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HKDSE 7 科 5狀元 (英文 straight 5**)**

IELTS 一 take 過滿分 9 分

HKDSE English 皇牌課程

全方位拆解文體摘星精讀

(Paper 2/3 適用)

【必須配合線上教學解說】

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1. How to Achieve Appropriacy – by Genre

1.1 Formal/ Semi-formal/ Informal Genres

Formal	Semi-formal	Informal
Formal Letter/ Email	Speech	Personal Letter
Letter to the Editor/ Editorial	Debate Speech	Story (not recommended!)
Defensive Letter	School Article	
Application Letter	Feature Article (more towards informal)	
Letter of Complaint	Information/ Advice Webpage	
Report/ Summary		
Letter of Invitation		

1.2 Six Methods to Transform an Informal Essay into a Formal One

1. Normalization (名詞化)

By adding -sion/ -tion/ -ation

Verb	Noun
Adapt	Adaptation

Organize	Organization
Adopt	adoption
Minimize	Minimization
Educate	Education
Migrate	Migration
Identify	Identification
Implement	Implementation

By adding -ment

Verb	Noun
Manage	Management
Establish	Establishment
Enhance	Enhancement
Achieve	Achievement
Advance	Advancement

-ence/ -ance

Verb	Noun
Accept	Acceptance
Perform	Performance
Tolerate	Tolerance
Emerge	Emergence
Exist	Existence

E.g. We can ^{verb} **educate** students to ^{verb} **enhance** their learning results.

→ Education can lead to an enhancement in learning results.

E.g. Students studying abroad need to **adapt** to the new environment.

→ Adaptation is required for students studying abroad.

2. Avoid phrasal/ prepositional verbs

INFORMAL	FORMAL
Ask for	Request
Look into	Investigate
Look like	Resemble
Look at	Examine
Talk about	discuss (WRONG: discuss about)
Think about	ponder on
Find out	Discover
Go away	depart
Go on	continue
Take away	remove
Look back	review
Say sorry	apologize
Set up/ build up	establish
Point out	indicate

Need to	require
Start	commence/ launch
Go ahead	authorize
Deal with	manage

3. Avoid informal connectives/ transitions

INFORMAL	FORMAL
Also	Moreover/ furthermore/ in addition
But	However/ Although/ Despite/ In spite of
So	Therefore
In a nutshell/ To sum up	To summarize/ In conclusion
As/ because	Since/ Given that/ Due to
Like	such as

4. Reduce the use of I/we/me/us

4.1 Use passive voice

E.g. I have written a book.

→ A book has been written by me.

E.g. People speak Cantonese in Hong Kong.

→ Cantonese is spoken in Hong Kong.

Common mistake:
Although XXX, but...

Common mistake
Despite of XXX, ...
Correct: Despite + noun

4.2 Begin with gerunds/ participle phrases (減少第一/第二人稱)

E.g. We **read** books to **improve** English.

→ **Reading** books enables us to improve English

→ **Reading** books will lead to a significant **improvement** in English

(Gerund + 名詞化)

E.g. Many emigrants returned to their homeland because they suffered from homesickness.

→ **Plagued by homesickness, many emigrants returned to their homeland.**

5. Inversion (倒裝句)

E.g. **We should not** overlook the fact that students face tremendous pressure.

→ **Never should we** overlook the fact that students face tremendous pressure.

E.g. We could tackle the root problem **only if we** educate students.

→ **Only by educating students could we tackle the root problem.**

6. Lengthening your sentences

7. Avoid abbreviations you're/ we're/ I've

- All words/ sentences in full form

1.3 Practices

* 為了展示技巧而誇張化了，實際上不用每句都用上述 skills

1. Mary's pretty lazy at studying. She believes she's smart enough to achieve good grades in the public exam even if she doesn't study hard, but she's probably too arrogant.

2. Mary got a low score in the mock exam so she felt sad. She realized she had been wrong, and she should never overlook the importance of working hard. That's the reason why she decided to start her study plan.

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2. Specific Language & Organization Skills (Paper 3)

2.1 Language Skills for Paper 3

1) Change in Part of Speech

Verb → Noun	Amocatchi concludes that the best advice for listeners is to avoid confusion by reverting to a neutral position.	The conclusion drawn by Amocatchi is that the best advice for listeners is to avoid confusion by reverting to a neutral position.
Noun → Verb	Mary has made several suggestions regarding this issue.	Mary has suggested several methods to tackle the issue.
Adjective → Adverb	Peter is successful in running his shop.	Peter is running his shop successfully.
Adverb → Adjective	Please check your answers carefully.	Please be careful when checking your answers.
Adjective → Noun	Customers are angry about the unsatisfactory service.	The unsatisfactory service has aroused anger among customers.

Verb → Adjective	People who failed in the past may succeed in the future.	People who faced failure in the past may attain success in the future.
Adjective → Verb	It was really frustrating that the staff wouldn't take the time to answer my questions.	It frustrates me that the staff wouldn't take the time to answer my questions.

2) Change in Passive/Active Voice

Active → Passive	Companies can organize more charity events.	
Passive → Active	A lot of effort has been made to achieve the result.	Mary has made a lot of effort to achieve the result.

3) Participle Phrase (function as adjectives)

V-ed	Many emigrants will eventually return to their homeland as they are plagued by homesickness.	Plagued by homesickness, many emigrants will eventually return to their homeland.
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V-ing	Since Mary practices English writing every day, her language ability is improving.	
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4) Gerund

Begin with gerund (v-ing)	Mary spoke with foreigners to improve her language skills.	
Gerund in the middle of a sentence	The government can promote the new e-learning scheme to students. For example, it may subsidize students to buy tablets.	The government can promote the new e-learning scheme to students, like subsidizing students to buy tablets.

5) Synonyms _____

2.2 Organization Skills for Paper 3

- Unlike Paper 2, you will not have time for “fancy” topic sentence/ concluding sentence. However, please still try your best to include a topic sentence at the beginning of each paragraph.
- The use of subject/ title/ headings/ sub-headings is crucial in some genres, e.g. report/ summary/ article (the subject/ title alone may account for 1 point already)
 - These will be covered in detail in later sessions
- Linkage between points is the key to score high in coherence:

Simple linkage	
And	
As well	All full-time staff members will be trained to handle valuable items properly as well .
Also (in the middle of a sentence)	On top of that , we would also like to request your permission for displaying the photographs of the plough in our new museum posters.
On top of that	On top of these , we have launched the “Operation Gar” scheme, where we are voluntarily relocating gars to the Hong Kong Ocean Park.

Other than	Other than pineapples, the village was also famous for its pearl rice, which was grown with the help of cattle ploughing the farmland.
Apart from	Apart from being appealing to rice buyers, the beautiful scenery of the “S”-shaped rice fields also attracted tourists from the city to visit the village on weekends.
Casual Relationships	
Because	As for the reasons why we hope to film at The Peak Sky Deck, it is because Bubblegum’s new music video’s song is “Around the World with You”.
As	For example, the majority of tourists, which is over 90%, recognize Statue of Liberty in New York and The Great Wall of China in Beijing, as they have previously seen these landmarks from television, movies and music videos.
So	First and foremost, it is suggested that the lake can be transformed into an aquarium, so that visitors can see marine animals while visiting our mall.

In a sense that	We acknowledge that the Chang Yee Tak Plough is valuable in a sense that it is the only wood-and-iron plough in the world from the 18 th century that is still in a perfect condition.
Therefore (not suitable for informal genres)	Therefore , we would like to borrow it for our exhibition about farming in the New Territories.
As a result,	As a result , the fire alarm was triggered, eventually leading to the evacuation of the building.
Leading to	
Supplementary Information	
That	We acknowledge that the Chang Yee Tak Plough is valuable in a sense that it is the only wood-and-iron plough in the world from the 18 th century that is still in a perfect condition.
Including	We will be responsible for all transportation costs, including delivery and return.
Which	Other than pineapples, the village was also famous for its pearl rice, which was grown with the help of cattle ploughing the farmland.

