



GOVERNMENT OF SAMOA

STUDENT EDUCATION NUMBER

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# Samoa National Junior Secondary Certificate

## COMMUNICATION ENGLISH

# 2023

### QUESTION and ANSWER BOOKLET

Time allowed: 3 Hours & 10 minutes

#### INSTRUCTIONS

1. You have 10 minutes to read **before** you start the exam.
2. Write your **Student Education Number (SEN)** in the space provided on the top right-hand corner of this page.
3. **Answer ALL QUESTIONS.** Write your answers in the spaces provided in this booklet.
4. If you need more space, ask the Supervisor for extra paper. Write your SEN on all extra sheets used and clearly number the questions. Attach the extra sheets to the appropriate places in this booklet.

STRANDS			Pages	Time (min)	Weighting
STRAND 1	LISTENING AND SPEAKING	LISTENING AND SPEAKING	2 – 3	20	10
STRAND 2	READING AND VIEWING	READING COMPREHENSION	4 – 9	30	20
		STATIC IMAGE	10 – 12	20	10
		MEDIA STUDIES	13 – 15	20	10
STRAND 3	WRITING AND PRESENTING	LANGUAGE SKILLS	16 – 17	20	10
		PARAGRAPH WRITING	18 – 19	20	10
		JOURNAL ENTRY	20 – 21	25	15
		TRANSITIONAL WRITING	22 – 24	25	15
TOTAL				180	100

Check that this booklet contains pages 2-25 in the correct order and that none of these pages are blank.

**HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.**

**INSTRUCTIONS:** Study the telephone conversation below, fill in the necessary information, then answer Questions 1 to 6.  
You must spend 20 minutes on this Strand.

### Speaking Skills in Handling Customers

You are Tasi Lua, a receptionist at Koru Books & Stationery Store. A customer calls to speak to your Manager but he has already left for his lunch break. You offer to take a message. Write what you would say to the customer on the telephone.

<i>(Phone rings)</i>	
Tasi Lua:	_____
	_____
Customer:	Good morning Tasi! This is Fitu Sefulu on the phone, and I would like to speak to your Manager please.
Tasi Lua:	_____
	_____
Customer:	Oh really? He said earlier to call him at this hour. Anyway, would you know what time he might come back to the office?
Tasi Lua:	He should be back by 1:00pm.
Customer:	Oh that's very kind of you. Could you just let him know that Fitu Sefulu called? Thank you very much.
Tasi Lua:	Absolutely! I will let our manager know.
Customer:	Thanks again. Goodbye!
Tasi Lua:	Goodbye!

1. State an appropriate greeting to the caller.

\_\_\_\_\_

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SL 1

2. Provide Tasi Lua's response after Fitu Sefulu asks for the manager.

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SL 1

3. Identify the mood of the conversation.

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SL 1

4. Describe how Tasi Lua has handled this conversation.

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SL 2

5. List **TWO** important telephone good manners when answering the telephone.

I. \_\_\_\_\_

II. \_\_\_\_\_

SL 2

6. Explain the overall conversation between Tasi and Fitu in terms of customer satisfaction. Use an example from the telephone conversation to support your answer.

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SL 3

**INSTRUCTIONS:**      There are **THREE** sections to this Strand.  
Answer **ALL** Sections.  
You must spend **70** minutes on this Strand.

**A.      READING COMPREHENSION**

**20 MARKS**

**Part I:**      Read the passage below then answer Questions 7 to 11.

**8 MARKS**

**English as an International Language**

- 1      About one hundred years ago many educated people learned and spoke French when they met people from other countries. Today most people speak English when they meet foreigners. It has become the new international language. There are more people who speak English as a second language than people who speak English as a first language. Why is this?
- 5      There are many reasons why English has become so popular. One of them is that English has become the language of business. Another important reason is that popular American culture (like movies, music, and McDonald's) has quickly spread throughout the world. It has brought its language with it.
- 9      Is it good that English has spread to all parts of the world so quickly? I don't know. It's important to have a language that the people of the earth have in common. Our world has become very global and we need to communicate with one another. On the other hand, English is a fairly complicated language to learn and it brings its culture with it. Do we really need that?
- 13      Scientists have already tried to create an artificial language that isn't too difficult and doesn't include any one group's culture. It is called Esperanto. But it hasn't become popular. But maybe the popularity of English won't last that long either. Who knows? There are more people in the world who speak Chinese than any other language. Maybe someday Chinese will be the new international language.

