EDUCATION

MONTESQUIEU BILINGUAL PRIVATE COLLEGE

Examiner: LESSOME ETEME

Duration: 2 hours

Class: Seconde

Coefficient: 4/3

SECOND SEQUENSE EVALUATION

SUBJECT: ENGLISH LANGUAGE

NAME: _____ Class _____

Appreciation of competence

Marks	0-09/20	10-14/20	15-17/20	18-20/20	Final score
Appreciation	Not acquired (NA)	Ongoing acquisition (OA)	Competence acquired (CA)	Excellent (E)	

SECTION A: Grammar (10marks)

Exercise 1 : Use the words provided below to complete the following dialogue (5mks)

(though, doing, so as to, so that, prefer, better)

ACHO: This is our new English course book. I have just bought mine.

ENOCH: I have asked my parents to send me some money_____I can buy a copy.

ACHO: What are you_____this weekend?

ENOCH: I want to do some shopping,_____I don't have much money.

ACHO: I too. Which do you think is_____online shopping or window shopping?

ENOCH: I think they all have advantages and disadvantages, but I_____going to a shop_____get what I want.

Exercise 2: Follow the instructions and provide answers to the following questions (5 mks)

1. The law protects customers who are victims of dangerous business practices. (Underline the main clause)

2. Young girls find window shopping_____interesting than playing games. (complete with a comparative)

3. The journalist interviewed the lawyer_____(so that, so as to) get information. (Choose the correct answer)

4. Unfortunately many citizens don't get compensation (how ever, because, although) they are not aware of these services. (choose the correct answer)

5. Acho studies_____(very hard/ more hard) to pass his exams.

SECTION B : VOCABULARY (10 marks)

Exercise 1: Complete this paragraph using words below (5 mks)

(protection, compensation, complain, consumer, safety)

A person who buys and uses a product is a _____. Companies manufacture goods and market products in order to make profits. Companies can try to increase profits by cutting down on costs, but this can also reduce quality and product _____ Consumers who are misled by advertisements or have bought · unsafe products should _____ to authorities. Consumer _____ agencies can help consumers with problems like these. Consumer protection agencies allow consumers to file charges against, and receive _____ from, unethical companies.

Exersice 2 : Match the words in column A to their meanings in column B   (5 mks)

Words	meaning
a) discount	1) to pay using cash or coins
b) a fine	2) a customer who buys goods and services
c) to pay in cash	3) a reduction in the original price of a product
d) a consumer	4) to get money in notes and coins from your bank account
e) to withdraw cash	5) a sum of money that you pay as punishment after committing fraud or malpractices

SECTION C : READING COMPREHENSION (10 marks)

Read the following dialogue on how consumers are protected in Cameroon and answer the questions that follow.

How consumers are protected in Cameroon

Journalist: Are consumers protected in Cameroon?

Lawyer: Yes, there is a law that was passed in 2011 which protects the rights of consumers.

Journalist: Why do we need a law like this?

Lawyer: Well, as you know, the "customer is always king" (or "queen" if you prefer). All customers have rights regarding the goods and services they purchase. This law lays down the legal framework for customer protection in our country. This was the first piece of legislation entirely focused on consumer protection in Cameroon.

Journalist: Which type of commercial activities does the law apply to?

Lawyer: This law relates to all **transactions** that relate to the supply, distribution, sale and exchange of technology, goods and services. So, for example, if you buy medecins, see a doctor, buy food, rent or buy a house or open an account at a bank, you are protected as a customer.

Journalist: So the law that was passed in 2011 protects the rights of consumers?

Lawyer: Yes, of course. The law guarantees consumers protection against **unfair** trade and credit practices in consumer goods and services. It also protects them from faulty and dangerous goods and unfair business practices.

Journalist: What about **perishable** goods in the local markets?

Lawyer: There is an sgency of the ministre of commerce, the MIRAP, created to stabilise the price of perishable goods in the markets. The agency ensures that local farmers sell their crops directly to consumers and not to big **retailers**. This agency has helped citizens quite a lot.

Journalist: And are there any **civil** society organisations that deals with consumer rights?

Lawyer: Yes, there are. There is the National League for Consumers that works with lawyers. They can help consumers to get compensation when they have been the victims of fraudulent transactions. Unfortunately, many citizens do not get compensation because they are not aware of these services.

Journalist: That's unfortunate. Building public **awareness** is one of the purpose of my interview. Thank you so much for sharing the information with us.

Questions

1. Does Cameroon have a law that protects the rights of consumers? YES or NO

2. Complete the sentence. The law protects consumers in all_____which have to do with the sales of goods and services.

3. What can citizens do if they are victims of fraudulents practices while purchasing goods and services? _____

_____

_____(2 mks)

4. How does MIRAP help consumers with food prices?

_____

_____(1 mk)

5. Would you be covered by the law in Cameroon if you bought meat from a supermarket and found that the meat was rotten?_____(1mk)

6. Give another example of how a consumer would be covered by this law.

_____

_____

_____(2 mks)

7. How does the journalist who conducted this interview hope to help consumers?

_____

_____

_____(2 mks)

SECTION D: Composition   (10 marks)

'1.   On the 22nd October you bought a phone with a three months guarantee at VOX PHONE shop, some days after you noticed that the phone does not work properly and has network problems.

In not less than 150 words, write a letter of complaint to the Manager of VOXPHONE. Located at Biyemassi, Yaounde. Your ñame is NDANGOUA DEBEL, you live at EMANA, YAOUNDE and your e-mail is gingerfolere@yahoo.com.

2.   write a story about the experience of a friend or family member who was a victim of fraudulent practices in purchasing goods and services. Use the following questions as a quide.

◆ What did the person buy?

◆ What was wrong with the item?

◆ When and where did the incident happened?

◆ Who did she/he complain to?

◆ Say if she/he used the consumer protection resource availaible to confront the situation.

◆ How did the story end?

Total: 40marks