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Communications 12

AUGUST 2004

Course Code = COM

Student Instructions

1. Place the stickers with your Personal Education Number (PEN) in the allotted spaces above. **Under no circumstance is your name or identification, other than your Personal Education Number, to appear on this booklet.**
2. Ensure that in addition to this examination booklet, you have a **Readings Booklet** and an **Examination Response Form**. Follow the directions on the front of the Response Form.
3. **Disqualification** from the examination will result if you bring books, paper, notes or unauthorized electronic devices into the examination room.
4. When instructed to open this booklet, **check the numbering of the pages** to ensure that they are numbered in sequence from page one to the last page, which is identified by

END OF EXAMINATION

5. At the end of the examination, place your Response Form inside the front cover of this booklet and return the booklet and your Response Form to the supervisor.

Question 1								
0	1	2	3					NR
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Question 2								
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Question 3								
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Communications 12

AUGUST 2004

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GENERAL INSTRUCTIONS

1. Electronic devices, including dictionaries and pagers, are **not** permitted in the examination room.
2. All multiple-choice answers must be entered on the Response Form using an **HB pencil**. Multiple-choice answers entered in this examination booklet will **not** be marked.
3. There is a number on the Response Form for each multiple-choice question in this examination booklet. When you answer each question, make sure that the number on the Response Form is the same as the number in this examination booklet.

For each of the written-response questions, write your answer in **ink** in the space provided in this booklet.

4. Adequate writing space has been provided for average-sized writing. Do not attempt to determine the length of your answers by the amount of writing space available.
5. Ensure that you use language and content appropriate to the purpose and audience of this examination. Failure to comply may result in your paper being awarded a zero.
6. This examination is designed to be completed in **two hours**. *Students may, however, take up to 30 minutes of additional time to finish.*

COMMUNICATIONS 12 PROVINCIAL EXAMINATION

	Value	Suggested Time
1. This examination consists of six parts:		
PART A: Language Skills	19	15
PART B: Reading: Non-Fiction	8	15
PART C: Reading: Fiction (Poetry)	8	15
PART D: Reading: Fiction (Prose)	10	20
PART E: Formats	18	20
PART F: Composition	24	35
Total:	87 marks	120 minutes
2. The Readings Booklet contains the prose, poetry and format passages you will need to answer certain questions on this examination.		

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PART A: LANGUAGE SKILLS

Value: 19 marks

Suggested Time: 15 minutes

INSTRUCTIONS: Read the passage below. In each case, select the answer which **best** completes each blank in the passage and record your choice on the Response Form provided. Using an HB pencil, completely fill in the circle that has the letter corresponding to your answer.

After the Exams

Finally, I was finished with studying! My exams had gone 1, although I had not received the results. I had been solving math problems, reciting historical facts, and 2 spelling for weeks. I 3 time off.

“Do you want to go out 4 as my girlfriend Jessie and I walked out of school. “We could go to that new club on the 5.”

She answered, “6 friend plays in the band there.”

Later that night, I 7 anything not to have made that promise. I felt 8 out to go anywhere. I 9 if Jessie would be angry with me if I backed out. Usually, a shower and a meal 10 feel better, so my plan of action was to bathe and to eat. In the end, we both enjoyed the evening.

- | | |
|---|---|
| 1. A. well, I new
B. good, I new
C. well, I knew
D. good, I knew | 6. A. Lets do that. Marios
B. Lets do that. Mario's
C. Let's do that. Marios
D. Let's do that. Mario's |
| 2. A. practise
B. practised
C. practising
D. had practised | 7. A. would of gave
B. would've gave
C. would of given
D. would've given |
| 3. A. had taken hardly no
B. had taken hardly any
C. hadn't taken hardly no
D. hadn't taken hardly any | 8. A. to tired and wore
B. to tired and worn
C. too tired and wore
D. too tired and worn |
| 4. A. tonight?" I asked
B. tonight? I asked"
C. tonight, I asked?"
D. tonight," I asked? | 9. A. wonder however,
B. wonder, however,
C. wondered however,
D. wondered, however, |
| 5. A. west side of Fir street
B. west side of Fir Street
C. West side of Fir street
D. West side of Fir Street | 10. A. make me
B. makes me
C. make myself
D. makes myself |

OVER

Organization and Planning

PART A: LANGUAGE SKILLS

Written-Response Questions (9 marks)

INSTRUCTIONS: Combine the ideas contained in each group of short sentences below into **one** correctly structured sentence. You will be marked for the way you link the ideas together by using punctuation, by using connecting words and by changing the form of words, as necessary (tense, part of speech, etc.). Use standard English. Write in **ink**.

