

HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY  
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2024

## ENGLISH LANGUAGE PAPER 3

### PART A

#### Question-Answer Book

##### GENERAL INSTRUCTIONS

- (1) There are two parts (A and B) in this paper. All candidates should attempt **ALL** tasks in Part A. In Part B, you should attempt either Part B1 (easier section) OR Part B2 (more difficult section). Candidates attempting Parts A and B2 will be able to attain the full range of levels, while Level 4 will be the highest level attainable for candidates attempting Parts A and B1.
- (2) Write your Candidate Number and stick barcode labels in the spaces provided on the appropriate pages of the Part A Question-Answer Book and both Part B Question-Answer Books.
- (3) Write your answers clearly and neatly in the spaces provided in the Question-Answer Books. Answers written in the margins will not be marked. You are advised to use a pencil throughout Part A.
- (4) For multiple-choice questions, you are advised to blacken the appropriate circle with a pencil and make sure that wrong marks are completely erased with a clean rubber. Mark only **ONE** answer to each question. Two or more answers will score **NO MARKS**.
- (5) All listening materials will be played **ONCE** only.
- (6) Supplementary answer sheets will be supplied on request. Use separate supplementary answer sheets for Part A and Part B. Write your Candidate Number, mark the question number box and stick a barcode label on each sheet and fasten them with string **INSIDE** the relevant Question-Answer Book.
- (7) The rough-work sheets provided are for you to take notes. They will be collected separately and will not be marked.
- (8) No extra time will be given to candidates for sticking on the barcode labels or filling in the question number boxes after the 'Time is up' announcement.
- (9) The two Question-Answer Books attempted by candidates (one for Part A and one for Part B) will be collected together at the end of the examination. Fasten the two Question-Answer Books together with the green tag provided.
- (10) The other unused Question-Answer Book for Part B will be collected separately at the end of the examination. This will not be marked. Do not write any answers in it.

Please stick the barcode label here.

Candidate Number



Please stick the barcode label here.

**Part A**

In Part A, you will have a total of four tasks to do related to the theme of human migration. Follow the instructions in the Question-Answer Book and in the recording to complete the tasks. You will find all the information you need in the Question-Answer Book and the recording. You now have two minutes to familiarise yourself with Tasks 1- 4.

**Task 1 (12 marks)**

Grace and Stephen are visiting a museum to decide which exhibitions they can recommend for their school history field trip. Listen to their conversation and complete the information in the spaces below. The first one has been provided as an example. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Exhibition they visit: The Great Human Migration (example)

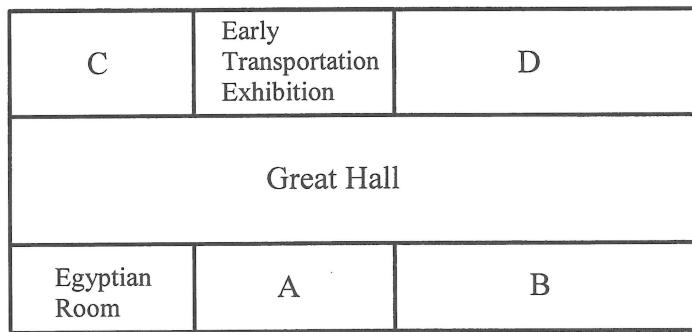
Date exhibition will end: (1) \_\_\_\_\_

Cost to enter the exhibition: (2) \_\_\_\_\_

Day of the week it is closed: (3) \_\_\_\_\_

What you are not allowed to do in the exhibition: (4) \_\_\_\_\_

**Location of exhibition**



(5) Look at the map above. Where is the Great Human Migration Exhibition?

- A      B      C      D
- 

Answers written in the margins will not be marked.

Please stick the barcode label here.

When humans left Africa: (6) \_\_\_\_\_

Where humans went after Asia:

Destination	Means of transport	Route of travel
Australia	(7) _____	(9) _____
America	(8) _____	land bridge

Two possible reasons for migrating:

- (10) \_\_\_\_\_
- (11) \_\_\_\_\_

(12) Things that they learnt to do as they reached new environments: (Tick () FOUR)

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Use a compass | <input type="checkbox"/> Use money    |
| <input type="checkbox"/> Grow food     | <input type="checkbox"/> Make clothes |
| <input type="checkbox"/> Make fire     | <input type="checkbox"/> Swim         |
| <input type="checkbox"/> Build houses  | <input type="checkbox"/> Make weapons |

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

**END OF TASK 1**

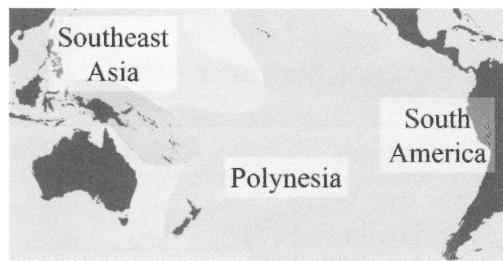
**Task 2 (14 marks)**

Listen to a lecture from Professor Elsa Larssen, an expert in human migration, on a famous expedition. Complete the information in the spaces below. The first one has been provided as an example. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Name of lecture series: **Museum Experiences (example)**

