

**1012/1**

**ENGLISH PAPER 1  
MOCK EXAMINATION  
MARCH /APRIL 2018  
TIME: 2 HRS**

**NAME** \_\_\_\_\_

**INDEX NO** \_\_\_\_\_

**CLASS** \_\_\_\_\_

**INSTRUCTIONS TO CANDIDATES.**

1. Write your name, index number and class in the spaces provided above.
2. This question paper has FOUR sections: A, B, C & D.
3. In section A, answer TWO questions. Question 1 is compulsory.
4. In sections B, C and D answer ALL the questions in the spaces provided.

**FOR OFFICIAL USE ONLY.**

<b>SECTION</b>	<b>QUESTION</b>	<b>MAXIMUM SCORE</b>	<b>CANDIDATE'S SCORE</b>
A	1	20	
	2	20	
B	3	20	
C	4	20	
D	5	20	
<b>TOTAL SCORE</b>			

## SECTION A (40 MARKS)

**Answer two questions. Question 1 is compulsory. In question 2, select one of the options given.**

1. You have finished your PI certificate course at Kamwenja T.T.C.  
Write an application for a vacancy in a private school. Give a detailed C.V about yourself. (20 marks)
  
2. Choose one of the topics and write a composition of not more than 350 words on it.

### **Either**

- a) Write a story that illustrates the saying 'Every cloud has a silver lining'.

### **Or**

- b) Domestic violence is on the rise in Kenya today. Write a composition on why you think it is so and suggest remedies that can be used to curb this vice.

## **SECTION B: COMPREHENSION (20MARKS)**

3. **Read the passage below and then answer the questions that follows.**  
**(Write in italics)**

Save for Reinhard Fabisch, who coached Harambee Stars, and Mike Friday of sevens rugby team, most foreign coaches have not live up to expectations of many Kenyans.

Irritatingly, their shoddy services **cost an arm and a leg**. But we still insist on hiring them. What is wrong with us?

Whether they are coaching our national teams or clubs, most of them have performed worse than high school **tacticians**. Yet, our fascination with them will not die soon despite the country having plenty of home-grown talent.

We will still hire them any day and spend hefty amounts of money on them, as we struggle to pronounce their names. This, we do in the hope that they will help propel our teams to glory.

### **RAINING GOALS**

What our sports officials fail to understand is that foreign coaches don't make the team more professional than a local coach. Similarly a team will not start **raining goals** just because they are trained by a coach who goes by the names Uzhekistam Macaroni.

Their **dalliance** with foreign coaches is akin to married men who keep *mipango ya Kando* (secret lovers) in the folly that the grass is greener on the other

side. But what do they get for their troubles? Sexually transmitted diseases, fleeced to the bone and their families ripped asunder. Our sports teams also go through similar things. Ask Gor Mahia if you think *For the Love of the Game* is just yapping.

They brought in Zdravko Logarusic and offered him virtually all they made from gate collections, but like a mistress, he still demanded for more.

Logarusic ensured he became a darling of fans and club officials by making Gor FC finish second in 2012 Kenya Premier League, and winning the Gotv Shield that year.

With that success, club officials thought he was indispensable as he had performed beyond their expectations. But like a mistress, when Loga realized he had no future in Gor Mahia, he packed his belongings and announced while abroad, **'it's over'**.

### **ITALIAN COACH**

Now when I see AFC Leopards officials smiling from ear-to-ear as they unveiled the Italian, Emanuele Filippini as the club's head coach, I shed tears. It is a familiar path. Past officials brought Jan Koops, but who even remembers him?

This does not imply that Filippini will not perform. But why the lack of confidence in a brilliant local coach like James Nandwa?

It is sad that we do not have faith in local coaches, yet in football Patrick, Kimanzi and Jacob 'Ghost' Mulei, Benjamin Ayimba (sevens rugby) and David Lung'aho (volleyball) have proved beyond doubt that we have excellent local coaches.

