark
25	Switzerland and Argentina		(1)

Question Number	Acceptable Answers	Reject	Mark
26	20 (twenty) Minutes 20 minutes		(1)

Question Number	Acceptable Answers	Reject	Mark
27	violence / attacks (MUST BE PLURAL)	attack	(1)

Question Number	Acceptable Answers	Reject	Mark
28	younger audience younger aged group younger age group younger group younger readership younger reader new reader group new reader younger target group younger generation N.B. Must be singular Younger not young New is acceptable	Plural forms of the words on the left young audience / readership etc.	(1)

Question Number	Acceptable Answers	Reject	Mark
29	lifestyle/ articles on lifestyle life style	article on lifestyle lifestyles, gossip	(1)

Question Number	Acceptable Answers	Reject	Mark
30	(railway) platforms (in London) (several) platforms MUST BE PLURAL	the platforms underground stations central platforms railway station	(1)

Transcript

Hello.

This is the IGCSE English as a Second Language, Paper 2 Listening Test, Winter 2010.

This test is in three sections. You will hear three extracts and will have to answer questions on what you hear. At the beginning of each extract there will be a pause to give you time to read the questions. You will hear all three sections twice. Write your answers in the spaces in your question booklet as you listen.

SECTION A

In this section, you will hear the Head of French at a school telling students and their parents about the arrangements for the Year 10 Exchange Visit to College Flumet in France.

Listen and complete the sentences. Write no more than THREE words and/or a number for each answer.

First you have one minute to read the questions.

Pause for Reading

Now listen and answer the questions.

Hello, I'd like to welcome students and their parents to the Year 10 French Exchange Information Evening. For those of you who don't know me, I'm Mrs Seymour and I am the Head of French here at the school. Tonight I want to give you some details about the trip next month to Flumet in the French Alps.

Let's look at travel arrangements first. We leave here on Monday 21st February. Please be at the school at 5:45 a.m. for the bus journey to Manchester airport. Check-in is at 8:15 and at 10:15 we leave on flight HZU 7588 for Geneva. We arrive there at 1:20 p.m. From Geneva we catch the coach to Flumet and arrive at College Flumet at 6 p.m.

We return on Tuesday 1st March, meeting at College Flumet at 7:45 for departure to Geneva - check-in is at 11:45 - and leave at 1:45 on flight HZU 7589. We arrive back in Manchester at 3 p.m. and expect to arrive back at the school at 6 p.m.

What do you need to take? Well, you will need a suitcase or bag labelled with your name and a small day bag or backpack as hand luggage, also labelled.

In your suitcase you should pack warm clothes such as a waterproof jacket or coat and over-trousers. You will need strong shoes for walking. Don't forget we are there in winter and there will be plenty of snow on the ground. This means packing plenty of thick socks, warm sweaters

and a warm hat. You will also need sunglasses, a French dictionary and a small gift for the family you will be staying with.

In your hand luggage you will need to have your exchange booklet, enough food for the journey, some form of entertainment for the journey such as music, books and games, your camera and your wallet. Please make sure you have no sharp objects in this bag.

I now want to talk a bit about the programme in Flumet. As you know we arrive at College Flumet on Monday 21st at 6 p.m. where you will be met by your exchange partner and their family.

On Tuesday, we will meet in the main hall at 8 a.m. for an introduction to the school. After that, we will walk to Flumet caves nearby to see the rock carvings, and there is a trip to a cheese factory in the afternoon. On Wednesday, we meet in the main hall for a ride to Cote for a morning of skiing. You will spend the afternoon with your exchange partner.

On Thursday, we meet in the main hall at 8 a.m. for a visit to the local castle and a treasure hunt. In the afternoon we visit a local snow park for ice skating. On Friday we meet at 8 a.m. for a day trip to Lyon and in the evening there is a Spanish-themed event at a local restaurant. On Saturday and Sunday you will spend the weekend with your exchange partners and their families doing activities and going on excursions arranged by them.

On Monday, that's the 28th February, we meet at the school at 8 a.m. and from 10 to 12 there will be a special ceremony to mark the 10th anniversary of our links with College Flumet. In the afternoon we will go tobogganing.

The French group will be arriving here in England on Tuesday, 19th April and leaving on Thursday, 28th April.

The main aims of this visit are to enhance your knowledge of French language and culture, to give you an opportunity to put your French into practice and, very importantly, to have fun! In order to make your exchange a success you need to stay positive, be reliable, try to speak French in France and be prepared to compromise. Please respect your host families, and you must accept their authority.

Lastly, a few points about mobile phones, money and your behaviour. Remember that it is very expensive to use your mobile phone abroad, so we recommend that you keep calls short. Find out the international dialling codes for the UK before you leave.

We recommend that you take around 150 - 200 Euros for your stay in France and that you also have some pounds sterling for the journeys. Generally the host family will pay for all transport and meals, and guest students should expect to spend this pocket money on snacks and drinks. Any activities we do as a group are included in the cost of the exchange, which you have already paid for.