	For example, the majority of tourists, which is over 90%, recognize Statue of Liberty in New York and The Great Wall of China in Beijing...
Where/ in which	On top of these, we have launched the “Operation Gar” scheme, where we are voluntarily relocating gars to the Hong Kong Ocean Park. Indeed, we have launched a free orphan program, where we take in a wide variety of unwanted exotic pets.
With (+ noun phrase)	The number of cases handled by the free orphan program has steadily increased in the past 5 years, with the number reaching over 100 in 2013.

- In a letter of reply, use the followings to make your structure clearer (will be detailed in part 4):

Regarding	Regarding the issue of smoking in toilet, it is proposed that...
In view of	In view of the lack of staff assistance, it is recommended that...

	In view of raids on pet shops, we also aided vets from the AFCD to deal with the issues.
With reference to	With reference to the inadequate signage, an online survey revealed that...
As for	As for the reasons why we hope to film at The Peak Sky Deck, it is because Bubblegum's new music video's song is "Around the World with You". As for the heavy equipment, a camera crane weighting 60 kg and lights with stands weighting 45 kg will be used.

3. Formal Letter/ Email

3.1 General Points to be Noted

	DO	DON'T
Greeting	Dear Sir/ Madam, Dear Editor, Dear Ms. Tam,	Dear Melody Tam, Hello, How are you?
Complementary Close	Your sincerely, (you know who the recipient is) Your faithfully, (you don't know who the recipient is) Best regards, (a bit less formal)	Best, Love, Best wishes,
Expressing criticism	弱化字眼 先揚后抑	指示上級 直接批評
	Seemingly, it is true that XXX is far more important than YYY. However, after considering ZZZ, I am	Since XXX is more important than YYY, I disagree with...

	afraid I have to disagree with...	
	It is obvious that XXX is vitally important, but YYY also plays an indispensable role in...	
Counter Argument	It seems that you are concerned with...	Critics may argue that... (收信人 = critics)
	It is understandable that XXX, but in fact...	

3.2 Transformation Exercise: Informal Letter to Formal Letter

Informal letter

Hi there,

We're writing to ask for some funding. It's for educating students about saying no to drugs. We're sorry for telling you about this late but we still hope you can listen to us.

Let's look at the situation right now as more and more students are getting addicted to drug. They aren't aware of the how bad taking drugs is, so when their friends ask them to try, they'll simply go ahead. *(Content continues.....)*

In a nutshell, we should not underestimate the power of education. We hope you can adopt our suggestions. Just ask us anything if you have questions. Thank you and write back to us if you have time!

Best,
Chris

Formal Version



4. Letter of Reply/ Defensive Letter

4.1 Template

Appropriate opening

Direct response	(Thank you for your reply.) I am writing in response to your letter regarding XXX and acknowledge your doubts and concerns.
Responding to others (usually in a Letter to the Editor)	On behalf of XXX, I am writing this letter in response to XXX's letter regarding XXX to acknowledge his/her doubts and concerns.

Structure

One paragraph = one complaint/ concern/ doubt + rebuttal

- You mentioned that XXX. However, the fact is the opposite.
- You then believed that XXX, but the point is unfounded.
- You are worried that XXX, yet we can reassure you that XXX.
- You criticized that XXX, but your claim is in fact unsubstantiated.
- You are concerned about XXX, but this is not true. We would like to clarify that XXX.

Appropriate ending

1. Thank you for your letter again.
2. We hope you/ XXX can feel reassured and have your/ his/ her concerns acknowledged, (as well as regain confidence in our company.)

3. Should you have any enquiries, please feel free to contact us.
4. Thank you in advance and we are looking forward to your earliest reply.

Special Elements (Optional)

- Forgiveness
 - Give a chance for us/ them to reflect on our/ their mistakes → turn over a new leaf

- Carried away by our/ their anger
 - The other party shares responsibility too
 - We/ XXX was carried away by our/ their anger at YYY insulting words

4.2 Defensive Letter Sample Essay (1) (2014 Paper 3 Part B Task 10)

Dear Editor,

On behalf of the Kowloon Exotic Pets Hospital, I am writing in response to Mr. W. Squeers' letter, dated 23 March 2014, regarding exotic animals to acknowledge his doubts and concerns.

First and foremost, Mr. W. Squeers believed that our hospital is only concerned about making money, but the claim is unsubstantiated. In fact, we proactively collaborate with the Agriculture, Fisheries and Conservation Department (AFCD) to provide voluntary services. Not only did we volunteer to help with the AFCD Open Day, but we have also established a joint campaign with the AFCD to organize free workshops to educate the public about the threats made to the ecosystem. In view of raids on pet shops, we also aided vets from the AFCD to deal with the issues. On top of these, we have launched the "Operation Gar" scheme, where we are voluntarily relocating gars to the Hong Kong Ocean Park.

Mr. W. Squeers is also worried about the diseases carried by some exotic animals, yet the point is that when they are handled with care, the incidence of infections with exotic pets is extremely low.

Last but not the least, Mr. W. Squeers criticized that releasing exotic animals into the wild may damage the ecosystem. We would like to reinstate that we have been spreading messages against releasing exotic animals into the wild to prohibit such behavior. Indeed, we have launched a free orphan program, where we take in a wide variety of unwanted exotic pets. The number of cases handled by the free orphan program has steadily increased in the past 5 years, with the number reaching over 100 in 2013.

It is hoped that Mr. W. Squeers can feel reassured and have his doubts and concerns acknowledged.

Yours faithfully,

Joey Wong

Assistant of the Kowloon Exotic Pets Hospital

4.3 Letter of Reply Sample Essay (2) (2015 Paper 3 Part B Task 9 Real Script)

To: Anca Ma

Subject: Reply to email regarding filming at The Peak Sky Deck [topic]

Dear Ms. Ma,

On behalf of North Star Artists [identity], I am writing this email with reference to your email on 10th April [aim] and I would like to provide you with more information about the filming and acknowledge your concerns [outline].

As for the reasons why we hope to film at The Peak Sky Deck, it is because Bubblegum's new music video's song is "Around the World with You", where we would like to film at famous landmarks around the world and we reckon The Peak Sky Deck as a famous tourist spot of Hong Kong.

In fact, there is a myriad of benefits for The Peak Sky Deck and Hong Kong tourism [TP]. It will be easier for tourists to recognize the landmark. For example, the majority of tourists, which is over 90%, recognize Statue of Liberty in New York and The Great Wall of China in

Beijing, as they have previously seen these landmarks from television, movies and music videos. It reflects that including the landmark in music videos can make it more famous. Currently, only a minority of less than 30% of tourists recognize The Peak Sky Deck, mainly from tourist brochures. It will be more well-known if it is included in the music video. On top of that, Hong Kong tourism will also benefit as nearly a quarter of tourists who visit foreign countries enjoy seeing landmarks the most, according to a survey questioning USA and Europe tourists. It will make Hong Kong a more popular tourist spot [SC].

It seems that the Peak Sky Deck is worried about the actual filming process. In fact, the music video will be filmed on 19th May for approximately 6 hours, where we would like the Peak Sky Deck to be closed from midnight after its business hours. It seems that the Peak Sky Deck is also concerned about security issues, but the point is that it will be secretly filmed, where little people will know about the exact time and location. It will not be widely spread on Tweeter or Facebook. Another point mentioned is regarding the noise issue, but the actual fact is that a small CD player will be used, and Bubblegum will mime with the low-volume track. As for the heavy equipment, a camera crane weighting 60 kg and lights with stands weighting 45 kg will be used.

Thank you for your email again _____. We hope that The Peak Sky Deck will feel reassured after reading this email and it is earnestly hoped that our request will be granted so that Bubblegum can film its music video here. _____ We are looking forward to your earliest reply and please feel free if email us if there are further issues.

Yours sincerely,
Starsky Chung

4.4 Defensive Letter Sample Essay (2016 Paper 3 Part B

Task 8)

To: Ip Lai Ping

Subject: Reply to concerns about the request of borrowing the Chang Yee Tak Plough [topic]

Thank you for your email dated 1 April. I am writing in response to your concerns over our request of borrowing the Chang Yee Tak Plough.

