

**PEPERIKSAAN PERCUBAAN TAHUN 2024**  
**PANDUAN PENSKORAN (PP)**

**1119/4**

**Kertas 4 ( Mendengar )**

**Peraturan Pemarkahan &Transkrip**

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**UNTUK KEGUNAAN PEMERIKSA SAHAJA**

**AMARAN**

Peraturan pemarkahan ini **SULIT** dan **Hak Cipta JPPMP Daerah Kluang**. Kegunaannya khusus untuk pemeriksa yang berkenaan sahaja. Sebarang maklumat dalam peraturan pemarkahan ini tidak boleh dimaklumkan kepada sesiapa. Peraturan pemarkahan ini tidak boleh dikeluarkan dalam apa-apa bentuk media.

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**Peraturan pemarkahan ini mengandungi 9 halaman bercetak dan 1 halaman tidak bercetak**

PERATURAN PEMARKAHAN

PART 1 (7 marks)

Question	Key / Answer	Marks
1.	A	1 mark
2.	B	1 mark
3.	C	1 mark
4.	B	1 mark

Question	Key / Answer	Marks
5.	A	1 mark
6.	B	1 mark
7.	C	1 mark

PART 2 (8 marks)

Question	Key / Answer	Marks
8.	C	1 mark
9.	B	1 mark
10.	A	1 mark
11.	C	1 mark

Question	Key / Answer	Marks
12.	B	1 mark
13.	A	1 mark
14.	C	1 mark
15.	B	1 mark

PART 3 (5 marks)

Question	Key / Answer	Marks
16.	C	1 mark
17.	A	1 mark
18.	F	1 mark

Question	Key / Answer	Marks
19.	D	1 mark
20.	B	1 mark

PART 4 (10 marks)

Question	Key / Answer	Marks
21.	brochure	1 mark
22.	angry	1 mark
23.	included	1 mark
24.	sea	1 mark
25.	complaint	1 mark

Question	Key / Answer	Marks
26.	terrible	1 mark
27.	sandwiches	1 mark
28.	weight	1 mark
29.	phone	1 mark
30.	money	1 mark

**PERATURAN PEMARKAHAN TAMAT**  
**TRANSCRIPT**

**PART 1**

*You will hear people talking in seven different situations. For questions 1 to 7, choose the correct answer (A, B or C). You will hear each recording twice. You now have 30 seconds to look at part 1.*

**Question 1**

*You hear a woman talking about the Japanese tea ceremony.*

**WOMAN:** The Japanese tea ceremony, known as 'chanoyu,' is a traditional practice that emphasizes mindfulness and respect. Participants carefully follow a series of steps to prepare and serve tea, creating a serene and reflective experience. The focus of the ceremony is not just on drinking tea but on the principles of harmony, respect, purity, and tranquility.

*Now, listen again.*

**Question 2**

*You hear a woman talking about her health.*

**WOMAN:** I never used to worry about my health until recently. Now I seem to be getting lots of little aches and pains. I should go to the doctor for a health check. The older I get, the more I worry about my health. One good thing is that I'm eating more healthily now than ever before. I no longer have fast food and midnight snacks. I also sleep a lot more. I've read that getting seven or eight hours sleep every night is one of the best things you can do for your health.

*Now, listen again.*

**Question 3**

*You hear a man talking about cultures.*

**MAN:** Every time I travel, I learn wonderful, strange, amazing and interesting things about other cultures. One of the biggest surprises I had was when I went to the USA as a child. I'm English so I thought Americans had the same culture as me. When I went to America I understood Americans and Brits are very different people. Understanding the culture of other people is very important. It helps us all to get along. If everyone really tried to learn about other cultures, the world would be a more peaceful place.

*Now, listen again.*

**Question 4**

*You hear a man talking about video games.*

**MAN:** Gaming is a huge money-making industry. Developers are always coming up with better games year after year. With better technology, comes better graphics. You can see that they tend to be more realistic these days. Interesting storylines are the driving factor for gamers to make a purchase however. If you haven't got those, getting famous celebrities to voice or play the characters will not help much.

