
GENERAL PAPER

8001/22

Paper 2

October/November 2015

INSERT

1 hour 30 minutes

READ THESE INSTRUCTIONS FIRST

You are required to answer **one** question.

This Insert contains three passages, one for each of Questions 1 to 3. You need to study the passage for the question you have chosen before starting your answer. The time needed to do this is allowed for within the time set for the examination.



This document consists of **7** printed pages and **1** blank page.

Passage 1 Study the information below to answer Question 1 parts (a)–(h).

Please note that sections marked with a line [_____] have been left blank deliberately.

Harry Gozi has just finished his three month trial period working for Bellissimo, a national chain of Italian restaurants. It is now time for an appraisal interview with his boss, Ms. Harz, to see if he will be taken on permanently as a waiter/barman.

A Feedback comments

Before the interview, Ms. Harz undertook a full assessment to gain feedback on his performance to date from his work colleagues.

- 1 Harry is a good team player and great fun to be around.
- 2 Overall, he has good customer relations – especially with families and young adults. Not so good with older ones – not patient enough.
- 3 Enjoy working with Harry on the whole, but he can play the clown too much sometimes. Needs to learn when to stop!
- 4 Good under pressure. Has made the odd slip on the till when in a rush though. Likeable character.
- 5 Harry needs to mature a bit, but has got potential as he's hardworking, reliable and punctual. As a boss, would have him in my team any day.
- 6 Honest – owns up when makes a mistake. Keen to improve as he asks me for my advice. Nice guy.
- 7 Irritating person – too much joking around, not enough initiative. Not suitable for Bellissimo.
- 8 Super guy! Shifts go quickly with him – he keeps our spirits up, throwing himself fully into any task.
- 9 Really good at pushing the special offers and the more expensive drinks. Want him in my team.
- 10 Ignored a table of elderly, well-heeled couples to flirt with a table of three young women last week.
- 11 Works well and follows my orders. On a couple of occasions I noticed him texting though.
- 12 Clever and personable. Could be an asset. His friends pop in to see him sometimes.

B An extract from the interview

- Ms. Harz: So, Harry, how would you sum up your time with us?
- Harry: (*Launching confidently into his speech*) I've really enjoyed it and would love to be taken on permanently. The guys here have made me feel very welcome and part of the team already.
- Ms. Harz: What do you feel your strengths are? 5
- Harry: (*Immediately and as if well rehearsed*) I think I'm a good team player, but would welcome taking on more responsibility as I'm ambitious and feel that I have management potential (*beaming broadly*).
- Ms. Harz: And your weaknesses?
- Harry: Oh... (*sounding _____*) I suppose I would say I'm still a little unsure of my product codes knowledge on the till and sometimes make mistakes. 10
- Ms. Harz: How could you be proactive and address this concern?
- Harry: I am getting better as I do ask for help from those around me. I'm a quick learner, you see.
- Ms. Harz: Mmm. How could you show more initiative here to speed up your learning process? 15
- Harry: Er... I could... I could... (*trails off*)
- Ms. Harz: There are extra training courses laid on before opening time Monday mornings. (*Pregnant pause*) Details are in the back of the employee handbook (*in a _____ tone*). 20
- Harry: (*Appearing _____*) Oh, that's why I didn't know – some of the printing didn't come out on my copy. I'm still waiting for a replacement. I'll attend the next session without fail.
- Ms. Harz: Right, very good... Next, how do you think your co-workers perceive your performance? 25
- Harry: Well, I think they like working with me as I throw myself fully into every task and never say no to anything – I don't mind getting my hands dirty. Also, I'm punctual – never been late for a shift. And I'm reliable – never had a day off. When the going gets tough, I can lighten the mood for everyone by telling a joke or doing a funny impression. It's a really useful skill to have in high-pressure situations like the ones you get in a busy restaurant (*beaming broadly again*). 30
- Ms. Harz: (*Looking _____*) Front of house too?
- Harry: (*Realising _____*) Oh no, of course not. I'm always professional in front of customers. I understand that I'm the front line of a national brand and need to maintain company standards and the image of Bellissimo. 35
- Ms. Harz: Good, that's what I like to hear. (*Without hesitation*) Would you say every customer gets the same treatment from you when they come in for a Bellissimo experience?
- Harry: I do try my best, but some customers are easier to deal with and relate to than others. As I gain experience, I feel I am learning more skills all the time and handling awkward customers better. I came straight from school so it has been a steep learning curve for me, but I like a challenge and trying to improve myself so that I have skills and qualities an employer wants. 40

Passage 2 Study the magazine article below to answer Question 2 parts (a)–(g).