First, we would like to clarify the reason for borrowing the plough. We acknowledge that the Chang Yee Tak Plough is valuable in a sense that it is the only wood-and-iron plough in the world from the 18th century that is still in a perfect condition. Therefore, we would like to borrow it for our exhibition about farming in the New Territories. On top of that, we would also like to request your permission for displaying the photographs of the plough in our new museum posters.

You are worried that the plough will be damaged during the exhibition. In fact, a wide range of protective measures will be in place to ensure that it will be well preserved. In strict compliance with our staff manual on care of borrowed items, the plough will be displayed with a glass cover. This will effectively prohibit visitors from touching or handling the plough without permission. All full-time staff members will be

trained to handle valuable items properly as well.

You are also concerned about the transportation of the plough, but we can reassure you that movers without experience and professional training in handling borrowed items will not be hired. We will be responsible for all transportation costs, including delivery and return. We will strive our best to protect the valuable plough. Nevertheless, an insurance plan would be purchased for the plough prior to finalizing the transportation arrangement. If the plough was unfortunately damaged due to accidents, all damages during the transportation and display would be compensated by the insurance company.

Thank you for your email again. It is hoped that you can feel reassured and have your concerns acknowledged, and grant permission for us to borrow and photograph the Chang Yee Tak Plough. Should you have any enquiries, please feel free to contact us. Thank you in advance and we are looking forward to your earliest reply.

Yours sincerely,

Indy Wong

Assistant of Hong Kong Social History Museum

5. Application Letter

5.1 Application Letter Template

1. Introduction

- With reference to your advertisement in XXX on XXX, I am applying for the post of XXX.
- I am extremely interested in XXX and have confidence that I will perform my duties to your entire satisfaction with my enthusiasm in taking up responsibilities.

2. Explain why you are interested in the job + show your knowledge about the job/ the whole industry

- XXX keeps me stimulated so it is my pleasure to XXX.
- I would like to gain more experience in related fields and it will be ideal if I can work in your company.
- I believe through XXX, not only can I improve the efficiency of the team, but I can also learn a lot from them.

3. Your abilities and how ^{are} they related to the job

- As a responsible individual who truly enjoys being busy, I am capable of handling multiple tasks and can work efficiently under pressure
- Armed with a capacity of imagining different situations and possibilities, I am flexible in coping with all kinds of challenging

tasks and can learn new skills quickly.

- Equipped with strong verbal communication skills as well as high language proficiency, I can coordinate with other departments effectively.
- Being a highly meticulous and organized person, I am proficient in XXX.
- I have an impressive grasp of XXX.

4. Appropriate ending

- I believe I am an excellent candidate for this position and if I am offered the opportunity, I will prove to be a great addition to your team by means of diligence, perseverance and devotion to duty.
- A copy of my curriculum vitae is attached, and I will appreciate an opportunity to speak with you in person about my qualifications and possibilities for the position.
- Please contact me at XXXX-XXXX or via email at XXX@XXX.com. I am looking forward to hearing back from you.

5.2 Application Letter Sample Essay (1)

Part A

Your friend, Peter, is applying for the post of Project Coordinator at Chan Consulting Cooperation for a summer job. He has difficulties writing the application letter. Write it for him. Write about 200 words.

Dear Mr. Chan,

Application for the Post of Project Coordinator

I am writing to apply for the post of Project Coordinator, with regard to your advertisement in Hong Kong Post on 19th February 2016.

I am extremely interested in becoming a Project Coordinator because I can gain tremendous satisfaction through the process of completing a project by cooperating with various parties and coordinating resources. Other than that, the reason for why I would like to work at Chan Consulting Cooperation is because of its high reputation. By taking up the post, I believe I will gain valuable experience which is available nowhere else.

I have confidence that my past experiences and quality can help me fulfill the job requirements. I hold Bachelor of Business Administration at the University of Hong Kong and have attended courses regarding

risk management, resource allocation as well as accounting, which are closely related to the job. Having been the group leader of the project in my final year at the university, not only did I have an impressive grasp of the flow of a project from start to finish, but I also possess excellent abilities to cooperate with teammates and to overcome obstacles. Being a highly organized and meticulous person, I can handle multiple tasks simultaneously and work efficiently under immense pressure and time constraints. These are all essential but rare qualities among young people nowadays. Typically, young people these days are not open-minded and tend to shy away from new experiences or learning about novel topics. They are afraid to leave their comfort zone and seek new experiences in life. Young people are not accustomed to waiting for anything anymore - they have unrealistic expectations and demand instant gratification.

Armed with desirable qualities and handful experiences, I am confident that I am a competitive candidate for the post. Enclosed are my curriculum vitae and two reference letters. I will appreciate if I am offered the opportunity to introduce more about myself in person. Please contact me at 9876-5432 or via email at peter.wong@hongkongmail.com. Thank you and I am looking forward to talking with you in person.

Yours sincerely,

Peter Wong

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5.3 Application Letter Sample Essay (2)

7th May, 2014

Senior Manager
Human Resources Department
Hong Kong Company Limited
10/F, Hong Kong Center
3 Queen's Road Central
Hong Kong

Dear Sir/ Madam,

I am writing in reference to your advertisement (ABC0013) in ABCrecruitment for the vacant post of office assistant in your company. I am extremely interested in the property field, and have confidence I will perform my duties to your entire satisfaction with my enthusiasm in taking up responsibilities.

I see great potential in Hong Kong's thriving property market, which is highly pertinent to infrastructure and land development. I would like to gain more experience in related fields and it will be ideal if I can work in your company. Interacting with people keeps me stimulated

and engaged so it is my pleasure to assist and organize for an executive and coordinate with other members. I believe through day-to-day activities and providing administrative support to managers, not only can I improve the efficiency of the team, but I can also learn a lot from them.

Being a highly meticulous and organized person, I am proficient in filing, revising and organizing documents, as well as maintaining high levels of accuracy in data entry. I have an impressive grasp of computer operations, and am skilled in using Microsoft Office, Excel, html and JAVA. As a responsible individual who truly enjoys being busy, I am capable of handling multiple tasks and can work efficiently under pressure. I possess excellent problem-solving skills, as I am flexible in coping with all kinds of challenging tasks and can learn new skills quickly. With strong verbal and written communication skills and language proficiency, I can coordinate with other departments effectively.

I believe I am an excellent candidate for this position and if I am offered the opportunity, I will prove to be a great addition to your team by means of diligence, perseverance and devotion to duty. A copy of my curriculum vitae is attached and I will appreciate an opportunity to speak with you in person about my qualifications and possibilities for the position. Please contact me at 9876-5432 or via email at

chris.wong@hongkongmail.com. I am looking forward to hearing back from you.

Yours faithfully,

Chris Wong

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6. Report/ Summary

6.1 General Reminders

Tone	Formal
Title	<ul style="list-style-type: none">- Title is a must- Include sub-headings if there are multiple issues to be addressed- No need to be fancy. "Report on XXX (and XXX)" will be good enough
Frequently used phrases	<ul style="list-style-type: none">Regarding...With respect/ regard to XXX, ...In view of...With reference to XXX, ...

6.2 Report Sample Essay (2016 Paper 3B Task 10)

Report on Recent Problems and Recommendations

Introduction

It has recently come to our attention that there are several complaints regarding the Hong Kong Social History Museum. Specific issues will be outlined in this report and corresponding recommendations will be made.

Problems

1. Smoking in toilet: Mr. Chow, the Senior Cleaning Officer, reported that 13 visitors were smoking in the toilet on 4 April 2016. As a result, the fire alarm was triggered, eventually leading to the evacuation of the building.
2. Lack of staff guidance to ensure safety: According to Ms. O Conner, Headmistress of St. Sinead's Girls' School, a student from their school fell off from the large plastic ox display and broke her arm. However, there was a lack of museum staff who could assist in dealing with the accident.
3. Inadequate signage: Ms. O Conner also pointed out that a group of

teachers and students got lost in the basement of the museum at closing time as they could not see any signage nearby.

