

Cambridge International AS Level

ENGLISH GENERAL PAPER**8021/22**

Paper 2 Comprehension

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INSERT

1 hour 45 minutes

INFORMATION

- This insert contains all the resources referred to in the questions.
- 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.

Material for Section A

Background

The town of Kushwala boasts a thriving cricket club. As well as adult teams, there is a very active junior section popular with both boys and girls. Children aged between 11 and 18 join teams eligible to compete in the local cricket league.

Number of Kushwala Cricket Club teams, summer 2026 season

	male teams	female teams
11–14 years old	3	2
15–18 years old	2	1
adults	2	1
over 50s	1	0

Although the adults generally buy their own equipment and clothing, the cricket club is looking for a new sponsor to cover some of the costs for their players aged 18 and under. Following an appeal made on social media, two companies have offered to sponsor Kushwala Cricket Club's junior players. The cricket club's committee will meet to decide which of the following two companies to choose.

Dining De-lite

A local family-run restaurant, which has been in the Hanks family for three generations, Dining De-lite specialises in low-calorie meals and desserts. Mr Hanks is the restaurant's owner, and his two daughters, Tamara (14) and Kelia (17), are both members of cricket club teams, while his father (58), still plays with the senior team and also coaches the 11–14 boys.

Sponsorship details: Dining De-lite would like its brand logo to appear on all sponsored clothing.

Maximum budget for sponsorship: \$1000 per year for five years.

Transport-You

This national passenger transport company is very aware of its carbon footprint and has started introducing electric taxis in towns and cities, a change which is due to be complete within the next two years. To compensate for emissions produced by its larger vehicles, such as minibuses and coaches, Transport-You participates in a carbon-offsetting programme.

Sponsorship details: Transport-You would insist on installing a large digital sign outside Kushwala Cricket Club advertising its business 24 hours a day.

Maximum budget for sponsorship: a one-off payment of \$2500 this year.

Kushwala Cricket Club's current spending priorities

	current spending priorities in order of importance	cost
1	New sets of trousers and shirts, in the club's colours (red and gold), for all eight junior teams to wear in their matches in the 2026 season	\$250 per team
2	Sets of protective clothing for batting, including helmets, pads and gloves (two sets for the girls' teams and two sets for the boys' teams)	\$400 per set
3	A wall-mounted display cabinet for trophies, photographs and other items relating to the club's winning teams	\$200
4	A trip for the club's most successful junior team to watch an international cricket match in the capital city	\$450 (tickets) \$500 (bus transport)

The Kushwala Cricket Club Committee

Miss Wood, club president and coach to the senior women's cricket team. A primary school Physical Education teacher, her interests include long-distance running and local history.

Mr Karanio, club vice-president and father to four of the junior players. He owns a construction business in Kushwala. He believes the cricket club should be looking for a long-term sponsor.

Mr Acosta, club administrator and coach to the senior men's cricket team. He undertakes a lot of voluntary work in his free time, especially in support of environmental causes.

Mrs Schmidt, club financial officer and chief umpire. Last year, she was the first woman ever to umpire the men's regional final, and hopes to make the transition to the international game in the near future.

Additional Information

- 1 Coaching at Kushwala Cricket Club is provided mainly by willing parents, many of whom also represent the club, or have done so in the past.
- 2 The cricket club entrance is situated next to a busy road in a built-up area of Kushwala.
- 3 After a two-year campaign, Miss Wood recently introduced a healthy-eating policy for school lunches at her primary school.
- 4 About half of the junior players are currently unable to afford their own cricket equipment.
- 5 In addition to the sponsorship money offered, Transport-You would provide free transport for players and accompanying adults to all away matches throughout the cricket season, and subsidised travel to parents wishing to go along to watch.
- 6 The 15–18 girls' team won its regional league competition last summer, decisively defeating the other finalists.
- 7 Mr Karanio is taking legal action against Dining De-lite, after his daughter and her best friend contracted food poisoning from a meal they ate at the restaurant.
- 8 Mrs Schmidt is particularly keen to establish a second adult women's team at the club.
- 9 The cricket club's previous sponsor, a local supermarket chain, recently had to withdraw its funding.
- 10 Junior players currently rely on those parents who own cars to drive them to their away matches in groups.
- 11 Dining De-lite is so successful that it can offer a special discount on meals for families with children under 16.
- 12 Trousers and shirts would be replaced in future seasons as needed.

Material for Section B

Adapted from an article by Wilfred Chan

'Unexpected item': how self-checkouts* failed to live up to their promise

When the first self-checkout kiosks were rolled out in American stores more than three decades ago, they were presented as technology that could help stores cut costs, save customers' time and even prevent theft.

