Cambridge Assessment International Education

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FIRST LANGUAGE ENGLISH **0500/11**

Paper 1 Reading **October/November 2023**

INSERT **2 hours**

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INFORMATION

- This insert contains the reading texts.
- You may annotate this insert and use the blank spaces for planning. **Do not write your answers** on the insert.

This document has **8** pages. Any blank pages are indicated.

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Read **Text A**, and then answer **Questions 1(a)–(e)** on the question paper.

Text A: The early history of flying

The ability to fly has always fascinated humans. Stories of people attempting to fly can be found in many ancient cultures. However, past human attempts to range freely in the skies have often had bumpy consequences.

In Greek mythology there is the legend of Daedalus and Icarus, the father and son who created wings by combining feathers and wax to escape from imprisonment in Crete. In 852 CE, inventor Armen Firman was researching what enabled birds to fly. There is a story that he covered his body with feathers and created wing-like garments that he attached to his arms. He then jumped from a tower. Although his attempt was unsuccessful, the garments slowed his descent, allowing him to survive with only minor injuries.

Artist and inventor Leonardo da Vinci developed early plans for an aircraft in the fifteenth century. He sketched flying machines that used flapping wings to generate both lift and propulsion. The pilot lay forward, employing arms and legs to operate these wings.

Imaginative as da Vinci's designs were, the fundamental barrier to a human operating his machine was the limited muscle power of humans compared to birds; he could never have overcome this basic fact of human physiology. There was also the issue of how the machine, which had no engine, would be launched by mere wings. A few foolhardy individuals may have been prepared to risk life and limb by trying this out.

In the twenty-first century, the emphasis is on passenger comfort and entertainment, especially during long-haul flights where passengers are seated for many hours. Travel by air remains the speediest way of reaching a destination, if perhaps the least interesting for those who enjoy watching the route. Many people will sacrifice environmental concerns and the high costs of flying for speed and convenience.

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Read **Text B**, and then answer **Question 1(f)** on the question paper.

Text B: Annoying passengers

In this text a flight attendant speaks about the things that passengers do that are inconsiderate or unsafe.

Some people treat us as if we are quite literally 'air-heads'. A little politeness costs nothing.

If you have an injury or a disability, of course we will happily assist, but some able-bodied passengers expect us to load their heavy bags into overhead stowage. If you can't lift your bag above your head, please arrange for it to go in the cargo area. Don't take advantage.

The 'call bell' is intended to alert crew of an emergency: when a passenger takes ill, for example. Some passengers use this when they want us to bring them drinks or blankets. If the aisle isn't congested, walk to the staff area to make such requests. Then you can also stretch your legs. It's actually not good for your circulation to sit too long.

You may enjoy loud music. Others don't. You will find free earphones stored in the back of the seat directly in front of you. They are yours to keep.

Some people ignore the seatbelt warning. Your seatbelt ensures that you are safe during take-off and landing. I don't understand why some people pretend they have their seatbelt fastened when they haven't. And you can spot these people a mile off by their guilty expressions.

You've been with us for hours, dying to disembark, but when it's finally time to leave, you spend ages putting your shoes on and searching under seats. We're thrilled you like us so much, but we just want to remove our smiles and rest our tired legs. If you are a passenger of limited mobility, of course this is a different story and we will never make you feel rushed to get off the plane.

Oh, and talking of seats: we understand that you're annoyed you haven't been given a seat next to your friend, but we really can't do anything now you are on the plane. The issue should have been addressed at check-in hours earlier. On many flights, passengers have paid extra for a particular seat, and they shouldn't feel pressured to give it up because you are throwing an unbecoming tantrum!

Still on seats, you'd be surprised at the state some people leave their area in when they disembark. I remember one family eating a bag of pistachio nuts and then throwing the shells onto the floor. They weren't even embarrassed.

As you're going to be confined to a small space for hours, any strong food smells will get magnified. You may prefer to enjoy your fast-food on the plane rather than in the terminal, but other passengers will complain. And it's not like you can just open your window to get rid of the smell!

Read **Text C**, and then answer **Questions 2(a)–(d)** and **Question 3** on the question paper.

Text C: The new job

This text is about a young person called Jeswin who has just started to work for an airline company called Golden Tours, as part of their airport 'Meet and Greet' team. Jeswin is being looked after on his first day by a senior member of the team, Edgar.

Edgar laid his large hand on Jeswin's small shoulder and strode onto the wide Departures concourse, as Jeswin tripped and danced to keep up with him.

'You're going to be very busy today,' Edgar announced, an ironic grimace contorting his round face. Edgar stopped suddenly and twisted Jeswin's shoulder through a dizzying one hundred and eighty degrees so that Jeswin could see the workplace. The concourse at present was eerily silent. It comprised many empty roped-off labyrinths that passengers would negotiate before they reached the check-in desk, where their luggage would be surrendered into the safe hands of Golden Tours staff and deposited in the cargo area of the plane.

Jeswin wriggled to detach himself from Edgar's large hand. He had been attached (in a more figurative sense) today to Edgar to learn his job: making sure that the passengers had the documents they needed to fly, showing them where to take their luggage and giving helpful and friendly advice.

Edgar's expression began to radiate mild exasperation and Jeswin turned to see its focus: a small knot of passengers wandering uncertainly towards the Golden Tours check-in area. Their luggage trolley was performing a shaky dance, not dissimilar to the movements of Jeswin's own feet a few minutes earlier. A small child hung onto its side trying to deter three disobedient suitcases from unscheduled disembarkation.

Jeswin immediately understood that this family might need support.

'I've got a report to write for the boss tonight!' huffed Edgar. 'Apparently she doesn't know what our job involves. Hah!'

He marched towards the group. 'Good morning. Your documents, please, so I can make sure they are in order before you drop your luggage off.' Edgar flipped through identity documents with the dexterity of a master player shuffling a deck of cards, before surveying the three suitcases. 'Take it you packed those suitcases yourselves and they haven't been out of sight since you got here? Go to the roped area over there. Shouldn't be too long to wait.'

Now a few more groups were drawing closer. Jeswin approached the nearest group and followed the routine. This continued throughout the morning, meeting and greeting passengers bound for numerous destinations. Edgar had also told him to watch out for unattended luggage and report such items to him. This worried Jeswin: it felt like too much to focus on at once, especially as there seemed to be a lot of luggage around. Generally, though, Jeswin was pleased with himself. He was not as fast as Edgar, of course, but he remembered the 'meet and greet' procedure, and he felt his courteous manner and diligence paid off, as he often received smiles and thanks in return.

Edgar on the other hand was becoming more irritable. 'Fifteen minutes for lunch, as usual,' he grumbled. 'I've hardly seen you this morning, young man. Has everything been all right?'

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Suddenly a shout came up from one of the queues. ‘Hey! That man tried to steal my wallet!’ An angry-faced accuser stood, finger aimed at an older man behind him.

Edgar immediately intervened. ‘Have we got a thief?’ he demanded.

‘No, I’m not a thief. I’m a little unsteady on my feet and I fell over.’ The older man’s chin wobbled as he spoke, and Jeswin saw his eyes blinking rapidly.

Surely he was innocent.

‘Let me help,’ Jeswin said. ‘There is probably some mistake here, but you, sir, have had a bit of a shock and need reassuring about your possessions, so I am going to ask Leo over there to let you put your luggage in right now. Meanwhile, you, sir, mustn’t keep standing in this uncomfortable way: I am going to carry your suitcase over there to Maria.’

As Jeswin returned from Maria’s desk, he saw Edgar smiling in approval. ‘Well handled, young man. You’ve given me some ideas for this report I’ve got to write.’

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