

SULIT

NO. KAD PENGENALAN /  
I.C. NUMBER

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

ANGKA GILIRAN /  
INDEX NUMBER

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



LEMBAGA PEPERIKSAAN  
KEMENTERIAN PENDIDIKAN MALAYSIA

**SIJIL PELAJARAN MALAYSIA 2018**

**BAHASA INGGERIS**

**1119/2**

**Kertas 2**

**Nov./Dis.**

**2 $\frac{1}{4}$  jam**

**Dua jam lima belas minit**

---

---

**JANGAN BUKA KERTAS PEPERIKSAAN INI SEHINGGA DIBERITAHU**

**Arahan**

1. *Tulis nombor kad pengenalan dan angka giliran anda pada ruang yang disediakan.*
2. *Kertas peperiksaan ini mengandungi empat bahagian: Bahagian A, Bahagian B, Bahagian C dan Bahagian D.*
3. *Jawab semua bahagian dalam kertas peperiksaan ini.*
4. *Soalan-soalan dalam Bahagian A mempunyai empat pilihan jawapan. Jawab setiap soalan dengan menghitamkan ruang yang betul di halaman 20.*

**Instructions**

1. *Write your I.C. number and index number in the space provided.*
2. *This question paper consists of four sections: Section A, Section B, Section C and Section D.*
3. *Answer all sections in this question paper.*
4. *Questions in Section A have four options. Answer each question by blackening the correct space on page 20.*

---

Kertas peperiksaan ini mengandungi 20 halaman bercetak dan 2 halaman tidak bercetak.

[Lihat halaman sebelah

## Section A

[15 marks]

[Time suggested : 25 minutes]

Questions 1 to 8 are based on the given stimuli. Study the information carefully and choose the best answer.

**NEW PROGRAMME FOR YOUR NEIGHBOURHOOD.  
HOW CAN YOU PARTICIPATE?**

It's as easy as ABC. Fill in the form on this leaflet with your contact details. Then, hand it in at your nearest police station just before you leave for your trip or holiday.

All information you provide will be kept confidential. Police officers will be assigned to check on your home so you can have a worry-free holiday!

*This is a non-profit community service initiative.*



- 1 Why would you join the programme?
- A to arrange security for your home
  - B to guarantee you have a safe holiday
  - C to ensure your personal details are protected
  - D to support the police in their community work

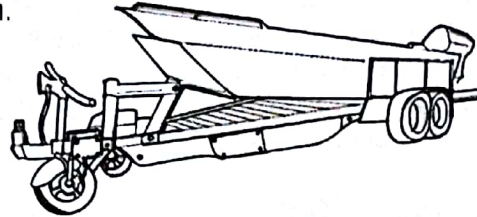
Residents of Taman Warkworth are unhappy over the number of flies swarming into their homes, which they claim come from fields in the area where poultry are kept. The residents, numbering over 2 000, have endured the inconvenience for the past three years. Government officials are aware that the residents' lives have not only been disrupted but there is also a potential health concern.

- 2 What do the residents think about the fly problem?
- A It has its origins in the nearby farms.
  - B It affects the quality of the local food.
  - C It has become worse as the town has grown.
  - D It will be solved by the involvement of the authorities.



After experiencing difficulty in rescuing flood victims, the national Fire and Rescue Department has invented a special trailer to transport rescue boats to flooded areas. Most rescue work during floods involves moving victims to safer ground or to relief centres. However, firemen face a number of difficulties. Often, the roads are too narrow for large rescue vehicles to pass, and the water is not deep enough for the rescue boats to float.

To overcome this problem, a trailer pulled by a special motorbike was created. The 'motorcyclist' tows the trailer carrying the boat along narrow paths where water levels are low. The boat can then be launched when the water is deep enough.



- 3 What is the advantage of using the trailer?
- A It floats in shallow water.
  - B It improves safety for rescue workers.
  - C It provides access in challenging areas.
  - D It replaces the need for larger vehicles.

