

**International General Certificate of Secondary Education
CAMBRIDGE INTERNATIONAL EXAMINATIONS**

FOREIGN LANGUAGE MALAY

0546/3

**PAPER 3 Speaking Role Play Cards One – Nine
TEACHERS' NOTES**

1 MARCH–30 APRIL 2002

15 minutes

No additional materials are required.

TIME 15 minutes

INSTRUCTIONS TO TEACHERS

Part One of the test will be two role plays based on the situations outlined in this booklet. Candidates should study the situations for fifteen minutes and then be prepared to act the roles assigned to them and respond to the parts played by you. Suggestions are given for both roles, but you should be prepared to respond to any direction taken by the candidate within the situation. The role plays should last about five minutes in all.

Part Two of the test will be a conversation with you on a subject chosen by the candidate in advance. The conversation should last about five minutes. If the candidate appears to be giving a talk rather than considering you as interlocutor, you should interrupt after a minute or two and ask specific questions about the subject.

Part Three of the test will be a conversation of a more general nature and should last about five minutes.

Both role plays and conversations should be marked by the Centre according to the instructions and a sample recorded for external moderation.

This question paper consists of 18 printed pages and 2 blank pages.

Each candidate role play card contains two role plays. The list below gives details of the pages on which the role play cards appear in this booklet.

KARTU SATU	A	Page 13
	B	Page 16
KARTU DUA	A	Page 13
	B	Page 17
KARTU TIGA	A	Page 13
	B	Page 18
KARTU EMPAT	A	Page 14
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KARTU LIMA	A	Page 14
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ADMINISTRATIVE ARRANGEMENTS

- 1 The speaking tests take place in the two-three months before the main examination period, i.e. between 1 March and 30 April for the June examination. Each Centre decides on a convenient period within these dates for its speaking tests.

It is important that dates given for the completion of the speaking tests and the despatch of recordings and mark sheets to CIE (see paragraph 6) are adhered to in order to allow sufficient time for moderation.

- 2 In the interests of standardisation there will be only one teacher/examiner per Centre. Each Centre selects its own teacher/examiner. This is normally a teacher from within the Languages Department, but could be someone local from outside the Centre. CIE is not responsible for any fees agreed. Where a Centre wishes to use additional teacher/examiners because it has a large number of candidates, permission to do so must be sought from the IGCSE Languages Officer well before the start of each oral examination period.
- 3 Materials are despatched approximately two-three weeks before the assessment period. These should be opened four working days before the Centre's assessment starts and studied carefully by the teacher/examiner before conducting his/her first tests. Teacher/examiners who have prepared their own roles fully and are confident in what they are doing are better able to help candidates who experience any difficulty. Once the materials have been opened, they remain confidential and must be kept in a secure place by the Centre until the end of the examination period.
- 4 Each teacher/examiner will be required to record a sample of candidates from each Centre at which he or she examines. The teacher/examiner is asked to select and record six candidates, covering as wide a range of ability as possible. The candidates selected should be spread as evenly as possible across the range of marks (2 good, 2 middling, 2 weak). This will enable the moderator to check accurately the standard of assessment. The recording should be carried out in accordance with the instructions headed 'Recording of Candidates' (see paragraph 8). The recording must be sent to CIE together with the completed moderator copy of the MS1 and a copy of the completed Oral Examination Summary Mark Sheet (see paragraphs 5 and 6).
- 5 Two types of mark sheet are provided:
 - (a) One mark sheet (the **Oral Examination Summary Mark Sheet**) is intended as a working document, on which the marks for each section of the test are to be entered in detail as specified in the Marking Instructions. Be very careful to check all additions.
 - (b) The total marks should then be transferred to the **Internal Assessment Mark Sheet (MS1)**.

6 Despatch and return of mark sheets and recorded sample:

- (a) Mark sheets and recordings are to be returned to CIE once all the speaking tests have been completed. The deadline for receipt by CIE for these items is 15 May for the June examination. Do not wait until the end of the assessment period before despatching them.
- (b) (i) The Board copy of the completed Internal Assessment Mark Sheet (MS1) must be returned to CIE in the separate envelope provided.
 (ii) The Moderator copy of the completed Internal Assessment Mark Sheet (MS1), a copy of the completed Oral Examination Summary Mark Sheet and the recorded sample must be sent to reach CIE no later than 15 May for the June examination.
- (c) Copies of both types of mark sheet are to be retained by the Centre in case of postal losses or delays.

