ENGLISH: PAPER 1

Read the passage below and then answer questions 1 to 6.

Take a tour of supermarkets and shops at any time of the day. You will find a wide variety of commodities on the shelves. Many are packed in beautiful containers with bright colours that are easy to spot. Others are wrapped in attractive papers that are eye-catching and difficult to ignore. All these products seem to scream for the buyer's attention. Services are also advertised vigorously, with promises of smooth efficiency and the best value for money.

Despite these beautiful advertisements and claims by sellers and manufacturers, it is the responsibility of a consumer to get all the necessary information about a product before buying it. A consumer should do research on any product or service he or she wants to buy. He or she should not be persuaded by the words of the seller because the target of the seller is to sell. The consumer should talk to people who have used the product or service. Moreover, they can read reviews about the product or service in newspapers, magazines and even online. By doing this, the consumer will learn about the quality, cost and value of the product or service and make an informed decision.

Consumers should ensure that any product they want to buy has not expired. They should also check for the mark of quality. In Kenya, the Kenya Bureau of Standards, (KEBS) set quality standards before they are sold to consumers. A consumer can make a genuine complaint on any grievances about a product or a service they received. The complaints can be about defective products, underweight goods that are less than the weight stated on the pack, overcharging of good or services among other reasons. Once a consumer buys a good or pays for a service, he or she must get a receipt. The receipt is very useful in case the products are faulty and the consumer needs to ask for a refund or replacement.

1. What do you learn in the first paragraph?

A. There are a lot of goods and services in the supermarket.

B. Many products are packed in beautiful containers with bright colours that are easy to spot.

C. Many products are decoratively displayed along with dynamically advertised services to attract customers.

D. It is good to tour the shops and supermarkets for wide range of products and services.

2. Why are the commodities in the supermarkets and shops packed in beautiful containers and attractive papers?

A. To display the stock in the supermarket.

B. To make it intricate for clients to easily access them.

C. To get the attention of the potential buyers.

D. For clients to get more information about them.

3. According to the passage what is the role of Kenya Bureau of Standards (KEBS)?

A. It regulates the supply of goods and services.

B. It sets quality standards once they are sold to consumers.

C. It receives complaints from clients about defective products.

D. It warrants delivery of quality products to consumers before consumption.

4. What is the opposite of the word "eye-catching" as used in the passage?

A. Striking B. Trivial C. Amazing D. Invisible

5. Which among the following is not a genuine grievance that a consumer can complain about according to the passage?

A. Defective products