Gratia Christian College
宏恩基督教學院

Examination

Programme	:	General Education
Academic Year (Semester)	:	2025 - 2026 (Semester 3)
Course Code	:	HGE102
Course Title	:	English II: Integrated English
Date	:	13/8/2026 (Thu)
Time	:	2 Hours
Time Allowed	:	7:00 pm – 9:00 pm
Weighting	:	40% of the Overall Marks

This paper has 7 pages (including this cover page).

Student ID No. : _____

Student Name : _____

1. This paper contains three parts: Part I Reading Comprehension (30 marks), Part II Grammar and Vocabulary (30 marks) and Part III Writing (40 marks).
2. Answer all questions of the paper.
3. Answers should be written in the answer book.

This is a **closed-book** exam.

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I. Reading Comprehension (30 marks)

1.1 Passage A

Instructions: Read the following passage and then answer the questions below. (16 marks)

The Changing Role of Building Management

In the past, building management in Hong Kong was much simpler than it is today. In many older residential and commercial buildings, managers mainly focused on collecting fees, arranging basic cleaning, and responding to complaints when problems appeared. Maintenance was often reactive, which means repairs were carried out only after something broke down. Building records were usually kept on paper, and communication with residents, tenants, and contractors was slower.

Today, the role of property and facilities management has become broader and more demanding. Managers are expected not only to keep buildings clean and safe, but also to improve efficiency, coordinate contractors, monitor building systems, and respond quickly to user needs. In many modern developments, staff use digital platforms to track maintenance requests, monitor lifts and air-conditioning systems, and record inspection results. This helps management teams work more efficiently and deal with problems before they become serious.

This change has brought both benefits and challenges. On the positive side, better technology and planning can improve safety, reduce delays, and make building services more reliable. Residents and tenants also expect better communication and faster service than before. However, the work has become more complex. Staff need stronger technical knowledge, better communication skills, and the ability to coordinate different service providers. They also face pressure to meet higher safety standards while controlling costs.

Experts believe that the future of building management will continue to change. Smart technology, sustainability goals, and rising user expectations will shape how buildings are managed. The most successful managers will be those who can adapt, solve problems, and balance technical systems with good human communication.

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1. Describe what building management was like in the past. How is it different today? **(4 marks)**
2. What are the main advantages and challenges of modern property and facilities management? Give at least two examples of each. **(4 marks)**
3. According to the passage, what skills and qualities do successful managers need today? **(4 marks)**
4. Match each word with its correct definition. **(4 marks)**

Words	Definitions
1. Reactive	A. The ability to change with new situations
2. Coordinate	B. Done in response to a problem after it happens
3. Reliable	C. To organize people or activities so they work well together
4. Adapt	D. Able to be trusted to work well and consistently

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1.2 Passage B

Instructions: Read the passage and then answer the questions below. (14 marks)

Energy Saving in Buildings

Energy use is an important issue in property and facilities management in Hong Kong. Large buildings use a great deal of electricity every day for lighting, lifts, air-conditioning, and water systems. If these systems are not managed carefully, buildings may waste energy and face high operating costs. This also creates environmental problems because greater energy use often leads to higher carbon emissions.

There are several ways to improve energy efficiency in buildings. One solution is to use preventive maintenance. If building equipment is checked regularly, faults can be identified early and systems can operate more smoothly. Another approach is to install energy-saving devices such as LED lighting, occupancy sensors, and smarter controls for cooling systems. These changes may seem small, but together they can significantly reduce waste.

However, some people argue that energy-saving improvements are expensive and difficult to introduce, especially in older buildings. Owners may worry about the cost of new equipment or possible disruption during upgrade works. Even so, many professionals believe that long-term benefits are greater than the short-term costs. Lower electricity bills, better system performance, and improved sustainability make these efforts worthwhile.

In the end, energy efficiency depends on both good planning and daily management. Building managers, technicians, and users all have a role to play. If everyone works together, buildings can become more efficient, more comfortable, and more environmentally responsible.

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1. Find two key words or phrases from this passage about energy saving or building operations. For each one, write what it means based on the passage. (4 marks)
2. What are the main problems caused by poor energy management, and what solutions does the passage suggest? (4 marks)
3. The passage discusses both the costs and the benefits of energy-saving improvements. Which do you think is more important in Hong Kong buildings: reducing costs in the short term, or investing in long-term efficiency? Explain your answer using details from the passage and your own ideas. (6 marks)

II. Grammar and Vocabulary (30 marks)

2.1 *Complete each sentence with the correct noun, verb, adjective, or adverb form of the word in parentheses.* (15 marks, 1 mark each)

1. The regular _____*(inspect)* of lifts is necessary for building safety.
2. Staff should respond _____ *(quick)*to urgent maintenance complaints.
3. Good _____*(communicate)* between contractors helps work finish on time.
4. The new system made building operations more _____*(efficiency)*.
5. Water leakage can be a serious _____*(problematic)* in older buildings.
6. The management team plans to _____*(improvement)* the reporting process.
7. The engineer gave a clear _____*(explaining)* of the fault.
8. Building users expect services to run _____*(smooth)* every day.
9. Preventive maintenance improves system _____*(reliable)*.
10. The supervisor checked the work very _____*(careful)* before signing the report.
11. Better signage increases the _____*(visible)* of emergency exits.
12. Property managers must act _____*(calm)* during emergencies.
13. The office requested a full _____*(replace)* of the air-conditioning system.
14. Digital records help teams manage information more _____*(easier)*.
15. Strong leadership improves team _____*(perform)* on site.

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2.2 Choose the correct word from the word bank to complete each sentence. Use context clues from the passages to help you. (10 marks, 2 marks each)

Word Bank: *efficient, monitor, complaint, upgrade, tenant, safety, records, delay, maintain, reduce*

1. Building staff should _____ lift performance regularly.
2. A resident made a noise _____ to the management office.
3. Older systems often need an _____ to improve performance.
4. Good maintenance helps _____ unnecessary repair costs.
5. Accurate digital_____ make follow-up work easier.

2.3 *Fill in the blanks with the correct article (a/an/the)*. (5 marks, 1 mark each)

A building manager needs to be **(1)**_____ good communicator. During **(2)**_____ emergency, clear instructions are very important. **(3)**_____ main goal is to protect users and restore normal operations quickly. If there is **(4)**_____ unexpected fault, staff should report it at once. In **(5)**_____ end, good management depends on both planning and teamwork.

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III. **Writing** (40 marks)

Write a paragraph of about 250 words on one of the following topics.

A) Do you think preventive maintenance is more important than reactive maintenance in building management? Explain why or why not, and give examples.

B) Some people think smart building technology makes management more effective, while others think human communication is still more important. Which do you agree with, and why?

C) What is one common problem in property or facilities management in Hong Kong, and what is the best way to solve it?

Marking Criteria:

- (20 marks) Clear ideas about the topic and good details that support your answer
- (10 marks) Good use of English (varied vocabulary, correct grammar, and clear connections between ideas)
- (10 marks) Well-organized writing with a clear beginning, middle, and end

Note: *If your paragraph is much shorter than 250 words, you will lose 2 marks for every 20 words below that.*

--- End of paper ---

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