Businesses still fret over these issues, and more companies are making self-checkouts the norm. But the machines failed to live up to their promises. This week, one Chief Executive Officer (CEO) said that thefts 'are higher than they've been historically', which many staff and customers link to self-checkouts. Additionally, the machines have made things harder for the workers they were supposed to replace.

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That includes 25-year-old James, head cashier at a large Washington State store, where he's worked for four years. He says running the self-checkout has become one of the most tiring parts of his job. Customers often take out their frustrations on him. 'This should be your job, not mine,' he recalls a man snapping at him recently. James is required to monitor an uninterrupted stream of up to four customers at once as they struggle with the scanner and touchscreen, and sometimes try to shoplift. 'You're pretty much standing in one spot for up to eight hours a day, which makes your feet ache. And having to deal with so many people just drains your mental battery,' he says.

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In 2018, only 18 per cent of all grocery store transactions went through a self-checkout, rising to 30 per cent last year. Some retail chains are trialling stores only offering self-checkouts.

That's not something we should get excited about, says Christopher Andrews, a sociologist who examined the checkouts in his 2018 book, *The Overworked Consumer: Self-Checkouts, Supermarkets, and the Do-It-Yourself Economy*. Despite what grocery stores and checkout manufacturers claim, research shows self-checkouts aren't actually any faster than a regular checkout queue, Andrews says. 'It only feels like it because your time is occupied doing tasks, rather than paying attention to each second ticking away.'

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Neither have they reduced the need for workers: despite the increase in self-checkouts, Bureau of Labor Statistics data shows the number of cashiers employed in the US has remained virtually the same over the last 10 years. And any reduction in low-wage workers has been offset by the need to pay technicians to maintain the checkouts, Andrews says.

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So if self-checkouts are so ineffective, why do we have them at all?

The self-service policies of modern supermarkets have largely been 'imposed by the companies, not because of customers asking for it', says Andrews. Before the twentieth century, shoppers typically purchased goods directly from clerks standing behind shop counters. That changed in 1916 when Clarence Saunders opened the first modern supermarket, where customers were asked to take items off the shelves themselves, receiving a discount for doing so.

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In 1986, a handful of supermarkets installed the first self-checkout machines. The contraptions required customers to scan items and place them on a conveyor belt before a human employee bagged them on the other end. One then-vice-president admitted that the system was slower than traditional checkouts. But 'if the customer feels and thinks this checkout method is faster, they're satisfied with getting out of the store faster', he told reporters at the time.

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Andrews says the majority of people don't actually want self-checkouts. The real reason stores use them, he says, is because their competitors do. 'It's not working well for anybody, but everybody feels like they have to have it. The companies think: "If we can just convince more people to do this, maybe we can start to reduce costs."' 45

Meanwhile, self-checkouts have become a prime target for fraudsters, who use a variety of tactics to beat anti-theft measures. Weight sensors can be defeated by ringing up expensive items – like king crab legs – as cheap items like apples. James, the cashier in Washington, says he saw a customer trying to buy a \$1600 grill for \$5 by hiding one item inside another and switching the barcodes. 50

That has led to an arms race of sorts as some retailers have responded with increasingly strong measures, installing AI-powered cameras near self-checkout areas. 'It turns what's supposed to be a leisurely activity of shopping into an airport-style security check,' says Andrews.

Measures like these have drawn scorn from labour advocates. Marc Perrone, the president of the United Food and Commercial Workers International Union, which represents more than 1 million retail workers, says 'a well-staffed store with well-trained employees who serve customers is the easy and smart solution'. 55

The checkouts pose problems beyond theft. Self-checkouts are often inaccessible for people with limited vision or wheelchair users, who complain they are forced to attract the attention of a member of staff every time they use the computerised machines. 60

The checkout screens could also threaten your health, according to a recent study by the UK-based Infection Innovation Consortium that took samples from a selection of everyday objects. 'The self-checkout samples had one of the highest bacterial loads, as we found five different types of potential disease-causing bacteria surviving on them,' said the lead researcher, Dr Adam Roberts. 65

Could we ever see a world without self-checkouts? Yes, if customers refuse. 'Businesses are looking for creative ways to cut labour costs, and if they can convince customers to do more of the work, they'll do it,' says Andrews. 'I went to my local supermarket the other night after work and filled up my trolley. The staff said to go to the self-checkout – and I just walked away. Because my thinking was, "I'm not going to stand here and scan 60 items. It's just not worth my time."' 70

**self-checkout:* a machine in a shop or supermarket, without a cashier, where customers scan their own items and pay

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