Topic of the lecture:

The (13) \_\_\_\_\_ Expedition



People in Polynesia share similar:

- (14) \_\_\_\_\_
- (15) \_\_\_\_\_

(16) The route of Jenson's expedition:

- A. From Polynesia to Southeast Asia
- B. From Polynesia to South America
- C. From South America to Polynesia
- D. From South America to Southeast Asia

A      B      C      D  
           

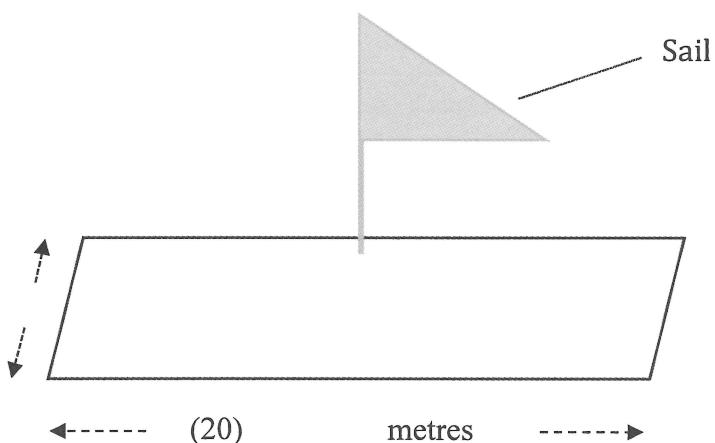
**Jenson's Boat:**

Qualities of the wood Jenson used for his boat:

- (17) \_\_\_\_\_
- (18) \_\_\_\_\_

Measurements:

(19) \_\_\_\_\_ metres



Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

**The expedition:**

Month and year they set off: (21) \_\_\_\_\_

Navigation method: (22) \_\_\_\_\_

What they ate: (23) \_\_\_\_\_

How water was stored: (24) \_\_\_\_\_

(25) Problems caused by the storm		(Tick (✓) THREE)
Lost food source		
Lost navigation tools		
Lost crew members		
Lost water		
Lost journal		
Lost sail		

Modern research shows that modern Polynesians share similar (26) \_\_\_\_\_ to South Americans.

- A. languages
- B. religions
- C. culture
- D. genes

A      B      C      D  
           

Answers written in the margins will not be marked.

**END OF TASK 2**

**Task 3 (14 marks)**

Listen to a podcast interview with Philip, Charles and Anna, who are talking about their experiences as language learners. Complete the information in the spaces below. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Heritage Language Learning is:

Learning a language that is (27) \_\_\_\_\_.

**Learner profiles**

	<b>Charles</b>	<b>Anna</b>	<b>Philip</b>
<b>Language they are learning:</b>	Spanish	Mandarin Chinese	French
<b>Family originated from:</b>	Peru	(28) _____	Belgium
<b>Reasons for learning:</b>	(29) _____ _____ _____	(30) _____ _____ _____	(31) _____ _____ _____
<b>Methods of learning:</b>	(32) _____ _____ _____	(33) _____ _____ _____	Textbook

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.



### Problems and solutions

What difficulty did each learner experience and what was their solution?

	<b>Problem</b>	<b>Solution</b>
Charles	Learning vocabulary	(34) _____ _____ _____
Anna	(35) _____ _____	(36) _____ _____
Philip	No opportunity to practise listening	(37) _____ _____

### Messages

Write each learner's message in the correct speech box:

(38) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(39) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(40) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Charles                          Anna                          Philip

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

**END OF TASK 3**

**Task 4** (13 marks)

Listen to a radio programme about *Chunyun*, the period where millions of people travel during the Chinese Spring Festival and answer the questions below. Please note that you do not need to answer in complete sentences. You now have 30 seconds to study the task. At the end of the task, you will have three minutes to tidy up your answers.

What is special about *Chunyun*?

(41) \_\_\_\_\_

How many people are likely to travel during the Spring Festival each year?

(42) \_\_\_\_\_

Why do many more people travel during the Spring Festival now, when compared to the past?

Reason 1: (43) \_\_\_\_\_

\_\_\_\_\_

Reason 2: (44) \_\_\_\_\_

\_\_\_\_\_

What are the two main issues that people face travelling by train in *Chunyun*?

• (45) \_\_\_\_\_

because \_\_\_\_\_

• (46) \_\_\_\_\_

because \_\_\_\_\_

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

Answers written in the margins will not be marked.

### Three stories about *Chunyun*

Complete the table by summarising the outcome from each of the stories.

Story 1	Outcome
A drunk man falls asleep and misses his stop	(47) _____ _____
Story 2	Outcome
A student has his money stolen by a pickpocket	(48) _____ _____
Story 3	Outcome
A young woman sits opposite a student on the train	(49) _____ _____

What are the three ways suggested about how to cope with the problems of *Chunyun*?

(50) \_\_\_\_\_

(51) \_\_\_\_\_

(52) \_\_\_\_\_

According to the presenter, how do most Chinese feel about *Chunyun*?