7 Arrangements for the examination:

- (a) Examination conditions must prevail in the area where the examination takes place, including the space set aside for a candidate to study the role play situations. Adequate supervision must be provided to ensure that each candidate can study alone and in silence and that candidates leaving the interview room do not communicate with those waiting to enter.
- (b) Candidates are not allowed to bring any notes for use during their preparation time. Nor are they allowed to make notes.
- (c) Requests for special consideration for candidates with specific problems must be made on Special Consideration forms.
- (d) Candidates must be examined singly. No other person should be present during the examination with the exception of another teacher/examiner or an Officer from CIE.
- (e) As teacher/examiner you should be positioned so that you will be facing the candidates when they enter the room, with a table between you and the candidates. Please do not allow candidates to sit in a position where they can see what you are writing on the mark sheets as this can be distracting.
- (f) In order to put candidates at their ease, smile when they enter the room, and indicate where they should sit. A good teacher/examiner will usually send a candidate out of the interview smiling, no matter how good or bad the performance has been. Avoid, however, the use of expressions such as 'very good', which a candidate may interpret as a comment on performance.
- (g) Please do not smoke in the presence of candidates. Smokers should arrange for breaks in the timetable as necessary, and to smoke elsewhere than in the interview room.
- (h) Other recommendations: do not walk about or distract candidates in any way (eg by doodling or fiddling with papers, etc); always appear interested, even in mundane matters; never show undue surprise, impatience or mockery; **never correct a candidate**.

8 Recording of candidates:

Centres should ensure well in advance of the test that a suitably quiet room will be available and that their recording equipment is in good order. Rooms which are too close to a playground, recreation room or noisy classroom are to be avoided. It is essential that unnecessary background noise should be excluded.

Cassette recorders must be used, although in exceptional cases permission will be given to use a reel-to-reel recorder and then transfer the recordings onto cassette; Centres will be responsible for ensuring the good quality of recordings made in this way. The cassette recorder and the cassette(s) to be used should be tested *in situ* some time before the actual test, ideally with one of the candidates. It is essential that new unrecorded cassettes are used. These will be supplied by CIE. Where possible it is advisable to use a cassette recorder with external microphones so that separate microphones can be used for the candidate and the teacher/examiner. If only one microphone is being used, it should be placed facing the candidate. With a softly-spoken candidate the microphone should be placed nearer to the candidate before the start of the test. Adjustments to the volume control during an examination should normally be avoided.

The recording should begin at the start of Side 1 and care should be taken to avoid long gaps and extraneous noise. Both sides of each cassette should be used before beginning a new cassette. It is helpful if, at the end of examining on each side of a cassette, the teacher/examiner states 'No further recordings on this side'.

Each cassette should be introduced by the teacher/examiner as follows:

'Centre Number *eg MY 215*
 Centre Name *eg King's College*
 Examination Number *eg 0546*
 Examination Name *eg IGCSE Foreign Language Malay*
 Name of Examiner *eg Mr R Peters*
 Date *eg March 2nd 2002*'

Each candidate should be introduced by the teacher/examiner as follows:

'Candidate Number *eg 047*
 Candidate Name *eg William Lee*
 Role Play Card *eg Number 4*'

At the end of the sample, please state 'End of sample'.

Once a test has begun the cassette should run without interruption.

On no account should you stop and re-start the cassette during a test.

The contents of each cassette should be clearly labelled.

Before the cassette is despatched, spot checks must be made to ensure that every candidate is clearly audible. Cassettes should then be rewound to the start of Side 1.

STRUCTURE OF THE EXAMINATION

Test 1: Role Plays (about 5 minutes) 30 marks

- (a) Each candidate will be examined in two role play situations selected at random by the teacher/examiner from the cards supplied. Each card will contain two situations, both of which will be examined.

A number of alternative cards are supplied, and these should be used at random during each session of examining. Having given the first candidate 15 minutes to prepare his/her two situations, you should hand a different card to the second candidate to prepare while you examine the first candidate.

