

**KENYA PRIMARY TEACHERS' COLLEGE**  
**ENGLISH PAPER 1**  
**MOCK EXAMINATIONS 2019**  
**TIME 2 ½ HRS**

***Instructions to candidates***

1. In section a, question ONE compulsory
2. Select One of the options in question 2
3. Answer ALL the questions in section B,C and D

**For official use only**

SECTION	QUESTION	MAXIMUM SCORE	CANDIDATE'S SCORE
A	1	20	
	2	20	
B	3	20	
C	4	20	
D	5	20	
TOTAL SCORE		100	

**SECTION A: COMPOSITION (40mks)**

Answer **TWO** Questions. Question **ONE** is compulsory

In question **TWO**, select **ONE** of the options

1. Imagine you completed your P1 course. There is an advert in the Daily Nation dated 30/3/2019 for all those who wish to be recruited by TSC. Those to be considered should possess a P1 certificate, with three years teaching experience. A training in Curriculum Based Competency (CBC) will be an added advantage.

Write an application letter to the TSC through the office of the sub county director of education, which you will attach to your curriculum vitae.

(20mks)

2. Choose one (1) of the following topics and write a composition of not more than 350 words

(20mks)

EITHER

(a) A) Write a composition that illustrates “Make hay while the sun shines”.

OR

B) Write a composition that ends with the following words. .... it was such a predicament in my life.

**Read the passage below and answer the question that follow.**

Such was the picture of Bengal's economy at this crisis of its life. Rahoul knew. There was the colossus of authority, **cold** and inhuman, to steer the stricken people through the hunger with the aid of its fawning puppets. The administration was **leprous** with corruption from the neck to heel.

Corruption had grown like an epidemic. Money had become a mad hunger, flowing in great swollen stream. It made private lakes for the rich, who grew vastly richer while the poor grew proportionately poorer. Never in the land's history had the process that made the rich richer, and the poor poorer, gained such ruthless intensity.

**Destitute** humanity poured into the rich city in terms of thousands – misery's overflow from the countryside. What impenetrable distress overwhelmed their homes? No one knew the full details. A minister of his Excellency of Bengal had suggested that rural food stocks and the people's needs should be officially assessed, but His Excellency had **scrapped** the idea as a waste of time since it would not help the war effort.

His Excellency, who bit into the people's bread and their life, smug in the comfort of his mental sanctuary, was also a symbolic shape, mused Rahoul. Pencil in hand, he drew lines on the blotting –pad, making that symbolic shape.

The post that had brought a letter from Libya had also brought a money order from a Bengal village, mailed to a peasant mother and returned to the sender because the addressee could not be traced. What had happened? Wondered Rahoul. Where had they gone, mother, Kajoli and Kishore? To some city where Kishore had found work? Rahoul was worried. If only he had gone to the village when the letter he had written was not replied to. He had enclosed money with his letter lest they had been caught in lean times. How could Rahoul know that the letter was never delivered? That the postal sensor who had opened it - all letters mailed to rebel districts were read – had to tear up the letter so that the enclosed money could be transferred to his pocket? Rahoul had waited for two months and then sent a money order but it was sent back.

Although the people were destitute, there was no angry demand for food, or any riot in the land. Rahoul knew their reason for this. It had been revealed in one illuminating flash. A group of destitute children dragging their legs along College Street, paused near a cook shop, sunken eyes avidly grazing at the arrays of eatables behind the plate glass. Rahoul stood by and watched.

“Why don’t we break the glass and eat?” said a voice full of excited anger. There was a half murmur of approval. Jailhouse? Why, they could eat in the jailhouse and they would keep alive. Then an old man with hunched shoulders spoke quietly.

“Chih! My sons, chih! Are you men or thieves? How can you take by force what is not yours? Have you no true principles of living? Are you wild beasts?”

“Beasts?” shouted the young destitute who had spoken. “Those others who lay by so much food, and deny us crumbs they are the beasts.” Silence followed. Then the grey-haired man stepped forward. “My son, I have saved a **morsel** from yesterday. Eat.” Out of a fold of his loin-cloth he produced a piece of coarse bread. “Eat, my son.”

Two other hoary-headed men hobbled up and they too, produced stale pieces of food from their loin-cloths, saying, “Eat, my son.” The youth stood dazed and blinked his eyes. Then suddenly, he burst into tears, turned and fled from the people. The three old men gazed at the receding figure, and they looked at each other with their sunken eyes and smiled faintly, as if to say, “He is saved from the evil in him,” and they lifted their folded palms to their God in grateful salutation.

***Adapted from: So Many Hungers, 1978 B. Bhattachanya, Orient Paperbacks.***

- a) Give an appropriate title to the passage (2mks)
- b) (i) What is the writer’s purpose in writing the passage? (2mks)  
(ii) Does he achieve the purpose? Give reasons for your answer. (3mks)
- c) (i) Describe the writer’s attitude towards the rich and those in authority. (2mks)  
(ii) Identify any 4 (four) phrases, clauses or sentences that to support your answer. (4mks)
- d) In your opinion, why did the old men lift their folded palms to their God? (3mks)
- e) Explain the meaning of the following words as used in the passage (4mks)  
Leprous \_\_\_\_\_  
Destitute \_\_\_\_\_  
Scrapped \_\_\_\_\_  
Morsel \_\_\_\_\_

**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: GRAMMAR

5. a) 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 would be deducted for miscorrection) (10mks)

ancestors

Long ago, the descendant of toads had a very smooth and a beautiful skin. They also used to walk on two legs like humans. However, he had a good habit of taking forcefully what belongs to other small animals and insects. More than once, the ancestor of toads had in a bees-hive and harassed them asking them to give him all their money. those days, bees were very gentle insects and never sting anybody but instead preferred to fly away from trouble. Hey you little creatures, pass that honey to me. All the sweet things are for me and you have no use storing honey for yourselves he always shouted to the bees as he forced his way into a hive.

b) Complete the passage below by filling in each blank space with the appropriate alternative from the words given in brackets (5mks)

I) As Barasa .....(hang/hung ) his coat on the clothes line, the drunken lady.....(wobbled/staggered) to his house. She couldn't listen to the piece of.....(advise/advice) given by Barasa. She had.....(.practised/practiced) the wrestling skills and all she wanted was to fight back. The fight started and she was left.....(lying/laying) helplessly on the floor.

C) Rewrite the following sentences according to the instructions given after each without changing the meaning. (5mks)

- 1) She dared to ask leave from the teacher. (Add a question tag).
- 2) It was so hot in the church that an elderly lady fainted (replace the underlined word with the phrasal verb)
- 3) Is he writing a life history of his own. (Replace the underlined words with one word)
- 4) They had won the match. The coach had a heart attack. (Begin barely)
- 5) "I am feeling sick today." Amina lamented, "but I will be well next week"