*Source: English as Second Language (ESL) Resource Guide*

For Questions 7 to 9, choose and write the LETTER of the correct answer in the box provided.

7. Identify the world language 100 years ago.

- A. English
- B. French
- C. Esperanto
- D. Chinese

SL 1

8. State which group is larger.

- A. People who speak English as a first language.
- B. People who speak English as a second language.
- C. People who are fluent in French.
- D. People who speak English when they meet foreigners.

SL 1

9. Name the future international language.

- A. American
- B. English
- C. Chinese
- D. Latin

SL 1

**SHORT ANSWERS:** Write your answers in the spaces provided.

10. Describe **TWO** reasons why English has become an international language today.

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SL 2



**Instructions for Mud Bricks**

Interested in giving it a try? Here's a recipe for mud bricks. But remember, brick making is more of an art than a science, and you'll likely take a few tries to perfect your own signature recipe.

*Materials:*

- Dirt (the sturdiest bricks come from dirt with a clay content of 25 to 50 percent)
- Sand
- Straw, grass or pine needles
- Water
- Sunlight
- A mould to shape the bricks

- (i) Mix soil and water into a thick mud.
- (ii) Add some sand, then mix in the straw, grass or pine needles.
- (iii) Pour the mixture into your moulds.
- (iv) Bake bricks in sunshine for five days or so.
- (v) If cracks appear, cover the bricks so they're not in direct sunlight.
- (vi) Remove the bricks from the moulds and let them dry a few more days.

Are your bricks strong enough? Test them by dropping one from about hip-high. If it breaks, it probably has too much sand in it. Cracks that are formed after drying could mean the dirt you used has too much clay.

*Source: Austin Bailey Heifer International*

12. Describe the benefits of using dirt in mud bricks.

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SL 2







**B. STATIC IMAGE**

**10 MARKS**

Study the Cartoon Image below then answer Questions 16 and 17.  
Write your answers in the spaces provided.



Source: Health, Safety and Environment Safety Posters

16. Name the trade you think the man in the cartoon belongs to.

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SL 1

17. Discuss the messages conveyed by the cartoon. Provide examples to support your answer.

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SL 4

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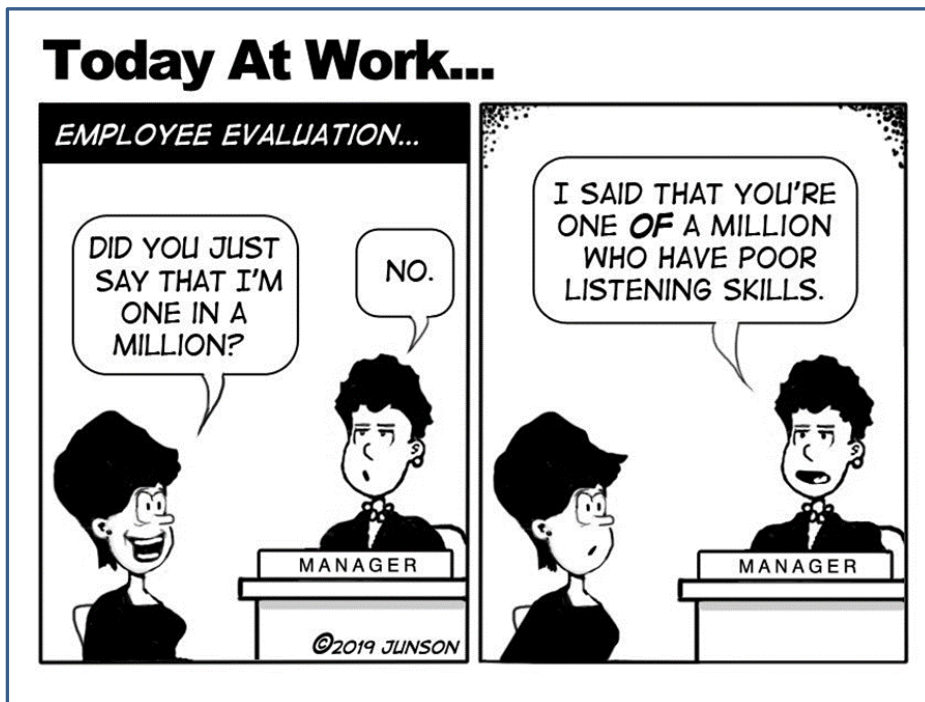
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Study the Cartoon Image below then answer Questions 18 and 19.  
Write your answers in the spaces provided.