1. Paul and his family spent their vacation together.
They stayed in an apartment.
The apartment was new.
The apartment overlooked a white and sandy beach.

(3 marks)

2. Some people suggest a cure for stress.
The cure is to soak in a bathtub.
The bathtub is full of warm water.
The water contains herbal oil.

(3 marks)

3. Marika borrowed a snowboard.
The snowboard was from her friend.
She wanted to practise using the snowboard.
She wondered when it would snow.

(3 marks)

PART B: READING: NON-FICTION

Value: 8 marks

Suggested Time: 15 minutes

INSTRUCTIONS: Read **A Day on the Airways with an Airline Caterer** on pages 1 and 2 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

11. Why does Klaasen Bos say that he is a changed man?
- A. He has risen to the top of his field.
 - B. He has worked in Europe and Africa.
 - C. He has a new attitude towards frozen food.
 - D. He has become the new director of LSG Sky Foods.
12. How is Klaasen Bos's management style similar to the American style?
- A. His employees call him "Sir."
 - B. He starts the working day at 7:00 a.m.
 - C. He makes suggestions for improvement.
 - D. He interacts with his employees informally.
13. What is the meaning of the word "havoc" in paragraph 4?
- A. disorder
 - B. frustration
 - C. dissatisfaction
 - D. disappointment
14. According to the article, what method does LSG Sky Foods use in order to guarantee a consistent product?
- A. computer tracking
 - B. photographs of meals
 - C. inventories at the warehouse
 - D. preparation months in advance
15. Why are passengers unlikely to get food poisoning on LSG-catered flights?
- A. The food is tested in hospital labs.
 - B. Strict rules of cleanliness are followed.
 - C. The food is flash frozen before it is cooked.
 - D. Raw components of a meal are cooked an hour before a flight.

16. At LSG, what is the approximate average production of meals created by a production line?
- A. 30 meals per hour
 - B. 36 meals per minute
 - C. 35 000 meals per day
 - D. 60 000 meals per month
17. Why is LSG able to fill any last-minute meal requests on time?
- A. The airlines do not allow last-minute flight changes.
 - B. The caterer makes extra meals in case they are needed.
 - C. The meals are delivered to the plane in uncooked form.
 - D. The catering company employs a group of people just for this purpose.
18. ~~What is the author's purpose in paragraph 13?~~
- A. ~~to prove Klaasen Bos's expertise~~
 - B. ~~to show that Klaasen Bos is not in charge at home~~
 - C. ~~to demonstrate that Klaasen Bos leads a boring life~~
 - D. ~~to provide a glimpse into Klaasen Bos's personal life~~

PART C: READING: FICTION (POETRY)

Value: 8 marks

Suggested Time: 15 minutes

INSTRUCTIONS: Read **House History** on page 3 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

19. Which statement is true about the “young man and woman” in line 5?
- A. The speaker imagined them.
 - B. They were trapped in the house.
 - C. They are the speaker’s ancestors.
 - D. The speaker dreamed about them.
20. The speaker suggests that he finds old houses
- A. romantic.
 - B. surprising.
 - C. dark and eerie.
 - D. not worth repairing.
21. In what manner does the speaker suggest that the new house was constructed?
- A. slowly
 - B. solidly
 - C. lovingly
 - D. carelessly
22. To what does the speaker compare the new house?
- A. a factory
 - B. a sea eddy
 - C. a stage property
 - D. a building under water
23. Where is the new house located?
- A. in Stephenville
 - B. in a mountain valley
 - C. beside a field of flowers
 - D. in the back yard of an old house

24. How did the painters damage the house?
- A. by burning holes in the floor
 - B. by knocking holes in the walls
 - C. by spattering the basement ceiling
 - D. by leaving water stains on the wallpaper
25. Which statement is true about the history of the speaker's house?
- A. It is recent.
 - B. It is inaccurate.
 - C. It is complicated.
 - D. It is make-believe.
26. What is suggested by "We came here over the raw earth and torn roots" (lines 45–46)?
- A. The site was historical.
 - B. The speaker was trespassing.
 - C. The landscaping had not been done.
 - D. The construction workers had damaged the back yard.