(53) \_\_\_\_\_

Answers written in the margins will not be marked.

**END OF TASK 4**

**End of Part A**

**Now go on to Part B**

Sources of materials used in this paper will be acknowledged in the HKDSE Question Papers booklet published by the Hong Kong Examinations and Assessment Authority at a later stage.

Answers written in the margins will not be marked.

HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY  
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2024

## ENGLISH LANGUAGE PAPER 3

### PART B1

#### DATA FILE

#### GENERAL INSTRUCTIONS

- (1) Refer to the General Instructions on Page 1 of the Question-Answer Book for Part A.

#### INSTRUCTIONS FOR PART B1

- (1) The Question-Answer Book for Part B1 is inserted into this Data File.
- (2) For Part B, attempt **EITHER** those tasks in Part B1 (Tasks 5 – 7) **OR** those in Part B2 (Tasks 8 – 10).
- (3) You are advised to use a pen for Part B.
- (4) The Data Files will **NOT** be collected at the end of the examination. Do **NOT** write your answers in the Data Files.
- (5) Hand in only ONE Question-Answer Book for Part B, either B1 or B2, and tie it with the Question-Answer Book for Part A.

## **Part B**

### **Situation**

You are Nico Lin. You work for World City Travel, a company which organises wildlife tours in Hong Kong and around the world. You are a secretary to the manager at World City Travel, Ms Avery Goh. Ms Goh has asked you to do some tasks.

You will listen to a Zoom meeting between Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File to familiarise yourself with the situation and the tasks.

Complete the tasks by following the instructions in the Question-Answer Book and on the recording. You will find all the information you need in the Question-Answer Book, the Data File and on the recording. As you listen you can make notes on Page 3 of the Data File.

You now have five minutes to familiarise yourself with the Question-Answer Book and the Data File.

### **Contents**

	Page
1. Listening note-taking sheet for the World City Travel Zoom meeting .....	3
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## **Listening note-taking sheet for the World City Travel Zoom meeting**

Listen to the recording of a Zoom meeting between World City Travel manager Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

### **Guided Nature Walk**

### **Bird Watching Tour**

### **Sydney Whale Watching Cruise – Catamaran Accident**

- Findings of the Review Board
  
- Compensation for participants of the cancelled cruise

### **Insects and Reptiles Exhibition**

### **Adventure Fishing Tour**

## Email from Avery Goh to Nico Lin

File      Message

Junk      Delete      Reply      Reply All      Forward      Move ▾      Mark Unread ▾      Follow up ▾

To: Nico Lin      Sent: Saturday 13<sup>th</sup> April 10:05AM  
From: Avery Goh  
Subject: List of things to do

Good Morning Nico,

It's migration season, and as the birds and insects get busy, so should we: I have a number of tasks for you to work on.

First, complete the email to the participants of the Guided Nature Walk at the Hong Kong Wetland Park. You can use the email template provided. You should be able to find all the information in the Hong Kong Wetland Park visitor guide, my WhatsApp chat with Shane Lee, and the screenshot of the Skype chat between David Atkinson and Shane Lee.

Next, write an email to Peter Chan, the manager of the Hong Kong Botanical Gardens. We have some questions to ask him and a change we are making to the Bird Watching Tour we need to inform him about. Make sure you are polite and clearly give reasons for the change and questions. You can refer to the enquiry we received from Karen Ken and the emails I received from Shane Lee.

Finally, write a blog post for the new Insects and Reptiles Exhibition at Kowloon Park we are launching soon. We really want to promote the exhibition, so try to make it sound fun. You can look at our social media advertisement, the exhibition page on the Kowloon Park website, and the screenshot of my SMS messages with David Atkinson for the details.

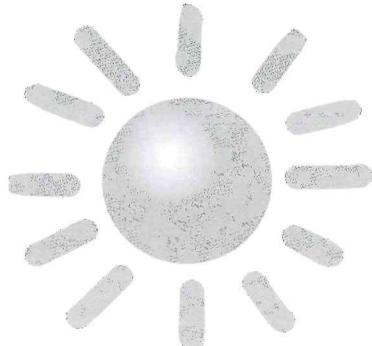
The recording of the Zoom meeting between me, Shane Lee and David Atkinson contains information on all the tasks above. Have a listen and try not to miss anything.

Regards,

Avery Goh  
World City Travel Manager

## Plan Your Visit!

With such a wide variety of fish and other aquatic life, find out why the Hong Kong Wetland Park is such a popular migration destination! But be careful: the Wetland Park can have very high temperatures and bright sunshine.



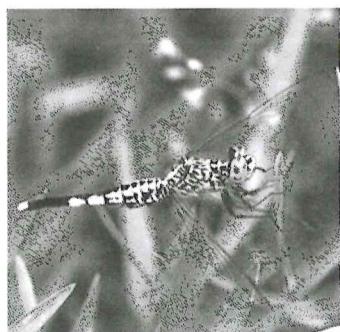
We suggest the following to make the most out of your trip:

1. Make sure you wear light clothing.
2. Bring along your sunglasses - it can get bright out there!
3. Carry a big bottle of water with you!