Recommendations

1. Regarding the issue of smoking in toilet, it is proposed that a “no smoking” announcement can be made whenever the toilet door is opened.
2. In view of the lack of staff assistance, it is recommended that a full-time staff should always be available to assist school groups during their visits, while part-time staff can provide further aid by making worksheets for students.
3. With reference to the inadequate signage, an online survey revealed that many visitors thought that the font size on the signs are too small and the color of the signs is not eye-catching enough. Therefore, it is suggested that the signs can be made with more eye-catching colors and an enlarged font size.

6.3 Summary Sample Essay (2017 Paper 3B Task 8)

Write a summary of the opinions on the initial concept plan for the Golden Flower Adventure Mall using information from the B2 Data File and your notes.

Introduction

The initial concept plan for the Golden Flower Adventure Mall has been reviewed. The recommendations regarding its design are summarized below.

Features Recommended to be Kept or Removed

It is unanimously agreed that the jungle theme should be kept, as well as its associated features like the water fall, sailing ship and lake. It is believed that these key features are coherent with the wide range of exciting activities available in the mall. However, it is suggested that the castle should be removed as it may be inappropriate to build a fancy facility in a jungle. On top of that, due to the lack of space on the sailing ships, it is proposed that only restaurants should be kept, and shops should be removed.

Recommendations regarding the Development of Features

First and foremost, it is suggested that the lake can be transformed into an aquarium, so that visitors can see marine animals while visiting our mall. A swimming pool can be built right next to the aquarium, which will be separated by a thick glass wall. In this way, swimmers can swim side by side with marine animals. On top of these, it is proposed that ziplines can be built over the swimming pool, which ingratiate the overarching jungle theme.

To synergize with the swimming pool, the waterfall should be located right above the swimming pool, so as to bring excitement to swimmers when the water rushes down to hit them. Another issue regarding the waterfall is its height. Based on our previous experience at Highland Adventure Centre in the United Kingdom, a waterfall at a height of 40 metres will cause the formation of clouds, which may disrupt electricity supply and subsequently lead to power failure. In view of this, it is suggested that the height of the waterfall should be reduced to 30 metres, which can effectively prevent the formation of cloud.

Feasibility

Having worked on a similar construction project, Highland Adventure Centre in the United Kingdom, our engineering team has agreed that the features mentioned above are feasible.

7. Complaint Letter

7.1 Complaint Letter: Introduction

1. I am writing to lodge a complaint (aim) about XXX (outline + topic), where XXX. My short-lived experience here (to the company) / there (to the editor) was nothing but a mess, and I find XXX far from satisfaction.
2. I would like to express my discontent with XXX. The services failed to live up to my expectations. (If you have less time). What we experienced was nothing but a waste of our precious money and time. Deplorably, our mood was utterly shattered.

7.2 Complaint Letter: Steps for each paragraph

1. Original expectations
2. Observations
3. Development (elaboration using 6W)
4. Impact (self and others)
5. Feelings
6. (optional) rhetorical questions (反問句)
7. (optional) sarcasm (諷刺)

7.3 Common Complaints (for 1-4)

1. Physical environment

resulting

- Lack of space ~~results~~ in overcrowding
- Poor facilities

2. Human resources

- Impolite/ untrained/ unprofessional/ impatient staff
- Discrimination against customers/ provide preferential treatments for customers
- Poor coordination among staff

3. Advertisements

- Conditions stated in promotional leaflets are far from reality
- Misleading/ exaggerated gimmicks
- Promise of XXX has not been kept
- Inaccurate data and statistics about the products

4. Terms and conditions

- The leaflets/ contracts mentioned in black and white that XXX. However, that was only true on paper.
- The discounts are different from those stated.
- It was written on the receipt that I can replace the goods within 7 days, but we cannot have any refund or replacement.

5. After-sale services

- Late delivery

- Cost customers several hours of phone calls to resolve the matter with the support centre.

6. Hygiene

- The toilet seats were not working properly as the water in it was overflowing onto the floor.
- Cockroaches and rats were creeping here and there.
- Toilet bowls were out of order as well and urine was leaking out of the toilet bowls.
- A mosquito was swimming blissfully inside the bowl
- Lack of selection of food
- The cooks are chatting and their saliva spills around
- Rotten meat/ vegetables → diarrhea

7.4 Feelings (Step 5)

- What I experienced is totally contradictory to what I heard from your advertisements
- I am totally perplexed/ bewildered (迷茫) about XXX.
- I had tremendous sympathy for other consumers.
Not until that day did I understand I fell prey to scams again.
- Never had I expected paying a visit to XXX could be so disappointing.
- My short-lived experience was nothing more than a joke and a waste of a day as it was a disaster from start to finish.
- It is difficult to tolerate XXX.
- I find XXX beyond tolerance.
- It was one of the most frustrating experiences I have ever had.
- The image of XXX has totally been tarnished.
- My mood was utterly shattered.
- We were disheartened by XXX.
- We were extremely infuriated/ irritated by XXX.
angry

7.5 Optional steps to gain additional marks (Step 6-7)

Rhetorical Questions

- Could you imagine our frustration and bewilderment?
- Aren't there any rules governing and regulating the standard of service?
- Wouldn't it be ridiculous that XXX?

Sarcasm

- The lack of XXX (negative) is what appeals to me.
- Perhaps the only good news is that there was no XXX (the worst thing).

7.6 Ending Templates

Ending (to the company)

- I trust that your company always provides quality service. Deplorable as my experience was _____, I am convinced it is merely an isolated incident _____, and you will take the matter seriously to prevent the recurrence of similar situations. I anticipate your earliest response _____.

Ending (to the editor)

- It is the worst XXX I have ever been to. I hereby strongly advise against patronizing this shop until its services have greatly improved _____.

Suggesting improvements (to the company) (For Paper 2)

- Conducting more check on trainees' performance to ensure high standard quality
- Providing more training for staff in areas such as language proficiency, courtesy, and ways to serve customers

- Launching reward schemes to provide financial incentives

Suggesting improvements (to the editor) (For Paper 2)

- Consumer council: ensure product quality and safety by prosecuting unscrupulous business
- Consumer council: enhancing public awareness of consumer rights
- Tourism board: extending the coverage of the Quality Tourism Scheme and carrying out more checks on whether shops under the scheme performs well
- Government: providing staff-training subsidies for companies

7.7 Complaint Letter Sample Essay

Learning English through short stories

Recently, you have bought a book of short stories in a bookstore. However, you have found that both the book and the services of the staff are of very low quality. Write a letter of complaint to the bookstore to air your grievances.

Dear Sir,

I am writing to _____ a complaint about the quality of books and services I experienced at your bookstore at Causeway Bay on 19th July. As a customer, my short-lived experience was nothing but a waste of my money and time. Deplorably, our mood was _____.

The first thing that concerned me was the poor quality of the books. I bought a book called "24 Short Stories that You Must Read", which was packed in a plastic wrapper. Its appearance was flawless, with an intact cover page so I was made to believe that it was entirely new. Not until the moment when I unwrapped the book did I understand I fall prey to scams again. The pages inside were marked with pens, while some of them were even folded. What stroke me the most was the fact that not only few pages were missing, but few stories were missing instead. Could you imagine my frustration when I realized that there were only

21 short stories in a book called "24 Short Stories that You Must Read"? Without a doubt, your bookstore is deceiving customers and my mood was utterly shattered.

Equally disappointing was the ability and attitude of your staff. In my previous experiences at other bookstores, staff were usually amicable and eager to help. Unfortunately, all the staff at your bookstore looked exhausted without any facial expressions. Shouldn't staff smile at customers to show that they are friendly? I understand that staff can feel fatigued after serving customers for the whole day, but what disappointed me the most was that the staff were indifferent. I was totally perplexed when I asked your staff where the short stories shelf was. Your staff replied that it was not his responsibility to tell customers where the books were because it was his first day of work. Shouldn't staff be trained before they serve customers? The image of your bookstore was totally tarnished because of your unprofessional staff.

What came as the most preposterous was that your staff was extremely impolite when I asked for a refund. Asking for refunds is totally reasonable when the quality of the products is below standard. However, your staff told me that I could not get a refund because I had no evidence that the marks and folds were made by previous readers. I was disheartened when your staff suspected me of intentionally

marking and folding the pages in order to get a refund. Last but the most frustrating of all, he used insulting words to tell me to get out of the shop immediately. Never had I expected the attitude of your staff could be so disappointing.

