

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
GCSE (9–1) ENGLISH LANGUAGE  
J351/01  
COMMUNICATING INFORMATION  
AND IDEAS  
Reading Insert  
MONDAY 5 NOVEMBER 2018:  
Morning  
TIME ALLOWED: 2 hours  
plus your additional time allowance  
MODIFIED ENLARGED 36pt**

**YOU MUST HAVE:  
the Question Paper**

**READ INSTRUCTIONS OVERLEAF**



# **INSTRUCTIONS**

**The materials in this READING INSERT are for use with the questions in Section A of the Question Paper.**

## **Details of text extracts:**

### **TEXT 1**

**Text: adapted from 'A Living Wage for Factory Girls at Crewe' (1894)**

**Author: Ana Nield Chew**

### **TEXT 2**

**Text: adapted from 'The Secret Life of a Fast-Food Worker' (2016)**

**Author: Anonymous**

## **TEXT 1**

**Ana Nield Chew worked as a tailor in a factory in Crewe and wrote a series of letters to the newspapers about working conditions in the factory. When her identity was discovered, she was sacked from her job.**

**Sir,**

**Will you grant me space in your sensible and widely-read paper to complain of a great grievance of the class to which I belong? I have hoped against hope that some influential man (or woman) would take up our cause and put us in the right way to remedy for the evils we are suffering from.** 5

**But, although we cannot open a newspaper without seeing what all sorts and conditions of men are constantly agitating for and slowly but surely obtaining, only vague mention is ever made of the under-paid, over-worked 'factory girl'. And I have come to the** 10 15

**conclusion, sir, that, as long as we are  
silent ourselves and apparently content  
with our lot, so long shall we be left in  
the ‘enjoyment’ of that lot. 20**

**The rates paid for the work done by  
us are so fearfully low as to be totally  
inadequate to keep body and soul  
together. Well, sir, it is a fact that I  
could prove, if necessary, that we are 25  
compelled not by our employers but by  
stern necessity to work so many hours  
that life loses its savour and our toil,  
which in moderation and at a fair rate  
of pay would be pleasurable, becomes 30  
drudgery of the most wearisome kind.**

**To earn what may be considered a good  
week’s wage the work has to be so  
close and unremitting that we cannot  
be said to ‘live’ – we merely exist. We 35  
eat, we sleep, we work, endlessly,  
ceaselessly work, from Monday  
morning to Saturday night without  
remission.**

**Cultivation of the mind? How is it possible? Reading? Those of us who are determined to live like human beings and require food for mind as well as body are obliged to take time which is necessary for sleep to gratify this desire. As for recreation and enjoying the beauties of nature, the seasons come and go, and we have barely time to notice whether it is spring or summer.** 40  
45  
50

**A 'living wage'? Ours is a lingering, dying wage. Who reaps the benefit of our toil? I read sometimes of a different state of things in other factories, and if in others, why not those in Crewe? I have just read the report by the government about our problems. Very good, but while the government is enquiring and reporting and making suggestions, some of the workers are being hurried to their graves.** 55  
60

**I am afraid I am trespassing a great deal in your space, sir, but my subject has such serious interest for me –**

**I sometimes wax very warm as I sit 65  
stitching and thinking over our wrongs  
– that they, and the knowledge that your  
columns are always open to the needy,  
however humble, must be my excuse.**

**I am, sir, yours sincerely, 70**

**A CREWE FACTORY GIRL**

## **TEXT 2**

**This account of working in a fast-food restaurant is from a series in The Guardian newspaper in which workers give an anonymous account of their experiences.**

**You wouldn't believe some of the stuff customers complain about. I've been sworn at because the prices are up, the fries are cold, and they can't find the bacon on their burger.**

**5**

**I initially applied to work here because I was 16 and needed to fund my mobile phone habit. My expectations of the job were about the same as the reality. Constantly serving up the same meal over and over again while wearing an ill-fitting uniform is tedious.**

**10**

**But there are a lot of perks and not just the ones that you'd think. Yes, I get free food on my break and a significant discount when I'm off the clock, but my company also organises group events such as bowling and paintballing so we can let off some steam.**

**15**

**Speaking of the food, everyone  
assumes I'd be sick of it by now. But to  
me all food is delicious, no matter how  
many times I've eaten it before, and  
there's enough variety on our menu to  
allow different choices every day.** 20  
25

**Unfortunately, I have put on weight  
since I started. Let's face it: if you eat  
fried food every day, you're going to  
pile on the pounds. It's amazing how  
quickly I got used to everything being  
greasy: it just feels natural now.** 30

**The war against processed food has  
spawned a barrage of claims about  
our food. But, if it's so disgusting and  
unhealthy, why do people keep coming  
back for more? Because it tastes good?  
Yes, but also because there is a guilty  
pleasure in convenience.** 35

**I'm on a zero-hours contract but if I  
ever need an extra shift I can ask the  
scheduling managers and they're more  
than willing. Plus the government  
has brought in the living wage, and** 40

**although I'm not yet 25, in the future I will be set to gain a sizeable rise from the legislation, if I'm still here. 45**

**The way my hours swing sometimes does a number on my sleeping patterns: I go from working until midnight on Friday to starting at 7am on Saturday, and doing this five times a week during the summer holidays gets tedious, not to mention the ache your legs develop after nine hours on your feet. 50 55**

**It's not the most glamorous job in the world, but somebody's got to do it. In fact, I believe everyone should work in fast food for at least a short time. I have learned so many life lessons about how to deal with people and how to be positive in the face of extreme negativity. Working in fast food can definitely help you to get out of a pickle. 60**

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