### Kowloon Park website – Insects and Reptiles Exhibition page

Read up on the variety of **Dragonflies** in Hong Kong so you don't miss them! The ones on this page are all very rare as they migrate during the winter. But which ones can you see at the Exhibition? Click on the photos to find out more.

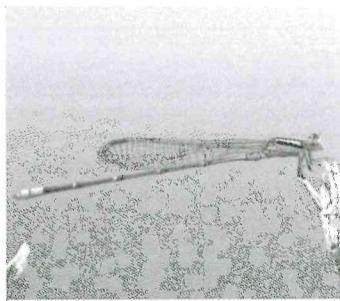
Asian Baller



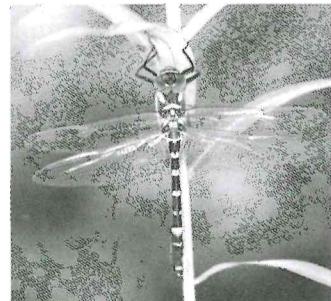
Red Baller



Blue Tail



Blue Stripe



## The Insects and Reptiles Exhibition by World City Travel



Now with big savings for you and your family!

-I got a 30% discount on my ticket!

-No way! How come?

-I took the World City Travel early booking offer and bought my ticket two weeks in advance. It was easy!

-Mom! Is it true I can go for free if you and dad buy tickets??

-Sure, son! You're under six years old, so we can get the offer!

-Awesome!

See you at Kowloon Park!

## SMS messages between David Atkinson and Avery Goh

Friday 12<sup>th</sup> April

Avery Goh

3:12pm

Hi David! Need your advice: we're drafting the blog post for the Insects and Reptiles Exhibition at Kowloon Park. Of course we'll mention that people will get to learn about different insects and reptiles, but what was the other selling point? People will experience a different Hong Kong?

David Atkinson

3:18pm

A different *side* of Hong Kong. That's the wording we agreed on. But you're missing the most important thing! They can also meet Oggie!

Avery Goh

3:32pm

That's right – Oggie the salt water crocodile! Thanks for the reminder. I'm sure that will be a completely unique experience. I'll also make sure we include the special offers we have for the exhibition. They're already in our social media advert, but it can't hurt to repeat them in the blog post. Thanks David!

WhatsApp chat between Avery Goh and Shane Lee

Friday 12<sup>th</sup> April

Shane: Hi Avery! Do you have a minute?

Avery: Hi Shane. Of course. How can I help?

Shane: I was looking through the information for the Guided Nature Walk and I wanted to double check a few things.

Avery: Sure, go ahead. I'll be asking Nico to write the email to participants soon.

Shane: OK, great: this is good timing, then! So, will the walk be conducted in English this time? I noticed we had quite a few comments on this after the last event.

Avery: No, the walk this time will still be in Chinese, but English audio guides will be provided on request. This should be sufficient, I think.

Shane: OK. Make sure we state that clearly in the email.

Avery: Sure. I'll also make sure we include a reminder for the participants to wear walking or running shoes. Last time we had someone show up in high heels and we don't want that happening again!

Shane: No we do not! That couldn't have been fun for them.

Avery: Exactly. In the email we'll also remind participants of the basic necessities people need to prepare, just to be safe.

Shane: You mean things like sunscreen?

Avery: Not sunscreen – our sponsor provides that free for participants – but they tend to forget mosquito repellent. There are a lot of mosquitoes around at this time of year, so we'll remind them about that.

Shane: Of course. Nobody likes coming home with itchy bites! Anyway – thanks for the chat. I'll let you get back to work.

Avery: Thanks Shane. Let me know if there's anything else you want to include.

Skype chat between David Atkinson and Shane Lee

Thursday 11<sup>th</sup> April

David: Hi Shane. I have some urgent information to pass on regarding the Guided Nature Walk at the Hong Kong Wetland Park. Do you have a minute?

Shane: This doesn't sound good. Everything is okay, I hope?

David: I just talked to the legal team, and we need to include a warning in the email to participants because of the extreme hot weather we have been getting recently.

Shane: What kind of warning?

David: Well, the Guided Nature Walk may not be suitable for pregnant women and people with serious health issues.

Shane: I don't think we have sent out the email to participants yet. So pregnant women and people with serious health issues cannot join the walk?

David: They can still join the walk, but the warning should be included just to protect ourselves. We need to recommend that they consult a doctor first if they want to join.

Shane: Understood. I will make sure Avery and Nico are aware of this. We don't want to be getting sued by anyone after all. Thanks David.

David: One last thing: remind everyone to bring a hat! It can get hot out there!

Shane: Sure. Will do.

## Emails from Shane Lee to Avery Goh

**To:** Avery Goh  
**From:** Shane Lee  
**Subject:** Re: Email to Peter Chan re: Bird Watching Tour

**Sent:** Thursday 11<sup>th</sup> April 8:37AM

Avery,

I forgot to mention: we received an email from Karen Ken, a participant in an upcoming Bird Watching Tour. She had an interesting question about the tour. Let's include her question in the email to Peter Chan as well.