Jules Howard, the conservationist and writer, delves into the mystery of ponds in this article entitled ‘What lies beneath’.

I suspect an anthropologist from Mars would notice very quickly the human fascination with fresh water. They would notice our attraction to it on warm sunny days, and how impossible many of us find it to cross a bridge over a river without looking in. They would jot down observations of having watched humans feeding ducks, or note that many great works of art feature lakes, rivers or ponds.

5

I’m sitting by a pond now, one not much bigger than a football pitch. The low-slung morning sun fires across its shimmering waters. It reflects the spring growth at the edge of the pond, dotted with tinkling yellow buds flowering on the frame of nearby marsh plants. The water is relatively clear. Shoot by shoot, a green mass is sprawling across the bottom, its edges clouded by the rhythmic beating of a million waterfleas. A pond-loving bird pecks nearby. At the pond’s edge, frogs battle for top spot on a raft of floating frogspawn – the noise gives them away. A swan watches proceedings shrewdly, approvingly.

10

A truly wild place, you’d think. But this is a standard pond in the middle of a housing estate, and you can find this type of pond in many towns and cities. It’s a wild natural scene, built with spades and diggers in a man-made habitat. Rarely does life flourish so well in the things that we humans create. But why do ponds litter our landscape so? And what do we humans find so fascinating about them?

15

Man-made natural ponds

Most ponds you might see day-to-day are man-made – they frequent our parks, our nature reserves, our schools and our village centres. Their modern uses include fishing and boating, or controlling water run-off from urban areas and roads. Many exist today simply for us to sit next to and think (surely one of life’s great simple pleasures) – but the vast bulk of them were created long ago.

20

The history of ponds is fascinating. To villagers they provided a place to wash clothes and clean their cooking utensils. To farmers they were a life-giving water supply for livestock. Grand houses still have nineteenth-century ornamental ponds, and some even retain original ponds dug by monks for the purpose of keeping fish – usually carp – on the menu all year.

25

Ponds are part of our heritage, but today they act as lifelines for much of our threatened wildlife.

Window into another world

30

Ponds are invaluable to wildlife. Many birds and mammals depend on ponds as places to drink, to feed and to wash, but it is the insects (or actually their larvae) that rightfully lay loudest claim to this amazing habitat.

Ponds are a place for larvae, and, in this underwater realm, animal events are governed not by reproduction, but by stomachs. To larval insects, eating is everything. If they fail to find enough food, the cold months will claim almost all of them.

35

Our most spectacular are the dragonflies, whose transformation from demonic larvae to elegant flying machine is the stuff of childhood daydreams. Amphibians, too, have their own spectacular metamorphosis, one that many of us remember from our childhood.

In many ways, ponds are like a magical window through which incredible creatures emerge. But if this is the case, it is in danger of being firmly shut. 40

Disappearing ponds

Like many of our habitats, ponds appear to have had their glory years and are now on the slide. It's thought that we've lost half of the million ponds we started with a century ago. Though this sounds like another heartless story of urbanised human growth, it isn't. We haven't been paving over all of the ponds, at least. The story is slightly more complex. 45

The problem is that ponds don't stay ponds forever. They succeed. Naturally they fill up with leaves. They become bogs, then scrub. On the whole, it's not that we've been removing ponds; it's that we've failed to restore or create new ones at the same rate.

Nature does make her own ponds, just very slowly. Truly natural ponds are made mainly from oxbow lakes or carved into hillsides by glacial wear and tear. They also form in the pits left from the roots of freshly fallen trees. Our fellow mammals can be a help: beavers and, in particular, their habit of damming streams. 50

The simple truth is that nature doesn't make ponds fast enough. In a world where many wildlife populations are declining, they're in need of urgent help. 55

The decline is so steep, in fact, that thousands of conservationists have started on plans to restore and recreate our ancient pond landscape. Perhaps for us, these ponds will serve a cultural as much as a practical purpose. Above all though, for me ponds will always be a place for metamorphosis – for frogs, toads and insects. And, I hope, for people too.

