

HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2017

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 Gehry Zhang and you work for a property developer called Dragon Peak Properties (DPP). Your boss is Norman Kwok, a publicity and marketing manager. DPP is currently working on two projects: the Jade Islands, which have recently been completed and the Golden Flower Island development, which is in the planning process.

You will now listen to a radio panel show called *Business Matters* with host Charlie Meadows. Appearing on the show are Norman Kwok and Ann Lam from the environmental group Green Treasure.

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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Facts about the Jade Islands

Problems with the Jade Islands

Golden Flower Adventure Mall

Issues concerning Golden Flower Island

Email from Norman Kwok to Gehry Zhang, 8 April

File	Message
Junk	Delete
Reply	Reply All
Forward	Move ▾
Mark Unread ▾	Follow up ▾
To: Gehry Zhang From: Norman Kwok Subject: Things for you to do	
Sent: Sat 8 April 9:05AM	
<p>Hi Gehry</p> <p>I need you to write the following things for me.</p> <p>First, you need to write a new sales brochure for the Jade Islands for customers. I have provided you with the headings for each section. For the Facts and Figures section, I've given you the answers, you write the questions. Look at the graphics I sent you yesterday and the positive comments made by the residents' concern group about living there. Also, I talked about the Jade Islands on the radio this week so you could have a listen to that.</p> <p>Second, we have now chosen the winners of the Jade Islands Home Viewing Day competition. Write them an email telling them they've won. Include in the email the date and where and when they will be picked up. Briefly tell them the schedule for the day and when they'll be dropped off. You can refer to our WhatsApp messages. I've forwarded you my email exchange with the bus operator as well.</p> <p>Finally, write a letter replying to the Jade Islands Residents' Concern Group's email. Please explain the cause of the problems and what DPP intends to do to solve them. Have a look at the engineering report, as well as our WhatsApp messages. I also talked about this on the radio this week.</p> <p>Thank you for all your hard work.</p> <p>Regards</p> <p>Norman</p>	

Wright & Pei Construction Engineering Report

(1) Background:

Wright & Pei Construction was requested to carry out repair work on the ongoing problem of flooding in the underground rail link to the airport at the Jade Islands. The purpose of this report is to provide Dragon Peak Properties with a response to queries about our work.

(2) Findings:

Repair work has been carried out over the last nine weeks. Good progress is being made. The work is ahead of the initial schedule. Given that the work is ahead of schedule, we can now reduce the number of working hours in the weeks ahead. The work will therefore be conducted from the hours of 9am to 7pm from Monday to Saturday from 10 April and we can still finish the work within the agreed time frame.