PART D: READING: FICTION (PROSE)

Value: 10 marks

Suggested Time: 20 minutes

INSTRUCTIONS: Read **Frame of Mind** on pages 4 to 6 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

27. To what does “Frame of Mind” refer?
- A. the result of years of practice
 - B. a continuous run of good luck
 - C. an unexpected change in behaviour
 - D. a strong belief that one can do something
28. Why did Joe fail his civics final?
- A. He had tried Frame of Mind.
 - B. He had crammed for the exam.
 - C. He had not studied throughout the year.
 - D. He had been unable to concentrate on his work.
29. How had Jim Watson acquired his promotion at the Austin Clothing Store?
- A. Jim had sold more goods than Joe.
 - B. Joe’s father had recommended him.
 - C. Jim had a better report card than Joe.
 - D. Jim had reached the age of understanding.
30. When the display lights failed, why was Mr. Austin upset?
- A. He was unable to open the curtains.
 - B. He could lose money on Easter sales.
 - C. He thought Joe’s father had made a mistake.
 - D. He had paid money to an electrician for a special display.
31. What does Joe imply in paragraph 17?
- A. Mr. Austin disrespects Joe’s father.
 - B. Mr. Austin pretends not to know who Joe is.
 - C. Joe has a more important job than his father.
 - D. Joe’s father has a more important job than Joe.

32. What is the evidence that Joe’s father has “a strange power over people” (paragraph 36)?
- A. Joe’s father asks for the combination of the safe.
 - B. Joe’s father offers to be of service to Mr. Austin.
 - C. Mr. Austin asks Joe’s father if he can really help him.
 - D. Mr. Austin tells Joe’s father the combination of the safe.
33. According to the story, under what circumstances will Frame of Mind work?
- A. when a person uses it to help others
 - B. when a person concentrates his thoughts
 - C. when the person using it has a sensitive touch
 - D. when the person using it has a look of trust on his face
34. When Joe shows that he understands Frame of Mind, how does his father react?
- A. His father congratulates Joe.
 - B. His father does not look at Joe.
 - C. His father says Joe has really matured.
 - D. His father does not respond as Joe hopes.
35. In the story as a whole, which phrase **best** describes the character of Joe’s father?
- A. confident
 - B. entertaining
 - C. extremely careful
 - D. somewhat arrogant
36. Taking the story as a whole, which title could **best** replace “Frame of Mind”?
- A. “Think Positive”
 - B. “Create Opportunities”
 - C. “Follow Your Dreams”
 - D. “Attempt the Impossible”

PART E: FORMATS

Value: 18 marks

Suggested Time: 20 minutes

INSTRUCTIONS: Read **Smoke Detectors: A Fire Safety Basic** on page 7 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

37. It is important to purchase only which kind of smoke detectors?
- A. labelled
 - B. photo-electric
 - C. ceiling mounted
 - D. battery-operated
38. In order to ensure protection, what do even reputable brands require that the consumer do?
- A. hire an electrician to test the detectors
 - B. install a detector in each bedroom of a house
 - C. install both electric and battery-powered detectors
 - D. follow the manufacturer's testing recommendations
39. According to the article, which action should a consumer take?
- A. test a smoke detector daily
 - B. install a smoke detector near a door
 - C. place a smoke detector high on a wall
 - D. mount a smoke detector on a ceiling's lowest point
40. According to the article, which statement is true about a smoke detector installed at the top of the basement stairs?
- A. It could be too close to a furnace.
 - B. It would protect two floors at once.
 - C. It would protect anyone in the basement.
 - D. It could fail to come in contact with smoke.

INSTRUCTIONS: Use the following diagram of a standard business letter to answer question 41. Select the **best** answer and record your choice on the Answer Sheet provided.

(1) _____

(2) _____

(3) _____

(4) _____

(5) _____

(6) _____
Signature

(7) _____

41. What does line 4 indicate?

- A. who wrote the letter
- B. the subject of the letter
- C. who is to read the letter
- D. when the letter was written

42. Who would be the **best** reference for your job application?

- A. your older sister
- B. your new neighbours
- C. the friend you met in Grade 12
- D. the supervisor of your volunteer work

Pre-writing
(this will not be marked)

Written-Response Question (12 marks)

INSTRUCTIONS: Writing as the individual below and using the information provided, write a **business** letter of **more than one** paragraph. Use complete and correct sentences. Use the **Pre-writing** page to plan your work. Write your final letter in the space marked **Finished Work (Letter)**. Only your finished work will be marked. Write your letter in **ink**.