As for behaviour, please behave sensibly at all times. On the journey stay in small groups of 3 or 4, look after your property and look out for each other. Listen carefully to instructions and be considerate and punctual. On the coach, do not chew gum, and during your stay do not buy fireworks or any other inappropriate items.

If you need any more information, please could you give your name to(fade)

Now listen a second time and check your answers.

(Section A recording is repeated)

That's the end of Section A. Now turn to Section B.

SECTION B

In this section, you will hear an interview with Maggie O'Donnell who works in the hotel industry in Ireland.

Listen and answer the questions. Indicate your answer by marking the box. If you change your mind, put a line through the box and then indicate your new answer with a cross.

First you have one minute to read the questions.

Pause for Reading

Now listen and answer the questions.

A: Welcome to trainingfuturehoteliers.com. In this series of programmes we have been looking at possible careers in the hotel industry. Today, we have come to Ireland to talk to Maggie O'Donnell, chef and hotel owner, to share her experience of the kitchen and the rewards of owning her own hotel.

Hello Maggie. Thank you for taking the time to talk to us.

M: Hello, that's not a problem.

A: Could you take us through the time from when you left school to when you became the owner of the Conway Cliff Hotel?

M: Before I went to college to train to be a chef, I worked here at Conway Cliff Hotel for the couple who used to own it then, never thinking I'd end up owning it myself some day. I did a summer here before I went to college to see whether it was what I wanted to get into. And I loved it, it was a really busy kitchen making great food and I thought, yes, this is for me. Long hours, but good fun.

A: So where did you go to college?

M: I went to Dublin College for two years. At the time it was, and it still is, one of the best catering colleges in Ireland. It was hard to get into. It is mostly culinary based, but there are also some modules in hospitality. My first training period was back in the Conway Cliff Hotel for the first summer.

A: And in your second year?

M: In the second year I was at a very good hotel in Cork for nine months. It was a big hotel. It also organised events such as banquets, balls and buffets, which was something that never appealed to me. But I got the experience and ended up being in charge of the pastry section. Then I went back to college, working at the Conway Cliff Hotel at weekends.

A: So you finished college in 2000. What did you do next?

M: I went to London and I worked in a few different places. It wasn't really for me, it was tough work but I got lots of experience. I was about to move on to America or Australia

but then my Dad bought a small run-down hotel near here. It had a bar and a fair-sized restaurant and a few bedrooms. I thought it had potential and I decided to give it a go.

A: I understand that it soon became the best hotel in the area.

M: Yes it did, I decided to offer high quality food and that it would be a fish restaurant. It took a few months, but then people discovered the food was good. We even won a few awards.

A: And how many customers did you cater for?

M: About 40, not many, but I was a bit of a bad-tempered chef and when I said 40 that was it. No more. There was no-one to tell me we needed to increase our profits and add more tables. The food was of such high standard, it was always cooked from scratch and I was not prepared to turn the place into a factory and lower our standards. We were only open for dinner as we used fresh food and that meant a lot of preparation throughout the day in order to be ready for the evening.

A: How long were you there for?

M: About five years. And then the Conway Cliff Hotel came up for sale and my family were still friends with the owners and they said why don't you buy it? But I said, "No way". It has such a good name; it is such a busy hotel. I just didn't think I was ready for it as I would have been 25 at the time. It was a big undertaking and I thought about it for a few months. It was still on the market and I thought, "Right, I'll give it a go". It was the best thing I've ever done. I'm delighted we did it.

A: I understand you have a more managerial role, nowadays.

M: Yes, but I still do breakfasts. My chefs are amazing, but if someone falls ill, I am happy to jump in and help with anything, breakfasts, pastry, main course, anything.

A: Do you think your training as a chef has changed your outlook?

M: Well, I think it is essential, if you want to own your own business, to have a chef background. Definitely, or do some kind of course. Head chefs are famous for being difficult with management. And if they are sending out food that is not right, if they know that you know how things should be, they can't fight back with you. And if they do walk out - it hasn't happened to me - but I know places where that has happened and they have had to close down. But I know I can step in if that happens. But I have been very lucky with staff.

A: And who do you think has been the most inspiring person throughout your career?

M: My father, probably.

A: Why is that?

M: Well, it was he who pushed me to leave London and come back to Ireland, which was scary as at the time, I had not even been second chef anywhere. I'd run sections of a kitchen but not the whole thing. It was hard going even to know what food to order on a weekly basis. So it was a huge learning curve. But I'm glad I pushed myself to do it. I'm 31 now and things are going well. People call me and say they can never book a table in the restaurant. Which is good.

A: What are the greatest rewards of being the owner of your own hotel?