About those who complained: I'm sure Peter will think of many different solutions, but we should tell him that although we provided them with coupons and discounts for future tours, the participants were still not happy. They said these won't make up for the time they lost and only a refund would be suitable.

I tend to agree with them, and I don't want any more negative reviews! So please tell Peter.

Thanks,  
Shane

---

**Original Message:**

**To:** Avery Goh  
**From:** Shane Lee  
**Subject:** Email to Peter Chan re: Bird Watching Tour

**Sent:** Thursday 11<sup>th</sup> April 8:02AM

Morning Avery,

In the email to Peter Chan at the Hong Kong Botanical Gardens, ask about the possibility of a refund to participants if there are not sufficient bird sightings or there is poor weather during the Bird Watching Tour.

I know we can't always rely on the migrating birds to show up on cue, but I've been thinking about this for a while. You see, some people who joined the tour previously have left us negative reviews. There are a few types of complaint, but the one that stands out is that they didn't see many birds.

Thanks,  
Shane

### Email enquiry from Karen Ken

<b>File</b>	<b>Message</b>
 Junk	 Delete
 Reply	 Reply All
 Forward	 Move ▾
	 Mark Unread ▾
	 Follow up ▾
To: comments@worldcitytravel.com	
Sent: Tuesday 9 <sup>th</sup> April 11:07AM	
From: Karen Ken	
Subject: Questions about the Bird Watching Tour	
<p>Dear World City Travel,</p> <p>My name is Karen Ken and I have signed up for your Bird Watching Tour at the Hong Kong Botanical Gardens on 12<sup>th</sup> May. I'm so excited to see all of the migratory birds!</p> <p>I went on a similar tour in Singapore. It was so hot, just like here in Hong Kong (the weather here has been extremely hot recently). We still enjoyed looking at the birds and learning all about their migration. What's more, the staff there were really very sweet. They saw that we were struggling in the conditions and that it was difficult for us to walk for such a long time. Do you know what they did? They provided us all with free refreshments! They started off by giving us cool water. Then – we couldn't believe their generosity – they brought out some ice cream for us all to enjoy. I know that some gardens don't allow food, but can I ask if the staff on the Hong Kong Botanical Gardens Bird Watching Tour will also do the same? As I say, the conditions here seem just as uncomfortable and I'm sure we'll also be doing a lot of walking.</p> <p>I would also like to take this opportunity to thank your office staff who helped guide me around your website over the phone. They were very patient and kind to me, and it is wonderful to see such responsive customer service still exists. Thank you!</p> <p>I will look forward to your reply and the Tour.</p> <p>Best regards,</p> <p>Karen Ken</p>	

**THIS IS THE LAST PAGE OF THE PART B1 DATA FILE**

Sources of materials used in this paper will be acknowledged in the *HKDSE Question Papers* booklet published by the Hong Kong Examinations and Assessment Authority at a later stage.



HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY  
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2024

## ENGLISH LANGUAGE PAPER 3

### PART B2

#### DATA FILE

#### GENERAL INSTRUCTIONS

- (1) Refer to the General Instructions on Page 1 of the Question-Answer Book for Part A.

#### INSTRUCTIONS FOR PART B2

- (1) The Question-Answer Book for Part B2 is inserted into this Data File.
- (2) For Part B, attempt **EITHER** those tasks in Part B1 (Tasks 5 – 7) **OR** those in Part B2 (Tasks 8 – 10).
- (3) You are advised to use a pen for Part B.
- (4) The Data Files will **NOT** be collected at the end of the examination. Do **NOT** write your answers in the Data Files.
- (5) Hand in only **ONE** Question-Answer Book for Part B, either B1 or B2, and tie it with the Question-Answer Book for Part A.

## **Part B**

### **Situation**

You are Nico Lin. You work for World City Travel, a company which organises wildlife tours in Hong Kong and around the world. You are a secretary to the manager at World City Travel, Ms Avery Goh. Ms Goh has asked you to do some tasks.

You will listen to a Zoom meeting between Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File to familiarise yourself with the situation and the tasks.

Complete the tasks by following the instructions in the Question-Answer Book and on the recording. You will find all the information you need in the Question-Answer Book, the Data File and on the recording. As you listen you can make notes on Page 3 of the Data File.

You now have five minutes to familiarise yourself with the Question-Answer Book and the Data File.

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## **Listening note-taking sheet for the World City Travel Zoom meeting**

Listen to the recording of a Zoom meeting between World City Travel manager Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

### **Guided Nature Walk**

### **Bird Watching Tour**

### **Sydney Whale Watching Cruise – Catamaran Accident**

- Findings of the Review Board
  
- Compensation for participants of the cancelled cruise

### **Insects and Reptiles Exhibition**

### **Adventure Fishing Tour**

## Email from Avery Goh to Nico Lin

To: Nico Lin  
From: Avery Goh  
Subject: Tasks for our Sydney tours

Sent: Saturday 13<sup>th</sup> April 10:05AM

Hi Nico,

As you know, we run two main activities in Sydney, Australia that follow the big marine migration seasons: the Sydney Whale Watching Cruise held on a catamaran, and the Adventure Fishing Tour held on a luxury yacht. Things have not been great there recently due to the accident the World City Travel catamaran was involved in. I need you to work on a number of tasks for me as we try to fix the fallout and move on.

