



**KAMSSA LOWER SECONDARY LEVEL EXAMINATIONS**  
**ENGLISH LANGUAGE**  
**SENIOR TWO**  
**END OF YEAR 2022**  
**2 Hours**

**INSTRUCTIONS: This paper consists of two sections A and B. section A and B compulsory and all answers must be filled in the gaps provided after each question.**

**SECTION A.**

1. Read the passage below and answer questions



Courtesy is as important in speaking over the phone as in talking to people. A person should be certain of the number they are dialing to avoid disturbing someone unnecessarily. If you do reach a wrong number, it is important to say, “I’m sorry, I called the wrong number,” before hanging up.

After someone answers the phone, the caller should give his or her name before asking for the person sought. When you talk on the telephone, remember to express yourself clearly and concisely. The caller cannot see your facial expression or gestures and the impression you give of yourself depends on what the caller hears. The telephone carries your voice at its natural volume and pitch. Try not to shout but speak clearly and distinctly.

The correct way to answer a telephone is “Hello”. “Yes” is abrupt and a bit harsh and “This is the Onyango’s house” is also ambitious, “Hello” is the most proper way to answer the telephone.

When the telephone in the house is answered by someone other than the head of house caller says, “may I speak to Mrs. Bwire, please?” the receiver should say, “just a moment, please.” If Mrs. Bwire is unable to come to the phone, the correct reply is. “Bwire can’t come to the phone now. May I have your name so that she can call you back as soon as possible?”

If you must put the telephone down during the conversation, do it gently, and when you hang up, do it gracefully. Do not slam the receiver down. The person at the other end may still have the phone close to his ear, and then a sudden sharp bang can be hurtful as well as rude.

**Questions.**

**1:1** Mention three ways in which one may observe communication etiquette during a call. **(3 marks)**

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**1:2** How is talking over the phone connected to talking face to face? **(1 mark)**

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**1:3** Write a statement to show how you can express yourself clearly and concisely as you talk on phone. **(1 mark)**

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**1:4** Why is it improper to use “yes” in answering a caller on phone? **(2 marks)**

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**1:5** Why should one put down the telephone gently and gracefully when they hang up? **(1 mark)**

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**1:6** Explain the following as used in the story. **(2 mark)**

i) Hanging up

.....

.....

ii) Just a moment

.....

.....

**1B. Read the dialogue below and answer the question after it. (10 marks)**

Mike: Hello

Tony: who is speaking?

Mike: This is Mike, could I please talk to Jerry?

Tony: Stop wasting my time. This is not Jerry’s office

Mike: Am sorry, could you please get me his extension?

Tony: Am I his secretary, or something like that?

Mike: Am sorry sir, but I was given this number by his friend. Do you mind passing a message to him then?

Tony: I have better things to do, get assistance from someone else (Bangs the phone)

**Question.**

**Assume you were Tony and well know telephone conversation etiquette. Rewrite the dialogue adding two responses from each to complete the conversation.(10 marks)**

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**2A. Rewrite the following as instructed without changing the meaning.**

**2:1** I dislike Jessica. I don't admire her either. (Join into one sentence using a suitable conjunction)  
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.....

**2:2** Jason said, "I have passed the examination." (Rewrite into indirect speech)  
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.....

**2:3** The government will investigate the cases. (Rewrite ending ..... government.)  
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**2:4** The student was apologetic. The deputy principal could hear none of it. (Join using ..... but.....)  
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**2:5** I gave him money, He bought bread. (Join beginning: Provided.....)  
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**2:6** My teacher is smart. My mother is smart. (Join using: ..... as well as.....)  
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**2:7** He lived in the eighteenth century with a twenty year old son. (Add a hyphen where necessary)  
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**2:8** Few people in developed countries go to church to worship to these days. (Add a suitable question tag)  
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**2:9** No sooner had Joan got a job than her father presented a vise for her to go to America. (Rewrite beginning: Hardly.....)  
.....  
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**2:10** The pool is too dirty for swimming. (use..... not..... enough.....)  
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**2B. Put a ring around the letter of the most correct alternative.**

- 2:11** The brief case she has is.....  
A. me C. mine  
B. my D. her
- 2:12** The doctor prescribed a..... after the visit.  
A. pill C. peel  
B. bill D. peal
- 2:13** The MP..... in his bedroom during the announcement.  
A. is C. was  
B. are D. were
- 2:14** The shopkeeper is reluctant, but in the end, he..... give the refund.  
A. can C. shall  
B. should D. can.
- 2:15** They jumped..... the fence in order to enjoy the music that was playing outside the school.  
A. past C. above  
B. across D. over
- 2:16** They do not wash the utensile as ..... as they can.  
A. thorough C. better  
B. thoroughly D. best
- 2:17** The students were accused ..... Inciting the others for a strike.  
A. at C. in  
B. of D. with
- 2:18** My class teacher does not say much. She is very .....  
A. quiet C. reserved  
B. silence D. silent
- 2:19** They ..... to have arrived before this huge gathering.  
A. ought C. ass  
B. must D. immediately
- 2:20** Mr Muyingo..... in Kakiro secondary school for the last ten years.  
A. working C. is working  
B. has been working D. was working.

**SECTION B.**

**Answer the question from section B.**

**3.** Your school is littered with garbage disposal and there seem to be no measures to mitigate the prevailing situation. There are likely dangers as a result, you are a team with suggestions to manage the disposal of rubbish/ garbage in the school. Write a letter to the office in charge of sanitation in the school.



END