**The Influenza Virus (H1N1) is over for now ...  
but that doesn't mean we should let our guard down**

<p>Every year, the virus affects many families.</p> <p>Elderly people and young children are the most likely to be affected.</p>	<p><b>DID YOU KNOW?</b></p> <ul style="list-style-type: none"> <li>* It is a world-wide problem.</li> <li>* It puts many people in hospital.</li> <li>* It can be prevented with a yearly vaccination.</li> </ul>	<p><b>WHO SHOULD BE VACCINATED?</b></p> <ul style="list-style-type: none"> <li>* Children aged 6 months and above.</li> <li>* Adults with medical conditions and those aged 65 years and above.</li> <li>* Healthcare workers and those who come in contact with them.</li> </ul>
<b>GET YOUR VACCINATION TODAY!</b>		

- 4 The main purpose of the advertisement is
- A to advise people with the virus to seek treatment.
  - B to explain how the vaccination prevents the spread of the virus.
  - C to encourage high-risk people to get vaccinated against the virus.
  - D to inform the public that the virus is no longer considered a danger.

'Dumbphones' – handsets that just make calls and send texts – remain useful as they are relatively inexpensive, said a telecoms expert.

"It makes sense especially in countries where the network service is not great," he explained.

Last year, 1.5 billion smartphones were sold around the world. But the 'dumbphones' market is still significant, with nearly 400 million sold in 2016.

In certain emerging markets such as India, their sales are still much higher than those of smartphones, as might be expected. However, even in developed countries where the telecoms market is more established, 'dumbphones' still continue to sell well. Young children use them as a first phone and some adults use them as a secondary phone.

- 5 According to the article, what is surprising about 'dumbphones'?
- A their popularity with children
  - B the prices at which they are sold
  - C the number that are sold in developed countries
  - D their usefulness in countries with poor networks

### WHAT A DAY!

*Friday, 14 September 2018, 6.05 p.m.*

Last month, my teenage son Terry broke his leg during a football match. Within minutes, the ambulance had arrived and whisked Terry away to the emergency department where he received the treatment that he needed. A week later, still impressed with the kindness of the hospital staff, I wrote a thank-you note and baked some treats for them. It was a small gesture that had a big impact. When I dropped off my brownies at the hospital, they were delighted and thanked me warmly. Thanked me? All I had done was bake; they had come to my son's rescue!

Welcome to my  
blog



**My Profile**

♥ A Mum who  
loves to blog

♥ Loves baking  
too

- 6 How did the writer feel?
- A responsible for the inconvenience caused
  - B unsure how to express her appreciation
  - C proud of her reaction to the situation
  - D grateful for the level of care shown



**KAMPUNG MELATI:** Dahlan bin Ahmad could not believe his eyes when he turned around upon hearing a loud crashing noise just seconds after crossing Pandan Bridge here.

The 30-year-old wooden bridge that spanned the Melaka – Johor border had disappeared, swept away by the fast-flowing river at about 4.30 p.m. on Friday.

“I was with my wife on my motorcycle returning from a friend’s house. When we were on the bridge, it felt steady. Moments later, it all happened. We were shocked to see it had fallen into the river,” said Dahlan.

- 7 From the newspaper article, we know that
- A Dahlan and his wife saw the incident happen.
  - B flooding caused the bridge to collapse.
  - C the bridge was known to be unsafe.
  - D the couple had a narrow escape.

Recently, I had to visit a friend at Jalan Anggerik Vanilla R31/R in Kota Kemuning, Shah Alam. Such a long name for a residential street! After much effort keying the address into the drive-help app, I was finally on my way.

I feel that when they are renaming streets and naming new streets, the local authorities should consider using names that are simpler and therefore easier to remember. With towns, it is common to abbreviate, for example, Kota Kemuning to KK and Bukit Rimau to BKR. Similarly, trunk roads and main arteries would be easier to remember if they had distinct names instead of names of individuals. Millions are spent on signboards. Let’s keep things simple. Imagine the trouble we could avoid when trying to locate places!

