

HONG KONG EXAMINATIONS AND ASSESSMENT AUTHORITY
HONG KONG DIPLOMA OF SECONDARY EDUCATION EXAMINATION 2024

ENGLISH LANGUAGE PAPER 3

PART B1

DATA FILE

GENERAL INSTRUCTIONS

- (1) Refer to the General Instructions on Page 1 of the Question-Answer Book for Part A.

INSTRUCTIONS FOR PART B1

- (1) The Question-Answer Book for Part B1 is inserted into this Data File.
- (2) For Part B, attempt **EITHER** those tasks in Part B1 (Tasks 5 – 7) **OR** those in Part B2 (Tasks 8 – 10).
- (3) You are advised to use a pen for Part B.
- (4) The Data Files will **NOT** be collected at the end of the examination. Do **NOT** write your answers in the Data Files.
- (5) Hand in only ONE Question-Answer Book for Part B, either B1 or B2, and tie it with the Question-Answer Book for Part A.

Part B

Situation

You are Nico Lin. You work for World City Travel, a company which organises wildlife tours in Hong Kong and around the world. You are a secretary to the manager at World City Travel, Ms Avery Goh. Ms Goh has asked you to do some tasks.

You will listen to a Zoom meeting between Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

Before the recording is played, you will have five minutes to study the Question-Answer Book and the Data File to familiarise yourself with the situation and the tasks.

Complete the tasks by following the instructions in the Question-Answer Book and on the recording. You will find all the information you need in the Question-Answer Book, the Data File and on the recording. As you listen you can make notes on Page 3 of the Data File.

You now have five minutes to familiarise yourself with the Question-Answer Book and the Data File.

Contents

	Page
1. Listening note-taking sheet for the World City Travel Zoom meeting	3
2. Email from Avery Goh to Nico Lin	4
3. Hong Kong Wetland Park visitor guide	5
4. Kowloon Park website – Insects and Reptiles Exhibition page	5
5. Social media advertisement for the Insects and Reptiles Exhibition	6
6. SMS messages between David Atkinson and Avery Goh	7
7. WhatsApp chat between Avery Goh and Shane Lee	8
8. Skype chat between David Atkinson and Shane Lee	9
9. Emails from Shane Lee to Avery Goh	10
10. Email enquiry from Karen Ken	11

Listening note-taking sheet for the World City Travel Zoom meeting

Listen to the recording of a Zoom meeting between World City Travel manager Ms Avery Goh, the CEO of World City Travel Mr Shane Lee, and biologist Dr David Atkinson.

Guided Nature Walk

Bird Watching Tour









Sydney Whale Watching Cruise – Catamaran Accident

- Findings of the Review Board
- Compensation for participants of the cancelled cruise

Insects and Reptiles Exhibition

Adventure Fishing Tour

Email from Avery Goh to Nico Lin

File		Message					
 Junk	 Delete	 Reply	 Reply All	 Forward	 Move ▼	 Mark Unread ▼	 Follow up ▼

To: Nico Lin **Sent:** Saturday 13th April 10:05AM
From: Avery Goh
Subject: List of things to do

Good Morning Nico,

It's migration season, and as the birds and insects get busy, so should we: I have a number of tasks for you to work on.

First, complete the email to the participants of the Guided Nature Walk at the Hong Kong Wetland Park. You can use the email template provided. You should be able to find all the information in the Hong Kong Wetland Park visitor guide, my WhatsApp chat with Shane Lee, and the screenshot of the Skype chat between David Atkinson and Shane Lee.

Next, write an email to Peter Chan, the manager of the Hong Kong Botanical Gardens. We have some questions to ask him and a change we are making to the Bird Watching Tour we need to inform him about. Make sure you are polite and clearly give reasons for the change and questions. You can refer to the enquiry we received from Karen Ken and the emails I received from Shane Lee.

Finally, write a blog post for the new Insects and Reptiles Exhibition at Kowloon Park we are launching soon. We really want to promote the exhibition, so try to make it sound fun. You can look at our social media advertisement, the exhibition page on the Kowloon Park website, and the screenshot of my SMS messages with David Atkinson for the details.

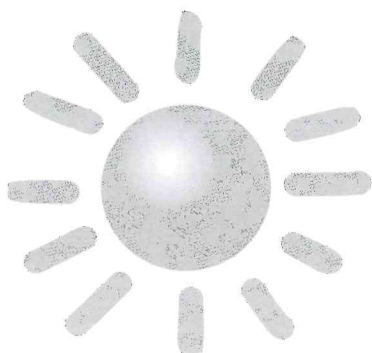
The recording of the Zoom meeting between me, Shane Lee and David Atkinson contains information on all the tasks above. Have a listen and try not to miss anything.

