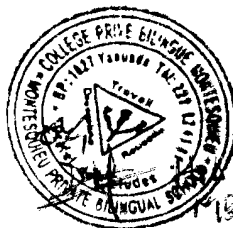


MINISTRY OF SECONDARY
EDUCATION

MONTESQUIEU BILINGUAL
PRIVATE COLLEGE

Examiner: LESSOME ETEME



Academic Year: 2024-2025

Duration: 2 hours

Class: Seconde A/C

Coefficient: 4/3

SECOND SEQUENCE EVALUATION

SUBJECT: ENGLISH LANGUAGE

NAME: _____ Class _____

Appreciation of competence

Marks	0-09/20	10-14/20	15-17/20	18-20/20	Final score
Appreciation	Not acquired (NA)	Ongoing acquisition (OA)	Competence acquired (CA)	Excellent (E)	

SECTION A: Grammar (10marks)

Exercise 1 : Use the words provided below to complete the following dialogue (5mks)

(though, doing, so as to, so that, prefer, better)

ACHO: This is our new English course book. I have just bought mine.

ENOCH: I have asked my parents to send me some money _____ I
can buy a copy.

ACHO: What are you _____ this weekend?

ENOCH: I want to do some shopping, _____ I don't have much money.

ACHO: I too. Which do you think is _____ online shopping or window shopping?

ENOCH: I think they all have advantages and disadvantages, but I _____ going to a
shop _____ get what I want.

**Exercise 2: Follow the instructions and provide answers to the following questions (5
mks)**

1. The law protects customers who are victims of dangerous business practices. (Underline the main clause)
2. Young girls find window shopping _____ interesting than playing games. (complete with a comparative)
3. The journalist interviewed the lawyer _____ (so that, so as to) get information. (Choose the correct answer)
4. Unfortunately many citizens don't get compensation (how ever, because, although) they are not aware of these services. (choose the correct answer)
5. Some people say online shopping is not _____ (interesting) normal shopping. (Use the appropriate comparative of the adjective in brackets)

SECTION B : VOCABULARY (10 marks)

Exercise 1: Complete this paragraph using words below (5 mks)

(protection, compensation, complain, consumer, safety)

A person who buys and uses a product is a _____. Companies manufacture goods and market products in order to make profits. Companies can try to increase profits by cutting down on costs, but this can also reduce quality and product _____. Consumers who are misled by advertisements or have bought unsafe products should _____ to authorities. Consumer _____ agencies can help consumers with problems like these. Consumer protection agencies allow consumers to file charges against, and receive _____ from, unethical companies.

Exercise 2 : Match the words in column A to their meanings in column B (5 mks)

Words	meaning
a) discount	1) to pay using cash or coins
b) a fine	2) a customer who buys goods and services
c) to pay in cash	3) a reduction in the original price of a product
d) a consumer	4) to get money in notes and coins from your bank account
e) to withdraw cash	5) a sum of money that you pay as punishment after committing fraud or malpractices

SECTION C : READING COMPREHENSION (10 marks)

Read the following dialogue on how consumers are protected in Cameroon and answer the questions that follow.

How consumers are protected in Cameroon

Journalist: Are consumers protected in Cameroon?

Lawyer: Yes, there is a law that was passed in 2011 which protects the rights of consumers.

Journalist: Why do we need a law like this?

Lawyer: Well, as you know, the "customer is always king" (or "queen" if you prefer). All customers have rights regarding the goods and services they purchase. This law lays down the legal framework for customer protection in our country. This was the first piece of legislation entirely focused on consumer protection in Cameroon.

Journalist: Which type of commercial activities does the law apply to?

Lawyer: This law relates to all transactions that relate to the supply, distribution, sale and exchange of technology, goods and services. So, for example, if you buy medicines, see a doctor, buy food, rent or buy a house or open an account at a bank, you are protected as a customer.

Journalist: So the law that was passed in 2011 protects the rights of consumers?

Lawyer: Yes, of course. The law guarantees consumers protection against **unfair** trade and credit practices in consumer goods and services. It also protects them from faulty and dangerous goods and unfair business practices.