Email from Norman Kwok to Gehry Zhang, 7 April

File Message

Junk Delete Reply Reply All Forward Move Mark Unread Follow up

To: Gehry Zhang
From: Norman Kwok
Subject: Graphics for the sales brochure

Sent: Fri 7 April 9:03AM

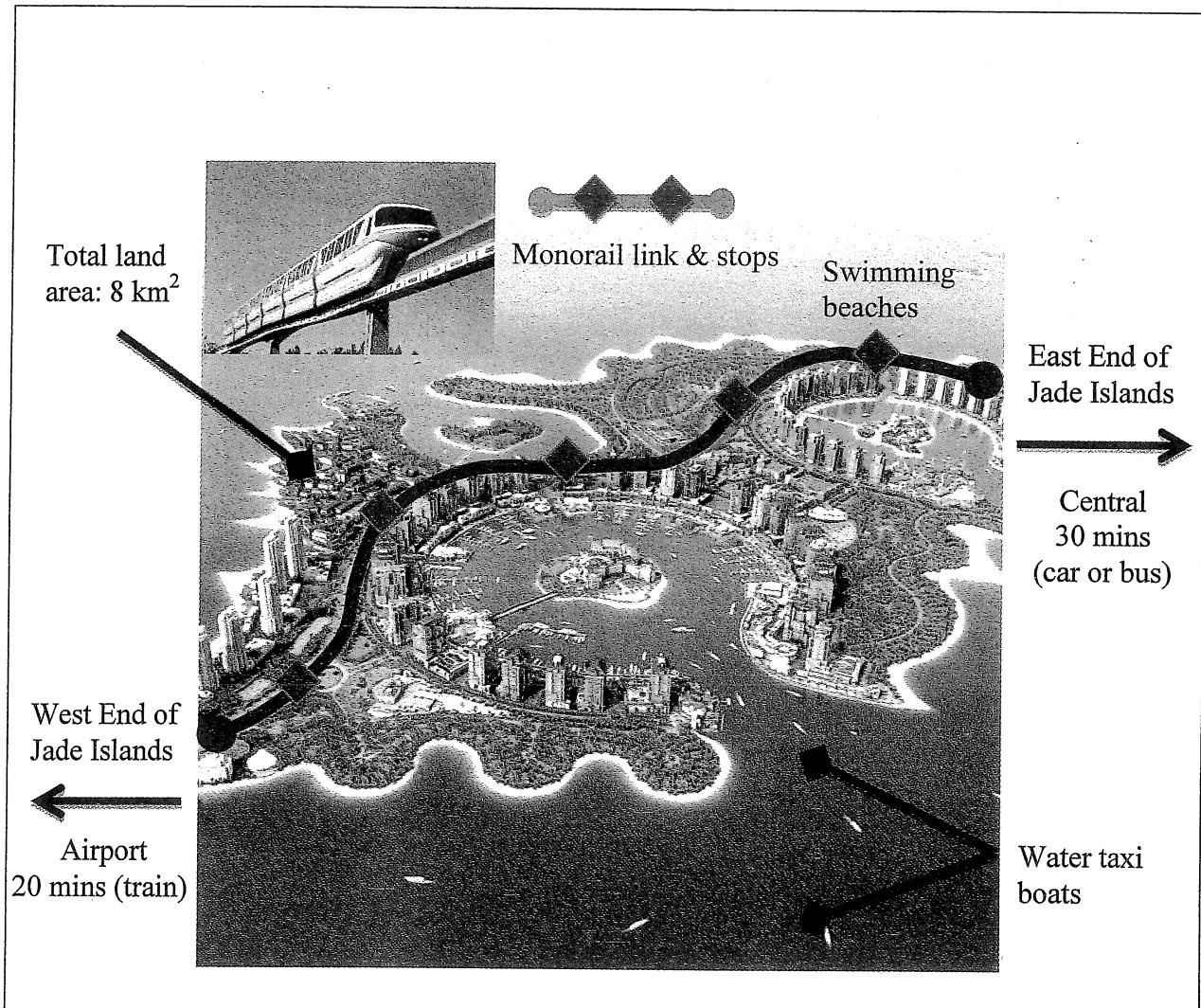
Hi Gehry

These are the graphics which will be added to our new sales brochure. They show the main transport links on the Jade Islands and how convenient its location is, as well as what makes it an environmentally friendly, safe and relaxing place to live.