Source: John Junson – Today at work employee engagement network

18. Describe **employee evaluation**.

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SL 2



The front page of a newspaper is the face of a newspaper and is normally read first by the readers. Analyse the Front Page of the Samoa Observer below to answer Questions 20 – 23.

# samoaobserver

Tuesday, 04 April, 2023 \$2.5

UNIVERSITY'S V.C. SUPPORTS MINISTRY'S PROPOSAL



PAGE 3

WOMEN CAN BECOME FIREFIGHTERS TOO



PAGE 4

NZ SEVENS TEAMS DOMINATE HONG KONG SEVENS



SPORTS

## \$25,000 fee concerns businessman

Talaia Mika

A small business entrepreneur has expressed concern about the Ministry of Customs and Revenue (M.C.R.) charging him a SAT\$25,000 duty for his medium-sized timber box imported from New Zealand.

Businessman Harry Faafof of Toomatagi brought in a timber box that had commercial goods such as clothes, hair clips, and shoes intended for retail locally at his small shop.

In an interview with the Samoa Observer, he said he went to get the box sent by his sister in New Zealand over a month ago and was shocked when the Customs staff advised him of the price he had to pay

**"The reason why one's duty can be expensive is because of the product they're bringing in and what they intend to do with it, especially for such products which locals intend to resell in Samoa,"**

Customs worker

cally at our food shop in Toomatagi but we usually import our products from my sister in New Zealand in smaller boxes but this time, we decided to import in a bigger box but is well known as a medium-sized timber box," he said.

"The price for the smaller box we normally import our products costs \$1,000 as duty but I was so surprised when I went to get our timber box and they slapped me with this \$25,000 charge for a medium-sized box which I think even for a massive as the container is still too much."

According to Mr. Faafof, he has not paid the \$25,000 duty they charged him, and his timber box with all the new supplies for his shop is still at Customs.

"It's the business my family had been doing for a while now where



Perkin Feaglai Headle. Photographer: Kitiana Utuva

## Leala describes D.P.O. as "unreasonable"

Sialai Sarafina Sanerivi

A departure prohibition order (D.P.O.) has been placed on a suspended Member of Parliament and Human Rights Protection Party secretary, prohibiting him from leaving the country.

But the suspended MP for Faleata No. 3 Lealailalepule Rimoni Aiafi told the Samoa Observer on Monday afternoon that he had no intention of "running away" from the country and the order as "unreasonable".

Last week Leala is accused of bribery in an election petition case that is now before the Supreme Court, which led to his lawyer

Fuimaono Sefo AINU'u, applying to the Court to leave the jurisdiction.

Fuimaono is representing the petitioner, Samau Leatigagaono Timani, the defeated H.R.P.P. candidate in the Vaiala No. 3 by-election which was held in February this year. Samau filed a petition against the victor of the seat, Lautimuia Uelesa Va'ai who is also the respondent in this case.