Journalist: What about perishable goods in the local markets?

Lawyer: There is an agency of the ministre of commerce, the MIRAP, created to stabilise the price of perishable goods in the markets. The agency ensures that local farmers sell their crops directly to consumers and not to big retailers. This agency has helped citizens quite a lot.

Journalist: And are there any civil society organisations that deals with consumer rights?

Lawyer: Yes, there are. There is the National League for Consumers that works with lawyers. They can help consumers to get compensation when they have been the victims of fraudulent transactions. Unfortunately, many citizens do not get compensation because they are not aware of these services.

Journalist: That's unfortunate. Building public awareness is one of the purpose of my interview. Thank you so much for sharing the information with us.

Questions

1. Does Cameroon have a law that protects the rights of consumers? YES or NO
2. Complete the sentence. The law protects consumers in all _____ which have to do with the sales of goods and services.
3. What can citizens do if they are victims of fraudulents practices while purchasing goods and services? _____

(2 mks)

4. How does MIRAP help consumers with food prices?

(1 mk)

5. Would you be covered by the law in Cameroon if you bought meat from a supermarket and found that the meat was rotten? _____ (1mk)

6. Give another example of how a consumer would be covered by this law.

(2

mks)

7. How does the journalist who conducted this interview hope to help consumers?

_____(2
mks)

SECTION D: Composition (10 marks)

1. On the 22nd October you bought a phone with a three months guarantee at VOX PHONE shop, some days after you noticed that the phone does not work properly and has network problems.

In not less than 150 words, write a letter of complaint to the Manager of VOXPHONE. Located at Biyemassi, Yaounde. Your name is NDANGOUE DEBEL, you live at EMANA, YAOUNDE and your e-mail is gingerfolere@yahoo.com.

2. write a story about the experience of a friend or family member who was a victim of fraudulent practices in purchasing goods and services. Use the following questions as a guide.

- What did the person buy?
- What was wrong with the item?
- When and where did the incident happen?
- Who did she/he complain to?
- Say if she/he used the consumer protection available to confront the situation. How did the story end?

3. Your brother wants to buy a new computer (laptop), he is wondering on which shopping method he can in order to purchase his computer. Using the knowledge you have acquired in module two, help your brother by explaining to him the advantages and disadvantages of online shopping. You may use these guide lines.

- Define online shopping
- Give the advantages and disadvantages of online shopping
- Name other means of purchasing goods and services
- What are the different payment methods that can be used when purchasing goods?
- Which shopping method do you advise your brother to use and why?

SECTION A: Grammar (10 marks)

Exercise 1: Use the words provided below to complete the following dialogue (5 marks)

ACHO: This is our new English course book. I have just bought mine.

ENOCH: I have asked my parents to send me some money **so that** I can buy a copy.

ACHO: What are you **doing** this weekend?

ENOCH: I want to do some shopping **though** I don't have much money.

ACHO: I too. Which do you think is **better**, online shopping or window shopping?

ENOCH: I think they all have advantages and disadvantages, but I **prefer** going to a shop **so as to** get what I want.

Exercise 2: Follow the instructions and provide answers to the following questions (5 marks)

1. The law protects customers who are victims of dangerous business practices. (Underline the main clause)
 - **Main clause:** *The law protects customers*
 2. Young girls find window shopping **more interesting** than playing games. (Complete with a comparative)
 - **Answer:** *more interesting*
 3. The journalist interviewed the lawyer **so as to** get information. (Choose the correct answer)
 - **Answer:** *so as to*
 4. Unfortunately, many citizens don't get compensation **because** they are not aware of these services. (Choose the correct answer)
 - **Answer:** *because*
 5. Some people say online shopping is not **as interesting as** normal shopping. (Use the appropriate comparative of the adjective in brackets)
 - **Answer:** *as interesting as*
-

SECTION B: Vocabulary (10 marks)

Exercise 1: Complete this paragraph using words below (5 marks)

Words: *protection, compensation, complain, consumer, safety*

A person who buys and uses a product is a **consumer**. Companies manufacture goods and market products in order to make profits. Companies can try to increase profits by cutting down on costs, but this can also reduce quality and product **safety**. Consumers who are misled by advertisements or have bought unsafe products should **complain** to authorities. Consumer **protection** agencies can help consumers with problems like these. Consumer protection agencies allow consumers to file charges against, and receive **compensation** from, unethical companies.