*Now, listen again.*

**Question 5**

*You hear a man talking about pollution.*

**MAN:** Pollution affects us all. We are all less healthy because of the companies that pollute the air or our rivers. Everybody needs to think about how we can reduce the amount of pollution we create. Not using the car when we can walk is one way. Turning off lights we don't need is another. Barack Obama says he's going to do his best to help the Earth. I really hope he does because if pollution gets any worse, we'll be in seriously big trouble.

*Now, listen again.*

**Question 6**

*You hear part of a report about a burglary*

**Man :** Mrs Kumaran's house was broken in two nights ago while her family was away at a wedding event in another state. The damage to her furniture was great and all the rooms were a mess. The homeowner was understandably upset that this happened in a guarded community but was relieved to know her safe was not discovered. She hopes that the burglars will be found and punished soon.

*Now, listen again.*

**Question 7**

*You hear a man talking about smartwatches.*

**Man** Smartwatches are equipped with various features that track fitness and health metrics.  
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These devices can monitor heart rate, activity levels, and even sleep patterns.

Additionally, they can sync with smartphones to provide notifications and reminders, making them useful for managing health and staying connected.

*Now, listen again.*

*That is the end of part one.*

**PART 2**

*You will hear Mandy talking about her job as a personal shopper. Choose the correct answer (A, B or C). 9. You now have one minute to look at part 2.*

Hi! I am Mandy and I am a personal shopper. Let me share some interesting facts about a personal shopper. I basically shop for others for a living. Generally, personal shoppers can shop for everything. We assist our customers to select items at a retail store. Most personal shoppers work part-time, with some working a few hours per day and others working a full day or two per week.

I would be happy to deliver customer's items right to their doorstep, with a minimum delivery fee of RM30 within Malaysia. I will try my best to help customers to get the items that they want. If the items are not in stock, I will contact my customers via WhatsApp and email. I may also suggest other available items. Then, I will proceed with the purchase after I have received an order confirmation from my customers. Otherwise, I will give them a refund. Do note that refund is only valid before I make the purchase. I won't provide a refund for items that have been confirmed and purchased. I do provide COD or cash on delivery upon request but I have to strictly think about it. Most of the time, I might have to reject it.

Overall, as a personal shopper, I provide guidance and purchasing services to customers based on appointments. So, I work irregular hours. Sometimes, I work at nights and weekends. I process orders on behalf of my customers through discussions via telephone calls, messages or emails. Information is only logged in the order system after a discussion with the customer. Then, I submit the product information to my customers. This is to ensure that they are satisfied with their items. I also suggest products following the latest trends. When a customer is not happy with an item, I will help to make an exchange or replace the product with something more suitable.

As a personal shopper, I always maintain a professional relationship with each customer. It is my goal to provide the best customer service at all times. I need to have excellent communications and customer service skills. Besides, I have to manage my time efficiently to meet deadlines and have purchases ready for customers. I don't only have one customer at a time. Often, I manage multiple customers. So, I must be organised. Thus, I would be able to track what I am purchasing for each customer. I use the latest gadgets and websites to help me with my work.

*Now, listen again.*

*That is the end of part two.*

### **PART 3**

*You will hear five short extracts in which different people are talking about becoming vegetarian. Choose from the list (A-G) what each speaker says. Use the letters only once. There are two extra letters which you do not need to use.*

*You will hear each recording **twice**. Answer all questions.*

#### **Speaker 1**

I became a vegetarian two years ago because I read an article about all the health benefits, the best decision I've ever made. I feel so much healthier now. My skin is good, and my hair is much shinier. You must be super careful though that you still get all the nutrients you need in your diet. The main problem for me is that I'm the only vegetarian in the family, and the others want to eat meat and fish. So sometimes, it's a bit of a pain for my mum, because she's the one who does most of the cooking.

