

تم تحميل هذا الملف من موقع المناهج البحرينية

الملف اختبار نهاية الفصل الدراسي الثاني مقرر إنج 215

[موقع المناهج](#) ⇐ ⇐ [الصف الثالث الثانوي](#) ⇐ [لغة انجليزية](#) ⇐ [الفصل الثاني](#)

روابط مواقع التواصل الاجتماعي بحسب الصف الثالث الثانوي



روابط مواد الصف الثالث الثانوي على تلغرام

[الرياضيات](#)

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المزيد من الملفات بحسب الصف الثالث الثانوي والمادة لغة انجليزية في الفصل الثاني

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**KINGDOM OF BAHRAIN**  
**MINISTRY OF EDUCATION**  
**DIRECTORATE OF EXAMINATIONS/ CENTRAL EXAMINATIONS SECTION**

**END-OF-SECOND SEMESTER EXAM 2018/2019**

COURSE NAME: BUSINESS ENGLISH

COURSE CODE: ENG 215

TRACK: UNIFIED TRACKS

TIME: 2 HOURS

**LISTENING ONE (5 MARKS)****MARK SCHEME**

You will hear a conversation between a senior manager, called Sue and her assistant, David.

Listen and decide whether the following statements are true or false.

1. Sue wants to reduce the telephone expenses. ☐ T ☐ F
2. The company has increased its number of customers. ☐ T ☐ F
3. The company will send staff to the business school for training. ☐ T ☐ F
4. The company's next catalogue will contain extra information. ☐ T ☐ F
5. The company is experiencing a problem with the quality of goods by Eurocom. ☐ T ☐ F

**LISTENING TWO (5 MARKS)**

@bo.omar90



You will hear a part of a guided tour at a conference centre by the manager.

Listen and write ONE WORD ONLY in each space.

## Greenwood Centre

Conference Manager: • William Porter

The centre is five minutes away from (1) the \_\_\_\_\_ Highway \_\_\_\_\_

The information pack contains (2) a \_\_\_\_\_ map \_\_\_\_\_ and pen and paper

There is an open area where (3) \_\_\_\_\_ coffee \_\_\_\_\_ is served

The Blue Room is suitable for (4) \_\_\_\_\_ meetings \_\_\_\_\_

Business Centre facilities include fax, phone and (5) \_\_\_\_\_ internet (net) \_\_\_\_\_

**accept any readable answer**

**READING ONE (10 MARKS)****MARK SCHEME**

**Read the following letter carefully and answer the questions that follow accordingly.**

**@bo.omar90**

Dear Mrs Gladwin,

**1** Thank you for your recent letter to us concerning a bar of our Organic Dark Chocolate with Whole Cherries that you purchased from a local supermarket in Stratford.

**2** We are really sorry to learn that you found a piece of foreign material in one of our cherry bars and that you were disappointed with our product. From our assessment, the foreign material was a piece of cherry stone. This is an extremely unfortunate incident. We are grateful that you returned to us the piece of cherry stone and chocolate bar wrapper, so that we could complete a more extensive investigation.

**3** All of our raw materials are sourced from reputable suppliers. The organic whole cherries are purchased from a supplier who controls their quality on the production line. Any cherries that contain stones are removed from the production line. At Green World we aim to ensure that all stones are removed from these cherries, but the processing involved does not allow an absolute guarantee of this. Hence it is possible that, on this occasion, a piece of cherry stone was not detected and passed through to our chocolate.

**4** We would like to assure you that we have been taking any feedback of this nature seriously since Green World started business 76 years ago. Following your complaint we have made our Quality Teams aware of this incident. Please be assured that we are continuing to investigate this matter further.

**5** Thank you for taking the time and care to bring this matter to our attention. We are sorry that you were disappointed with one of our products on this occasion and we understand the inconvenience that this may have caused you.

**6** We hope that you will continue to enjoy Green World Organic Dark Chocolate. We have enclosed a voucher to the value of £25.00 towards your next purchase as a kind of compensation.

