

Insert Personal Education Number (PEN) here.

Insert **only** pre-printed PEN label here.

STUDENT INSTRUCTIONS

1. Insert 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.

COMMUNICATIONS 12

AUGUST 2000

COURSE CODE = COM

Insert **only** hand-printed PEN here.

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COLUMBIA**
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Question 1:
1. .
(3)

Question 9:
9. .
(2)

Question 2:
2. .
(3)

Question 10:
10. .
(1)

Question 3:
3. .
(3)

Question 11:
11. .
(2)

Question 4:
4. .
(1)

Question 12:
12. .
(1)

Question 5:
5. .
(2)

Question 13:
13. .
(2)

Question 6:
6. .
(2)

Question 14:
14. .
(2)

Question 7:
7. .
(2)

Question 15:
15. .
(6)

Question 8:
8. .
(2)

Question 16:
16. .
(18)

COMMUNICATIONS 12

AUGUST 2000

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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	11	15
PART C: Reading: Fiction (Poetry)	10	15
PART D: Reading: Fiction (Prose)	13	20
PART E: Formats	14	20
PART F: Composition	18	35
Total:	85 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.

Family Fitness

Jennifer and Todd have begun an exercise program which they hope will produce some side benefits.

1 recently suffered a mild heart attack. 2 she will fully recover, her 3 her to participate in a rehabilitation program, which 4 attending an exercise class three times per week. The program is held in a gym quite some distance from her home 5 no longer drives.

Jennifer and Todd 6 a solution to her problem. “Grandmother,” offered Jennifer, “we would each like to walk with you two or three times a week. That means that you will be able to exercise 7 and will not have to walk alone.”

“I’ll be in better shape when snowboarding starts, 8” added Todd.

“Wonderful!” exclaimed Grandmother. “I’ll become fit and have the opportunity to enjoy my 9 company. I wonder, though, why we so seldom walked together before 10 I guess we never thought of it.”

- | | |
|---|---|
| 1. A. Their grandmother
B. Their Grandmother
C. They’re grandmother
D. They’re Grandmother | 6. A. suggested
B. , who suggest
C. , they suggest
D. they suggested |
| 2. A. However
B. Although
C. However,
D. Although, | 7. A. most everyday
B. most every day
C. almost everyday
D. almost every day |
| 3. A. doctor tells
B. Doctor tells
C. doctor has told
D. Doctor has told | 8. A. to.
B. to,
C. too,
D. too. |
| 4. A. involves
B. is involving
C. had involved
D. would have involved | 9. A. grandchilds
B. grandchilds’
C. grandchildren’s
D. grandchildrens’ |
| 5. A. , she
B. , and she
C. ; and she
D. . And she | 10. A. now.
B. now?
C. now,”
D. now?” |

OVER

Organization and Planning

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 changing the form of the words, using punctuation and using connecting words. Use standard English. Write in **ink**.

1. The patient squeezed her eyes shut.
The patient gripped the arms of the chair.
The drill whined.
The drill was in her mouth.

(3 marks)

2. The steaks cooked.
Clouds of smoke rose from the barbecue.
The smoke was white.
The steaks were for dinner.

(3 marks)

3. The breeze blew softly.
The breeze created light ripples on the lake.
The breeze cooled the sunbathers.
The sunbathers lay on the sandy shore.

(3 marks)

PART B: READING: NON-FICTION

Value: 11 marks

Suggested Time: 15 minutes

INSTRUCTIONS: Read **Mom-and-Pops** 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. A mom-and-pop store is
- A. a small business run as a hobby.
 - B. a store run by members of a family.
 - C. the “parent office” of a chain of stores.
 - D. one which specializes in selling pop and candy.
12. According to the article, family businesses are often characterized by
- A. low job satisfaction.
 - B. long hours and low pay.
 - C. good retirement benefits.
 - D. excellent family relations.
13. In paragraph 3, the underlined word “offspring” means a
- A. rival.
 - B. child.
 - C. tycoon.
 - D. manager.
14. When she began her business, Elisa Valentini
- A. had been left a widow.
 - B. owned a beer and liquor store.
 - C. had just graduated from university.
 - D. went into partnership with her mother.