Passage 3 Study the material below to answer Question 3 parts (a)–(d).

The Finlo family are in the process of having to make a decision about where to relocate to as the father, Axel, has been made redundant. After carrying out much research, Axel, and his wife, Bianca, have identified three possible places to move to. Here are extracts from the notes they made about each place:

A Fortuna

- It is a lively town (25 000 inhabitants), set in the heart of a wide, open valley.
- There is a major railway station and good bus services.
- There is always a lot going on: classes, exhibitions, concerts, festivals, and events at the local cinema.
- The crime rate is high, so a Neighbourhood Watch scheme is being considered to counteract this.
- The town centre is congested, especially during the rush hour.
- The nursery, primary and secondary schools are 'satisfactory' academically and 'outstanding' in terms of pastoral care.
- A town centre office acts as a hub for small businesses, offering high speed broadband connections subsidised by the local town council.

B Godinio

- It is a beautiful market town, set in rolling countryside, with a population of 15 000.
- The trains from here link into the national network at Fortuna (10 km away) and the bus services are reasonable.
- The crime rate is reasonably low – the biggest problem is rowdy revellers at the weekend in the town centre.
- The annual arts and music festivals are both nationally recognised for their excellence, taking place in various venues such as the theatre and the concert hall.
- High speed broadband connections have been promised at some point in the future.
- There is a thriving business networking group, which meets once a week in a town centre hotel.
- The nursery, primary and secondary schools are all rated as 'good' in every aspect.
- The local sports centre is going from strength to strength – offering more and more sports, and lots of classes in the expressive arts.

C Highville

- It is a picturesque village (5 000 inhabitants), which acts as a gateway to the mountains to the north.
- There is virtually no crime here, and a strong sense of community, with neighbour helping out neighbour.
- There is a 'dial and request' mini-bus service to Godinio and Fortuna, subsidised by the council.
- Inspectors have rated the nursery and primary schools as 'outstanding' in every department. There is no secondary school; Highville is too small.
- It is 4 km from Fortuna and 8 km from Godinio.
- The local stables offer treks into the mountains and rides out along the valley.
- The golf course is very popular due to its setting and its excellent restaurant and café.

The various needs of all the family have to be taken into consideration when making the final decision on where to live.

D Axel (45 years old)

He has decided to fulfil a long-held dream to become self-employed – this is his chance to be a freelance journalist working from home on human interest stories. He is delighted as he can now move away from this area where his house has been burgled three times, and he will no longer have to spend hours commuting daily from the suburbs to his office in the city centre and back. He is a great sports enthusiast, enjoying golf and cycling every weekend. He is keen to take up new sports, such as rowing and mountaineering.

E Bianca (42)

She works part-time as a graphic designer at a local firm, which is prepared to let her continue working for them, but remotely and only coming into the city office for presentations to clients and similar – on average, about once a month. Her sister lives around the corner and helps her out by looking after her youngest child one day a week so that Bianca can do a yoga class and run an art workshop for unemployed youngsters on her day off. Her other interests include visiting art exhibitions and going to the theatre with her best friend.

F Carlee (17, the elder daughter)

She is in her final year at secondary school and hoping to go to university to study to be a vet. She has a part-time job in a local café, which she enjoys for the social aspects (working in a team and knowing all the latest gossip and news) and for the money (which she spends on going out with friends to the cinema and concerts). She volunteers at the local stables so that she gets free riding lessons in return.

G Dorin (13, the only son)

He is unhappy at secondary school because he is being bullied and feels very isolated from most of the other students. The highlight of his life is the drama club at lunchtime and performing in the school plays, for his dream is to become a famous actor one day. He does get on well with those students who share his creativity. He is also musical, playing the guitar, and loves composing his own songs.

H Elle (3, the younger daughter)

She has just started nursery school (three days a week) and is now making lots of friends after a shaky start. She loves her dance class on Saturdays and singing lessons on Sundays, but does hope for a puppy – to complete the family, in her view.

BLANK PAGE

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced online in the Cambridge International Examinations Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at www.cie.org.uk after the live examination series.

Cambridge International Examinations is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.