- (b) Unless there are exceptional circumstances (eg speech impediments) each situation should be carried out in full. If the candidate cannot handle one of the tasks set, the teacher/examiner should not leave too long a pause but should lead the candidate on to the next task.
- (c) Should a candidate miss out a task, the teacher/examiner should try to guide him/her back to it, in as natural a way as possible. It does not matter to moderators that this may lead to tasks occurring in a different order, as long as they are all attempted.
- (d) The roles of the candidate and teacher/examiner are indicated on the cards. Teacher/examiners are asked to prepare the situations carefully so that the candidate's tasks follow on naturally from the teacher/examiner's response. Usually, the teacher/examiner has to initiate the dialogue. The teacher/examiner is to assume the role of a well-disposed native speaker with no knowledge of the candidate's first language. Suggested responses are given on pages 13-18 of this booklet.

For marking scheme, see Table A of the Marking Instructions.

Test 2: Topic (prepared) Conversation (about 5 minutes) 30 marks

Candidates are required to prepare **one topic only**. Suitable subjects might be for example: 'School life', 'Hobbies and pastimes', 'Travel', etc. (These are only examples: candidates should be encouraged to choose topics in which they have a personal interest.) Candidates should be encouraged to prepare different topics within a Centre and should not be allowed to present 'Myself' or 'My life' as topics, as these can become too general and can often pre-empt the General (unprepared) Conversation section. Candidates may use illustrative material, eg photographs, if this seems appropriate to their topic, but are not allowed to use written notes of any kind.

The candidate must show quality of preparation, but must not be allowed to deliver a prepared monologue or a series of obviously prepared replies. You, as teacher/examiner, must try to lead the candidate into using a variety of tenses. In order to extend the candidate as far as possible you should probe, explore, ask for explanations, enlargements, descriptions (how? when? why? tell me a bit more about... etc).

For marking scheme, see Table B of the Marking Instructions.

Test 3: General (unprepared) Conversation (about 5 minutes) 30 marks

- (a) You should normally allow the stipulated length of time for each candidate. Whilst some candidates may dry up after a few minutes, you should persevere with the conversation (eg by complete changes of subject), so that candidates are given every opportunity to do themselves justice.
- (b) The discussion of the topic will have paved the way for the unprepared conversation. You should start out from any point of interest noted earlier, or ask general questions relating to the candidate's everyday life, school (subjects, number of periods, times, games, etc), home, town, journey to and from school, free time (evenings, weekends), holidays, hobbies. All candidates can reasonably be expected to have the command of vocabulary and idiom necessary for this. As in the Topic Conversation, you must try to lead the candidate into using a variety of tenses (themes could be visits to other countries, plans for the future, etc) and he or she can then be extended as far as possible. Precise factual information or knowledge is not required, and candidates should not be penalised for lack of such knowledge. Be ready to pass on quickly to another subject if candidates are obviously out of their depth. Take care to avoid questions which might cause embarrassment, eg where a candidate has only one parent. (Centres are requested to supply such information to the teacher/examiner in advance.)
- (c) Candidates should be expected to give natural replies to questions; their answers need not therefore be in the form of complete sentences. You should take care to avoid questions inviting simply 'yes' or 'no' by using a variety of interrogatives, eg when? how? why? how many? how long? with whom? with what? etc.
- (d) Questions should be adjusted to the candidate's ability. Candidates should be prompted and encouraged where necessary and long silences should be avoided. On the other hand, do not interrupt a candidate unless you are sure that he or she cannot complete the answer. Incorrect answers should never be corrected, nor answers supplied when none are given. Questions should be rephrased (rather than repeated) in an attempt to maintain the dialogue.
- (e) The use of vocabulary or phrases from the candidate's first language should be avoided, except in the case of particular institutions, eg names of examinations, types of school, etc.
- (f) Beware of talking too much and giving the candidate credit for what you have in fact said yourself. The onus is on the candidate to show that he or she can converse adequately in the language, but at the same time it is up to you to make sure that the candidate is given every opportunity to do so by following up any opening given.

For marking scheme, see Table B of the Marking Instructions.

Test 4: Impression 10 marks

At the end of the test you should make an assessment of the candidate's pronunciation, accent and fluency, following the guidelines given in the Marking Instructions. While you may use the opportunity of the candidate's introduction to the topic to assess these factors, your final assessment must be based on the candidate's overall performance. Exceptional performance in the role play situations (ie one in which a fluid and natural conversation develops) should be rewarded by a high impression mark.

For marking scheme, see Table C of the Marking Instructions.

MARKING INSTRUCTIONS

Use the Oral Examination Summary Mark Sheet.