15. According to the article, before buying his father's business, Brian Cowieson was
- A. a butcher.
 - B. a police officer.
 - C. a modern businessman.
 - D. an out-of-work salesman.
16. The most popular items in Cowieson's are
- A. meat pies.
 - B. spicy samosas.
 - C. shepherd's pies.
 - D. Christmas hams.

Mom-and-Pops

(pages 1 and 2 in the **Readings Booklet**)

Written-response questions (5 marks)

INSTRUCTIONS: Answer the following questions in **complete and correct sentences**. Write in **ink**.

4. From the article, provide evidence that mom-and-pop businesses make a significant contribution to the Canadian economy. **(1 mark)**

5. State **two** ways in which family businesses can compete with chain stores. **(2 marks)**

a) _____

b) _____

6. a) What philosophy do **both** Gord and Brian Cowieson have about keeping a business successful? **(1 mark)**

b) What does Brian Cowieson believe the next generation will need in order to be successful? **(1 mark)**

PART C: READING: FICTION (POETRY)

Value: 10 marks

Suggested Time: 15 minutes

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

17. The narrator still searches for pine trees
- A. in central Canada.
 - B. in the Humber valley.
 - C. on a hill at Deer Lake.
 - D. at his childhood home.
18. The narrator suggests that old-fashioned loggers
- A. used very ineffective logging equipment.
 - B. conducted their work in a very tidy manner.
 - C. had no use for a railway through the forests.
 - D. made no attempts to conserve the pine forests.
19. The British wanted the pines for building
- A. a railway.
 - B. horse carts.
 - C. ships' masts.
 - D. a brick factory.
20. The narrator's childhood home
- A. was close to Pasadena.
 - B. burned down in a forest fire.
 - C. has been replaced by a factory.
 - D. stood in a field ringed with pines.
21. The narrator dreams that one day
- A. the great pines will return.
 - B. he will find his childhood home.
 - C. good logging practices will save the pines.
 - D. farmers will ring their fields with pine trees.

22. The narrator suggests his dreams were shared by

- A. the British.
- B. early settlers.
- C. a Pasadena farmer.
- D. old-fashioned loggers.

Pines

(page 3 in the **Readings Booklet**)

Written-response questions (4 marks)

INSTRUCTIONS: Answer the following questions in **complete and correct sentences**. Write in **ink**.

7. Give **two** quotations which indicate that forests of pine covered the mountains **before the narrator's lifetime**. (2 marks)

a) Quotation 1: _____

b) Quotation 2: _____

8. Name **two** features the narrator has tried to find at the site of his childhood home. (2 marks)

a) _____

b) _____

PART D: READING: FICTION (PROSE)

Value: 13 marks

Suggested Time: 20 minutes

INSTRUCTIONS: Read **The Beard** on pages 4 and 5 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

23. The narrator's first reaction to the beard is one of
- A. disbelief.
 - B. annoyance.
 - C. discomfort.
 - D. amusement.
24. While eating, the bearded man is aware of the
- A. narrator's great interest in his beard.
 - B. narrator's desire to escape to the club car.
 - C. dining car steward's reaction to his beard.
 - D. diners at other tables secretly watching him.
25. The two men go to the club car
- A. to sleep.
 - B. for dinner.
 - C. for dessert.
 - D. after dinner.
26. As a youth, the man with the beard had been afraid of
- A. train travel.
 - B. other people.
 - C. making messes.
 - D. going to university.
27. The expression "to no avail" in paragraph 19 means
- A. with great fear.
 - B. without success.
 - C. without expense.
 - D. with good results.

28. The bearded man's whiskers cause people to

- A. leave.
- B. sneer.
- C. panic.
- D. laugh.