M: Well, working for yourself means you work the hours you want, meaning that I can come and go as I please. I can easily organise my social life, for example, if I want to go for a night out. And for me, that is the greatest benefit. But that is because I have good staff and I could not do that without them. And I pay myself quite well. This was a piece of advice the previous owners of the hotel gave me. But then I am on-call all the time. My mobile number is the hotel's emergency number and if the fire alarm goes off by mistake, which it has done a few times, I get up to turn it off. I'm the duty manager in effect, at all times of the day and night.

A: What advice would you give young people considering being a chef as a career?

M: I think a good thing to do when you are starting out is to go and work in an establishment and try to figure out: do you want to work in a coffee shop or bakery? Do you want to work for big functions preparing buffet type food? Pick the one that interests you more and choose jobs that give you that type of experience. So pick somewhere where you are going to learn the most and stick with it. So when you move on to the next place, you can take your experience with you. And keep a record. Everywhere I went I kept a book of recipes and I would write down ideas. And I used them in the places I moved on to.

A: Any final words of wisdom for people entering the hospitality industry?

M: You have to love it and you have to accept unsociable hours. That is the way it is going to be, no matter what section of the industry you are in. You are going to work weekends, you are going to work public holidays. Just forget about it; you are not going to work somewhere where that doesn't happen.

A: Thanks, Maggie, for taking the time to talk to us, and you can check out her hotel at [www.....](#) (fade)

Now listen a second time and check your answers.

(Section B recording is repeated)

That's the end of Section B. Now turn to Section C.

SECTION C

In this section, you will hear a talk on free newspapers.

Listen and complete the sentences. Write no more than three words for each answer.

First you have one minute to read the questions.

Pause for Reading

Now listen and answer the questions.

Good morning, our topic today is free newspapers. These types of newspapers hardly existed 15 years ago.

Anyone travelling on the London underground, a Dutch commuter train or the Korean metro in the rush-hour will see people reading newspapers. But more often than not they are reading free papers, not the traditional paid-for newspapers. Instead of earning money from the sale of newspapers to customers, these papers get it from advertising. They are distributed free of charge in central locations in towns and cities.

Free papers have been around for some time, but they often last for only a short time. Many of them are local papers relying on local advertising income and when this dries up, it spells the end. Some are delivered door-to-door but most often they are placed in restaurants, hospitals, shops and coffee shops for people to pick up.

In the USA, free daily newspapers trace their history back to the 1970s when students at Colorado University started a free newspaper in the town of Boulder because they were stopped from publishing one on the campus. Since then a number of free dailies have been introduced in Colorado and California. Many are similar in style to a particularly successful daily, the Palo Alto Daily News, which was launched in 1995.

In the same year, Metro became the first free newspaper to be distributed through the public transport system in Sweden. Later Metro launched free papers in other European countries such as the Czech Republic in 1996 and later in Hungary, the Netherlands and Finland. The Metro was also launched outside of Europe in South America, North America and Asia. Today it is the market leader and distributes more than eight million copies daily. However, not every Metro launch was a success; for example operations in Switzerland and Argentina were ended after a short time.

Once Metro's success was noticed, other companies introduced their own free papers in competition with Metro. The most successful of these is a Norwegian company which publishes its '20 Minutes' free paper in France and Spain. The name of the paper indicates the amount of time people need to read it. The company attempted to introduce a version in Germany and Italy but met with legal problems.

In almost every European market where free newspapers have been introduced there have been legal problems such as objections from the owners of established newspapers and complaints about littering. Legal problems are not the only difficulties that free newspapers have had to deal with. In several major cities in France the emotions of some journalists who were afraid of job losses boiled over into violence and the people who handed out free papers were attacked in the street and their papers destroyed and burned.

The free newspaper is not only remarkable as a new type of newspaper but also in terms of its readership. While the traditional newspapers have problems attracting the younger audience, free daily newspapers are usually read by people under 45, which is much younger than the average age of a traditional newspaper reader. Figures have also shown that many readers of free newspapers are 'new' readers or people who read both paid-for and free papers. Research by British free dailies has found that about half their readers read only free dailies.

Most free newspapers are published in tabloid format and the average size is 24 pages. The content reflects the audience: a clear focus on quick news including local, national and international news, the latest sports coverage, articles on lifestyle and the latest gossip about celebrities. They also usually have a TV-guide and local information on films, theatres and restaurants.

In the UK, free newspapers produce about 100 tonnes of waste each day and their publishers are coming under considerable pressure to pay something towards the cost of cleaning up the newspapers which are left behind by readers. Several projects are underway. Publishers are funding one where recycling bins have been installed on railway platforms at several mainline

and underground stations in London. In another, two newspaper groups have paid for 70 newspaper recycling bins to be placed across central London, and they will be responsible for emptying and recycling nearly 400 tonnes of free newspapers a year.

Now listen a second time and check your answers.

(Section C recording is repeated.)

That's the end of the test. Please wait for your question booklets to be collected.

Thank you and good luck.

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