- 8 Why is the writer unhappy with the road names?
- A They change too frequently.
  - B They are difficult to shorten.
  - C They cause people to waste time.
  - D They are too similar to each other.

Questions 9 to 15 are based on the following passage. Choose the **best** answer to fill in each blank.

Nowadays, an increasing number of people go to other countries to seek healthcare. Popularly \_\_\_\_\_ **9** \_\_\_\_\_ as 'medical tourism' today, the first recorded instance of people travelling for such purposes dates back thousands of years to the time when pilgrims travelled from all over the Mediterranean to Epidauria in Greece to find cures.

Factors that have \_\_\_\_\_ **10** \_\_\_\_\_ to the increased popularity of medical travel include the cost of treatment, long waiting times for certain procedures, and improvements in both technology and standards of healthcare.

Malaysia is among the world's top five medical tourism destinations. It faces major competition from other countries in the region that \_\_\_\_\_ **11** \_\_\_\_\_ themselves as destinations for medical tourism. We are new in this industry. \_\_\_\_\_ **12** \_\_\_\_\_, we are beginning to attract visitors in search of quality healthcare \_\_\_\_\_ **13** \_\_\_\_\_ low prices.

With international standards of service and equipment, Malaysia is \_\_\_\_\_ **14** \_\_\_\_\_ becoming a preferred destination for foreign visitors seeking major and minor surgery for a \_\_\_\_\_ **15** \_\_\_\_\_ of the cost of identical procedures in their home countries.

- 9 A know  
B known  
C knows  
D knowing
- 10 A led  
B lead  
C leads  
D leading
- 11 A help  
B praise  
C promote  
D approve

- 12 A Besides
- B Although
- C However
- D Moreover

- 13 A at
- B in
- C by
- D over

- 14 A hastily
- B briskly
- C quickly
- D abruptly

- 15 A ration
- B section
- C portion
- D fraction



## Section B

[10 marks]

[Time suggested : 25 minutes]

## Questions 16 to 25

Read the article below and answer the questions that follow.

### What Does Great Customer Service Mean to You?

We know that great service is about giving customers what they want, when they want it and for a fair price. The key point is that if a business provides good customer service, it has a greater chance of keeping its customers.

A survey was done on how people are introduced to new products:

- Word of mouth 33%
- Sales and promotions 28%
- Customer reviews 8%
- Company's reputation 22%
- Other 9%

#### One note of caution!

Feedback can have an enormous impact, both positive and negative. A survey shows that customers tell an average of 12 people about good experiences, but 25 about bad ones.

### Secrets of Providing Quality Service

Sharif (Businessman):

*"There's no better advertising than clients who decide to say what they like about your company's service to others."*

Yi (Consultant):

*"To give real service you must add something which cannot be bought or measured with money, and that is integrity."*

Din (Consultant):

*"People will forget what you say and what you do. But the effort you take to make them satisfied will remain in their minds forever."*

Mujan (Manager):

*"Customers don't expect you to be perfect. They expect you to fix things when they go wrong."*

Liz (Consultant):

*"It is important to say the right thing in the right place – it's surprising how easily customers can get offended."*

Tom (CEO):

*"It's clear that Facebook is good for telling people about what you're selling, but it shouldn't be the centre of your universe. Nor should your mobile phone! The centre of your universe is the customer."*



Questions 16 to 20

Using the information from the article, match the statements below with the name of the person who says it.

- Which person says ...
- 16 Customers will always remember how you treat them.
  - 17 Choose your words carefully when you deal with customers.
  - 18 Customers want solutions to their problems.
  - 19 Customers are the best people to promote your business.
  - 20 The focus of a business has to be the customer.