First, complete the internal incident report for the catamaran accident. I've attached the guidelines from the company handbook for what we include in incident reports, so start there. It seems you've got all the other documents related to the accident.

Moving on, I need you to write a follow-up email to the participants of the cancelled Sydney Whale Watching Cruise. We've recently made quite a few decisions on what this should include—start by looking at Shane Lee's email to me.

Finally, I need you to draft a script for a YouTube advertisement promoting the Adventure Fishing Tour. Make sure it sounds fun and exciting! We have spent a lot of money on a new luxury yacht for the tour, so I think our CEO will be happy if you explain how this will enhance the customer experience. The Sydney Times article mentioned the tour as well.

Also refer to the recording of the Zoom meeting between me, Shane Lee and Dr David Atkinson: we discussed all of the above. Dr Atkinson sent me his SMS messages with Captain Moby, which should be useful for all of these tasks as well.

Thanks,

Avery Goh  
World City Travel Manager

**Transcript of radio communication between Captain Moby and control centre**

**Date:** 27<sup>th</sup> March  
**Time:** 4:37pm

**Control centre:** Control centre to Captain Moby. How are you enjoying your day out? Over.

**Captain Moby:** Captain Moby to control... It's been smooth sailing so far. And sounds like you guys have some free time. Over...

**Control centre:** Just making sure our favourite captain is having fun... Seems like we have some static over the radio...

**Captain Moby:** ... All good mate. I can still hear you ... Over and out...

**Date:** 27<sup>th</sup> March  
**Time:** 5:00pm

**Captain Moby:** Captain Moby to control... We are currently in Sydney Harbour. How are conditions looking ... Over.

**Control centre:** Control centre to Captain Moby. We hear you. Traffic is low. Seems like some clouds are rolling in... We suggest you... Over.

**Captain Moby:** Please repeat instruction, control. Over.

**Control centre:** We suggest you wait it out. Over.

**Captain Moby:** That's good to know. We will wait... Over and out.

**Date:** 27<sup>th</sup> March  
**Time:** 5:50pm

**Captain Moby:** Captain... to control centre. We are being pushed by... Losing... Over.

**Control centre:** ... centre to... Moby. Try to regain control and keep the catamaran ... Over.

**Captain Moby:** No use, control. The ... are too ... We have crashed!...

29<sup>th</sup> March

## Catamaran Caught by the Weather

If you thought you were having a bad day, it probably wasn't as bad as the day World City Travel just experienced!

A catamaran owned by World City Travel had a nasty mishap as it crashed on Wednesday evening.

Renowned for its luxury Sydney Whale Watching Cruise, World City Travel will be tasked with rescuing its reputation after the pride of its fleet crashed into rocks in the harbour.

A spokesperson for World City Travel stated that due to the accident, participants of the next Sydney Whale Watching Cruise have been informed of its cancellation and that they will be provided with a full refund.

Police were seen to be interviewing Captain Moby, who was in charge of the vessel at the time of the accident. They will be sure to take a look at any communications between the captain and the shore. World City Travel is reported to be undertaking its own investigation in tandem.

Initial reports are that, ruling out human error, the accident was likely to have been caused by bad weather. Although the skies have generally been lovely and clear in the past few days, a sudden change in conditions was recorded in the area around the time of the crash.

Amidst all this negative publicity, World City Travel is also launching pre-booking for its Adventure Fishing Tour, which will run from 15<sup>th</sup> November to 27<sup>th</sup> January. Will this have better luck? Only time will tell.

In the meantime, enjoy the rest of the whale migration season!



*Photo: The World City Travel catamaran before the crash*

## SMS messages between David Atkinson and Captain Moby

31<sup>st</sup> March

**David Atkinson**

10:53am

Morning Moby! How are you these days? I've got some great news: I'll be giving live commentary on the Adventure Fishing Tour. It's being held on my favourite yacht!

**Captain Moby**

11:01am

Oh wow! I saw some drafts of the promotional materials. They only mention "commentary by a famous biologist". They should really add your name as well: use your star power! I, on the other hand, won't be on any tours anytime soon...

**David Atkinson**

11:05am

They should add my name! I also think there should be a little reminder about what I'm most famous for as well... I'll send this chat to Avery for the future promotions.

Yes, I heard about your little incident in Sydney Harbour. I hope the tabloid newspapers didn't make a mountain out of a molehill. Were any passengers hurt?

**Captain Moby**

11:07am

Yes, include the reminder. It's fine – no passengers onboard. Not a cruise: we were mainly out there to train new crew members. I'm more worried about the participants of the next Whale Watching Cruise, which was cancelled. The company is putting together an additional compensation package as I type.