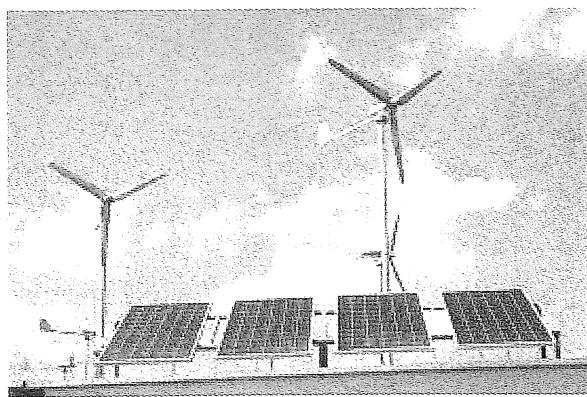
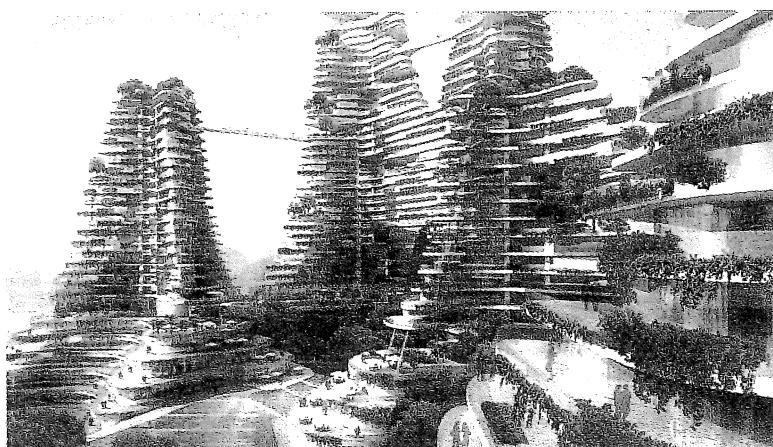
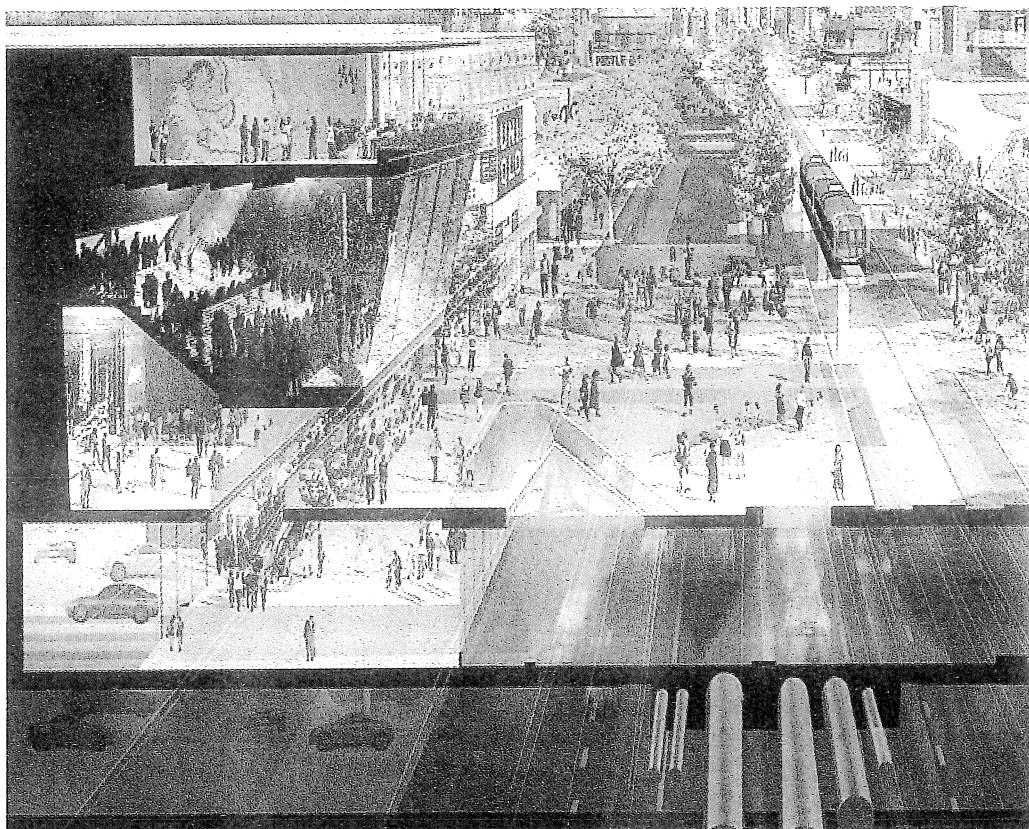
Thanks

Norman

Graphics attached to Norman Kwok's email



Graphics attached to Norman Kwok's email (cont.)