Name of person

[5 marks]

Questions 21 to 25

Raju is planning to start a small business. He asks his friend, Azman, for advice. Using words from the article, complete the conversation below.

Use no more than three words for each blank.

Raju : How can I advertise my new business?

Azman : Well, I've read something about how people are introduced to new products. A questionnaire shows that the most common way is through 21 \_\_\_\_\_. But I know you like social media so why not set up a 22 \_\_\_\_\_ page for your business?

Raju : Good idea! Anything else?

Azman : Well, good service is important but it's not enough on its own. You need to offer your service at 23 \_\_\_\_\_ – that's the exact phrase from the article. It must make financial sense for both you and your customers, of course.

Raju : Do you have any other tips?

Azman : One of the consultants says you need to act with 24 \_\_\_\_\_ – without this moral principle, you can't provide high quality service.

Raju : Hmm, interesting!

Azman : Also, the article highlights the importance of what customers think and say. So you need to pay attention to their reviews and other types of 25 \_\_\_\_\_ they give.

Raju : Thanks, Azman! That's really helpful.

[5 marks]

## Section C

[25 marks]

[Time suggested : 50 minutes]

Questions 26 to 31 are based on the following passage.

1 Sarah was just 13 when she rode her first wave and it was love at first ride. She was probably among the first teenagers to surf along the east coast of Malaysia.

2 Sarah had an early introduction to surfing. She grew up watching her father, a pioneer of the Malaysian surf scene some 15 years ago, surfing with his peers. It was not long before she had a go at surfing herself. A great advocate for the sport he loved, Sarah's father was proud to see that she progressed quickly through all the learning stages.



3 Sarah shares her father's passion for the sport. "I really enjoy squash and swimming but, for me, there's nothing in the world like surfing," she says. Surfing has always been a key aspect of Sarah's life. When her father realised she had an inherent talent, she began accompanying him regularly on his surf trips. "So, surfing was never anything unusual to me," she says, now an undergraduate at Universiti Malaya. "For a few years, I even had intensive coaching from my dad."

4 Sarah belongs to a growing circle of female surfers who are fearless. They are not intimidated by the waves that sometimes tower over them. In fact, the more towering the waves, the better. It is the intense feeling they give that the surfers seek. Surfing is not the easiest of sports, of course. The waves pounding against you can be painful. And that is by no means the end of it. The blazing sun can also burn your skin.

5 "One day, I came back from the beach bright red because I'd forgotten to use my sunblock," says Sarah with a laugh. "My mum was horrified and wanted me to stop surfing. There was no way I was going to agree to that. I tried to convince her how much I loved surfing, but it didn't make any difference. It was only after I won a couple of competitions that she gave in."

6 One issue faced by surfing enthusiasts is the lack of public awareness about the sport, which is why it has not really become popular in Malaysia. Besides, they also have to handle the general perception that surfing is dangerous as it is an extreme sport.

7 While most Malaysians avoid the beaches during the monsoon season, surfers wait impatiently for it to arrive each year. That is the only time when they are guaranteed the really big waves that they love. During the rest of the year, top surfers find themselves having to travel to neighbouring surf spots in Thailand and Indonesia in search of the same conditions.

8 "Before we go surfing, we're always on our phones, checking the weather forecast," Sarah explains. "We're interested in when it's going to rain and how much rain there'll be. The temperature tends to drop, too. (Knowing the wind conditions is what really makes the difference) for us, though. We know that's what affects what the waves will be like. When we think the waves are ideal for



surfing at certain beaches, we'll arrange a road trip to those places. There's usually a two- or three-car convoy in case of emergency. We make stops along the coast in search of the best spot."

9 "Surfing is tiring because you have to paddle against the current and keep your control and balance against the waves all the time. All surfers need energy and patience but for me, it's sheer determination that gets me back on the surfboard again and again," Sarah insists. "There's a common misconception that surfers are all young guys. Quite a few are, but the thing about surfing is that it's for everyone. We surf with men and women of all ages - from teens to those in their 40s and 50s." She says emphatically, "Surfing unites people."