The counsel representing the respondent in the petition opposed the application last week before the presiding Justice, Leiatuaalesa Daryl Clarke.

▶ to 5

## Police give evidence in criminal libel case

Talaia Mika

Video recordings of social media posts by a woman charged with criminal libel were submitted to the District Court on Monday by an expert police witness.

Perkin Feaglai Headle, also known as Salote Syrah Tautai is accused of making defamatory statements against members of the ruling party, Faatuatua i Le Atua Samoa ua Tasi (F.A.S.T.).

Timothy Komiti - a digital forensic analyst with the Ministry of Police, Prisons, and Corrections Services - submitted video recordings of the defamatory posts made by the accused last year against the F.A.S.T party members on her account before she changed her Facebook account username.

The video recordings presented by Mr. Komiti were part of initial investigations by the Police into the matter between 25 August to 8 September 2022.

The defamatory posts are believed to have been deleted from the same Facebook account after they accused changed her Facebook account details.

▶ to 2



MP for Faleata No. 3 Lealailalepule Rimoni Aiafi. Photo: Piul Simi

20. Identify the headline.

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SL 1



















D. TRANSITIONAL WRITING

15 MARKS

The letter below is an example of a formal letter informing a successful applicant. Read the letter then answer Questions 30 to 33. Write your answers in the spaces provided.

**PO BOX 22**  
[shaconsultants@gmail.com](mailto:shaconsultants@gmail.com)  
**APIA** +68522427 / +6857522427

**SHA CONSULTANTS**  
*~Creating Success~*

8 April 2023

Fata Iama SALA  
Teacher  
Papaigalagala College

Dear Fata,

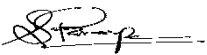
**RE: Notification after Interviews**

Thank you for your interest to work in the Accounts Division at SHA Consultants.

We greatly appreciate the time that you invested in the interview process. We have evaluated your interview and we are happy to inform you, that you have been selected for this position at SHA Consultants.

If you have any further queries, you can reach us at 22427 or through our email [shaconsultants@gmail.com](mailto:shaconsultants@gmail.com)

Congratulations again and we look forward to welcoming you on board at SHA Consultants.

Yours sincerely,  
  
Site Panapa  
SHA Consultants

39. Identify **ONE** piece of information that is given on the letterhead.

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\_\_\_\_\_

SL 1

40. *Dear Fata* is an example of which part of the letter?

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SL 1

41. Identify the 'complimentary close' used.

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SL 1

42. Describe the function of the subject line (*Your answer must indicate the subject line used in the letter*).

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SL 2

**Study the vacancy advertisement below. Write an application letter to the following vacancy advertised in the Samoan Observer, 20 November, 2023. Include all the essential parts of a formal letter and any necessary information to help you complete the application letter.**

**VACANCY**

**ASSISTANT COOK**

**Requirements:**

- Must have a passion for cooking and about the food they are serving;
- Willing to work in a busy environment;
- Ability to work well as part of a team;
- Strong communication skills;
- Dedicated customer service skills;
- Must have a qualification at any level related to the industry.

Please send CV and application letter via email: [nofoagaoalii@gmail.com](mailto:nofoagaoalii@gmail.com) no later than 4pm on 1 December 2023.

**Address to:** Managing Director  
Nofogaoalii Resort  
PO BOX 1234  
**APIA**





STUDENT EDUCATION NUMBER									

**SNJSC COMMUNICATION ENGLISH**

**2023**

**(For Scorer only)**

STRANDS			Weighting	Scores	Check Scorer	AED check
<b>STRAND 1</b>	Listening and Speaking	Listening and Speaking	10			
<b>STRAND 2</b>	Reading and Viewing	Reading Comprehension	20			
		Static Image	10			
		Media Studies	10			
<b>STRAND 3</b>	Writing and Presenting	Language Skills	10			
		Paragraph Writing	10			
		Journal Entry	15			
		Transitional Writing	15			
<b>TOTAL</b>			<b>100</b>			