**Captain Moby**

11:08am

That day, we had also planned to scout the whale migration routes. We wanted to add another 50% to the duration of the cruises starting in May, but that's been postponed until the June and July cruises now because of the accident.

**David Atkinson**

11:31am

Well, all's well that ends well. I'm just happy you're all OK.

## Email from Shane Lee to Avery Goh

To: Avery Goh  
From: Shane Lee  
Subject: Compensation for participants of cancelled Sydney Whale Watching Cruise

Sent: Tuesday 2<sup>nd</sup> April 09:32AM

Avery,

The accident with the catamaran is an absolute disaster. Priority one is that the participants of the cancelled cruise keep booking with us. We're working out a killer compensation package, in addition to what we've already announced, that'll hopefully mean they won't even dream of choosing another cruise provider. In the follow-up email, tell them exactly how much we value our customers, then let them know about the compensation package. Word will get around and that'll bring in new customers as well.

It's particularly bad timing as we're trying to push hard on promoting the new Adventure Fishing Tour. Let's try to make it an even better deal: we will now include a free buffet lunch as part of the tour package. Mention this in any new advertisements. We've hooked up with the caterers at *Chez Poisson*, so this buffet will be a real treat – tuna, scallops, and lobster! Contractually, though, we still have to mention that there will be a break from the Tour on Christmas Day, so keep that in the promotions.

Also, I'm sure you know I want to book the pop band Bubblegum to perform live music on the yacht. Get them to confirm, then add this to the promotions. They'll reel in a boatload of new customers – ha!

Cheers,

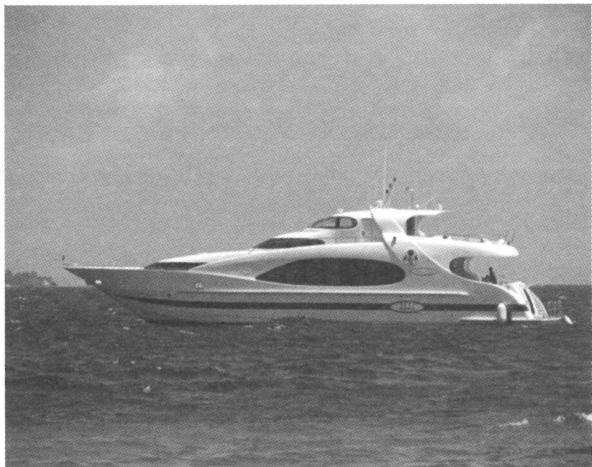
Shane

### World City Travel cruise booking calendar

Key	
Dates available	<input checked="" type="checkbox"/>
Dates unavailable	<input type="checkbox"/>
April	
Week 1	<input type="checkbox"/>
Week 2	<input type="checkbox"/>
Week 3	<input type="checkbox"/>
Week 4	<input type="checkbox"/>
June	
Week 1	<input checked="" type="checkbox"/>
Week 2	<input checked="" type="checkbox"/>
Week 3	<input checked="" type="checkbox"/>
Week 4	<input checked="" type="checkbox"/>
May	
Week 1	<input checked="" type="checkbox"/>
Week 2	<input checked="" type="checkbox"/>
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Week 4	<input type="checkbox"/>
July	
Week 1	<input checked="" type="checkbox"/>
Week 2	<input checked="" type="checkbox"/>
Week 3	<input checked="" type="checkbox"/>
Week 4	<input checked="" type="checkbox"/>

## YOUR NEW TOP-OF-THE-LINE LUXURY YACHT AWAITS

2023-2026 MODELS - VISIT A SHOWROOM NEAR YOU TODAY!



### D69X

*The D69X has the distinction of being the most fuel-efficient luxury yacht in the world, offering huge savings over long distances. This pocket-rocket hits the magical top speed of 55 knots, but you'd never know this beast was saving you real money! On arrival to exotic locales, enjoy the ensuite bedroom with smart jacuzzi. You deserve it! The D69X also has an oversized terrace, perfect for relaxing. Look no further – you've found paradise!*

### D79X

*The D79X. It's finally here, the long-awaited sister ship to the D69X.*

*Want to throw a party where guests can't wait for the ride home (or there!)? You'll see why the "supercar of the sea" is a nickname that sticks, a whole 10 knots faster than its sister ship! Don't feel like an adventure? Take the slow road: we've kept the popular terrace from the D69X, but with the added luxury of a built-in spa. There is no better five-star cruiser.*



### D79XF Fishing Cruiser

*We know you – and your guests – love to fish in the lap of luxury, so we've been working extra hard on the XF, the latest member of the family. With a top speed of 70 knots, could this become the new "supercar of the sea"?! But shhh... it's a secret: see the brand new D79XF at the 2025 Luxury Yacht Expo; sales begin in 2026. You'll have to contain your excitement until then.*

\*photos are for reference only\*

## Minutes of World City Travel Staff Meeting

**Date and time:** Wednesday 10<sup>th</sup> April, 10am

**Venue:** Main Office Conference Room

**Chairperson:** Shane Lee, CEO

**Members:** Avery Goh, Manager

Captain Moby

**Secretary:** Nico Lin

### **Minutes of meeting**

Mr Lee announced that he'd called this special meeting to discuss the results of the investigation into the catamaran incident which led to the cancellation of the Sydney Whale Watching Cruise.