29. In the end, the bearded man dealt successfully with his shyness by

- A. talking to the narrator.
- B. going to a psychiatrist.
- C. learning that he is normal.
- D. making others feel shy of him.

The Beard

(pages 4 and 5 in the **Readings Booklet**)

Written-response questions (6 marks)

INSTRUCTIONS: Answer the following questions in **complete and correct sentences**. Write in **ink**.

9. What **two** factors make the soup challenging to eat without making a mess? **(2 marks)**

a) _____

b) _____

10. **Quote** from the story a sentence which indicates that the bearded man was using the narrator to help him eat neatly. **(1 mark)**

11. a) What is the **first** step that the bearded man took to overcome his shyness? **(1 mark)**

- b) What does the bearded man give as an example of his shyness of other people? **(1 mark)**

12. How did the bearded man **put into practice** his theory about what psychology should aim to do? **(1 mark)**

PART E: FORMATS

Value: 14 marks

Suggested Time: 20 minutes

INSTRUCTIONS: Read **17 Ways to Be a Better Shopper** on page 6 in the **Readings Booklet**. For each question, select the **best** answer and record your choice on the Response Form provided.

30. According to the article, “sport shoppers”
- A. like to shop quickly.
 - B. never buy on impulse.
 - C. sometimes find bargains.
 - D. are not worried about the price.
31. According to the article, “time-pressed shoppers” are less concerned about
- A. price.
 - B. quality.
 - C. store location.
 - D. personal service.
32. According to the article, the best kind of credit to use is
- A. a bank credit card.
 - B. a store credit card.
 - C. catalogue operation credit.
 - D. credit on returned merchandise.
33. According to the article, one advantage of department stores is that their
- A. quality is guaranteed.
 - B. credit cards have lower rates.
 - C. personal shopping service may be useful.
 - D. seasonal merchandise is available year-round.

17 Ways to Be a Better Shopper
(page 6 in the **Readings Booklet**)
Written-response questions (4 marks)

INSTRUCTIONS: Answer the following questions in **complete and correct sentences**. Write in **ink**.

13. a) For what reason should you avoid accepting a store credit for a returned item? **(1 mark)**

- b) If you are buying by mail, how can you be sure that you will like what you are buying? **(1 mark)**

14. State **two** advantages to shopping from a store's catalogue. **(2 marks)**

a) _____

b) _____

Pre-writing

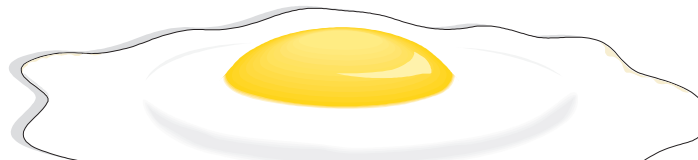
Written-response question (6 marks)

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**.

15. Assume your name is **Cassidy Flynn**. You live at 337 Brandon Avenue in Cloverdale, BC. Your postal code is V8K 3B2. Use the following situation to write your business letter.

(6 marks)

SITUATION



Forest Service Requires Camp Cook

Full-time seasonal position available now.

Applicants must be willing to fly into remote camps to provide meals to forest firefighters.

Duties include preparing and serving meals for up to twenty crew members, as well as clean-up.

Apply to:

Colin Williams, PO Box 39, Nakusp, BC, V1L 3E0

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Exercise care when tearing along perforations.**

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PART E: Written-response question

C	SE	T

PART F: COMPOSITION

Value: 18 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**.

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

(18 marks)

PROMPT A

Ceremonies are an important part of any culture.

OR

PROMPT B

Here was an opportunity for me to demonstrate responsibility.

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)

PART F: COMPOSITION

	SUBTOTAL

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COMMUNICATIONS 12

READINGS BOOKLET

AUGUST 2000

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PART B: READING: NON-FICTION

INSTRUCTIONS: Read the following selection and answer the questions on pages 4 to 6 in the examination booklet.

