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**GENERAL PAPER**

**8001/21**

Paper 2

**October/November 2016**

INSERT

**1 hour 30 minutes**

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**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.



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

**Passage 1** Study the material below to answer Question 1 parts (a)–(f).

### Wedding Venue

Julio and Maria are getting married. They must organise their wedding banquet. They have shortlisted four venues.

#### Their situation

- i Maria is a Christian and Julio has no religion. 5
- ii Julio wants 110 guests; Maria wants a further 70. The total will include 30 children.
- iii All four banquet venues are in or near the city of Nuptona, where the couple live.
- iv Julio's family all live in the east of Nuptona and the maximum distance they are prepared to travel is 20 km as none have cars and they find taxis very expensive. Maria's family can travel up to 80 km and they live in the north and west of the city. 10
- v Their budget for the venue's banquet is \$5600, of which each side is paying half. However, Maria's parents have offered to pay the \$3000 needed for all the other wedding expenses because of Julio's family circumstances.
- vi They wish to marry before 21 June, six months away, because Maria returns to university then. 15
- vii Maria's father dreams of walking his only daughter down the church aisle.

#### The venues

- A Welfhall, a luxurious country estate in its own grounds, 32 km west of Nuptona.
- B Nuptona Golf Club, also catering for wedding functions, 20 km south of the city centre.
- C The sixteenth-century Rialto Hotel in the city centre, converted from four terraced houses. 20
- D The 15th (top) floor ballroom of the 4\* Sun Hotel in the eastern suburbs overlooking a lake.

#### The wedding costs and dining options of each venue

- A Cost \$5500. Full four-course dinner with vegetarian option and waiter service.
- B Cost \$4500. Informal 20-dish buffet with no seating plan. 25
- C Cost \$4860. Set three-course meal with seating plan and waiter service.
- D Cost \$3490. Light snacks with the option of a 10-dish buffet for an extra \$10 per head.

**Considerations**

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|----|--|----|
| 1  | Maria's grandfather must stay indoors at all times owing to his health.  |    |
| 2  | All venues except A charge \$500 extra to hire an outside band for dancing.  | 30 |
| 3  | 30 of Maria's guests are strict vegetarians; 20 of Julio's guests are disabled.  |    |
| 4  | June is the worst month for pollen-induced breathing difficulties.   |    |
| 5  | Venue C offers the use of two free limousines for transporting guests.   |    |
| 6  | There are strict no-smoking restrictions in Venue B.   |    |
| 7  | Venue C has no disabled access facilities.   | 35 |
| 8  | Venue A's head chef previously worked for 15 years as the functions manager of a top hotel.  |    |
| 9  | Venue D offers free drinks throughout.   |    |
| 10 | Venue C is fully booked until 5 July, but cancellations are common and the couple would be third on the reserve list. Venue A and Venue B also have very few free dates available. | 40 |
| 11 | Venue A offers free, enticing extras such as a welcome cocktail, chocolate fountain with dessert, wine with the meal, departing gift chocolates for all guests.                    |    |
| 12 | Maria's guests will refuse alcohol. Julio wants a free bar.  |    |

**Passage 2** Study the material below to answer Question 2 parts (a)–(f).

Sam flew into Bari Airport, Italy, one January evening and headed straight to the Easydrive car rental desk.

- Maria *Ciao, signor.*  
 Sam English.  
 Maria Sorry. Good evening sir. Please give me your rental agreement and driving licence. 5  
 Sam No problem.  
 Maria Tonight you have a small car, yes?  
 Sam Yes, economy group, I'm alone.  
 Maria Business, sir?  
 Sam No, just checking on my holiday house down in Oria. 10  
 Maria Yes, Oria, beautiful little town, but a long way to drive.  
 Sam Not really, actually.  
 Maria Er... it's just that the car has only 23 litres in it, half a tank.  
 Sam What? You always put a full tank in your cars.  
 Maria Sorry, sir, you are lucky to even get a car tonight. Most of our vehicles have no fuel or are stranded around the country. 15  
 Sam Really, why?  
 Maria Haven't you heard? We've had a strike for the last two days. It's the oil refinery delivery drivers, no petrol, no food to the shops, nothing!  
 Sam Oh dear! But it should be OK. 23 litres will easily get me to Oria and back. But must I return the tank half full or full? 20  
 Maria In this case, half full, I would think.  
 Sam But hold on, I won't be able to put any petrol in it if there is a strike.  
 Maria Oh, you should be OK. A few stations will be bound to have some petrol. It may be better nearer Oria. 25  
 Sam OK, I suppose I have no choice: can't stay here in Bari for five days. But you won't impose a surcharge for not bringing the car back without a full tank, will you?  
 Maria Don't worry, sir, it will be OK, the strike will end soon.

Sam walked through the airport and spotted a couple he'd chatted to on the plane.

- Sam Petrol strike then, eh? 30  
 Olaf Awful, isn't it?  
 Sam They could only give me 23 litres.  
 Olaf Oh, we got a full tank at Speedy Cars.

