

education

Department:
Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATION - 2007

ENGLISH SECOND LANGUAGE PAPER 1

HIGHER GRADE

FEBRUARY/MARCH 2007

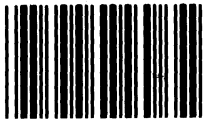
105-1/1

Marks: 80

Time: 2 Hours

X05

This question paper consists of 9 pages.



ENGLISH ADDITIONAL/SECOND LANG HG: Paper 1



105 1 1

HG



INSTRUCTIONS:

1. Answer ALL the questions.
2. Start each section on a new page.
3. Pay special attention to spelling and sentence construction.



SECTION A: COMPREHENSION**QUESTION 1**

Read the following passage carefully and answer the questions that follow.

HOW TO BARGAIN FOR A BETTER DEAL

Susan Jacoby

- 1 Linda Barbanel was looking for a TV some years ago and spotted a demonstration model that appeared to be in an excellent condition. "How much for that?" she asked the salesman. "I'd take it for the right price." When the salesman gave the price she realized it was fair but thought she would try her luck by telling him that the price was still too high. "He came down R250 and gave me a few CDs for my children!" Anyone can learn to bargain effectively, but many people don't do it because they fear it will make them look cheap. "So what?" says Barbanel. "The worst that can happen is that the other person will say no. For the customer, it's a no-lose situation."
- 2 These days virtually all prices are negotiable, from items such as clothing to repair services and home improvements. All it takes is a little know-how. "The main thing is to realise how much your bargaining power increases in tough economic times," says Leo Reilly, author of *How to out-negotiate anyone*. "Unless you need something immediately, the merchant needs to sell it more than you need to buy it." Negotiating is an acquired skill, so it is wise to start small – go to a garage sale or an informal market. "It's easier to get the feel for the give and take in a place where everyone else is bargaining," says Barbanel. "This develops confidence and allows you to sharpen your skills when there is not so much money at stake."
- 3 Thandi Maluleke, a retired university administrator, is a champion bargainer but she used to think that prices couldn't be negotiated in big shops. "I learnt differently by accident," she says. "I was looking for curtaining and saw exactly what I wanted but the price was far above my budget." When the salesman approached, Thandi casually remarked that she loved the material but jokingly said if the material had been only R20 a metre she would have taken it. She was dumbstruck when the salesman agreed to the price. It turned out that the range was being discontinued. "It taught me that under the right circumstances, everyone is willing to make a deal."
- 4 Successful negotiation depends on knowing what the item is worth. You have to do your homework. If you live in a small town, phone shops in larger centres and compare prices or study advertisements in city newspapers. Prices for big items are much lower in large centres simply because there is competition. This knowledge may even help you negotiate a better deal at your local shops. Information is power.

- 5 Don't sound apologetic or uncertain when you ask for a discount and don't disclose anything that indicates how badly you need the product or service. Statements that open with, "You probably won't do this but ..." send the wrong message. Start with comments like, "I like this but it is too expensive for me – can you do better?", "Will this be on sale soon?" or "Would you consider giving discount for cash?" Comments like these put the ball firmly in the salesman's court. A close friend, bedridden with a broken leg, sent her husband to buy a new fridge. He paid R1 800 for one that was advertised a week later for R 1 500, because he told the salesman that his wife's leg and his fridge broke on the same day. He thought he would make the man feel sorry for him but all he did was to show his willingness to pay almost anything. As a rule, avoid revealing how much you are willing to pay. You'll get a better deal if the seller makes the first offer. If you walk into a used-car lot the first thing you are asked is, "How much do you want to spend?" If you give an amount, you limit your ability to negotiate. Instead say, "I'll have a better idea when I see what you have on offer," or "I'd like to spend as little as possible."
- 6 Above all, in calculating the true costs of your purchases, consider the value of your time. Ask yourself if what you are saving is worth the time and the costs of driving or phoning around. Bargaining is a vital skill but one can also overdo it!

[Adapted from *Reader's Digest*, July 1995]

- 1.1 Is the following statement TRUE or FALSE? Quote one word to prove your answer.
- Linda Barbanel was sure that the TV was in good working order. (2)
- 1.2 Complete the sentence:
- An exclamation mark (!) is used in paragraph one to emphasise Barbanel's ... (2)
- 1.3 Explain in your own words why, according to Barbanel, people do not bargain (paragraph 1). (2)
- 1.4 Is the following statement TRUE or FALSE? Quote no more than two words from paragraph 1 to prove your answer.
- Bargaining is always to the client's benefit. (2)
- 1.5 Use your own words to explain why a customer's bargaining power increases in tough economic times. (2)
- 1.6 "Out-negotiate" (paragraph 2) is an unusual term. What idea do you think Leo Reilly wants to convey when he uses it in the title of his book? (2)
- 1.7 Is the following statement TRUE or FALSE? Quote two consecutive words from paragraph 2 to prove your answer.
- Some people have a natural talent for bargaining with others. (2)



- 1.8 List two advantages of starting small when bargaining. (2)
- 1.9 Quote two separate words from paragraph 3 that show that it was not Thandi's intention to bargain with the salesman about the price of the curtaining. (2)
- 1.10 In your own words describe why the salesman was willing to sell the curtaining at a discount. (2)
- 1.11 In a short sentence of your own summarise the main idea of paragraph 4. (2)
- 1.12 Is the following statement a FACT or an OPINION? Substantiate your answer. (2)
- Prices for big items are much lower in large centres.
- 1.13 List the THREE things a successful bargainer should avoid. (3)
- 1.14 Explain exactly what is meant by "...can you do better?" (paragraph 5) in the context of the passage. (2)
- 1.15 Read the following statement and answer the questions:
- "Comments like these put the ball firmly in the salesman's court."
(paragraph 5)
- 1.15.1 Is this statement used LITERALLY or FIGURATIVELY? (1)
- 1.15.2 How does the customer expect the salesman to respond to his/her comments? (1)
- 1.16 Explain why a customer should not reveal how much he/she wants to spend. (2)
- 1.17 Mention TWO expenses that could be included in the "true cost" of an item, according to paragraph 6. (2)

TOTAL SECTION A: 35

SECTION B: SUMMARY**QUESTION 2**

Read through the passage "The secrets of having an open mind". In no more than 45 WORDS, LIST THE ADVANTAGES THAT OPEN-MINDED PEOPLE POSSESS.