Test 1 Role Plays. 30 marks. Use Table A.

Enter the mark for each task in the ten columns 1-10.

Test 2 Topic Conversation. 30 marks. Use Table B.

(i) A mark out of 15 on Scale (a) Comprehension/responsiveness.
Enter the mark in column 11.

(ii) A mark out of 15 on Scale (b) Linguistic content.
Enter the mark in column 12.

Test 3 General Conversation. 30 marks. Use Table B.

Mark as for Test 2 using Table B.
Enter marks out of 15 in columns 13 and 14.

Test 4 Impression. 10 marks. Use Table C.

Enter the mark in column 15.

Add the marks and enter the total, in large figures, in the column headed Total Mark. Please double check the addition as even small errors create problems.

Marking: General Principles

- 1 You are urged to use the full range of marks, bearing in mind that it is not necessary for a candidate to be of native speaker standard in order to be given maximum marks within any single category.
- 2 The general approach is a positive one and you should award marks based on what the candidate can do rather than deducting marks for errors.
- 3 Above all else, please be consistent in your marking. The moderation process allows for adjustments to be made to consistently harsh or consistently generous marking. If you are unsure of the mark to award, err on the side of generosity.

TABLE A – Test 1: Role Plays (30 marks)

This part of the examination is primarily a test of the candidate's ability to communicate needs, information, requests, etc, in plausibly life-like situations. Intelligibility is therefore of greater importance than grammatical or syntactic accuracy. However, verbal communication only will be assessed: credit will not be given for gestures, facial expressions or other non-verbal forms of communication. The use of appropriate register and correct idiom will be rewarded. The teacher/examiner will play the part of a patient and well-disposed foreigner with no knowledge of the candidate's first language.

Each of the ten tasks to be performed in the examination will be assessed on the scale below. Candidates will be required to give natural responses, not necessarily in the form of 'sentences': short answers, if appropriate to the task, can be awarded 3 marks.

Marks are awarded as follows:

An accurate utterance which not only conveys the meaning but which is expressed in native idiom and appropriate register. Minor errors (adjective endings, use of prepositions, etc) are tolerated. The utterance is intelligible and the task of communication is achieved.	3
The language used is not necessarily the most appropriate to the situation and may contain inaccuracies which do not obscure the meaning.	2
Communication of some meaning is achieved, but the native speaker would find the message ambiguous or incomplete.	1
The utterance is unintelligible to the native speaker.	0

TABLE B – Tests 2 and 3: Topic Conversation and General Conversation (2 x 30 marks)

Scale (a) Comprehension/responsiveness. This assesses the candidate's response in terms of comprehension of the teacher/examiner, immediacy of reaction/response, fluency of response, presentation of material in the topic.

Scale (b) This assesses the linguistic content of the candidate's answers in terms of the complexity, accuracy and range of structures, vocabulary and idiom.

NB This table is used for Tests 2 AND 3.

Category		Mark
Outstanding	(a) Not necessarily of native speaker standard. (b) The highest level to be expected of the best IGCSE candidates.	14–15
Very good	(a) Generally understands questions first time, but may require occasional re-phrasing. Can respond satisfactorily to both straightforward and unexpected questions. (b) Wide range of mostly accurate structures, vocabulary and idiom.	12–13
Good	(a) Has no difficulty with straightforward questions and responds fairly well to unexpected ones, particularly when they are re-phrased. (b) Good range of generally accurate structures, varied vocabulary.	10–11
Satisfactory	(a) Understands straightforward questions but has difficulty with some unexpected ones and needs some re-phrasing. Fairly fluent, but some hesitation. (b) Adequate range of structures and vocabulary. Can convey past and future meaning; some ambiguity.	7–9
Weak	(a) Has difficulty even with straightforward questions, but still attempts an answer. (b) Shows elementary, limited vocabulary and faulty manipulation of structures.	4–6
Poor	(a) Frequently fails to understand the questions and has great difficulty in replying. (b) Shows very limited range of structures and vocabulary.	0–3

TABLE C – Impression (10 marks)

Very good pronunciation, intonation and fluency; an occasional slight mistake or hesitation. Not necessarily of native speaker standard.	9–10
Good pronunciation and fluency; makes a fair attempt at correct intonation and expression; some mistakes and/or hesitation.	7–8
A fair degree of fluency and accuracy in pronunciation despite quite a number of errors; some attempt at intonation and expression.	5–6
Conveys some meaning despite a lack of fluency and many errors; pronunciation strongly influenced by first language.	3–4
Many gross errors; frequently incomprehensible.	1–2

Untuk Kartu Permainan Satu, Dua, Tiga. Lakonan A.**A****Calon: Anda****Guru: Pengurus asrama muda/mudi**

Anda telah membuat tempahan untuk diri anda dan sekumpulan kawan di sebuah asrama muda/mudi di Malaysia. Anda tiba di asrama tersebut.