In a view to my disastrous experience, it is reasonable for me to ask for a formal letter of apology from the staff who insulted me and a full refund of the book I purchased. I trust that your bookstore has the ability to provide quality books and services. Deplorable as my experience was, I am convinced that it was merely an isolated incident, and you will take the matter seriously to prevent the recurrence of similar situations. I suggest that your bookstore should check the quality of books meticulously before selling them and provide more training for staff in areas such as how to serve customers with the right attitude. I anticipate your earliest response.

Yours faithfully,

Chris Wong

8. Speech/ Debate Speech

8.1 Speech/ Debate Speech Template

<p>Introduction: Debate Speech</p>	<ol style="list-style-type: none"> 1. Good morning/ afternoon respected judges, my honorable opponents and members of the audience. 2. It's an honor here to speak of my views on the motion about XXX. 3. Our team strongly agrees/ is strongly opposed to this motion. 4. I'd like to outline the reasons now.
<p>Introduction: Ordinary Speech</p>	<ul style="list-style-type: none"> • Good morning ladies and gentlemen. • Follow the normal “TAIPO?” steps. • MUST-HAVES: <u>Aim + Identity (self-introduction)</u> <u>Outline</u> <hr/>
<p>Increase Interactions</p>	<ul style="list-style-type: none"> • I believe most of you still remember XXX • I am sure every one of you does not bear to witness XXX. • I guess most of you XXX. • Let me tell you a fact: S+V+O.
<p>Rhetorical Questions/ Question tags</p>	<ul style="list-style-type: none"> • But could XXX afford these expenses? No, an emphatic no. • What would happen if XXX? • Wouldn't my worthy opponents agree with

	<p>me?</p> <ul style="list-style-type: none">• Why can't we XXX?• Short sentences (<u>no complicated sentence structure like inversion</u>)
Conclusion (debate speech)	<p>I'm certain you'll support our team and believe today's motion should/ should not stand. Thank you!</p> <p>[stance + appeal support + thank you]</p>

8.2 Speech Sample Essay (1)

Learning English through social issues

You have graduated from university and have become a careers counselor. You are giving a speech at the graduation ceremony at the school, and you have been asked to give a speech to graduating students about choosing jobs in the future. In your speech, discuss what factors students should consider when choosing a career, suggest a job they could choose in the future and explain what most other people in Hong Kong think about this job.

Good morning Principal, professors and graduates. Before I begin my speech today, let me ask you graduates a question: what kind of jobs will you choose in the future? Well, I can see some bewildered faces in the audience and so I hope my speech today can inspire you all. Being the careers counselor from the Hong Kong Youth Association, it's my great honour to be offered an opportunity to give a speech at such a prestigious university - The University of Heung Shing. Today, I'd like to talk about why being a teacher is one of the best ways of contributing to society, though some people in society nowadays may look down on this job.

What pops up in mind when it comes to the factors of finding a job? I believe some of you will immediately think of monetary rewards and

fame, imagining that you're the next top lawyer or doctor in society. However, of the multitude of factors of choosing a job, probably the most important one is the opportunity of contributing to society. Being a metropolis and the Asian financial hub, _____ is prevalent in Hong Kong and many will consider money as the sole factor when they choose their jobs. I understand that money is _____ in our lives, but just try to imagine: will you be mentally satisfied when one day you become a phenomenal entrepreneur earning buckets of money, yet giving nothing back to society? Being brought up in the Asian financial hub that attaches inordinate importance to material life, I know some of you [Increase interactions] may be still hesitating, but I'm sure most of you have participated in volunteering work before. Don't you recall the spiritual satisfaction that you gained when you lent a hand to others? The valuable feeling can never be replaced by soulless money, can it?

The concept of contributing to society is rather vague so many of you may ask: what job should I choose then? It's _____ for me [Increase interactions to make a living if I become a full-time volunteer! I'm going to tell you [Increase interactions that being a teacher is in fact one of the best ways to strike a balance between making a living and contributing to society. As an educator, you're [Increase interactions] actually cultivating the future leaders in society. Being a teacher enables you to instill correct moral

concepts into students' mind, facilitating their all-round development and avoiding them to become complacent individuals who think everything revolves around them. You may even make significant changes to others' lives! Take myself as an example: I was diagnosed with ADHD since I was in primary school, which prevented me from concentrating in class, leading to my disastrous academic results. I'm so grateful that I met Ms Tse, my class teacher in form 2 who was so caring that she offered me free remedial classes in the afternoon to ensure that I fully understood what was taught in the morning. Only after then did I regain confidence and motivation to learn and I realized the fact that all adversity can be _____ as long as you're determined enough. Without the dedication and patience of Ms Tse, I won't be able to stand here today and share with you all. Don't you want to become a person who can positively influence our next generation?

While mentioning why being a teacher can be so meaningful, many of you may still look down on this job. Some of you may have a negative impression on teachers as you may think that they're simply reading the textbooks aloud, while earning much less income than lawyers and doctors. Yes, it is undeniable that teachers will most probably earn less than some professionals, but it is absolutely wrong to think that being a teacher is just about reading textbooks! Apart from giving lectures, teachers also have to pursue life-long learning in order to keep abreast

with knowledge. Rather than reading textbooks aloud, many teachers are passionate about their work and they are eager about equipping their students with critical and independent thinking skills, language ability as well as resilience. I believe professors here can't agree with me more that being an educator is extremely busy, isn't it? Given that teachers educate our next generation into successful individuals, teachers do deserve our respect.

After listening to my speech, I hope that you've got a clearer concept about what kind of jobs are suitable for you in the future. After all, life is not just about making money and contributing to society is of paramount importance. Just like fertilizers in soil that are essential for plant growth, the contribution of teachers is easily overlooked yet they're playing a crucial role in educating our future leaders. As Margaret Thatcher said in her autobiography, life is about influencing people around you. Graduates, remember not to let yourself regret and choose your job wisely. Thank you!

8.3 Debate Speech Sample Essay

Learning English through Debating

You are a member of your school's debate team and you will be speaking against the motion 'All governments should drastically reduce the use of fossil fuels and develop renewable sources of energy'. Write your speech, stating your stance, explaining the reasons behind it and proposing an alternative solution.

Good morning respected judges, my honourable opponents and members of the audience. It is an honour to speak of my view on the topic of whether or not all governments should drastically reduce the use of fossil fuels and develop renewable sources of energy. Our team could not disagree with this view more based on the following reasons.

The most significant point is about the feasibility, including time and technological constraints. It's universally acknowledged that we've been relying on fossil fuels as a major source of energy since the past few decades, isn't it? It's obvious that the government wouldn't be able to find a perfect substitute for fossil fuels with the currently limited scientific knowledge and development, thus it's barely possible that governments could drastically reduce the use of fossil fuels. A flawless illustration of the point is that even in countries which are more technologically advanced, such as Japan and Germany, energy

generated from renewable sources only accounts for less than 10% of the total energy consumption of all residents. It reveals that with the existing technology, insufficient energy can be generated to fulfill all human needs, and therefore fossil fuels cannot be replaced immediately.

Apart from time and technological constraints, we shouldn't overlook the effectiveness of generating energy from renewable sources. Using fossil fuels as a source of energy is far more stable and efficient than using renewable sources of energy such as solar power and tidal power. As long as there're fossil fuels, they can be burnt to generate energy. However, when there is no sun, how can light energy be collected and converted into other sources of energy? When we mainly rely on renewable sources of energy, what are we going to do when the natural environment is unfavorable? In addition to the instability, the efficiency of generating energy is also paramount. For instance, when we generate energy using tidal power, energy can only be collected twice a day, which is during rise and fall of tide. In contradistinction to tidal power, fossil fuels can be burnt throughout the day and is far more efficient. Owing to the fact that fossil fuels are more stable and efficient, isn't it ridiculous to claim that its use should be drastically reduced?