Adapted from **Mom-and-Pops**

by Leslie Scrivener

- 1 They live together. They work together. They have big dreams and little stores.
- 2 There may be more than a half million family-run businesses in Canada. Most are mom-and-pop stores—she’s at the cash register, he’s in the back trimming vegetables and carting in the fresh merchandise.
- 3 The hours are long and the pay nothing to brag about, but there’s great pleasure in being your own boss and maybe, if you’re lucky, watching an offspring carry on the tradition.
- 4 Only 10 to 15 percent of family businesses survive to the third generation, as have Camarra’s Pizzeria and Belman’s Hardware in Toronto. Only one in four makes it to the second generation, as has Cowieson’s Meats, according to the Canadian Association of Family Enterprise.
- 5 “The biggest problem in family business is family relations,” says David Gallagher, the association’s director. “If they can’t be businesslike and logical, if it gets down to emotions—pride, greed, envy—the ballgame’s over. It’s just terrible.
- 6 “But if they’re rational, not overly cowboy or hardnosed, it can be great fun.”
- 7 Statistics on family business are just being researched, but it’s estimated that two-thirds of Canadian businesses are family-run and generate about one-third of the value of all business in Canada.
- 8 These families may not be wealthy or powerful or famous. If they fight, hardly anybody knows, and they’ll never be tycoons.¹
- 9 Most don’t have budgets for advertising, as Mickey Belman says. The only way they can compete against the chain stores is by being expert in their field, and by showing that they care a lot more than an indifferent clerk working for somebody else. But when it comes to families, they mean business.
- 10 Elisa Valentini, the proprietor of Camarra’s Pizzeria, had hoped that she could manage the family business without her daughter, Emilia. It was demanding work for a young woman fresh from university and with a life of her own.
- 11 But who from the outside could manage as well as her own family? Not many. Perhaps none.
- 12 It’s not as if the women in her family weren’t used to hard work. Elisa’s own mother, Domenica Camarra, her first partner, set exacting standards. And Domenica’s mother, Agata Paolini, was equally strong minded. Left a widow, she had a licence to sell beer and wine in the village of Popoli in Italy. Not a respectable occupation for a woman, unless that woman was ramrod straight. She set the stamp on the generations of women who followed.
- 13 Today Elisa and Emilia run Camarra’s, a Dufferin Street restaurant that some food critics say sells the best pizza in town. Call it pizza with principle. Elisa refuses to make pizza with pineapple topping—it makes the crust soggy; it’s not Italian.

¹tycoons: *wealthy, powerful business people*

- 14 The Valentini women are elegant, and Camarra's, with white table linen, bevelled mirrors and mahogany chairs, is stylish and upscale. This is the most recent of a number of transformations from the small pizza and pastry shop Elisa and her mother opened in 1961.
- 15 Elisa's ex-husband worked in the business too, and today, Diana, her younger daughter, minds Camarra's when Elisa and Emilia are away.
- 16 "My mother kept us together," says Elisa. "I have to thank her that we're in business today. We used to work every day, even Christmas and New Year's, and I used to complain, 'Ma, can't we close? It's Christmas.' She'd say, 'No, in this business we can't close.'"
- 17 Although her mother is out of the business now—she's 77 and spends the winter in Florida—her legacy continues.
- 18 Brian Cowieson has taken the Yonge Street butcher shop he bought from his father and brought it into the 1990s.
- 19 "Cutting meat is the easy part," says Brian. "Running the business, that's the challenge.
- 20 "Dad was the first to say that if you don't change, you're dead," says Brian, 46, a former Metro police officer who had several careers before buying Cowieson's Meats, which his father started in 1939.
- 21 Brian, burly and friendly in a white butcher's coat, is a modern businessman. He talks about merchandising, promotions and expanding the business. He has a mailing list of 5 000.
- 22 In Bolton, where he and his family live, he's opened a bigger Cowieson's with a huge kitchen, banquet hall and grocery store.
- 23 To keep pace with changing times, a butcher doesn't just sell lamb, he sells lamb curry. If people want more prepared food, he sells them lasagna and shepherd's pie and even brings in some spicy samosas.²
- 24 "Why, those are things I never thought of," says his father Gord, who is retired now but still comes down to the store once a week or so.
- 25 "Running a good food business is so subtle," says his son. "It depends on the whim of the public. You've got to adapt."
- 26 It also means that when you have a good thing, you keep it. Gord, 75, introduced meat pies, and they fill the window today, golden, glorious, and perfectly delicious, still the best-selling items in the store.
- 27 When Gord opened the store, there were 22 butchers within a few blocks. Competition was fierce.
- 28 But Brian's competition is the supermarket, and Cowieson's is holding its own. He says they sold about 1 400 hams at Christmas, more than any other store, including supermarkets. That first Christmas in 1939, Gord sold six hams.
- 29 Brian's daughter Jennifer, 18, the eldest of his three children, is now showing a lot of interest in Cowieson's. "I tell them they have to bring some skill to the business. Warm breathing isn't enough," Brian says.