- G Berikan salam kepada calon dan tanya ‘Boleh saya bantu anda?’**
- C Beritahu anda siapa dan terangkan bahawa anda telah membuat tempahan untuk diri anda dan sekumpulan kawan menerusi telefon.
- G Katakan bahawa anda tidak jumpa apa-apa tempahan. Tanya ada berapa orang dalam kumpulan itu. Berapa orang lelaki dan berapa orang perempuan?**
- C Beritahu berapa orang lelaki dan berapa orang perempuan dalam kumpulan anda.
- G Tanya ‘Tempahan ini untuk berapa malam?’**
- C Jawab soalan itu.
- G Katakan bahawa anda telah jumpa tempahan itu.**
- C Tanya mengenai kemungkinan anda makan malam di asrama itu pada malam itu.
- G Katakan bahawa makan malam ialah pada jam 7 malam.**
- C Anda dan kawan-kawan anda datang dengan basikal dan anda ingin tahu di mana anda boleh simpan basikal. Bagaimanakah soalan anda?
- G Berikan jawapan yang sesuai dan tutup perbualan.**

Untuk Kartu Permainan Empat, Lima, Enam. Lakonan A.

A

Calon: Anda
Guru: Kawan Melayu

Anda menelefon kawan anda untuk menjemputnya pergi ke panggung wayang bersama anda.

- G Jawab telefon.**
- C Beri salam dan jemputnya untuk pergi ke panggung wayang bersama anda.
- G Katakan bahawa itu satu cadangan yang baik. Tanya bila dia mahu pergi (hari dan masa).**
- C Beritahu bila anda mahu pergi ke panggung wayang (hari dan masa).
- G Tanya filem jenis apakah yang dia mahu menonton.**
- C Beritahu jenis filem yang anda mahu menonton.
- G Beri jawapan yang sesuai dan tanya pukul berapakah filem itu bermula.**
- C Beritahu pukul berapa filem itu bermula.
- G Tanya di mana anda harus menemuinya.**
- C Beritahu di mana anda akan menemuinya.
- G Berikan jawapan yang sesuai dan tutup perbualan.**

Untuk Kartu Permainan Tujuh, Lapan, Sembilan. Lakonan A.**A****Calon: Anda****Guru: Tuan punya restoran**

Semasa bercuti di Malaysia, anda menelefon sebuah restoran untuk menempah meja untuk diri anda dan keluarga anda.

- G Katakan 'Helo. Restoran Castle. Boleh saya bantu anda?'**
- C Berikan salam kepada tuan punya restoran dan beritahu apa yang anda ingin buat.
- G Tanya untuk berapa orangkah dia mahu buat tempahan meja itu.**
- C Jawab soalan itu.
- G Tanya untuk hari apakah dan jam berapakah dia mahu tempahan meja itu.**
- C Beritahu hari dan masa anda mahu membuat tempahan itu.
- G Berikan jawapan yang sesuai dan kemudian tanya 'Tempahan ini di bawah nama siapa?' dan kemudian minta nombor telefon calon.**
- C Berikan nama anda dan ejaannya. Kemudian berikan nombor telefon anda.
- G Berikan jawapan yang sesuai.**
- C (Anda akan tiba dengan kereta.) Tanya satu soalan mengenai tempat meletak kereta.
- G Berikan jawapan yang sesuai dan tutup perbualan.**

Untuk Kartu Permainan Satu, Empat, Tujuh. Lakonan B.**B**

Calon: Anda
Guru: Jurujual

Pada hari ulang tahun anda, kawan anda telah menghadiahkan sehelai baju sejuk untuk anda, tetapi baju sejuk ini terlalu kecil. Anda pergi ke kedai itu untuk menukarnya.

G Sambut calon dan katakan 'Boleh saya bantu anda?'