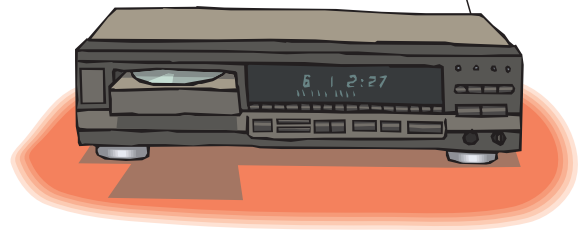
4. Assume your name is **Kris Roth**. You live at 1657 Victor Avenue, Golden, BC. Your postal code is V3J 5R6. Use the following situation to write your business letter. (12 marks)

SITUATION

Two weeks ago, you received your order from *NewTech Catalogue* for a Mini CD Stereo System, invoice no. 47936. It worked perfectly for the first ten days, but then broke down. It is covered by a one-year warranty.

Write to *NewTech Catalogue* at

P.O. Box 64
Broadway Station
Vancouver, BC
V9C 6A2



Explain your situation and tell the company what action you want from them. Ask them to reply in writing.

**You may detach this page for convenient reference.
Exercise care when tearing along perforations.**

OVER

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PART F: COMPOSITION

Value: 24 marks

Suggested Time: 35 minutes

INSTRUCTIONS: Using standard English, write a multi-paragraph composition of 200–250 words based on **one** of the following prompts.

If you write on more than one prompt, only the **first** will be marked.

Use the **Checklist and Pre-writing** page to plan your work. Write your final composition in the space marked **Finished Work (Composition)**. Only your finished work will be marked. Write your composition in **ink**.

5. Choose **one** of the following prompts.

(24 marks)

a)

PROMPT A

A parent can be supportive of a child's education.

OR

b)

PROMPT B

I was reminded of a special moment from the past.

Checklist

BEFORE you write, remember to

- think of ideas on the topic
- support your ideas with examples
- organize your ideas into paragraphs.

AFTER you write, remember to

- reread your composition
 - check spelling
 - check punctuation
 - check word-choice
 - check that the sentences are complete.
-

Pre-writing
(this will not be marked)

COMMUNICATIONS 12

READINGS BOOKLET

AUGUST 2004

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PART B: READING: NON-FICTION

INSTRUCTIONS: Read the following selection and answer the questions on pages 4 and 5 in the examination booklet.

A Day on the Airways with an Airline Caterer

by David C. Forward

(adapted)



- 1 “I’m a changed man!” declares Wim Klaasen Bos, managing director of LSG Sky Foods. “My whole career, I’ve been against frozen foods, but the technology is so advanced now that even I cannot tell the difference between frozen and fresh cuisine.”
- 2 He should know. The affable Dutchman has spent 30 years in the catering business, serving in countries across Europe and Africa. He rose to the top of the airline catering field with such companies as Marriott and CP Air (now Canadian Airlines International). In August 1997, he joined LSG—a division of Lufthansa—and now runs the Sky Foods subsidiary near Frankfurt Airport.
- 3 His day typically starts at 7:00 a.m., when he makes the rounds of the huge catering building, talking to employees, eliciting suggestions and concerns about how to improve the operation. “I try to use a less formal management style—more similar to the American than the traditional German approach,” he explains. “We don’t call one another ‘Sir’ or ‘Mister’ here. In fact, I even encourage staff to appear at our management meetings and speak up on matters which concern them.”
- 4 Then he moves on to the daily production meeting. As LSG runs a ‘just-in-time’ production process, it is critical that everything runs smoothly. There is no stored food. The truckloads of fresh produce, which arrive at dawn, are washed, sliced, cooked and converted into airline meals by the day’s end. Thus, if Klaasen Bos were to run out of an essential ingredient, it would create havoc with the production schedule and produce some very unhappy airline passengers.
- 5 Klaasen Bos then turns to a request for a proposal from an international airline client. When such a company is considering new in-flight catering, it usually approaches him in one of two ways. The airline’s own menu planners sometimes design the exact meal, telling the caterer, “We want 100g (3.5oz) of chicken, cooked this way, with this specific sauce, and accompanied by this exact quantity of these vegetables.” More often, though, the airline tells Klaasen Bos its budget and any general ideas it has. He must then use his expertise, and LSG’s considerable purchasing clout and catering experience, to build several menu suggestions.
- 6 Once he and his staff have tested the ideas, they invite the airline’s representatives to LSG’s office for a presentation. Chefs serve the client the entire meal—actually, dozens of meals, as typically about six months of menus are planned at a time. So during the one- to two-day presentation, the chef will serve every economy-, business-, and first-class meal the airline will serve for half a year. A kitchen is located beside the presentation room so that changes can be made quickly. Questions such as, “What if we served this with sauce on the side, and diced the carrots rather than sliced them?” send the chefs scurrying off to prepare a new version.