²samosas: *vegetable or meat filled pastries*

PART C: READING: FICTION (POETRY)

INSTRUCTIONS: Read the following poem and answer the questions on pages 7 and 8 in the examination booklet.

Pines

John Steffler

Every morning and evening
driving to and from work
I carry on my search
for pine trees in the Humber valley.

5 Forests of pine
covered these mountains years ago
they tell me.
That's partly why they put
the railway through up here.

10 But even old-fashioned loggers
with horses and handsaws
could be greedy
and loggers and fires
cleaned the last of the pines out
15 way back at the turn of the century.

The spruce and the low
mountain maples are beautiful,
but I keep thinking of the great
white pines that covered eastern
20 and central Canada.
The settlers could often drive
ox or horse carts
without roads right through
the forests under their
25 vast boughs.

The British wanted them for
ship timbers and masts.
They were too good to be true,
and so, like everything else,
30 we got rid of them fast.

Sooner or later, at the tail-end
of a party or some other suitably
rarefied moment, I find myself
telling almost everyone I meet
35 that I grew up in a house
hand-made from the sweet
resonant bodies of giant pines
that had grown on the land
where the house stood,
40 and, gesturing with my hands,
that lots of the boards were
"this" big: 2 or even 3 feet across,
and that now a vast brick factory
sprawls on the spot, and though
45 I've gone back and prowled
around I can't even tell
where the lane or the garden
or the well used to be.

And so I go on dreaming of a day
50 when we are worthy enough
and the great pines consent to return
and celebrate again the earth and rock
with their soft shining tops bent
high in the air.

55 And meanwhile I've found on a hill
at the bottom end of Deer Lake
a wind-shaped row of these trees
and in Pasadena near my home,
dreaming no doubt like me,
60 a farmer many years ago
ringed his fields with pines.

PART D: READING: FICTION (PROSE)

INSTRUCTIONS: Read the following selection and answer the questions on pages 9 to 11 in the examination booklet.