***(Adapted from THE STANDARD Newspaper, Monday April 2014)***

#### **Questions**

- a) What reason is advanced by the writer as to why Kenyan teams hire foreign coaches? (1mark)

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- b) What according to the passage are some of the negative results of these foreigners on some members of the teams? (3marks)

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- c) With examples of Patrick Kimanzi, Jacob 'Ghost' Mulei, Benjamin Ayimba and David Lung'aho, what does the writer think about Kenyan grown talents? (2marks)

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- d) What does the expression '... the grass is greener on the other side' mean? (1mark)

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- e) With illustrations from the passage, why is Zdravko Logarusic compared to a mistress? (3marks)

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- f) Mention two foreign coaches and their disciplines that are said to have done well during their time of coaching in Kenya. (3marks)

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- g) Describe the writer's attitude towards foreign coaches. (2marks)

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h) Explain the meaning of the following expressions as used in the passage. (5marks)

(i) ... cost an arm and a leg \_\_\_\_\_  
\_\_\_\_\_

(ii) Tacticians \_\_\_\_\_

(iii) Raining goals \_\_\_\_\_

(iv) Dalliance \_\_\_\_\_

(v) It's over \_\_\_\_\_

**SECTION C (20 MARKS)**

4. **Read the following passage carefully and then answer questions that follow.**

Every smart business desires to hold on to its valuable customers for life. Unfortunately, not many are able to keep their clients year in year out. Many firms tussle with customer in activity and attrition. Some only come back once in a while others never look back after the first experience.

For such businesses to survive, they have to be on a constant look for new customers to replace those that leave. This means that companies spend heavily on their sales and marketing efforts. Therefore, a vital setback that every business needs to interrogate is why customers would choose to discontinue the use of a product or a service. Why do some go away never to come back? Why do they stop using our products and services?

There are many reasons why customers never come back or stay dormant for extended periods. There are clients who move away from the neighborhood, others no longer have the purchasing power, with the rest simply getting attracted to the competition.

However, such customers form a minority. Study after study show that the main reasons why clients never come back or get attracted to the competition revolves around how they feel about our businesses. How they feel is largely dependent on the quality of their interactions and the value they derive from a business. Customers with a strong emotional connection with a business and those that believe that they are getting value for their money choose to stay even when times are hard.

I believe that negative experience is the number one reason why most customers choose never to return. These nasty tastes are largely because of poor staff attitude towards the customers and towards their organizations. Poor staff attitudes are reflected in how the workers perform their tasks and in how they communicate with one another and with customers.

An ignored email, unanswered phone call, a slow cashier, indifferent waiter, a rude nurse, an apathetic barber, a complaining staff etc. all send out a signal to the customer. When clients feel unwanted and unappreciated, they look elsewhere.

Poor quality products and services is another main reason why customers never come back. It is likely that all of us have purchased a product or used a service that we found to be below standards. When the quality of a product or a service is questionable or falls below expectations, customers feel that they are not getting value for their money. In such a case, they may complain of high prices or simply choose to move on.

Smart companies focus on customer retention and engagement as a top priority. Such companies are intentional about providing their customers with positive, painless, and seamless experiences. They take the customers' feedback with the seriousness it deserves and use it to continuously improve their people products, and services. If you want your clients to keep coming back, take some positive action to improve the customer experience and to deliver value to the customer!

***The writer is a management consultant and trainer.***

- a) Explain the writer's argument on why customers never come back to your shop in about 80 words. (12marks)
- b) Make notes on the major reasons why customers get attracted to the competition. (8 marks)

**SECTION D. (20 MARKS)**

5. Below is part of a composition written by a pupil. Underline **ALL** the mistakes of language, punctuation and spelling. Above each mistake, write the correction. An example has been given. Half a mark will be deducted for each miscorrection. (10marks)

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- a) In night, his thirst of knowledge, allied with her Love of reading, kept him from his bed He found elder pupils' to assist him on his reading. Though his untiring efforts, helped by his exceptional intelligence, he always had better marks to bring home to his parents

- b) **Complete the passage below by filling in each blank space with the correct alternative from the choices given in brackets.** (5 marks)

In the world today, people seem to \_\_\_\_\_ (perform/commit) crime all the time. There are various \_\_\_\_\_ (factors/issues) behind this state of affairs. The main one is the huge \_\_\_\_\_ (gap/space) between the rich and the poor. There are times criminals undergo \_\_\_\_\_ (restoration/rehabilitation) in prison, but all too often \_\_\_\_\_ (regain/resume) their former lives of crime because of poverty.

- c) **Rewrite the following sentences according to the instructions given after each without changing the meaning.** (5 marks)

- (i) He did not win the election. This was a great surprise.  
(Begin) That .....

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- (ii) He arrived at the station very late. He missed the bus.  
(Rewrite as one sentence using 'so.. that')

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- (iii) " Can I borrow this book?" asked Mary.  
(Rewrite in reported speech)

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- (iv) You/treat/your brother/in a fine way./  
(Underline the object in the above)

- (v) I like bread but not as much as cakes.  
(Use prefer.....)