Yours sincerely,

*Alan McCarthy*

Alan McCarthy

Quality Control Manager



**MARK SCHEME****A. Match the following ideas to their correct paragraphs.****There is an extra idea that you do not need to use.****(5 Marks)****Number 1 is done for you.****@bo.omar90**

IDEAS	PARAGRAPH
apologise for the fault	<b>2</b>
thank the customer for pointing out the problem	<b>5</b>
provide something to satisfy the customer	<b>6</b>
reassure customer of high standards of production and quality checks	<b>3</b>
ask for a purchase order number	<b>---</b>
acknowledge receipt of the complaint	<b>1</b>
improvement that will be made as a result of complaint	<b>4</b>

**B. Answer the following questions according to the letter.****Write short answers only.****(5 Marks)****1. Which product did the customer complain about?**A bar of (Organic Dark) Chocolate (with Whole Cherries).**2. What was the problem?**The customer found (There was) a piece of cherry stone in the bar.**3. What did the customer enclose with her letter?**The piece of cherry stone and the chocolate bar wrapper. (half mark for each)**4. When was Green World founded?**76 years ago.**5. What did the company offer to satisfy the customer?**A voucher (to the value of £25.00 towards the customer's next purchase).**accept any answer that gives the same ideas**

**READING TWO (10 MARKS)****MARK SCHEME**

Read the following article and answer the questions that follow accordingly.

**@bo.omar90****Southwest Construction**

**1** Southwest Construction is a profitable construction business in Western Sydney. Tony, a **qualified** builder who specialises in bricklaying, floor and wall tiling, owns the business. Besides Tony, the owner, the business employs two full-time people and also has two sub-contractors.

**2** Tony's business has grown steadily in recent years, allowing him to take on larger-scale projects. However, Tony has experienced some cash-flow problems. One problem is that there is a delay between the cash going out and the cash coming in from jobs. He has to pay wages, which are paid every two weeks, and to pay **suppliers** who are generally paid on delivery of the goods or within seven days; the invoices which he sends out are usually for a 30% deposit to be paid immediately, and then the balance for full payment is billed 30 days after completion of the work.

**3** Tony also waits until the end of the month to invoice all the finished jobs so he can do all the paperwork at one time. He also does not like hassling people for money and he tends to let outstanding **debts** go on too long before following them up as he does not want to upset customers that could give him more work in the future.

**4** To manage this problem, Tony uses credit cards to supplement his cash when needed, and then pays the credit card off once payments come in. This system is expensive in interest costs and also difficult to manage because sometimes the amount of money accessed on credit cards adds up to a high figure and even exceeds his available credit limit.

**5** Tony finds it difficult to manage cash flow. The larger-scale projects mean that his cash **requirements** and problems are made worse because there are larger amounts of cash going out and there are longer delays for cash coming in.

**6** The problem is that Tony is paying his creditors late all the time and there is a risk of some suppliers refusing to sell to him. The larger projects also require him to purchase expensive pieces of equipment and this places an additional strain on his finances. Clearly Tony is now in a 'cash **crisis**' and the current state cannot continue or Tony will be at severe risk of losing his business.



**MARK SCHEME**

**A. Circle (T) if the sentence is true and (F) if the sentence is false according to the article.**



@bo.omar90



**(5 Marks)**

- |   |                         |                         |
|---|-------------------------|-------------------------|
| 1. Tony's business has not been successful up till now.   | T                       | <input type="radio"/> F |
| 2. The company is having difficulties paying its bills.   | <input type="radio"/> T | F                       |
| 3. Tony sends out invoices for work as soon as it is completed.   | T                       | <input type="radio"/> F |
| 4. Tony asks people to pay their bills without delay.   | T                       | <input type="radio"/> F |
| 5. The payments Tony makes with his credit card are sometimes more than the limit he is allowed to spend. | <input type="radio"/> T | F                       |

**B. Match the following words with their meanings according to the article.**

There is an extra definition that you do not need to use.

**(5 Marks)**

qualified	supplier	debt	requirements	crisis
-----------	----------	------	--------------	--------

- |                        |  |
|------------------------|--|
| 1. <u>requirements</u> | what is wanted or needed by someone or something                                   |
| 2. <u>---</u>          | the greatest amount, number, or level that is possible or allowed                  |
| 3. <u>qualified</u>    | having particular skills, or having finished a training course                     |
| 4. <u>crisis</u>       | a situation that is extremely difficult or dangerous, when there are many problems |
| 5. <u>supplier</u>     | a company, person, etc. that provides things which people want or need             |
| 6. <u>debt</u>         | the amount of money that is owed by company, and that they have to pay interest on |

**WRITING ONE (10 MARKS)****MARK SCHEME**

A. Read the advertisement and write a **covering letter** applying for the job.

Your name is Hana Peters and your address is P.O. Box 187, London, England. **(Write about 80 words)**

**DIMAOND SHINE**

PO BOX 265, YORK, ENGLAND

We are looking for an energetic **HR Assistant** to join our team.