Ms Goh stated that the Review Board had interviewed everyone onboard the catamaran at the time of the incident and had also inspected the damage to the catamaran. The Review Board had ruled that Captain Moby's actions kept the crew onboard safe. After a brief round of applause, Ms Goh announced that Captain Moby, according to the Review Board, had been instrumental in minimising damage to the catamaran.

Captain Moby expressed relief at the results and that he planned to return to work at the end of the month.

Mr Lee agreed that Captain Moby could now return to work after a well-deserved break. He also voiced concerns that World City Travel needed to do more to compensate the participants of the cancelled cruise to ensure they would continue to use the company when booking tours.

Ms Goh agreed to this idea. She suggested that participants be given the choice of another cruise in this migration season as part of the compensation package.

Captain Moby concurred as this would allow these participants to experience a World City Travel cruise. He also insisted it be emphasised that the cruise would be complimentary, agreed to by all. However, he suggested that the booking calendar be consulted first before contacting participants, to ensure availability.

Mr Lee affirmed that booking availability for this season should be clearly communicated to the participants, as well as the change in cruise duration. He also added that participants should be informed of the details of the available cruises.

Ms Goh suggested that participants should be referred to the company website for the itineraries.

Mr Lee made the announcement that *Chez Poisson* could no longer provide the buffet for the Adventure Fishing Tour. *iSea Caterers* would take over and had committed to serve the same dishes. The new Tour schedule would now start on 6<sup>th</sup> December due to the change, but would finish on the same date announced previously. The contractual break day would not be affected.

Ms Goh stated that, due to the intervention of Dr David Atkinson, the live music on the yacht had been cancelled. Dr Atkinson's concern was that it would scare away the fish.

The meeting ended at 11:45am.

## **Extract from World City Travel company handbook**

### **Chapter 3: Contents of an incident report**

When writing an incident report, employees should include the following to ensure a comprehensive record is kept for future reference.

Generally, a report should cover factual information, including but not limited to details such as the date and time of the relevant incident, location of the incident, and what was involved in the incident. This is to ensure readers have all the necessary background information.

A report should explain the reason(s) why those involved were present at the location, and any known cause(s) of the incident, no matter how preliminary. Such information is usually available after initial investigations and interviews, or taken from other relevant sources.

If a Review Board investigation has been conducted, the report should clearly present the results, including any relevant comments or evaluations made by the Review Board. If appropriate, the report should assign any blame or responsibility for the incident.

#### **Biography of David Atkinson on the World City Travel website**

Dr David Atkinson was born in Taunton, Somerset in 1967. As the son of two academics, he had an interest in aquatic life from an early age, eventually studying Marine Biology at the universities of Oxford, Liverpool and the Sorbonne in Paris, specialising in migration.

Most people will know Dr Atkinson from his TV wildlife documentaries. These inspired a whole generation of nature enthusiasts. Who can forget “The Life of Whales”? Screened in over 80 countries and 20 different languages, this 2013 series stands as his most famous work and is the natural history breakthrough that really put his name on the map.

We’re proud to say that Dr Atkinson has been working with World City Travel since 2019. “I love the camaraderie here. Everyone gets along well. On top of that, we really do provide some excellent travel products,” said Dr Atkinson.

Many do not know that Dr Atkinson is also a keen wildlife photographer. His dramatic “Aqua Vita” photo prints, of aquatic mammals in the wild, are among the most popular in our online shop and would light up any home or office. One print is given free of charge to all of those with lifetime membership of World City Travel.

Dr Atkinson is a keen yachtsman. His current favourite: the “supercar of the sea”, of course! He’s delighted that this will be the vessel to carry him and our guests on the new Adventure Fishing Tour.

Likewise, we’re delighted to have Dr Atkinson on board!

**THIS IS THE LAST PAGE OF THE PART B2 DATA FILE**

Sources of materials used in this paper will be acknowledged in the *HKDSE Question Papers* booklet published by the Hong Kong Examinations and Assessment Authority at a later stage.

Candidate Number

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**HKDSE 2024  
ENGLISH LANGUAGE  
PAPER 3 PART B2  
Question-Answer Book**



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**Task 8: Incident report (17 marks)**

Write an incident report for the catamaran accident using information from the B2 Data File and your notes. Write around 140 words.

Answers written in the margins will not be marked.

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**END OF TASK 8**

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**Task 9: Follow-up email** (18 marks)

Write a follow-up email to the participants of the cancelled cruise using information from the B2 Data File and your notes. Write around 180 words.

Subject: \_\_\_\_\_

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**END OF TASK 9**

**Task 10: Script for YouTube Advertisement** (18 marks)

Write a script for a YouTube advertisement about the new Adventure Fishing Tour using information from the B2 Data File and your notes. Write around 180 words.

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**END OF TASK 10**

**END OF PART B2**