#### **Speaker 2**

The decision to be a vegetarian was made on my own will. I got links to videos which convinced me that it's the best option for animals, our planet and my health. I did a lot of research into what kind of things to eat before I changed my diet. It's easy to find vegetarians online who'll answer questions and give you advice. I've been given lots of useful tips, like you can eat chickpeas and spinach for iron, you know, to make up for the iron you'd get from meat in a conventional diet. My family has been supportive to the change, but I get teased a bit at school. Some people think that being a vegetarian is weird.

#### **Speaker 3**

I gave up eating meat a couple of years ago because at the time, I was following a celebrity who was a vegetarian. Stupid reason, I know, but you see beautiful, glamorous people on Instagram, and you want their lifestyle, so I became a vegetarian. I don't miss meat, but I still eat fish sometimes, which sort of isn't really allowed. My main problem is that I'm not too keen on vegetables. My mum finds that amusing. She always asks me, "How can you be a vegetarian if you don't like vegetables?" I do like chips though, and tomato ketchup. They're made from vegetables, aren't they? I don't eat that much fruit either, apart from bananas.

**Speaker 4**

My whole family is vegetarian, so if you're brought up that way, it seems perfectly normal. My parents are both good cooks and we had a varied diet. We ate lots of international dishes, Italian, Indian, Middle Eastern and so on. I never really missed meat or fish, except when I went out with friends. When you're young, you never like being different. But later, quite a few people in my class at school became vegetarian, so I was no longer the odd one out.

**Speaker 5**

My main reason for going vegetarian was because I couldn't bear how we treated animals. Most farms are run in such a cruel manner. I refuse to support factory farming. The treatment of hens is shocking, not to mention what they do to cows. So, obviously, I no longer consume any animal products or meat, but I also avoid eggs, milk, and cheese. I don't eat fish, of course. When I initially started becoming a vegetarian, I noticed I was tired all the time, so I went to see a nutritionist, who told me I wasn't eating enough protein. I'm much more careful now, and I consume a variety of nuts and seeds, dried beans, and chickpeas.

*Now, listen again.*

*That is the end of part three.*

**PART 4**

*You will hear a couple complaining about their bad experience when visiting Bermuda to a travel agent. For questions 21 to 30, fill in the missing information in each numbered space. Use no more than one word for each space. You now have one minute to look at part 4.*

Travel agent : Can I help you?

Woman : Yes, you can. Actually. We came back from Bermuda last night. This is the brochure of the holiday you sold us.

Travel agent: Oh yes, did you have a nice time?

Man : No, we didn't. My wife and I are both very angry.

Travel agent : Oh dear, what was the problem?

Woman : Well, to start with we had to pay £20 extra each for airport tax, but it says here in the brochure airport tax is included.

Travel agent : Oh yes, so it does.

Man : And our room didn't have a sea view. We paid extra for a sea view, but all we got was a view of the car park at the back of the hotel.

Travel agent : Oh dear, this is very serious. I think we should fill out a complaint form now. What are your names?

Woman : It's Mr and Misses Caldwell. That's C-a-l-d-w-e-l-l.

Travel agent : OK. And the holiday was in Bermuda.

Woman : Yes, two weeks from the 10th to the 24th of February.

Travel agent : 10th to 24th of February and today is the 25th. OK. Do you have your customer number?

Man : It's here on the receipt. DW 83247.



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Travel agent : Oh yes, OK, now you had to pay £20 each for airport tax and the hotel room had no sea view.

Man : Yeah, and you can add that the food in the hotel was terrible.

Woman : I couldn't eat a thing. We lived on sandwiches, didn't we, darling?

Man : Yes, I lost a kilo in weight.

Travel agent : Oh, so the food in the hotel was terrible. Oh dear.

Woman : Well, what are you going to do about it?

Travel agent : I'll send this complaint to our head office and I'll phone you when I get a reply. Can I have your telephone number?

Woman : It's Walton 8932443.

Travel agent : Walton 8932443 OK, well I'm very sorry about this.

Man : It was an awful experience. We want our money back.

Travel agent : I'll see what I can do. Our apologies once again.

Man : Goodbye.

Woman : Goodbye.

*Now, listen again.*

*That is the end of the listening test.*