

Nama :

Kelas :

**PEPERIKSAAN PERCUBAAN SPM 2024****TINGKATAN 5****1119/4****Bahasa Inggeris (Mendengar)****Kertas 4****40 minit****Empat puluh minit**

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**JANGAN BUKA KERTAS PEPERIKSAAN INI SEHINGGA DIBERITAHU****Arahan**

1. Tulis nama dan kelas pada kertas jawapan anda.
2. Kertas soalan ini mengandungi empat bahagian. Baca dan dengar arahan bagi setiap bahagian dengan teliti.
3. Jawab semua soalan.
4. Semasa anda sedang mendengar, tulis jawapan anda pada kertas soalan ini.
5. Anda mempunyai masa selama enam minit pada akhir ujian untuk menyalin jawapan pada kertas jawapan anda.
6. Sila gunakan pensel untuk menulis jawapan pada kertas jawapan anda.
7. Serahkan kertas jawapan anda kepada pengawas peperiksaan selepas tamat ujian.

**Instructions**

1. Write your name and class on your answer sheet.
2. This question paper consists of four sections. Read and listen to the instructions for each section carefully.
3. Answer all questions.
4. While you are listening, write your answers on this question paper.
5. You have six minutes at the end of the test to copy the answers on your answer sheet.
6. Please use a pencil to write the answers on your answer sheet.
7. Submit your answer sheet to the examination invigilator upon completion of the test.

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**Kertas soalan ini mengandungi 6 halaman bercetak.****Lihat sebelah**

**Part 1**

[7 marks]

*Answer **all** the questions.**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**.*

- 1** What is the focus of the Japanese tea ceremony?  
**A** Being pure and respectful.  
**B** Tasting different types of tea.  
**C** Learning about Japanese history.
  
- 2** Why is the woman worried about her health?  
**A** She loves fast food and late night snacks.  
**B** She feels sore more often.  
**C** She needs more sleep.
  
- 3** What is understanding other cultures important?  
**A** To understand more about Americans and Brits.  
**B** To learn how peaceful other countries are.  
**C** To help us live in harmony.
  
- 4** Which is the most important reason people buy games?  
**A** Famous voice actors.  
**B** Attractive storytelling.  
**C** Realistic-looking graphics.
  
- 5** According to the man, which is **not** a way to prevent pollution?  
**A** Reducing pollution in the air and our rivers.  
**B** Switching off lights when not in use.  
**C** Walking instead of driving.
  
- 6** How does Mrs Kumaran feel about the burglary?  
**A** Sad to see her broken furniture.  
**B** Glad that her safe was not stolen.  
**C** Hopeful that the burglars would return what was stolen.
  
- 7** What is one feature of smartwatch?  
**A** Connect with another smartwatch.  
**B** Suggest activity levels.  
**C** Observe sleep patterns.

**Lihat sebelah**

**Part 2**

[8 marks]

*Answer all the questions.**You will hear Mandy talking about her job as a personal shopper.**For questions 8 to 15, choose the correct answer A, B or C.**You will hear the recording twice.*

- 8 What is the responsibility of a personal shopper?  
A To shop at a retail store  
B To shop for themselves  
C To shop for customers
- 9 What happens if an item is not in stock?  
A The order is cancelled  
B Other items will be suggested  
C Wait until new stock comes in
- 10 When can you get a refund?  
A Before the purchase is made  
B After the product is returned  
C When the purchase is confirmed
- 11 What is a personal shopper's working hour like?  
A Regular office hours  
B Fixed hours only  
C Not fixed
- 12 How does the personal shopper process orders?  
A By meeting customers in person  
B By discussing virtually  
C By phone calls only
- 13 Which is **not** a responsibility of a personal shopper?  
A Working extra hours  
B Suggesting the latest products  
C Providing exchanges or replacements
- 14 Mandy provides the best customer service by having  
A the latest gadgets and websites  
B only one customer at a time  
C clear communication
- 15 A personal shopper should be organised because they need to  
A get good customer review  
B deal with multiple customers  
C avoid working at nights and weekends

[8 marks]

**Lihat sebelah**

**Part 3**

[5 marks]

*Answer all the questions.**You will hear five short extracts in which different people are talking about becoming vegetarian.**For questions 16 to 20, choose from the list A to 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.*

- A He became a vegetarian by choice.
- B He is a vegetarian because he rejects animal cruelty.
- C She became a vegetarian due to health benefits.
- D She was brought up in a vegetarian family.
- E She was forced to be a vegetarian due to health reasons.
- F She was a vegetarian because she wanted to be like her favourite star.
- G She became a vegetarian as it is a new trend for teenagers.

<b>Speaker 1</b>		16
<b>Speaker 2</b>		17
<b>Speaker 3</b>		18
<b>Speaker 4</b>		19
<b>Speaker 5</b>		20

[5 marks]

**Lihat sebelah**

**Part 4**

[10 marks]

*Answer all the questions.**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 will hear the recording twice.***Bad Travelling Experience**

A couple, Mr. and Mrs. Caldwell, returned from a holiday in Bermuda. They claimed that the information provided in the (21) \_\_\_\_\_ was not true. Their stay turned out to be one of the worst and they were (22) \_\_\_\_\_.

First, they were charged an additional £20 each for airport tax, even though it was supposed to be (23) \_\_\_\_\_ in the holiday package. Furthermore, the Caldwells had paid extra for a room that has a view of the (24) \_\_\_\_\_, but upon arrival, they discovered that their room only looked out into the parking lot. So, the unhappy couple decided to submit a (25) \_\_\_\_\_ form.

To make matters worse, the food at the hotel was of (26) \_\_\_\_\_ quality that Mrs. Caldwell claimed that she couldn't eat anything during their stay. Luckily, they had (27) \_\_\_\_\_ to eat. Mr. Caldwell even mentioned losing (28) \_\_\_\_\_ due to the food.

The agent promised to submit the issue to the main office and said that he would (29) \_\_\_\_\_ them when he receives a response. Mr. and Mrs. Caldwell expressed their dissatisfaction and demanded a refund of their (30) \_\_\_\_\_.

**KERTAS SOALAN TAMAT****Lihat sebelah**

**KERTAS JAWAPAN CALON**

**English 1119/4 (Listening)**

**Nama :**

**Kelas:**

	ANSWER BOX FOR LETTERS (MULTIPLE CHOICE)	SPACE FOR ANSWERS THAT ARE A WORD, PHRASE OR NUMBER
1	A B C D E F G H	
2	A B C D E F G H	
3	A B C D E F G H	
4	A B C D E F G H	
5	A B C D E F G H	
6	A B C D E F G H	
7	A B C D E F G H	
8	A B C D E F G H	
9	A B C D E F G H	
10	A B C D E F G H	
11	A B C D E F G H	
12	A B C D E F G H	
13	A B C D E F G H	
14	A B C D E F G H	
15	A B C D E F G H	
16	A B C D E F G H	
17	A B C D E F G H	
18	A B C D E F G H	
19	A B C D E F G H	
20	A B C D E F G H	
21	A B C D E F G H	
22	A B C D E F G H	
23	A B C D E F G H	
24	A B C D E F G H	
25	A B C D E F G H	
26	A B C D E F G H	
27	A B C D E F G H	
28	A B C D E F G H	
29	A B C D E F G H	
30	A B C D E F G H	

**Lihat sebelah**