
ENGLISH LANGUAGE

9093/31

Paper 3 Text Analysis

May/June 2017

2 hours 15 minutes

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

An answer booklet is provided inside this question paper. You should follow the instructions on the front cover of the answer booklet. If you need additional answer paper, ask the invigilator for a continuation booklet.

Answer **two** questions.

You should spend about 15 minutes reading the passages and questions before you start writing your answers. You are reminded of the need for good English and clear presentation in your answers.

The number of marks is given in brackets [] at the end of each question or part question. Both questions carry equal marks.



This document consists of **5** printed pages, **3** blank pages and **1** Insert.

- 1 The following text is a transcription of a conversation which took place at a zoo. Salma, who is an experienced animal handler, is talking to Ben who is a new employee at the zoo. Salma is training Ben to wash the parrots.
- (a) Imagine that you are Salma and Ben's manager at the zoo. You have decided to produce a set of written instructions explaining how to wash the parrots, which new employees can refer to for guidance. Write the instructions in 120–150 words. [10]
- (b) Compare the language and style of your instructions with the language and style of the original text. [15]

TRANSCRIPTION KEY

(1) = pause in seconds

(.) = micro-pause

// = overlapping speech

underlining = stressed sound/syllable(s)

[*laughs*] = paralinguistic feature

Salma: we try and give them a shower (.) nearly every day if we can (2) so do you want to have a go

Ben: can i have a go
//

Salma: just gently spray

Ben: do i just hold it over their heads

5

Salma: thats it and the drops fall down (.) it takes a little while to sink down to the under feathers

Ben: right

Salma: theyve got these lovely guard feathers

Ben: and are they sort of waterproof the feathers under there

10

Salma: yeah totally (.) youve got to think these guys these are macaws (.) and they come from central and south america and of course its a rainforest (.) it rains an awful lot down in certain areas down there so this is quite normal for them (.) er and it does keep their feathers in good condition the (.) it takes all the dust and the grime off them

15

Ben: right (.) so will they start grooming themselves

Salma: yeah basically what happens is we'll spray these for a little bit then we'll wander over to the others who are patiently waiting in the background for theirs [*laughs*]

Ben: // [*laughs*]

20

- Salma:** erm and then (.) that gives time for the water to soak in and then we'll come back and give them a second dose (.) er and the idea is (.) theyve got several different types of feathers (.) theyve got the contour the outer feathers that (.) see the waters literally just rolling off
- Ben:** //
yeah especially on the feathers on the wings 25
- Salma:** yeah totally (1) well underneath there there are some lovely light downy feathers (.) the ones that keep them nice and warm and insulated
- Ben:** //
right
- Salma:** we need to get to those as well and (.) this is almost an encouragement to help them groom they (.) that wonderful beak 30
- Ben:** //
yes
- Salma:** its like having an extra pair of hands and they will groom each individual feather i mean theres thousand of feathers there (3) now if you turn the nozzle a little bit bent (.) get a bit more power here 35
- Ben:** i'll let you (.) youre the expert here
- Salma:** we're in longer range here (.) there we are (.) ah here we go look weve got a result straight in the middle there
- Ben:** is that a sign of enjoyment
- Salma:** //
hes absolutely loving that now (1) he'll wiggle that down and get it all the way down to those lower feathers 40
- Ben:** it almost looks like hes dancing
- Salma:** yeah thats archie (.) archie loves a bath in the morning
- Ben:** look hes holding his arms out turning around its like hes scrubbing himself in the shower 45

2 Texts A and B both relate to a motor car called the Fiat Panda.

Text A is the opening section of an advertisement brochure for a new model of the Fiat Panda. Text B is a review of the new Fiat Panda from a newspaper.

Compare the language and style of Text A and Text B.

[25]

Text A

It may be the new kid on the block today, but we've loved it for thirty years. Despite its unassuming size, it has an infinite capacity for surprising us, as no other car comes close to being quite as simple, functional and innovative. And now it's more stylish than ever and packed with impressive features. Because that sums up the Panda: simply more.

The Panda is inimitable because it has always been a car that lets substance dictate design. This is what makes it unique: the outside reflects the very spirit of the car. Functional, solid, intelligent, free-spirited. With its unique style, the Panda expresses a desire to think outside the box every day.

5

Sophisticated and unique, like all great Italian design, the Panda's good looks are down to soft yet bold lines, which create the unmistakable style that is there to be enjoyed. Your eye is drawn from the smiley front to the rear with its raised light clusters that give a streamlined look. The side panels and the third window with softened angles create the impression of an uninterrupted glazed surface.

10

The Panda is designed starting from the interior, maintaining perfectly proportioned volumes for the exterior. Beautiful inside and out. And sure enough, everything in the Panda is simply adorable, from the dashboard enveloped in a colourful frame, with its spacious storage pocket, to the conveniently high-mounted gear stick and all the other little details you will enjoy discovering and using, like the new space-saving handbrake lever which resembles a computer mouse.

15

Climb into the Panda and you'll discover what turns love at first sight into true, everlasting love. Quality. It's something tangible relating to the various design and production phases of the car: high-resistance materials, acoustic comfort, finely crafted finishes. Every element is designed, quite simply, to give you the best.

20

Every detail in the Panda is designed to achieve the perfect marriage of style and functionality. This means that the Panda is not just beautiful, it also makes every trip a pleasure.

25

Whatever you want to do with it, the Panda will amaze you with its ingenuity.

Text B**Fiat Panda review**

The new Panda doesn't look a great deal different from the old model, but that's no criticism as the old one was jaunty, tall and charming.

Climb in and there's a feeling of sitting on top of it and while the seats adjust for height, you still sit quite high. There is a sliding rear-seat option, which eats into the boot¹ space but is good if you're aiming on filling the rear seats regularly. Much was made of the under-boot waterproof bin, but that only works if you delete the space saver rear wheel. At 250 litres, there's not a lot of luggage space here and there's also scant room for big feet in the pedal box. 5

Unlike its predecessor, the new Panda doesn't feel like a small car, which is good for the cabin ambience but slightly intimidating when threading through narrow gaps. The major controls have a weight and gravitas, indicator stalks are thick and feel as if from an altogether bigger and more expensive car. 10

There's just a five-speed gearbox, but there's enough go in the Twinair two-cylinder engine to allow you to accelerate without continually changing down. The gear change is rubbery and imprecise, but it swaps ratios quickly enough. The engine sounds flat and it is difficult to judge by ear alone when to change gear. It also vibrates noticeably under 3,000rpm², which means you need to learn how to drive it, or you'll murder the fuel economy or fizz your toenails off. 15

With revamped torsion-beam rear suspension and larger bushes on the semi-trailing arms, the ride should be improved and it is, but only in part. It still feels harsh, yet the body rolls in corners and at times it feels like a runaway hovercraft.³ The diesel gives a slightly better all-round ride quality, but commensurately less agility because of the extra weight in the nose. 20

Should you buy one? Tricky, especially as there's nothing particularly new here and by increasing the Panda's size rather than miniaturising its components, Fiat has shown a weakness – although it also raises the question of how much small size really matters in this market. As ever, this market is one of brand identity versus price. Fiat's track record means buyers might be persuaded to pay a (small) premium for a small Fiat. It's probably worth it. 25

¹*boot*: storage area at the rear of a vehicle

²*rpm*: revolutions per minute

³*hovercraft*: a vehicle that travels over land or water on a cushion of air produced by downwardly directed fans

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