26 Which one word in paragraph 2 tells us that Sarah's father was one of the earliest surfers in Malaysia?

.....[1 mark]

27 (a) From paragraph 3, which two-word phrase tells us that Sarah was born with a natural ability for surfing?

.....[1 mark]

(b) From paragraph 4, what is it about larger waves that attracts the surfers?

.....[1 mark]

(c) From paragraph 5, what made Sarah's mother change her mind about her daughter's involvement in surfing?

.....[1 mark]

28 (a) From paragraph 7, why do Malaysian surfers go to other countries to surf?

.....[1 mark]

(b) From paragraph 8,

(i) what is the most useful information surfers get from weather forecasts?

.....[1 mark]

(ii) "There's usually a two- or three-car convoy in case of emergency." (Lines 42-43)

What type of emergency do you think they might face?

.....[1 mark]

29 From paragraph 9, according to Sarah, what false impression do many people have of surfers?

.....[1 mark]

30 Suggest one way to encourage your classmates to take up surfing. Give a reason why you think this would be effective.

How to encourage classmates: .....

.....[1 mark]

Reason:

.....

.....[1 mark]

31 Based on the passage, write a summary on:

- what Sarah did to become one of the best female surfers in Malaysia, and
- the challenges Sarah and other surfers experience.

Credit will be given for use of own words but care must be taken not to change the original meaning.

Your summary must:

- be in continuous writing form (not note form)
- use material from line 5 to line 31
- not be longer than 130 words, including the 10 words given below.

Begin your summary as follows:

*Sarah's successful surfing career began at an early age when ...*

[15 marks]

.....

.....

.....

.....

.....

.....

.....



## Section D

[20 marks]

*[Time suggested : 35 minutes]*

32 Read the poem below and answer the questions that follow.

**The Charge of the Light Brigade  
(an extract)**

Half a league, half a league.  
Half a league onward.  
All in the valley of Death  
Rode the six hundred.  
“Forward, the Light Brigade!  
Charge for the guns!” he said.  
Into the valley of Death  
Rode the six hundred.

“Forward, the Light Brigade!”  
Was there a man dismayed?  
Not though the soldier knew  
Someone had blundered.  
Theirs not to make a reply,  
Theirs not to reason why,  
Theirs but to do and die.  
Into the valley of Death  
Rode the six hundred.

Cannon to the right of them,  
Cannon to the left of them,  
Cannon in front of them  
Volleyed and thundered;  
Stormed at with shot and shell,  
Boldly they rode and well,  
Into the jaws of Death,  
Into the mouth of Hell  
Rode the six hundred.

**Alfred, Lord Tennyson**

(a) In Stanza 1, which phrase refers to the distance that the soldiers rode?

.....[1 mark]

(b) "Forward, the Light Brigade!  
Charge for the guns!" he said.

(Stanza 1, Lines 5 and 6)

Who do you think 'he' was?

.....[1 mark]

(c) In Stanza 2, Line 4, *Someone had blundered* tells us that someone made a mistake.  
What mistake do you think the person made?

.....[1 mark]

(d) "Boldly they rode and well,"

(Stanza 3, Line 6)

This line tells us that the soldiers showed **bravery**.

Referring to the **whole** poem, name **another** characteristic that the soldiers had.  
Why is the characteristic important?

Characteristic: .....  
.....[1 mark]

Reason: .....  
.....[1 mark]

[5 marks]



33 The following are the novels studied in the literature component in English Language.

- Dear Mr. Kilmer – Anne Schraff
- Captain Nobody – Dean Pitchford
- Sing To The Dawn – Minfong Ho

Choose any **one** of the novels above and answer the question below.

With close reference to the text, describe **one** problem faced by the main character.

Give your opinion about the way the problem was solved.

[15 marks]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....