Regards,

Avery Goh
World City Travel Manager

Plan Your Visit!

With such a wide variety of fish and other aquatic life, find out why the Hong Kong Wetland Park is such a popular migration destination! But be careful: the Wetland Park can have very high temperatures and bright sunshine.



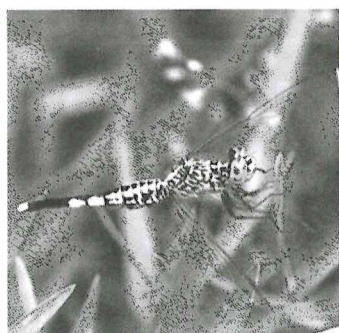
We suggest the following to make the most out of your trip:

1. Make sure you wear light clothing.
2. Bring along your sunglasses - it can get bright out there!
3. Carry a big bottle of water with you!

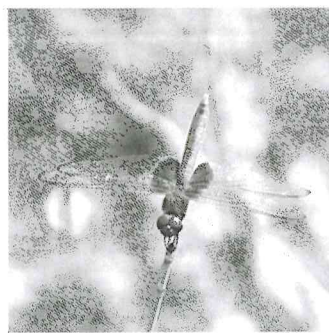
Kowloon Park website – Insects and Reptiles Exhibition page

Read up on the variety of **Dragonflies** in Hong Kong so you don't miss them! The ones on this page are all very rare as they migrate during the winter. But which ones can you see at the Exhibition? Click on the photos to find out more.

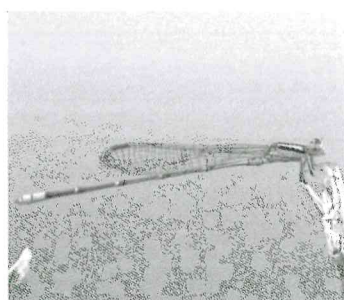
Asian Baller



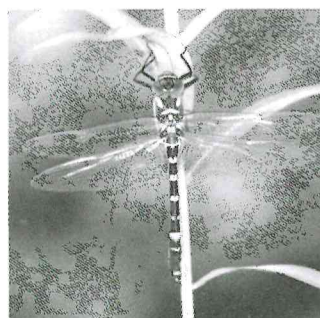
Red Baller



Blue Tail



Blue Stripe



The Insects and Reptiles Exhibition

by World City Travel



Now with big savings for you and your family!

-I got a 30% discount on my ticket!

-No way! How come?

-I took the World City Travel early booking offer and bought my ticket two weeks in advance. It was easy!

-Mom! Is it true I can go for free if you and dad buy tickets??

-Sure, son! You're under six years old, so we can get the offer!

-Awesome!

See you at Kowloon Park!

SMS messages between David Atkinson and Avery Goh

Friday 12th April

Avery Goh

3:12pm

Hi David! Need your advice: we're drafting the blog post for the Insects and Reptiles Exhibition at Kowloon Park. Of course we'll mention that people will get to learn about different insects and reptiles, but what was the other selling point? People will experience a different Hong Kong?

David Atkinson

3:18pm

A different *side* of Hong Kong. That's the wording we agreed on. But you're missing the most important thing! They can also meet Oggie!

Avery Goh

3:32pm

That's right – Oggie the salt water crocodile! Thanks for the reminder. I'm sure that will be a completely unique experience. I'll also make sure we include the special offers we have for the exhibition. They're already in our social media advert, but it can't hurt to repeat them in the blog post. Thanks David!

WhatsApp chat between Avery Goh and Shane Lee

Friday 12th April

Shane: Hi Avery! Do you have a minute?

Avery: Hi Shane. Of course. How can I help?

Shane: I was looking through the information for the Guided Nature Walk and I wanted to double check a few things.

Avery: Sure, go ahead. I'll be asking Nico to write the email to participants soon.

Shane: OK, great: this is good timing, then! So, will the walk be conducted in English this time? I noticed we had quite a few comments on this after the last event.

Avery: No, the walk this time will still be in Chinese, but English audio guides will be provided on request. This should be sufficient, I think.

Shane: OK. Make sure we state that clearly in the email.

Avery: Sure. I'll also make sure we include a reminder for the participants to wear walking or running shoes. Last time we had someone show up in high heels and we don't want that happening again!

Shane: No we do not! That couldn't have been fun for them.

Avery: Exactly. In the email we'll also remind participants of the basic necessities people need to prepare, just to be safe.

Shane: You mean things like sunscreen?