C Balas ucapan jurujual itu dan beritahu bahawa anda mahu menukar baju sejuk.

G Tanya sama ada ada apa-apa masalah dengan baju sejuk itu.

C Jelaskan bahawa kawan anda membelikannya untuk hari ulang tahun anda – jelaskan masalahnya.

G Beritahu bahawa tanpa resit anda tidak boleh pulangkan wangnya.

C Jelaskan siapa yang menyimpan resit itu dan juga bahawa anda tidak mahu wang dipulangkan.

G Beritahu bahawa anda ada baju sejuk lain yang saiznya lebih besar, tetapi warna kuning sahaja.

C (Anda tidak suka kuning!) Jawab dengan sopan. Apakah yang anda harus kata? Fesyen lain?

G Katakan bahawa anda ada lebih banyak warna dalam fesyen lain, tetapi lebih mahal. Beritahu sekiranya dia suka baju sejuk fesyen lain, dia boleh bayar harga lebihnya.

C Beri jawapan yang sesuai dan kemudian ucapkan terima kasih kepada jurujual di atas bantuannya.

G Beri jawapan yang sesuai dan tutup perbualan.

Untuk Kartu Permainan Dua, Lima, Lapan. Lakonan B.**B**

Calon: Anda yang sedang melawat Maria
Guru: Ibu/bapa Maria

Semasa tinggal di rumah kawan anda, Maria, di Malaysia, anda menganjurkan sebuah majlis ulang tahun untuk Maria. Ibu bapa Maria pulang dan terkejut dengan apa yang mereka lihat...

- G Katakan bahawa anda nampak kawan-kawan Maria sedang pulang. Tanya mengapa mereka berada di situ.**
- C Jelaskan apa yang anda telah lakukan (untuk mengambil hati Maria).
- G Anda tidak begitu suka. Tanya berapa orang remaja yang datang ke rumah itu.**
- C Jawab soalnya dan kemudian cuba beri jaminan bahawa segala-galanya berjalan dengan baik (tidak ada apa yang pecah, tidak ada apa-apa kejadian buruk).
- G (Anda berasa lega.) Tanya apa yang mereka buat di majlis itu.**
- C Jelaskan apa yang anda lakukan di ruang tamu dan di dapur.
- G Kata bahawa dapur kotor. Tanya apakah yang dia akan lakukan.**
- C Cadangkan sesuatu. Apakah yang anda akan lakukan?
- G Beri jawapan yang sesuai dan kemudian beritahu bahawa remaja-remaja itu telah makan semua pizza yang anda sediakan untuk dimakan pada esok hari.**
- C Minta maaf sekali lagi dan katakan apa yang anda akan buat esok untuk menggantikan pizza.
- G Maafkannya tetapi beritahunya bahawa lain kali dia mesti meminta kebenaran dahulu sebelum menganjurkan majlis. Tamatkan perbualan.**

Untuk Kartu Permainan Tiga, Enam, Sembilan. Lakonan B.**B****Calon: Anda****Guru: Pengarah kem percutian**

Anda sedang mencari pekerjaan semasa bercuti. Anda menelefon sebuah kem percutian untuk kanak-kanak di Malaysia.

G Jawab telefon.

C Beri salam kepada pengarah itu, perkenalkan diri anda dan beritahu mengapa anda menelefonnya.

G Tanya calon umurnya dan kemudian tanya apakah pengalamannya dalam jenis pekerjaan seperti ini.

C Beritahu umur anda dan kemudian jelaskan bahawa anda pernah bekerja sebagai ketua kumpulan di sebuah kem percutian. Katakan bila dan di mana.

G Tanya calon sama ada dia suka bergaul dengan kanak-kanak.

C Beritahu bahawa anda suka bergaul dengan kanak-kanak dan berikan 2 contoh kegiatan yang anda lakukan secara tetap yang melibatkan kanak-kanak.

G Beri jawapan yang sesuai dan kemudian tanya calon apakah kelayakan yang dirasakan perlu untuk bekerja dengan kanak-kanak.

C Berikan 2 sifat yang anda rasakan perlu untuk bekerja dengan kanak-kanak.

G Tanya calon bila dia boleh mula bekerja dan sehingga bila dia ada masa cuti.

C Beritahu bila anda boleh mula bekerja dan untuk berapa lama.

G Beri jawapan yang sesuai dan tutup perbualan.