Our opponents must put forth the argument that for the sake of the

environment, all governments should drastically reduce the use of fossil fuels. Yes, using renewable energy is more environmentally friendly, but is it necessary for every government to follow this trend? Some countries may have small population so that their energy need is easily fulfilled by burning small amount of fossil fuels, so meagre pollution is created. On the contrary, building new equipment for generating renewable energy, ranging from wind turbines, solar power panels and dams to underground pipeline systems, may create even more land pollution and constitutes a menace to the ecology. The aim of reducing the use of fossil fuels is to mitigate the detrimental impacts on the environment instead of intensifying the problem by adopting renewable sources of energy. Moreover, for small countries, not only is the necessity low, but the government also lacks financial power to develop renewable sources of energy. The claim that all governments should reduce the use of fossil fuels is totally unjustifiable.

Against these backdrops, instead of having all governments reducing the use of fossil fuels drastically, gradual changes are preferable and feasible. Governments of more technologically advanced countries can be pioneers and first devote more resources to research and development in this area and gradually increase the proportion of energy generated by renewable sources. What I mean is that governments can set goals, for instance, to increase the percentage of total energy generated by renewable sources by 5% per year. Even

though our reliance on fossil fuels is reduced, they should not be completely eliminated. Instead, they should serve as an alternative source of energy when the weather conditions are unfavourable to collect renewable energy. After the technology is mature, less developed countries can learn from these countries can gradually reduce the use of fossil fuels too.

Taking all aspects into account, it is my firm conviction that not all governments should reduce the use of fossil fuels drastically and develop renewable sources of energy. I'm you'll support our team and believe today's motion should not stand. Thank you!

9. Feature Article (Or many Part A Essays)

9.1 Feature Article Template/ Skills

[口訣：MRSDIP → MRS. DIP → 蝴蝶夫人]

<u>M</u>ake up details	
<u>R</u>eveal Secrets	<ul style="list-style-type: none"> ■ To our surprise, XXX. ■ Many people might think that XXX. However, this is not what I think. In fact, XXX. ■ When asked about XXX, most of XXX will be unanimous in their answer – XXX. While without doubt that XXX is true, my experience is a little bit different. ■ In fact/ In actual fact, XXX. ■ XXX. Yes, that is right, but I can tell you: XXX.
<u>S</u>tory as an introduction	
<u>D</u>ialogues	
<u>I</u>nteractions	<ul style="list-style-type: none"> ■ Pronouns: I/ You ■ Rhetorical questions/ question tags

	<ul style="list-style-type: none">■ Strike a chord with readers: like every one of you, XXX.
<u>Playful Tone</u>	<ul style="list-style-type: none">■ Try to be humourous■ DON'T use moreover, furthermore (too formal!)

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9.2 Feature Article Sample Essay (1)

Learning English through Short Stories

As an editor of your school newspaper, you got a chance to interview a famous writer in town and he/she shared with you his/her writing experience. You have found the writer's personal experience truly inspiring. Write a feature article for the school newspaper. Describe his/her journey of becoming famous and include some of the writer's tips about writing short stories.

Rebecca Robertson's Road To Success

[Make up the details] 'Amazing Journey', 'Mystery of the Locked Box', 'Sparkling Stars' – [Interactions] You may have heard of these famous books written by Rebecca Robertson, who is hailed as the one of the most successful female short story writers worldwide. Some of her books, such as [Make up the details] 'Missing Chances' and 'The Particular Joy of the Apple Tree', were adapted to make movies. [Interactions] How did she create all these amazing stories? Read [Aim] this feature article to know more about her unique path of writing!

A lot of [Interactions] you may wonder how Rebecca Robertson was when she was a child. [Reveal Secrets] What is her secret of being a famous writer? In fact, she was brought up by her grandparents in a

small town because both of her parents worked in the city to make a living. When she was a child, there was barely any entertainment apart from reading books, which was her grandfather's favorite activity.

[Dialogues] 'My grandpa read a lot,' Rebecca laughed, 'he was simply a bookworm, to be honest.'

[Reveal Secrets] To our surprise, [Interactions] like some of you, Rebecca had no interest in reading at first as she held the perception that books were dull and monotonous. Compared with reading novels, Rebecca loved to doodle and draw pictures. However, when she showed her work to her buddies and teachers, they did not get the message behind the picture and it dampened Rebecca's enthusiasm in drawing.

[Dialogues] 'How come everyone doesn't understand the meaning behind my work?' Rebecca asked herself. Seeing her frustration, her grandfather told her that writing may be an alternative way to express her messages. Rebecca was reluctant to read and write at first, but her grandfather insisted to read her short stories at bedtime. Gradually, she was captivated by the attractive characters and the spellbinding plots.

[Dialogues] 'I felt like I entered another world. Everything was new and

fascinating,' Rebecca said. She then initiated to read by herself but problems arose. Looking back into the past, Rebecca smiled, 'I was a naughty kid, a really naughty one! I never listened to the teacher and either slept or doodled in class. It turned out that my academic results were disastrous, haha!'

Owing to her poor attitude in learning previously, Rebecca found it was formidably difficult to understand words in books. There were a myriad of vocabularies that she had never seen, including the essential ones. Her mood was utterly shattered because she could not understand the books, let alone express messages through writing. Initially, she could only understand about half of the content. Fortunately, with her grandfather's as well as teachers' encouragement, Rebecca persevered to read every day. No pains, no gains. With perseverance and endurance, Rebecca could understand almost the whole book after one year. Her academic results also improved significantly and her teachers were astonished by her prodigious change in both attitude and ability.

Rebecca could not wait to start writing her own stories, yet another insurmountable difficulty emerged. Writing was diametrically different from purely reading, where she had to make sure her ideas were expressed accurately and make the scenes seem realistic using a

lot of writing devices, such as personification, similes and metaphors. She also considered the interests of the target audience of each story and added particular elements to attract readers.

[Interactions] You may ask: how did she overcome all these challenges?

[Reveal secret] In actual fact, there is no shortcut to success. Through numerous practices and learning from advice provided by her teachers and grandfather, Rebecca became confident about her writing. At that time, Rebecca graduated from high school and went to university in the city to further her studies. She got access to the Internet, which was already popular in the city at that time, and posted her original stories on a blog. Soon, beyond her expectation, number of viewers skyrocketed exponentially, and Rebecca gained huge sense of satisfaction from it. However, not until did an editor contact her did she decide to become a full-time writer after she graduated.

[Dialogue] 'I could still remember vividly when the editor sent me an email, telling me that they want to make my stories into a book. I felt I was on the top of the world!' Rebecca was thrilled. [呼應 + make up details] Her first book, 'The Particular Joy of the Apple Tree', became a bestseller and it was even made into a movie. Rebecca started her path as a professional writer since then.

If you wish to be a successful short story writer like Rebecca in the

future, here are some advices given by her. It is of paramount importance to observe more and think about the possibilities which others will not think of. [Dialogue] 'Like when you see a box with a lock, you may imagine you can enter a mystery world when you jump into the box,' Rebecca suggested. In fact, this was how she was inspired when she wrote [呼應 + make up details] 'Mystery of the Locked Box'. To be a novel writer, creative mind is a must-have. Another key to success is to read more because you can learn a lot from others' writing styles and techniques. Last but not least, practice makes perfect. There is no shortcut to becoming an eminent writer and diligence and perseverance is the recipe for success.

9.3 Feature Article Sample Essay (2) (2016 Paper 3 Part B Task 9)

Write an introduction to Wang Chung traditional farmhouse and village for the museum website.

Introduction of the Wang Chung Traditional Farmhouse and Village

Have you ever imagined living in a traditional farming village in the past? Read this introduction to find out more about the Wang Chung farmhouse and village!

Guess what? The farmhouse was found at the bottom of the Wang Chung reservoir! When Typhoon Ellen hit the Wang Chung Village in 1983, there was a great flooding which caused the entire farmhouse to be immersed under water when the reservoir was built. So how was it eventually discovered? In fact, the reservoir's water level reached its historical low and revealed this amazing infrastructure! In 2015, the farmhouse was rebuilt brick-by-brick by the Social History Museum.