Adapted from **The Beard**

by Gregory Clark

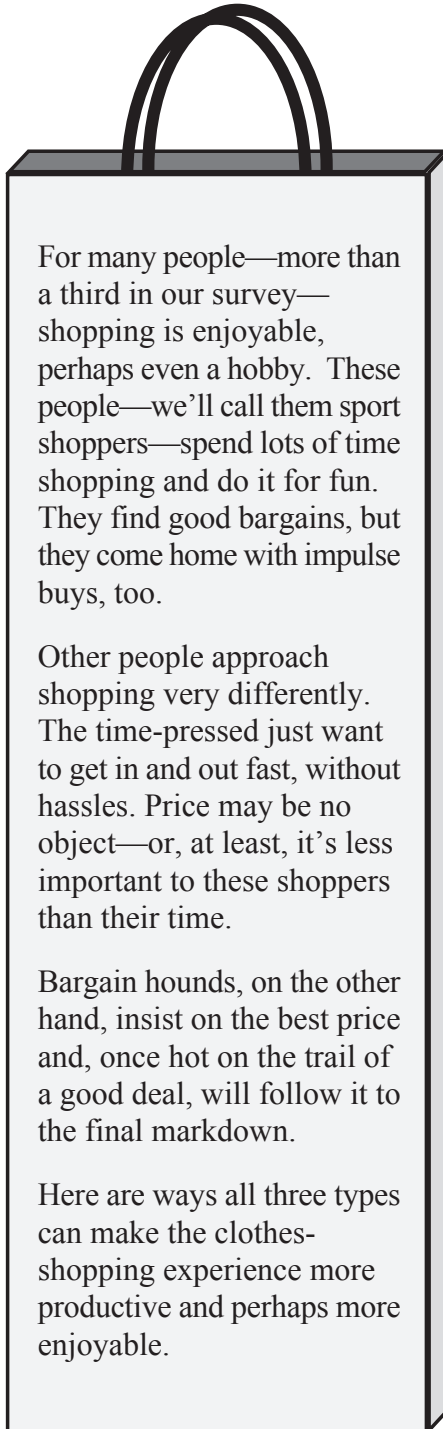
- 1 The train's dining-car steward signalled me to come on in. He was standing by a table for two at which a man, with his back to me, was already seated.
- 2 As I swung round to seat myself, I saw, with a slight quiver, that the gentleman I was to face wore a large beard.
- 3 He was a young man. His beard was full, loose and jet black. In the instant glance I permitted myself before lowering my gaze to the white tablecloth, I noted that he was a big, pleasant young man with mild, dark, level eyes.
- 4 Indeed, I could feel his eyes on me as I fumbled with the knives and forks and reached for the menu card. I found myself pulling myself together. It is not easy to face a beard. But when I could escape no longer, I raised my eyes and found the young man's eyes on mine.
- 5 "Good evening," I said cheerily.
- 6 "Good evening," he replied, pleasantly, and inserted a goodly chunk of crisp buttered roll within the bush of his beard. Not even a crumb fell off.
- 7 It was a magnificent beard. It covered entirely the V where his shirt and tie would have shown. His mustache was full and upswept, vigorous and virile. The beard was crisp and mattresy. Within it, I could see his white teeth and his firm red lips, as he inserted another chunk of roll.
- 8 He had ordered soup. This was fascinating. It was that kind of vegetable soup with strings of spaghetti in it, a difficult soup for even the most barefaced of men to eat. With the greatest ease, and despite the jiggling of the train, he spooned the soup up and into the brushy cavern, and not a drop did he waste on his whiskers.
- 9 For his main course, he took one of those large, loose railway salads, with slippery tomatoes in quarters, much shredded lettuce and slathers of salad dressing. With his fork, he manipulated that whole bucketful of rabbit food into his whiskers with never a mishap. All the while, we chatted in the desultory fashion of railway dining cars. He kept his eyes on me, blandly, in between bites. But I knew he knew that I was watching his every bite with acute fascination. After each bite, he would level his eyes on mine, bung in the eye.
- 10 For dessert, he took a custardy thing, butterscotchy. What nerve, what guts, I said to myself.
- 11 Though he had ordered before me, he waited until I had finished my meal, and we went together back to the club car, where we got adjoining chairs.
- 12 "I am impressed," I said, "with your beard."
- 13 "I suspected as much," smiled the young man, filling a briar pipe.
- 14 "Is it a wartime device?" I inquired. "Navy, perhaps?"

