

KINGDOM OF BAHRAIN

NATIONAL AUTHORITY for QUALIFICATIONS  
and QUALITY ASSURANCE of EDUCATION  
and TRAINING

Directorate of National Examinations

Grade 12 National Examinations

مملكة البحرين

الهيئة الوطنية للمؤهلات و ضمان جودة

التعليم و التدريب

إدارة الامتحانات الوطنية

الامتحانات الوطنية للصف الثاني عشر

March 2015

ENGLISH

Paper 1 Writing

Duration: 90 minutes

The total mark for this paper is 40 marks.

امتحان مارس 2015

اللغة الإنجليزية

الورقة 1 الكتابة

مدة الامتحان: 90 دقيقة

الدرجة الإجمالية لهذه الورقة 40 درجة.

Read the following Instructions:

Write the answer on the question paper.

Use blue pen only.

The use of dictionaries are not permitted  
during the exam.

Do not write in the margin.

Answer **all** the questions.

ألصق الرقم الشخصي للطالب هنا

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For Markers' Use		لاستعمال المصححين				
	Maximum mark	OM	RM	PC	GR	RE
DK No	-					
Marker No	-					
Q1	10					
Q2	10					
Q3	20					
Total	40					

This document consists of 8 printed pages

**Part 1**

You ordered a bag from a well-known website a few weeks ago. However, when you received the bag, you discovered that it had some problems. You decide to contact the customer service department of the website.

Write an email (**100-120 words**) to the manager of the customer service department.

In your email:

- give specific details about your order
- describe the problems with the bag
- say what you would like the manager to do.

Do **not** write any addresses.



**Part 2**

You are a member of your school's student council. The school principal has asked you to write a report on the last National Day celebration which was held at the school. Read the feedback below from students who attended the celebration, and write a report (**100-120 words**) describing the positive and negative points and suggesting how things could be improved.

<b>STUDENT FEEDBACK</b>	
<b>Positive points</b>	<b>Negative points</b>
Activities – good variety	Songs – not relevant
Organisation – good	Timing – short

**Suggestions**

Suggest how to improve the negative points.







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**ENG12/01**

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**اللغة الإنجليزية**

**الورقة 1 الكتابة**

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