SECTION A: GRAMMAR (10 marks)

Exercise 1: Junior and Linda are comparing the price of a laptop online and in a physical shop. Fill in each numbered blank with ONE suitable word. The type of word needed is given in square brackets. Write only the missing word in the space provided.

Junior: Linda, I want to buy a laptop. The shop in Akwa sells it for 250,000 FCFA, (1) _____ [conjunction of coordination] the price on the website is 220,000 FCFA.

Linda: That is cheaper! Online prices are usually lower (2) _____ [conjunction of subordination] sellers do not pay rent for a big shop.

Junior: True. (3) _____ [adverb], I must add 5,000 FCFA for delivery.

Linda: Also, you cannot test the laptop (4) _____ [adverb of manner] before you pay for it online.

Junior: That worries me. (5) _____ [conjunction of subordination] the shop offers me a discount; I will order it online.

Linda: Good idea. Ask the seller for a written price, then decide.

Exercise 2 (5 marks)

Follow the instruction in brackets for each question and write your answer in the space provided.

1. Linda speaks English _____. *(fluent: change the word in brackets into an adverb.)*
2. Junior _____ (compare) prices on the Internet since 9 a.m. *(Use the present perfect continuous.)*
3. You can pay by card, _____? *(Add the correct question tag.)*
4. The customer **refused** the cheaper offer. → The customer _____ _____ the cheaper offer. *(Replace "refused" with the phrasal verb "turn + particle", in the past tense.)*
5. This online shop delivers _____ than the shop downtown. *(fast: write the comparative form of the adverb.)*

SECTION B: VOCABULARY (10 marks)

Exercise 1: Complete the text below about comparing quality and prices to find a Best Buy with the appropriate words from the list. Write only the missing word in the space provided. (5 marks)

LIST OF ANSWERS

warranty | compare | durable | Buy | quality

A smart consumer never buys the first product that he or she sees. Before spending money, the consumer will _____ the prices of the same item in different shops. However, the cheapest product is not always the best. The consumer also checks the _____ of the material and whether the item is _____, that is, whether it can last for many years. A

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product that is affordable, strong and has a good _____ from the manufacturer is called a Best _____.

Exercise 2: underline the most suitable word in brackets to complete each sentence about using bank services. (5 marks)

1. A person who keeps money in the bank has a savings (account / receipt / quarrel).
2. To take money out of your account, you make a (withdrawal / deposit / loan).
3. The bank may give you a (loan / salary / discount) that you must pay back with interest.
4. The (cashier / manager / lawyer) is the bank employee who handles cash at the counter.
5. A bank (statement / contract / label) shows all the money that enters and leaves your account.

SECTION C: READING COMPREHENSION (10 marks)

Read the text below carefully and answer the questions that follow. Answer in full sentences.

A Dispute at the Bank

On Monday morning, Mr Njoh, a timber trader, went to a bank in Douala to deposit 500,000 FCFA into his account. He handed the money to the cashier, who counted it and printed a receipt. When Mr Njoh read the receipt, he noticed that only 450,000 FCFA had been recorded. "There is a mistake," he said politely. The cashier replied sharply that she had counted the notes twice and that he must have given her less money. Mr Njoh raised his voice, and soon the two were arguing in front of the other customers. The situation had become a serious dispute.

The branch manager, Mrs Ekane, heard the noise and invited both of them into her office. She asked them to calm down and to listen to each other. Then she asked the security officer to play the camera recording of the transaction. The recording showed that Mr Njoh had handed over 500,000 FCFA and that the cashier had accidentally put one 50,000 FCFA note in the wrong drawer. Mrs Ekane apologised to Mr Njoh on behalf of the bank, and the cashier admitted her mistake. The account was corrected immediately and the customer received a new receipt. Before leaving, Mr Njoh thanked the manager and advised everybody to check their receipt before leaving the counter.

1. What mistake did Mr Njoh notice on his receipt? **(2 marks)**

_____

_____

2. How did the cashier react when he complained? **(2 marks)**

_____

_____

3. Mention two steps that the manager took to settle the dispute. **(2 marks)**

_____

_____

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4. What lesson did Mr Njoh draw from the incident? **(2 marks)**

5. Find a word in the first paragraph which means "a serious disagreement". **(2 marks)**

SECTION D: ESSAY WRITING (10 marks)

Choose **ONE** of the three questions below and write about **200 to 250 words** in the space provided.

Question 1

"Shopping in a physical shop is always better than shopping online." Discuss.

Guidelines

- Introduce the topic and say what the debate is about.
- Present arguments in favor of physical shops
- Present arguments in favor of online shopping
- Give your own opinion, supported by examples.

Question 2

You noticed an unexplained deduction of 15,000 FCFA from your bank account. Write a formal letter to the manager of your bank asking for an investigation and an explanation.

Guidelines

- Give details: your account, the amount, the date of the deduction.
- Explain how the problem affects you and state what you expect the bank to do.
- Your name is Deke Ralpha and your address is PO Box 23231

Question 3

Your school is creating her first magazine and you have been asked to write an article for it. Write an article for your school magazine entitled "How to Find the Best Buy".

Guidelines

- Give practical advice on comparing prices and quality in shops and online.
- Provide three tips to identify a Best Buy.

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