After knowing the origin of its discovery, don't you want to discover more about its interesting facts? To start with, the village was indeed renowned for its pineapple festival in the past, where it was a tradition

for farmers to offer pineapples to the God of Farming. Other than pineapples, the village was also famous for its pearl rice, which was grown with the help of cattle ploughing the farmland. Although the rice was not cheap, it still attracted buyers from all over China, leading to a great demand. It was even considered a luxury for wealthy families! Apart from being appealing to rice buyers, the beautiful scenery of the “S”-shaped rice fields also attracted tourists from the city to visit the village on weekends. It is deplorable that the village disappeared in 1990 when the reservoir was constructed, where villagers moved to their new homes.

You may not have heard of the Wang Chung village before reading this introduction, but it’s likely that you’ve heard of the story of the kitchen cupboard in the farmhouse! Typhoon Ellen in 1983 caused severe flooding and led to catastrophic destruction to the village. To our surprise, two young sisters miraculously survived in the flooding! While waiting for rescue after their home was struck by a flash flood, they clung to the kitchen cupboard which floated on the flood water. What’s more amazing is that the two sisters carved Guanyin, the Goddess of Mercy, on the left door of the cupboard, asking her to rescue them. The young girls eventually reunited with their parents after being rescued and this story has become a well-known miracle.

Don't you find the Wang Chung farmhouse and village interesting after hearing all these stories? Come visit us at Hong Kong Social History Museum to find out more about the reconstructed farmhouse!

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10. Personal Letter

10.1 Personal Letter: Introduction Template

● Greeting (non-reply)

- How're you getting on? (don't always use)
- How's life treating you? (don't always use)
- Actually, I knew this already when I read your status on Facebook/
read your post on Instagram mentioning you're quite perplexed about...
(避免公式化+pretend as if you know about the situation)

● Greeting (reply)

- What an amazement to see my mailbox embrace your letter.
- Thank you so much for your letter sharing with me your happiness about XXX.
- Thank you so much for your letter sharing with me your frustration/ anxiety about XXX.
- Please accept my heartfelt sympathy for XXX.

● Recalling problems

- It seems you're concerned with XXX.
- I am so glad to know you wrote to me about the problem you are having.
- Previously I've successfully helped my friend with XXX. Hence, I can

certainly understand your trepidation (困境) and can offer some pointers (指引)

in XXX.

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10.2 Personal Letter: Template for giving advice (QICM)

- Question _____
- Imperative _____
- Conditional sentence _____
- Modal verbs _____

Question _____

- Why don't you XXX?
- Why not XXX (bare infinitive)?
- Have you ever thought about XXX (gerund)?
- Don't you believe XXX could XXX?

Imperative (命令式) _____

- Never XXX (bare infinitive).
- Avoid XXX (gerund)
- Remember to XXX.
- Do/ Don't XXX.

Conditional sentence _____

If + simple present + simple future [high possibility]

- ◆ E.g. If he does not love me, I will break up with him.

- If + simple past + past future [low possibility]

◆ E.g. If I won Mark Six, I would quit my job.

■ If + past perfect + past future perfect. [regret]

◆ E.g. If I had been more hardworking, I could have scored higher.

M odal verbs

■ Can/ could/ may

■ Had better + bare infinitive

■ Must/ ought to / should + bare infinitive

10.3 Template: Increasing intimacy (CHIP)

- C olloquial expressions
- H ypocrisy
- I nterjections
- P arenthetical expressions (插句)
- Other expressions (intimacy)

C olloquial expressions

- Exactly/ Alright/ Sure/ Absolutely
- I'm afraid not/ Of course not/ Not really

H ypocrisy

- Friend/ mate/ Buddy
- Dear/ sweet

I nterjections

- Yeah!/ Brilliant!/ Fantastic!
- Gosh!

P arenthetical expressions (插句)

- To be frank, XXX.
- As you can see, XXX.
- Believe me, XXX.

- Just between you and me, XXX.
- Well/ right/ yes. XXX.

Other expressions (intimacy)

- You're exceptional
- I believe my friend is smart and clear-minded enough to make a right choice.
- As your best friend, perhaps I can analyze the matter objectively.
- I do care about you.
- If you can't XXX, the guilt I will have in my heart will be beyond description.

10.4 Personal Letter: Ending Template

1. Hope + support

- I wish you all the strengths during this tough time and my thoughts are always with you

- I'm always by your side. Just let me know if you have any problems.
- Hope for the best!

2. Stop + request reply

- Well, I must sign off here. Write to me when you have time.

3. Regards to parents

- Pass on my regards to your family.

4. Complimentary close

- Best wishes,/ Love,/ All the best, + Signature

5. (Optional) Common expressions

- Expressions for dilemma
 - X and Y are not like two polar opposites. They are not mutually exclusive.
 - Look before you leap.
 - Let the nature take its course.

● **Expressions for difficulties**

- Don't trouble trouble until trouble troubles you.
- Let bygones be bygones.
- Adopt a positive and optimistic attitude towards life.
- Look at the matter from another perspective.

● **Expressions for dreams/ careers**

- When there's life, there's hope.
- No one can make you feel inferior without your consent.
- Opportunities are given to those who are prepared.
- Reality is sometimes cruel. Be down-to-earth.
- Carpe diem, it is now or never. Grasp the chance and make your dream come true. Opportunity seldom knocks twice.
- When there is a will, there is a way.
- There is no fluke.
- Your destiny is in your hands. Don't let it be a regret for your whole life.

● **Expression for family matters**

- You should communicate with your parents openly and have a genuine talk with them.
- Explain your situation to your parents. Be patient and one day they will respect your choice and wish.
- Resolve family conflicts and achieve a harmonious family.

- Establish a close relationship with your family through mutual understanding and two-way communication.

- **Expressions for peers**
 - Take part in extra-curricular activities and meet friends with the same interests.
 - Enlarge your social circle by regaining contact for long lost friends and keeping in touch with overseas friends.
 - Open up to your friends.

- **Expressions for habits/ interests**
 - I'm not telling you not to XXX – just less frequently.
 - Be actively engaged in social activities and lead a well-balanced life.
 - Enjoy XXX to your heart's content.
 - Don't squander time on idolatry.

- **Expressions for studies**
 - XXX hampers your academic performance.
 - Pursue whole-person development.
 - Stretch your potential.
 - Allay your stress.
 - Strive for excellence in academic results.

10.5 Personal Letter Sample Essay (1) (2018 DSE Paper 2 Q4)

Learning English through Social Issues (2018 Q.4 , 部分字眼曾作修改)

You write an advice column for Young magazine and you have received the following letter:

“I’ve been considering about what to do in the future. I’m passionate about animals and I’ve always desired to be a vet. But when I talked to my parents about it, the first thing they said was “No”. I feel really frustrated. What should I do?” – A.B., 17 years old.

Write a letter of advice.

Dear A.B.,

How’re you getting on? Thanks for your letter sharing with me your frustration about your dream of becoming a vet. 10 years ago, I stumbled across similar difficulties when I told my parents I would like to become a writer – they were extremely unsupportive and wanted me to become a doctor instead. Hence, I can certainly understand your trepidation and I hope I can offer you some pointers.

I know you must be passionate about animals, but ask yourself a

question: do I really understand about the duties and responsibilities of a vet? Please don't find this offensive – I've witnessed a lot of people around me who love animals and want to become a vet like you, but the majority of them gave up due to various reasons. Some realised they couldn't handle the wounds of animals properly as they're afraid of blood; some realised facing sick animals every day intolerable; some realized they couldn't withstand euthanising animals which are too ill to be treated. Guess what? Some of these people who gave up even completed half of their Veterinarian degree overseas! Remember [Imperative], being enthusiastic about animals doesn't mean you're suitable for the role as a vet. I hope you won't make a regrettable decision and lavish your time on studying something you don't genuinely like, and I'm sure your parents are thinking in the same way.

If you're still confident that you still want to become a vet after understanding its duties – that's fantastic! You've at least made sure you're not impulsive in pursuing your dream. What's the next step? Make sure you can persuade your parents by showing them you're a pragmatic person. Don't show your determination by words, show them by action. Try to excel in prerequisite subjects like Chemistry and Biology to demonstrate to them you're capable of learning more advanced concepts in the future. Mate, you may also volunteer at organizations like Rescue Centre for Abandoned Pets and get in touch with ill pets on a regular basis. If you want to go further, you may even

try to purchase some Veterinarian textbooks or enrol in online Veterinarian courses. Believe me [Parenthetical], all these can show to your parents you're serious about your dream and I'm sure they'd be impressed by all the efforts you've made.