Five days later, Sam managed to get back to the airport. He had been able to reach Oria but he could not use his car around the town and he was furious that he had had to pay \$140 for those three unused days' rental. Maria was not at the desk. 35

- Serena No damage then, sir, but I see the tank is on empty. That will be a surcharge of \$132.40.  
 Sam Eh?  
 Serena Yes, 44 litres at \$2.10, plus the \$40 fee for us to fetch the fuel. 40  
 Sam 44 litres?  
 Serena Yes, this car's capacity is 46 litres so we assume two litres are left.  
 Sam But I only took it half full, check the paperwork, how dare you.  
 Serena Really? Oh yes, here it is, my mistake, let me recalculate. That will now be only \$88.30. 45  
 Sam I'm sorry, no it will not!  
 Serena Pardon, sir?  
 Sam No, I am certainly not going to pay this surcharge, it is grossly unfair.

- Serena But it is normal procedure. It is in our contract.
- Sam But there is a strike on, no petrol. How could I bring it back with half a tank? 50
- Serena The strike ended yesterday. You could have got fuel.
- Sam There may be fuel in Bari, but there is certainly none in Oria.
- Serena Well, on the way back then, along the motorway near Bari ...
- Sam ... you're joking, right? There were queues miles long at the two filling stations I saw open. I'd have missed my plane queuing up. In fact, I will miss it now unless you hurry up! 55
- Serena What about in Bari town?
- Sam Look, I drove round the ring road to catch a plane. Why would I waste time detouring into the town centre? Anyway, I don't have a TV in the house and I cannot understand Italian radio either. How would I know the strike had ended? 60
- Serena Sorry sir, that's not my fault. I'm just going by the book and our regulations are 100% clear on this – you must pay the surcharge.
- Sam But Maria said it would be OK.
- Serena No, sir, she would not have said we could cancel the surcharge. Our rules are clear. Can you please pay; a long queue has built up behind you and they have to catch a plane too. 65
- Sam This is outrageous! I demand to see the manager.

The manager heard the commotion and beckoned Sam into his office.

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

### DETROIT ON THE ROPES

All across the industrial heartland of the USA the American Dream had come true. Blue-collar workers poured into the cavernous car assembly plants of Detroit, the fire-belching steel mills of Cleveland and the meatpacking factories of Chicago. Just a sturdy back and a positive work ethic were sufficient to earn a house, a garden, a car, time to enjoy them all and an education for the children.

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But this period in the USA's growth, which everyone thought would go from strength to strength and would last for ever, has not. And today, the once-most affluent capital of them all, Detroit, the USA's fourth biggest city in 1950 with 1.8 million people, has collapsed to only 700 000 and has become the most famous city in American history to file for municipal bankruptcy.

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People become bankrupt, frequently, but can a city? Nearly, as proved by New York in 1975 when it ran up debts of \$14 billion but just scraped through and within three years was thriving again. But the depth of Detroit's debt is unprecedented and its future is far bleaker. So, in December 2013 a judge made it official: Detroit could not restructure its finances and consequently was declared bankrupt.

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They thought the well-paid assembly line jobs would last for ever, but they dried up under increasingly fierce competition from overseas. They thought the companies that had started there in the 20th century would always be there, but some have left, like Ford. They thought the city, with its emblematic music sound, its powerful union movement, its skyscraper offices paying high land tax around Cadillac Square, its rich white bosses, and with everyone wanting cars, would always dominate world car-making, but it hasn't. So Motor City has fallen into a six-decade downward spiral of job losses, fleeing population and plummeting tax revenue. Detroit's singular reliance on an industry that stumbled badly, its long history of racial strife and its long-running hostility between the local politics of city, suburbs and state all proved a disastrous combination, and ultimately too much to overcome. Consequently, staggering under \$20 billion in unpaid bills, Detroit City Council surrendered in 2013.

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Overnight, success had bred failure. Its loss of over half its population in only 60 years is not solely due to the ailing car industry. Fingers can be pointed at the city's political leadership and its reluctance to make the right, even if tough, decisions over the years. Motown's sheer size presented another problem and cause of decline. Utilities needed vast lengths of water pipe, electricity wire and concrete sewers to cover the 138 square miles, Care agencies such as police, fire and medics were unable to cover vast areas quickly enough, while the cost of all this social provision escalated because of the scale of operations. And because this was Motown and everyone owned a car, the city never invested in sophisticated bus patterns or intricate subway systems, unlike its neighbours Chicago and Toronto. Everyone from the suburbs was happy to live the American Dream at home while commuting great distances daily to the centre by car.

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Thus the entire city was bound to suffer disinvestment as there just was not enough money to go around from the declining land and personal tax base being paid by fewer companies and residents. This has left today a barren landscape of deserted neighbourhoods and abandoned buildings: a sight which overwhelms the genuine attempts to revitalise the city centre. In the poorer Downtown area, street lights regularly fail, the crime rate is the highest in the USA, schools and hospitals are closed and boarded up only to be trashed by vandals; buildings decay and communication problems are left to fester. The city has 78 000 abandoned and blighted buildings, one-fifth of the entire housing stock. Of the 12 000 fires a year, 60% occur in these buildings, usually through arson, and to remove them would cost \$1.5 billion a year for 10 years.

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Of course, declaring bankruptcy is only a temporary solution for Detroit; it will come around again in about 10 years unless more permanent answers are found in a sensible restructuring of finances. This decline of traditional industrial areas has happened in many western countries – in Germany's Ruhr, the UK's North, Midlands and South Wales, France's Alsace-Lorraine. Did America think it could be different? Did it learn from these others' mistakes? At present it seems not, certainly in Detroit's case, but the jury is still out.

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