OVER

- 7 Once the airline and caterer reach an agreement, every item involved with the meal service is inventoried at LSG's warehouse. From first-class silverware to economy-class salt packets, everything is tracked by computer, and the caterer puts the entire 'package' on each tray before every flight. A colour photograph of every meal is used by production staff to ensure consistency.
- 8 As Klaasen Bos knows his clients' menu choices months in advance, he then orders the appropriate raw produce which is delivered by truck to his warehouse. Every item of perishable food is tested as it arrives. Every cabbage container, every box of beef, every case of crab meat is analyzed in a test laboratory that resembles a hospital lab. Then the food is processed under rigorous hygiene conditions into repasts ranging from hot sandwiches to multi-course meals. The production line averages 36 – 40 meals per minute, which are subsequently flash frozen—a fully cooked meal just hours after its raw components arrived at the receiving dock.
- 9 Meanwhile, the airline notifies the caterer of its provisional passenger count. Three to five hours before each flight, it provides its guaranteed count, along with any special meal orders. These requests are made up individually and labelled with the passenger's name to help the cabin crew. There are more than 30 special meals, ranging from ethnic foods (such as Hindu), to children's meals, to those in the religious (kosher), dietetic (low fat), personal taste (seafood) or health (diabetic) categories. It is no small task to ensure that *this* low-cholesterol business-class meal goes into *that* trolley and onto *that* flight—particularly when serving 60 000 meals each day, as LSG does at Frankfurt.
- 10 The caterer assembles the trays, places them with the meals into galley trolleys and then, about one hour before the flight departure time, delivers them to the aircraft and loads them into the galleys. A major challenge to caterers is the last-minute additions which airlines call in. One passenger upgrades to first-class, or six new customers switch from another flight—and the airline calls the caterer 35 minutes before departure to inform them that new meal requirements exist and that the captain will not delay the airplane. Everyone rushes into high gear—LSG maintains a special unit just for last-minute additions—and the new meals are built from scratch and rushed by car to the aircraft.
- 11 After takeoff, the cabin crew heat the meals for a few minutes in the galley ovens and serve the passengers, who are blissfully unaware that the meal they are enjoying at 35 000 ft (10 km) was still in its raw form on a truck at the same time yesterday.
- 12 After talking with airline clients who are just starting their day on the other side of the world, Klaasen Bos heads to his quiet vineyard home in Germany's famous wine country. After preparing meals for 60 000 people today, *Airways* magazine asks him, "Who will cook dinner tonight?"
- 13 "My wife prepares the materials; I cook," he says. Then with a shrug he adds, "I always do the cooking."

PART C: READING: FICTION (POETRY)

INSTRUCTIONS: Read the following poem and answer the questions on pages 6 and 7 in the examination booklet.

House History

by John Steffler

If this were an old house
I would write its imagined history
in a poem:
what dreams stirred in the minds
5 of the first young man and woman
as they gazed from its windows
at the trees and new fields
a hundred years ago,

10 how the lives that swelled and
dwindled here, the voices,
the currents of feelings that flowed
through doors and papered halls and up
and down the dark stairs
shaped the place
15 and left a quiet calling
in the very walls.

If this were an old house
I would compare it to a
building under water
20 changing slowly in the eddies
of a living sea.

But this house is factory-new;
it still stinks of vinyl flooring
and plastic weather seals.
25 Some guys knocked it together in
Stephenville in two separate halves
like a stage property.

When two long trucks
brought the pieces
30 and joined them here
in this mountain valley
it was raining.
I know this because
the basement ceiling is
35 spattered with highway mud.

The fellows who painted the walls
didn't think much of the place.
It couldn't have seemed like
a house to them at all.
40 They butted their cigarettes
on the kitchen floor and burned
holes in the vinyl flowers.

This is all of its early history
I know.
45 We came here over the
raw earth and torn roots
of the back yard and
we have become
its history.