INSTRUCTIONS:

- * List 7 facts in full sentences and in point form.
- * Number your sentences from 1 to 7.
- * Write down only ONE fact per line.
- * Use your own words as far as possible.
- * Indicate the number of words you have used in brackets at the end of your summary.
- * You will be penalised for exceeding the maximum number of words or failing to indicate the number of words used.

SECRETS OF HAVING AN OPEN MIND

We are constantly confronted with new ideas in our ever-changing world. In order to keep up, we have to be open-minded, which means being flexible, tolerant, understanding, free-thinking and creative. It means that one has to be open to new ideas. Open-minded people possess a number of advantages.

Open-minded people listen to the views of others and because they don't project their own insecurities on others or become defensive, they can build stable, positive relationships. Relationships improve drastically when people are willing to listen to other peoples' ideas. On a personal level, open-minded people are generally more optimistic and less prone to negativity and depression. Being willing to enjoy what life has to offer changes your attitude towards life's problems. Instead of being defeated by problems, open-minded people have the ability to find creative solutions.

As open, flexible people are more likely to consider matters from different angles before jumping to conclusions, they won't be as easily manipulated into making wrong decisions about people or issues. In addition, considering different options and solutions to problems enable open-minded people to see more opportunities than those who are too afraid to venture out. They will, for example, not ask, "Why do it?" but rather "Why not try it?"

An open mind inspires people to learn more. Psychologists agree that open-minded people score better on tests of cognitive ability and have a better general knowledge. Because open-minded people are not afraid to venture out, they are much more likely to make a success of what they do – they make good managers or successful business people.

[Adapted from *Woman's Value – Change your mindset, change your life*, January 2006]

TOTAL SECTION B: 10

SECTION C: LANGUAGE USAGE**QUESTION 3**

3.1 Complete the following passage by :

- giving the correct form of the words in brackets, or
- supplying the missing word, or
- choosing the correct alternative.

Write only the number and your answer.

THE ORIGIN OF MONEY

Money is a daily necessity we have come to take for granted. There was a time when money 3.1.1 (...) we know it today did not exist. In earlier times, when people wanted food or clothing that they did not have 3.1.2 (self), they resorted to 3.1.3 (barter), which means they exchanged goods or services they 3.1.4 (have) for those that they needed.

Hundreds of different objects have served as money at one time or 3.1.5 (...), including food, skins, salt, seashells and cattle. If one person had food and the other skins and the 3.1.6 (merchant) was not of equal value, fair exchange became difficult. This led to the early 3.1.7 (adopt) of metals as a common medium of exchange. So money became accepted as common currency. As it was necessary for money to 3.1.8 (keep) safe, it was stored in temples that were believed to be 3.1.9 (...) the special protection of the gods. As time passed, only gold- and silversmiths had vaults and safes. They began accepting deposits from citizens for safekeeping and provided receipts as proof of 3.1.10 (own). Over time these receipts developed into bank notes that represented the value of the gold held by the central bank. It was not long 3.1.11 (...) another important banking function developed. Goldsmiths started 3.1.12 (lending/borrowing) money to other citizens, 3.1.13 (...) a profit. Initially only a 3.1.14 (...) citizens made use of this service and in order to encourage 3.1.15 (...) people to deposit money, goldsmiths began offering interest on deposits, exactly as banks do today. Notes and coins are used because they are portable, durable, easy to count and difficult to copy 3.1.16 (illegal).

[Adapted from *The Star*, April 25, 2006]

(16)



- 3.2 The spelling of "gold-" in the passage indicates that a word has been left out. What is this word? (2)
- 3.3 Rewrite the following sentence in direct speech, starting as indicated:
Puleng asked the teacher if she knew how banking started.
Start with: Puleng asked the teacher, "Madam, ... (3)
- 3.4 Rewrite the following sentence as indicated.
We have taken the convenience of money for granted.
Start with: The convenience of money ... (2)
- [23]

QUESTION 4

Study the advertisement and answer the questions.



**ONE CALL
AND IT'S COVERED**

If you need short-term insurance for anything from chairs to chandeliers call **OUTsurance** on 08 600 60 000. One of our friendly consultants will help you out immediately.

- 4.1 What does the word "OUT" in "OUTsurance" imply? (2)

- 4.2 Give the two different meanings of the word “covered” as it is used in the advertisement. (2)
- 4.3 What does the word “one” in the phrase “one call” suggest about the service? (2)
- 4.4 There are six language and spelling errors in the following passage. Find the six incorrect words and rewrite them correctly.

It is important to get insurance these days because so many accidents and burglaries occur. One should weigh all the different insurance options very carefully and select the option that is more suitable for one's particular circumstances. You must assure that you do not pay too much.

(6)
[12]

TOTAL SECTION C: 35

GRAND TOTAL: 80