Avery: Not sunscreen – our sponsor provides that free for participants – but they tend to forget mosquito repellent. There are a lot of mosquitoes around at this time of year, so we'll remind them about that.

Shane: Of course. Nobody likes coming home with itchy bites! Anyway – thanks for the chat. I'll let you get back to work.

Avery: Thanks Shane. Let me know if there's anything else you want to include.

Skype chat between David Atkinson and Shane Lee

Thursday 11th April

David: Hi Shane. I have some urgent information to pass on regarding the Guided Nature Walk at the Hong Kong Wetland Park. Do you have a minute?

Shane: This doesn't sound good. Everything is okay, I hope?

David: I just talked to the legal team, and we need to include a warning in the email to participants because of the extreme hot weather we have been getting recently.

Shane: What kind of warning?

David: Well, the Guided Nature Walk may not be suitable for pregnant women and people with serious health issues.

Shane: I don't think we have sent out the email to participants yet. So pregnant women and people with serious health issues cannot join the walk?









David: They can still join the walk, but the warning should be included just to protect ourselves. We need to recommend that they consult a doctor first if they want to join.

Shane: Understood. I will make sure Avery and Nico are aware of this. We don't want to be getting sued by anyone after all. Thanks David.

David: One last thing: remind everyone to bring a hat! It can get hot out there!

Shane: Sure. Will do.

Emails from Shane Lee to Avery Goh

File		Message					
 Junk	 Delete	 Reply	 Reply All	 Forward	 Move ▼	 Mark Unread ▼	 Follow up ▼

To: Avery Goh **Sent:** Thursday 11th April 8:37AM
From: Shane Lee
Subject: Re: Email to Peter Chan re: Bird Watching Tour

Avery,

I forgot to mention: we received an email from Karen Ken, a participant in an upcoming Bird Watching Tour. She had an interesting question about the tour. Let's include her question in the email to Peter Chan as well.

About those who complained: I'm sure Peter will think of many different solutions, but we should tell him that although we provided them with coupons and discounts for future tours, the participants were still not happy. They said these won't make up for the time they lost and only a refund would be suitable.

I tend to agree with them, and I don't want any more negative reviews! So please tell Peter.

Thanks,
Shane

Original Message:

To: Avery Goh **Sent:** Thursday 11th April 8:02AM
From: Shane Lee
Subject: Email to Peter Chan re: Bird Watching Tour









Morning Avery,

In the email to Peter Chan at the Hong Kong Botanical Gardens, ask about the possibility of a refund to participants if there are not sufficient bird sightings or there is poor weather during the Bird Watching Tour.

I know we can't always rely on the migrating birds to show up on cue, but I've been thinking about this for a while. You see, some people who joined the tour previously have left us negative reviews. There are a few types of complaint, but the one that stands out is that they didn't see many birds.

Thanks,
Shane

Email enquiry from Karen Ken

File		Message					
							
Junk	Delete	Reply	Reply All	Forward	Move ▼	Mark Unread ▼	Follow up ▼
To: comments@worldcitytravel.com					Sent: Tuesday 9 th April 11:07AM		
From: Karen Ken							
Subject: Questions about the Bird Watching Tour							
<p>Dear World City Travel,</p> <p>My name is Karen Ken and I have signed up for your Bird Watching Tour at the Hong Kong Botanical Gardens on 12th May. I'm so excited to see all of the migratory birds!</p> <p>I went on a similar tour in Singapore. It was so hot, just like here in Hong Kong (the weather here has been extremely hot recently). We still enjoyed looking at the birds and learning all about their migration. What's more, the staff there were really very sweet. They saw that we were struggling in the conditions and that it was difficult for us to walk for such a long time. Do you know what they did? They provided us all with free refreshments! They started off by giving us cool water. Then – we couldn't believe their generosity – they brought out some ice cream for us all to enjoy. I know that some gardens don't allow food, but can I ask if the staff on the Hong Kong Botanical Gardens Bird Watching Tour will also do the same? As I say, the conditions here seem just as uncomfortable and I'm sure we'll also be doing a lot of walking.</p> <p>I would also like to take this opportunity to thank your office staff who helped guide me around your website over the phone. They were very patient and kind to me, and it is wonderful to see such responsive customer service still exists. Thank you!</p> <p>I will look forward to your reply and the Tour.</p> <p>Best regards,</p> <p>Karen Ken</p>							

THIS IS THE LAST PAGE OF THE PART B1 DATA FILE

Sources of materials used in this paper will be acknowledged in the *HKDSE Question Papers* booklet published by the Hong Kong Examinations and Assessment Authority at a later stage.