WhatsApp messages between Gehry Zhang and Norman Kwok, 5 April

5 April 2017

Gehry

- 1) Buffet – Booked Yellow Dragon Restaurant on Jade Islands for 1.30pm for 80 people. Need to decide Western or Chinese food. And drinks?
- 2) Is the date still June 11th?
- 3) What time will the Show Home be available for viewing?

10:08 AM

Norman

Ai ya! Date of Home Viewing Day changed weeks ago. It's now a week later, on the 18th. And change the restaurant booking to 1:00pm.
Western AND Chinese buffet please. We're expecting approx. 100 guests. Need lots of wine too as want to give guests a free glass.
Show Home should be OK from 3-5 pm.

10:35 AM

Gehry

OK, have changed the restaurant booking. BTW, have you seen the residents' concern group's complaints about the beaches? Any suggestions?

10:45 AM

Norman

Tell our litter disposal contractor Tony's to hire 20 more people to collect the rubbish from the beaches every morning.

10:51 AM

Gehry

OK, done. Contacted Tony's and said no problem.

11:03 AM

Email from Norman Kwok to Gehry Zhang, 6 April

File	Message
Junk	Delete
Reply	Reply All
Forward	Move
Mark Unread	Follow up

To: Gehry Zhang
From: Norman Kwok
Subject: Fw: Re: Re: Shuttle bus hire

Sent: Thurs 6 April 3:20PM

Dear Gehry

See my communication with Speedy Chan, the bus operator, below.

Norman

To: speedychan@yahoo.com
From: normankwok@dragonpeak.hk
Sent: Mon 27 March 2017 4:08PM
Subject: Re: Re: Shuttle bus hire

Dear Speedy

OK, 6:15pm is fine. Thanks.

Norman

To: normankwok@dragonpeak.hk
From: speedychan@yahoo.com
Sent: Sat 25 March 2017 10:57AM
Subject: Re: Shuttle bus hire

Dear Norman

Yes, I can confirm the booking. Safer to say we'll be at the Marcliffe at 6.15 pm at that time of night with the traffic. Will be in touch.

Regards

Speedy

To: speedychan@yahoo.com
From: normankwok@dragonpeak.hk
Sent: Fri 24 March 2017 4:08PM
Subject: Shuttle bus hire

Dear Speedy

I said yesterday we'd need 3 shuttle buses but having thought about it, I think it'd be better if we booked 4 shuttle buses to take the 100 guests from outside the Marcliffe Hotel in Central to the Jade Islands for the Home Viewing Day. Please ensure the buses are ready to leave at 12 noon. We will need the buses to be at the Jade Islands to come back at 5.30 pm sharp. We will tell them we will be back at the Marcliffe at 6.00pm.

Norman

Email from the Jade Islands Residents' Concern Group, 3 April

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

To: dpphotline@dragonpeak.hk Sent: Mon 3 April 2:17PM
From: Hannibal Chiu
Subject: Jade Islands issues

To Whom it May Concern:

I am writing on behalf of the Jade Islands Residents' Concern Group. Let me start by saying how much we enjoy living on the Jade Islands. Dragon Peak Properties has done a fantastic job of providing an environmentally friendly place to live. The solar and wind technologies mean big savings on our electricity bills and the green roofs and balconies have been excellent for keeping us all cool in our increasingly hotter summers!

However, not everything is perfect. We would like to draw your attention to two problems we feel very, very concerned about.

First thing is the maintenance work on the underground rail link to the airport. My goodness, why does it have to be so noisy? AND it goes on ALL day and night and ALL through the weekend. It is driving us crazy! Please do something about it.

As for the beaches – oh dear! Why oh why is there so much litter? Where is it all coming from?

We all feel deeply embarrassed to show our friends and visitors our beaches. This is a terrible shame because the beaches are one of the best features of the Jade Islands. Come on DPP, you can do better than this!

We look forward to hearing your response and demand an explanation along with proposed solutions or a summary of action that you've taken on the issue.

Yours

Mr Hannibal Chiu
Jade Islands Residents' Concern Group

THIS IS THE LAST PAGE OF THE PART B1 DATA FILE

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