- 15 “No,” said he, “I am too young to have been in the war. I grew this beard two years ago.”
- 16 “It’s magnificent,” I informed him.
- 17 “Thank you,” he replied. “As a matter of fact, this beard is an experiment in psychology.”
- 18 “Psychology?”
- 19 “Yes, sir. Up until two years ago, I suffered horribly from shyness. All through my boyhood and youth, I was so shy it amounted to a phobia, actually. At university, I went to psychiatrists about it, and they worked on me. But to no avail. I read a good deal of psychology, and one day, about two years back, I found a chapter on escapism, on defence mechanisms, explaining how so many of us resort to all kinds of tricks to escape from the world, or from conditions in the world which we find hateful.
- 20 “Well, sir, I just turned the thing around. I backed into psychology. I decided to make other people shy of me. So I went on a survey party up to Yellowknife for the whole summer and grew this beard.
- 21 “The effect was astonishing. I found people, even tough, hard-boiled people, were shy of looking me in the face. And as for the general run of people, they were panicked by my whiskers. It made them uneasy. My shyness vanished completely. I used to be shy of people looking at me because I could not look at them first. Now I can look at everybody first, because the minute they see me looking, they glance away, and sort of pull themselves together before taking another look at these fine black whiskers....”
- 22 He pulled them affectionately and gave his gallant mustache a couple of upward whiffs with his fingers.
- 23 “Wonderful,” I said. “Wonderful.”
- 24 “Psychology,” reflected the young fellow, drawing at his pipe, “often has things rear-end-to. Instead of discouraging people from having defence mechanisms and resorting to tricks of escapism, it should help them discover such blessings. Life is too short to be wasted in desperately striving to be normal.”
- 25 “I should say,” I suggested, “that whiskers are normal to a man. We have to continually keep cutting them off, a stubble at a time.”
- 26 “You have a point there,” agreed the young man.
- 27 “Tell me,” I said finally. “How did you master eating the way you have? You never got a crumb or a drop on your beard, all through dinner.”
- 28 “Nothing to it, sir,” said he. “When you have a beard, you keep your eyes on those of your dinner partner. And whenever you note his eyes fixed in horror on your chin, you wipe it.”

PART E: FORMATS

INSTRUCTIONS: Read the following selection and answer the questions on pages 12 and 13 in the examination booklet.

Adapted from **17 Ways to Be a Better Shopper**



FOR ALL SHOPPERS

- Know a store’s return policy. Merchants typically offer full exchanges or refunds if you bring the clothes back with receipts and tags. But depending on the store, the return period can be as short as seven days.
- Use bank credit cards, not store cards, if you don’t always pay your bill in full. Store cards usually charge interest of more than 18 percent annually. Bank cards, on the other hand, can charge as little as 7 or 8 percent.
- When given a choice, never choose a store credit on returned merchandise. Why let the store keep your money until the next time you’re there?
- If the store where you’re shopping has a catalogue, you or a salesperson can call the catalogue operation for items you can’t find in the store. Catalogue inventory is sometimes larger and more diverse.
- If it’s July and you can’t find a swimsuit, consider shopping at a factory outlet centre or off-price store. These stores hold on to seasonal merchandise longer than do other types of retailers. So do many mail-order companies.

FOR SPORT SHOPPERS

- Keep tags and receipts. You’ll need them if your method of operation is to buy an item at one store, find the same thing elsewhere at a lower price, and then return the first item.
- Take advantage of a new sale price. If the jacket you bought last

week goes on sale this week, some stores will refund the difference in price. For all such transactions, you must show a receipt.

- Befriend a salesperson. Call regularly for updates on upcoming sales. A friendly salesperson may even tell you in advance and hold the item until you get there.

FOR TIME-PRESSED SHOPPERS

- If your schedule’s tight, note that some stores schedule early-morning shopping hours during the holidays.
- If you have a lot of gifts to buy and limited time, make an appointment with the personal shopper that some department stores offer. She’ll make selections for you. But let her know you won’t budge beyond your budget.
- Buy by mail. To better your chances of buying well from afar, make a quick visit to the local stores to find out what’s on the shelves or to see how the new styles look on you.

FOR BARGAIN HOUNDS

- Comparison shop. Department stores have the greatest variety, but other types of stores may have better prices.
- Concentrate on the price, not the percentage markdown on the label. The value you’re getting now is what’s crucial.
- Consider private-label clothing. It can be of high quality, for less than you would pay for a brand name.

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