

CSEC French
Paper 02
Section III - Contextual Dialogue

Using between 80–100 words in the INSERT provided, complete the dialogue between you and the ticketing agent by giving your responses.

You are to fly home from Guadeloupe to attend your sister's 21st birthday party in which you have a vital role to play. Upon arrival at the airport you find that your flight has already left.

Responses to ALL of the cues listed below **MUST** be included in the dialogue:

- (i) Greetings and request
- (ii) Reason for your lateness
- (iii) Plans affected
- (iv) Alternative plans
- (v) Final solution

Total 20 marks



CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

FRENCH

Paper 02 – General Proficiency

Section III – Contextual Dialogue

Centre number

Candidate number

Using between 80 – 100 words, complete the dialogue between you and the ticketing agent by giving your responses.

You are to fly home from Guadeloupe to attend your sister’s 21st birthday party in which you have a vital role to play. Upon arrival at the airport you find out that your flight has already left.

Responses to ALL of the cues listed below MUST be included in the dialogue:

- (i) Greetings and request
- (ii) Reason for your lateness
- (iii) Plans affected
- (iv) Alternative plans
- (v) Final solution

Attach this INSERT to your answer booklet.

L'Agent: Bonsoir Monsieur/Madame, puis-je vous aider?

Moi: Oui, bonsoir, je voudrais un billet pour le vol 915.

L'Agent: Mais Monsieur/Madame, cet avion est déjà parti ; ça fait dix minutes!

Moi: Quoi!? Il a décollé à quelle heure?

GO ON TO THE NEXT PAGE

- L'Agent:** Le vol était pour 14.30 et il est maintenant 14.50. Pourquoi êtes-vous en retard?
- Moi:** Il y avait beaucoup de circulation sur la route.
Pouvez-vous m'aider?
- L'Agent:** Je comprends votre situation Monsieur/Madame mais je ne peux rien faire pour vous!
- Moi:** Avez-vous un vol qui part ce soir?
- L'Agent:** Nous n'avons pas de vol ce soir mais l'autre compagnie à côté a un vol ce soir.
- Moi:** Oui mais elle est trop chère! Alors pouvez-vous leur dire de baisser la prise un peu?
- L'Agent:** Non Madame, ce ne serait pas possible. Nous n'avons pas d'accord avec eux.
- Moi:** S'il vous plaît! C'est la fête de ma sœur ce soir.
- L'Agent:** Demandez à votre sœur de repousser la fête à demain soir, nous avons un vol à six heures demain matin.
- Moi:** Je ne suis pas sûr qu'elle y arrivera à repousser la fête.
- L'Agent:** Je suis sûr qu'elle y arrivera!
- Moi:** Bon, d'accord. À quelle heure partirait-il?
- L'Agent:** Bon soir. Le vol partira à 6h du matin. Ne le ratez pas cette fois-ci!

Total 20 marks

Example of an excellent answer

In this response, the candidate was engaged in an animated discussion with the agent at the airline counter, matching the high drama and excitement of the situation with simple, calming language that led to the ultimate solution to the problem. This was achieved by the candidate's superb comprehension, manipulation and production of syntax, morphology and lexis of the Target Language (TL), so that the dialogue produced was neither hyperbolic nor unrealistic.

The question demanded that the candidate express a wide gamut of emotions: anxiety, shock, regret, apology, frustration, desperation, resignation. In addition, the candidate was expected to display skills in requesting, problem solving, negotiating and decision making in the TL. As such, this question involved the writer in higher level cognitive demands of analysis (question, discriminate, examine, solve), synthesis (formulate, propose, plan) and evaluation (choose, appraise, select, evaluate and defend). The candidate had to be able to use the question form as well as the formal address demanded by the context. An understanding of the cultural context of overseas travel (specifically air travel) was an asset to the candidate. The candidate successfully and effectively managed to achieve all of these. This response could have been improved with reference to the sister's 21st birthday, and the crucial role that the candidate had to play in the celebration (hence the desperation to return home).