Exercise 2: Match the words in column A to their meanings in column B (5 marks)

Words	Meaning
a) discount	3) a reduction in the original price of a product
b) a fine	5) a sum of money that you pay as punishment after committing fraud or malpractices
c) to pay in cash	1) to pay using cash or coins
d) a consumer	2) a customer who buys goods and services
e) to withdraw cash	4) to get money in notes and coins from your bank account

SECTION C: Reading Comprehension (10 marks)

Questions:

1. Does Cameroon have a law that protects the rights of consumers?

- **Answer: YES**

2. Complete the sentence.

The law protects consumers in **all transactions** which have to do with the sales of goods and services.

3. What can citizens do if they are victims of fraudulent practices while purchasing goods and services?

- **Answer:** They can **complain to the National League for Consumers** and seek **compensation** through legal means.

4. How does MIRAP help consumers with food prices?

- **Answer:** MIRAP **stabilizes the price of perishable goods** by ensuring that local farmers sell their crops directly to consumers and not to big retailers.

5. Would you be covered by the law in Cameroon if you bought meat from a supermarket and found that the meat was rotten?

- **Answer: YES**, the law protects consumers from faulty and dangerous goods.

6. Give another example of how a consumer would be covered by this law.

- **Answer:** If a consumer buys a defective electronic device, they can **file a complaint** and seek **compensation** under the consumer protection law.

7. How does the journalist who conducted this interview hope to help consumers?

- **Answer:** The journalist hopes to **build public awareness** about consumer rights and the available legal protections.

SECTION D: Composition (10 marks)

1. Letter of Complaint (150 words)

NDANGOUA DEBEL

EMANA, YAOUNDE

gingerfolere@yahoo.com

Manager
VOXPHONE
Biyemassi, Yaounde

22nd October 2024

Dear Sir/Madam,

I am writing to formally complain about a phone I purchased from your store on the 22nd of October 2024. The phone came with a three-month guarantee, but after a few days of use, I noticed that it does not work properly and has network problems.

This issue has caused me significant inconvenience, and I would like to request a replacement or a refund as per the terms of the guarantee. I have attached a copy of the receipt and the guarantee for your reference.

I trust that you will resolve this matter promptly. Please contact me at your earliest convenience to discuss the next steps.

Yours faithfully,
NDANGOUA DEBEL

2. Story about a Fraudulent Experience (150 words)

My friend, Sarah, bought a laptop from an online store last year. The laptop was advertised as brand new, but when it arrived, it was clearly used and had several technical issues. The incident happened in December 2023, and she made the purchase from an online retailer.

Sarah immediately contacted the seller, but they refused to refund her money. She then filed a complaint with the National League for Consumers, who helped her take legal action. Unfortunately, the process was slow, and she had to wait several months before receiving any compensation.

In the end, Sarah was able to get a partial refund, but the experience left her wary of online shopping. She now prefers to buy electronics from physical stores where she can inspect the product before purchasing.

3. Advice on Online Shopping (150 words)

Dear Brother,

Online shopping is the process of purchasing goods or services over the internet. It has several advantages, such as convenience, a wide variety of products, and often lower prices. However, there are also disadvantages, including the risk of fraud, delayed delivery, and the inability to inspect the product before buying.

Other means of purchasing goods include in-store shopping, where you can physically see and test the product, and phone orders, where you can speak directly with a sales representative.

When purchasing goods, you can use different payment methods such as credit/debit cards, bank transfers, or cash on delivery.

I would advise you to use **in-store shopping** for your laptop purchase. This way, you can inspect the laptop, test its features, and ensure that it meets your needs before making the purchase. It also reduces the risk of fraud and ensures that you get immediate assistance if something goes wrong.

Best regards,
[Your Name]

Total: 40 marks