PART D: READING: FICTION (PROSE)

INSTRUCTIONS: Read the following selection and answer the questions on pages 8 and 9 in the examination booklet.



Frame of Mind

by Sam F. Ciulla

(adapted)

- 1 Sometimes my father scares me. He can tackle something he knows nothing about, and nine times out of ten it comes out all right. It's pure luck, of course, but try convincing him.
- 2 "Frame of Mind," he says. "Just believe you can do a thing and you'll do it."
- 3 "Anything?" I asked. "What about brain surgery?"
- 4 "Oh, now, don't be foolish," my mother says. "Something like that takes years of practice."
- 5 "Step aside," my father says to me. "You're blocking the screen. How can I see the wrestlers with you blocking the screen?"
- 6 "Never mind the screen," I answer. "Someday your luck will run out. Then see what good your Frame of Mind will do."
- 7 Believe me, I am not just being a smart aleck. It so happens that I actually tried Frame of Mind myself.
- 8 The first time was the year I went all out to pass the civics final. I *had* to go all out, because I had not cracked a book all year. I really crammed, and all the time I was concentrating on Frame of Mind. Just believe you can do a thing—sure. I made the lowest score in the history of Franklin High.
- 9 "Thirty-three per cent," I said, showing my father the report card. "There's your Frame of Mind for you."
- 10 He put it on the table without looking at it. "You have to reach a certain age of understanding," he explained. "That's the key to Frame of Mind."
- 11 "Yeah? What does a guy do in the meantime?"
- 12 "Maybe you should study. Some kids learn a lot that way."
- 13 That was my first experience with Frame of Mind. Another one was for a promotion at the Austin Clothing Store. Jim Watson had more experience and a slightly better sales record. Me, I had Frame of Mind. Jim Watson got the job.
- 14 Did this convince my father? It did not. To convince him, something had to happen. To him, I mean. Something did happen, too, at the Austin Clothing Store. My father works there, too.

15 What happened was that Mr. Austin paid good money for a clever Easter window display. It's all set up and we're about to draw the curtain when we discover the display lights won't work. Mr. Austin looks as if he is strangling. He is probably thinking of the customers who could go right by his store in the time it will take him to get hold of an electrician.

16 This is when my father comes on the scene. "Is something the matter?" he says.

17 "Oh, hello, Louis," Mr. Austin says. He calls my father "Louis." Me, Joe Conklin—one of his best salesmen—he hardly knows. My father, a stock clerk, he calls "Louis." "These darned lights won't work."

18 "H'mm, I see," my father says. "Maybe I can be of service." From inside his pocket comes a screw driver.

19 Mr. Austin looks at him. "Can you really help us, Louis?"

20 "No, he cannot," I volunteer. "You think he's Thomas Edison or something?" I do not intend to say that. It just slips out.

21 "Young man, I was addressing your father," Mr. Austin says, giving me a cold, hard look. "When I *want* sarcastic comments, I will ask for them."

22 "That's right," my father—my own flesh and blood—chimes in. "Mind your manners, Joey."

23 He turns and steps carefully around a mannequin. He spies an electrical outlet and starts to insert the screw driver.

24 "Don't touch that!" I yell. "You'll be electrocuted!"

25 My father touches it. He is not electrocuted. The display lights go on. Mr. Austin stops getting red in the face. He smiles.

26 That evening my father explains Conklin's Principle of Frame of Mind as applied to display lighting.

27 "Frame of Mind, baloney," I object. "That had nothing to do with it."

28 "Step aside," my father says. "You're blocking the screen."

29 What happened next was that the big safe in Mr. Austin's office got jammed shut with all our pay cheques in it. This was just before a weekend. The end of the month. Gloom. Despair.

30 From nowhere comes my father. "Is something the matter?" he says.

31 Suddenly I get this strange feeling that I have already lived through this. "It's this darned safe, Louis," Mr. Austin is saying. "It won't open."

32 "H'mm, I see," my father says. "Maybe I can be of service."

33 "Can you really help us, Louis?" Mr. Austin inquires.

34 I start to say no, he cannot, but I stop myself. I have had enough of Mr. Austin's cold, hard looks. If my father wants to be a clown, that's his business.

OVER

35 “Mr. Austin,” my father says, “what is the combination of this safe?”

36 Mr. Austin whispers the combination in my father’s ear. He does so without hesitating. My father has a strange power over people.

