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Republic of Somaliland

Somaliland National Examination Board

Form 4

ENGLISH EXAMINATION
Paper 1

July 2017

TIME 2 HOURS

Plus 10 minutes for reading through the paper

INSTRUCTIONS TO CANDIDATES

This paper consists of **10** printed pages.
Count them now. Inform the invigilator if there is any missing.

PART ONE:	Reading Comprehension	20 marks
PART TWO:	Multiple choice	40 marks
PART THREE:	Grammar	20 marks
PART THREE:	Composition	20 marks
Total		100 marks

- Answer **ALL** questions.
- No extra paper is allowed.

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PART 1: READING Comprehension**Read the passage below and then answer the questions****(20 marks)****Reading Comprehension**

It is the duty of any business owner to try the much he can to attract more customers. How one deals with his customers really count. This is because you can either lose them or maintain them. The letter is good but the former is very expensive. but that question is how can you keep happy the customers you have? On average, eight percent of a business profit comes from twenty percent of its customers.

It is also far less costly to keep a customer than to attract a new one, so you should work on building customer loyalty.

Experts say that it is good to asses your customer expectations after assessing their expectation. Look for ways of exceeding them. If you are unsure, ask some of your customers what it is that appeals them, ask them if there something that you can do to your business to make it even better. You can affectively do this through news letters, reminder cards, or even holiday cards. You can also arrange appreciation lectures to come and lecture your customers, how about organizing dinner at a restaurant for new customers.

In most cases, business owners look at the worst side of their customers. They criticize weak points hence making them detest coming back to the same place. It is always good to maintain optimism towards all the people that you are dealing with. Always have a positive attitude towards them, and they will appreciate you for your goodness. Honestly, gentleness, goodness and humility are just, but some of the many traits we should portray in our daily dealing with people.



PART ONE : Answer these Questions.**Circle the correct answer****(20 marks).**

- 1- From the passage it is true to say:
 - a) It is very expensive to retain your customers.
 - b) Loyalty is not necessary in business.
 - c) It is easier to attract your customers than to retain them.
 - d) It is more expensive to get new customers than to retain them.
- 2- The word detest means :
 - a) enjoy
 - b) hate
 - c) like
 - d) wonder
- 3- One of the following is not away of maintaining customers from the passage:
 - a) Voucher
 - b) Dinner.
 - c) Lectures.
 - d) Holiday cards.
- 4- The word former is underlined, it refers to :
 - a) Losing cash
 - b) Losing customer
 - c) Getting customer
 - d) All.
- 5- What is far less costly in the business world :
 - a) Getting new customer
 - b) Serving customers
 - c) Maintaining customers
 - d) Stocking a shop
- 6- Good character traits like these mentioned in the passage are called:
 - a) advices
 - b) honesty
 - c) virtues
 - d) goodness

- 7- A person who looks at the bright side of life is called :
- a) pessimistic
 - b) optimistic
 - c) survivor
 - d) go better
- 8- Which one of the following do most business owners do?
- a) Practice optimism
 - b) Look at the positive side of there customers
 - c) Congratulate them
 - d) Look at the bad side of customers.
- 9- From the passage the most important aspect of that the business owners should cultivate among his customers is :
- a) loyalty
 - b) honesty
 - c) goodness
 - d) humility
- 10- The best title of this passage is :
- a) going and coming customers
 - b) how to lose customers
 - c) good relationship between properties and customer
 - d) positive thinking

PART TWO : Multiple choice: Circle the correct alternative to complete the sentence .**(40 marks)**

- 1- Asha to Borama every month.
 - e) go
 - f) goes
 - g) has gone
 - h) is going
- 2- The teacher yet.
 - a) have come
 - b) came
 - c) haven't come
 - d) has come
- 3- Mohamed is busy now. He..... An exam.
 - a) Is doing
 - b) did
 - c) was doing
 - d) done
- 4- My English teacher rarely me.
 - a) help
 - b) helps
 - c) helped
 - d) was are helping
- 5- The students are in the library. They books.
 - a) Are reading
 - b) read
 - c) were reading
 - d) have read
- 6- Anab to cook lunch now :
 - a) Will
 - b) Is going
 - c) Was going

7- After she the classroom, I found that my book was missing.

- a) is leaving
- b) has left
- c) had left
- d) was leaving

8- I your book when I finish reading it.

- a) have returned
- b) am returning
- c) returned
- d) will return

9- He here since he was a small boy.

- a) has lived
- b) had left
- c) was living
- d) live

10- This lorry several times this month.

- a) has been repaired
- b) is being repaired
- c) has been repaired
- d) had been repaired

11- You Waste your time.

- a) should
- b) shouldn't
- c) can
- d) might

12- I feel lonely. I have Friends.

- a) little
- b) a little
- c) few
- d) a few

13- Ali has money. He can not buy this jacket

- a) few
- b) a few
- c) little
- d) a little

14- His brother is than me.

- a) Tallest
- b) taller
- c) tall
- d) more tall

15- I graduated Farah Omar secondary school.

- a) in
- b) from
- c) at
- d) by

16- This is the girl Name is Asha.

- a) whose
- b) who
- c) which
- d) why

17- The house I built last year is beautiful.

- a) whose
- b) which
- c) who
- d) what

18- I didn't see you the party on Saturday. Where were you?

- a) In
- b) at
- c) on
- d) for

19- sun rises in the east and sets in the west.

- a) a
- b) an
- c) the
- d) on

20- Can you close window, please?

- a) The
- b) an
- c) a
- d) on

PART THREE (A): Grammar and Vocabulary**(10 marks)**

Complete the sentences by using a suffix to make a new word

From the word given in bracket:

- 1- His touched us (honest)
- 2- The assured us that we would be served promptly (cash)
- 3- Ahmed's to his children shocked the villagers (cruel)
- 4- The new manager is probably between twenty- five and thirty five years old.
(Young)
- 5- I found this story quite (interest)
- 6- Ali is a Young man (like)
- 7- An has been formed to help his fight drug abuse in 26 June Village (organ)
- 8- What is the of that man ? I am not sure he si not Somali (nation).
- 9- The soil of this land is (produce)
- 10-There is a great In the education sector in Somaliland. (develop)

B) Match these words in column A with their meaning in column B**(10 marks)**

	Words in column A		Words in column B
1	Invention	A	To examine the nature of something
2	Extremely	B	A lawyer
3	analyze	C	Very
4	attorney	D	Something that has never made before
5	lecture	E	Related to the teeth
6	Astronaut	F	To make someone less confidence
7	Ancients	G	The study of human societies
8	Anthropology	H	People who live in a long time ago
9	Dentally	I	A serious talk on serious subject
10	Discourage	J	Someone who travels in space

(20 marks)

1- Emigration in Somaliland . Use the following points

- a) Unemployment (push factor) in Somaliland b) Job opportunity (pull factor) in abroad. c) Lack of nationalism

a) The importance of fishing b) The benefits of fishing c) The main sources of fishing d) The canning of fishing (Fish industries)

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