Last but not the least, you should communicate with your parents openly and have a genuine talk with them. Remember to stay calm and polite when you attempt to persuade your parents. You may find this unpleasant to hear – I believe your parents don't intend to object you just because they want to force you to do something you dislike. Who have taken care of you since you were a baby? Who have strived to give the best to you? Sweetie [Hypocrisy], I'm sure they love you and have sacrificed a lot for you. If you follow all the steps I mentioned above, I'm sure they'd understand your passion and they'll probably be less opposed to your choice or might even become supportive! If you're determined to become a vet, don't [Imperative] let your parents' objection be a hurdle. Be patient and one day they'll respect your choice and wish.

I wish you all the strengths during this tough time and my thoughts are always with you. Well, I must sign off here. Write to me again when you have time. Carpe diem, it is now or never. Grasp the chance and make your dream come true.

Best wishes,

Chris Wong

(577 words)

M.T. Education 2019

10.6 Personal Letter Sample Essay (2)

Part A

Your cousin Peter has been discriminated by his classmates at school as he is a mainlander. He has only come to Hong Kong for a few months. His mother who still stays in China is really worried about him so she requests you to write a letter to help him overcome the problems he faces at school. Write a letter to him to give him some advice and cheer him up.

Dear Peter,

How're you getting on? I've heard from your mother that you are facing difficulties in getting along with your classmates. It seems they're discriminating against you because you came from the Mainland. Six years ago, I stumbled across similar difficulties when I came to Hong Kong from Mainland so I can certainly understand your trepidation and can offer you some pointers.

I understand sometimes your classmates may make fun of you and you'll feel infuriated. Remember one golden rule: don't act impulsively. Perhaps they'll mock at your background tease you in class. Don't take revenge by saying insulting words to them. [Parenthetical] To be frank, the more impulsive you are, the more you show them you care and

the more they entertain. I know it's difficult, but try to remain calm when they ridicule you. Trust me, they'll no longer find it fun jeering at you. Believe it or not, if you show your classmates forgiveness, they will reflect on their behaviours and feel ashamed. As time passes, they will certainly understand you more thoroughly and make friends with you.

Perhaps language barrier is another reason why your classmates discriminate against you. You may feel inferior because you can't understand the knowledge in Cantonese and English, right? Well, never question your ability because of others' words because everyone needs time to adapt. You know, when I first came to Hong Kong six years ago, I couldn't even pronounce my name properly in English! Previously, your mother showed me your English composition and I think it was quite well written. Yes, you still have rooms for improvements, but you're already on the right track. Be confident in yourself! No one can make you feel inferior without your consent. Simply try your best to speak more in class and seek for teachers' help when necessary. You may ask for your classmates' help as well, but bear in mind that you should be polite. Let nature take its course and one day your classmates will see how capable you are.

I believe my cousin is smart and clear-minded enough to deal with adversities. You should adopt a positive and optimistic attitude

towards life and things will become better. I wish you all the strengths during this tough time and I'm always by your side. Just let me know if you have any problems and write to me when you have time.

Best Wishes,

Chris

M.T. Education 2019

10.7 Personal Letter Sample Essay (3)

Learning English through work communication

Your sister has just graduated from university and is going to interview to become a waitress at a local restaurant. The interview will be conducted in a group format. Write a letter to her about the preparation needed and what she should do during the interview.

Dear Jessie,

I've heard from mum that you're going to attend a group interview at Pacific Desserts next month, right? I guess being a waitress will allow you to gain some life experience before entering the university because you're going to see all walks of life, so it's definitely beneficial for you. As your elder brother, I'd like to offer you some pointers as I've attended a number of group interviews previously [Bracket: increase intimacy] (I've attended one at the Steak House few years ago, do you remember?). In this letter, I'd like to suggest some ways for you to prepare, including improving your English and training your critical and independent thinking skills. Respecting others and showing your personalities are what you should do during the interview.

Of all the preparation that you should do before the group interview, probably the most important one is to enhance your English ability.

You know, Hong Kong is a diverse melting pot which serves as a bridge connecting the East with the West, with people coming from different countries and cultures. Therefore, employers are looking for waitresses who can take orders of foreign customers who don't speak Cantonese. Equipped with high language proficiency, you'll appear attractive to your employer and stand out among other interviewees. Why don't you start preparing by listening to English radio and online podcasts (like BBC news and TED talks) every morning? In this way, you can familiarize yourself with various accents and your listening abilities will be lifted. During the interview, you can grasp the ideas of other interviewees easily and respond accordingly, demonstrating to your employer that you can communicate well with foreign customers if you're employed. You can also practise oral English with your friends [Bracket: increase intimacy] (or me if you want) so you'll be less nervous when you speak English during the interview.

Apart from enhancing your English ability, what's also significant is to train you critical and independent thinking skills. Sis, you always excel in your academic studies and you've never disappointed mum and dad (I'm really proud of you!). However, to be honest, I think you've room for improvements in terms of critical and independent thinking skills. Well, actually you're not the only one encountering this difficulty - this is prevalent among Hong Kong students who are under the exam-oriented education system. While students are catering their answers

specifically to marking schemes, what they usually lack is the ability to cope with changing situations. However, in a group interview, you'll have to show your employer that you can respond to other interviewees flexibly. If other interviewees say something nonsense, you shouldn't blindly agree, but instead use your critical thinking skills to point out the flaws. You must also flex your creative muscles using the independent thinking skills to supplement others' ideas. Believe me, try to read more books and meditate on the content in exhaustive details. For example, when you read Shakespeare's masterpieces, try to think about if the protagonists' deaths are inevitable. I believe you can hone your critical and independent thinking skills by reading and thinking more.

More than just preparing beforehand, it's also of paramount importance to respect others during the interview. Trust me, if you don't know how to respect others, all your efforts in improving your English and thinking skills will be in vain! Never interrupt other interviewees when they're speaking, no matter how much you crave for expressing your views. Think about it logically: how can your employer expect you to respect customers if you don't even know how to respect your group mates? My advice is to smile naturally when others are speaking and try to listen with concentration. This will not only allow you to show your employer that you're willing to listen to others opinions, but you can also respond accordingly later. This is just

like how you'll respect customers if you become a waitress. Another point to note is that if someone wants to speak with you at the same time, let him go first; your employer will know how polite you are. Being a waitress is not just about serving customers with dishes; it's about how you respect them and serve them with politeness.

Other than respecting others, try to reflect your unique personalities when you're speaking in the interview. While other interviewees are talking about how their physical fitness may help them in being a waitress, you may show some extraordinary characters, such as perseverance and determination - these are what many employers are looking for. Well, you've suffered from dyslexia since you were in primary school, isn't it? I still remember the days when you worked so industriously that you barely slept to spell words and piece them together to form coherent sentences. Eventually you overcame the hurdles and performed even better than ordinary students in your studies – I'm once again so proud of you, Jessie. In the group interview, try to share your experience in overcoming challenges and I'm confident that your employer will appreciate that. These days, young people are often criticized for not being resilient and they think they're the centre of the universe. Many employers have a negative impression towards young people as they give up easily in the face of setbacks. Therefore, if you can demonstrate that you're determined and persevered no matter how tough the work is, you'll absolutely

have a greater chance of being employed!

Jessie, I know you're a smart girl and as your elder brother, I'm sure you'll be able to prepare well in terms of English ability and thinking skills after reading this letter. Just try to bear in mind to be respectful and show your unique personalities during the group interview. Just like in life, opportunities are always reserved for those who are prepared! I'm not telling you to follow my suggestions entirely - these are just some advices for your reference only. At the end of the day, it still depends on your personal efforts and no one knows you better than yourself. I'm always by your side; so just let me know if you've any problems. I wish you a successful group interview at Pacific Desserts!

Best Wishes,

Chris