37 Armed with the combination, he starts twirling the knob. I say to myself: Watch that safe door spring open—that old Conklin luck. But we wait and nothing happens.

38 “The tumblers are jobbled,” he says at last. “The internal pin is unbalanced.” As you can see, he doesn’t know the first thing about office safes.

39 “Call the manufacturer,” Mr. Austin orders.

40 Everyone groans. The manufacturer is way out in Chicago.

41 “Mr. Austin, wait a minute. I’m not finished yet,” my father says. Already he is concentrating on the safe again, but this time it’s a real production. First, he rolls up his sleeves. Then he rubs the tips of his fingers on his shirt front, no doubt to make them more sensitive. He begins twirling the knob, very slowly. And talk about ham—he even puts his ear to the safe door to catch the telltale click of the tumblers!

42 I look around the room to see who is laughing. No one is laughing—not one person. I can’t believe it. I look again. Still, no one is laughing. Not only are they not laughing at my father, but they actually think he’s going to open up that safe for them. I can see it in their faces. It’s fantastic: grown men and women standing hypnotized, *expecting* that safe door to open. And while they stand there, the safe door opens.

43 That evening my father and I are watching television. That is, *he* is watching television. Me, I’m just letting different thoughts float through my mind. Finally, my father speaks. “Go ahead, say it,” he remarks. “Get it over with.”

44 “Say what?” I inquire.

45 “Say it was luck, my opening the safe today.”

46 “Okay,” I reply. “I’ll say it: Maybe it was luck. But maybe it was something else, too.”

47 Then I tell him what I saw in the faces of those people in Mr. Austin’s office. To describe it I use words like “confidence” and “trust” and “respect.”

48 “That’s the key to Frame of Mind,” I conclude. “It won’t help a high school kid make up a year of loafing, and it won’t get a guy promoted over someone who deserves it more. The key to Frame of Mind is you have to use it to help others, as you do. Otherwise it will not work.”

49 My father just stares at me. I suspect he is thinking that maybe I have reached a certain age of understanding. However, this is not what he says.

50 “Step aside,” is what he says. “You’re blocking the screen. How can I see the wrestlers with you blocking the screen?”

PART E: FORMATS

INSTRUCTIONS: Read the following selection and answer the questions on page 10 in the examination booklet.

Smoke Detectors: A Fire Safety Basic

(adapted)



Do Smoke Detectors Really Save Lives?

Every home needs a device that can wake people up in time to escape from a fire.

Almost every day, a smoke detector saves somebody's life. Of all the low-cost fire-alarm devices you can buy, fire officials consider smoke detectors the most effective.

How Do I Choose a Smoke Detector?

Dozens of reputable brands of smoke detectors are readily available. No matter where you buy your detectors or what type they are, be sure to buy only "labelled" units—those bearing the mark of an organization that tests and evaluates products.

Any labelled smoke detector offers protection—whether it's powered by batteries or household current, or whether it's a photo-electric or an ionization device.

However, to get the protection you paid for, it's vital that you follow the manufacturer's recommendations for installation, testing and maintenance.

How Many Do I Need?

According to the widely accepted Standard on Household Fire Warning Equipment (NFPA 74), minimum protection requires smoke detectors outside each bedroom and on each additional level of the house—including the basement.

Where and How Should I Install My Smoke Detectors?

- Because smoke rises, each detector should be mounted high on a wall or on the ceiling. For a wall-mounted unit, the top of the detector should be 10 to 30 centimetres from the ceiling. A ceiling mounted detector should be placed at least 10 centimetres from any wall. In a room with a high-pitched ceiling, mount the detector on or near the ceiling's highest point.
- Most home fires start in living areas—the den, family room or living room. On a floor with no bedrooms, install the required detector in or near the living area. If a stairway leads to an upper storey, install the detector in the path where smoke would travel up the stairs.
- Don't install a detector near a window, door or air register where drafts could impair the detector's operation.
- Locate a basement smoke detector close to the stairway leading to the floor above. However, do not install the detector at the top of the basement stairs, as dead air space near the door may prevent smoke from reaching the detector.

What Maintenance Do Smoke Detectors Need?

- Never paint a smoke detector.
- Follow the manufacturer's instructions for testing your smoke detectors. It takes only a moment to test a smoke detector that could save your life. Test yours once a week to make sure you're protected.

ACKNOWLEDGEMENTS

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