Our HR Assistants are responsible for answering employees' questions, processing incoming mail, creating and distributing documents and providing customer service to employees.

All applicants should be university graduates with good IT skills. They must possess strong interpersonal skills and be able to communicate clearly, both written and orally, as to communicate with employees and members of the HR management team.

To apply, please send a covering letter to Charlie Munger, Human Resource Director.



@bo.omar90



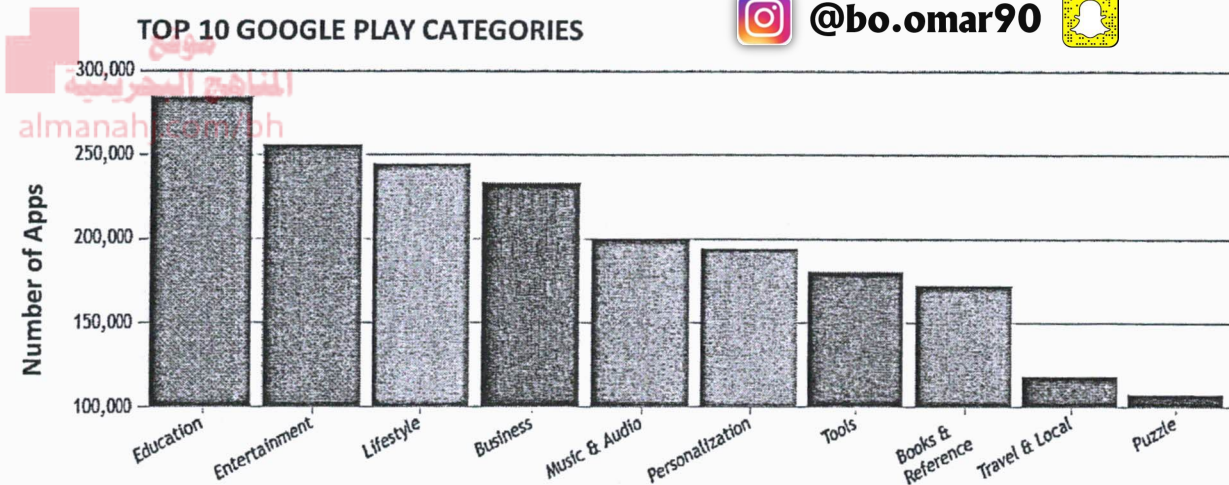
No marks are assigned for the address.

المعلم فقط	Task Focus		Language Accuracy		Appropriateness		Organization		Total	
Score	2.5		2.5		2.5		2.5		10	

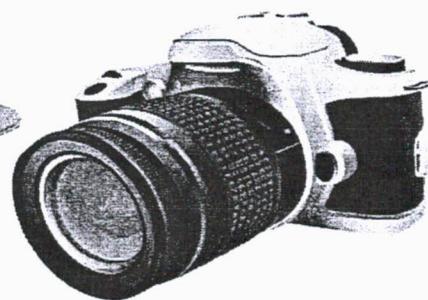
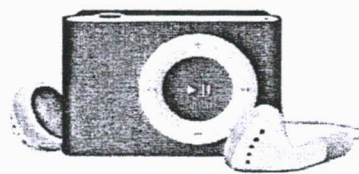
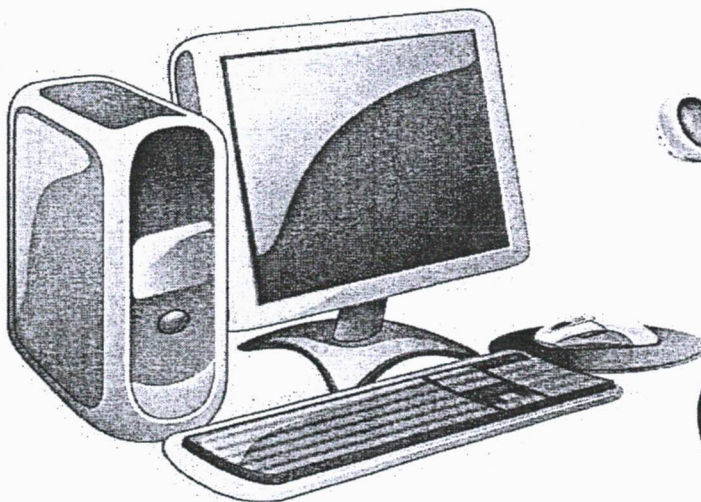


**WRITING TWO (10 MARKS)****MARK SCHEME****Answer ONE question ONLY.****Either**

1. Your name is Bob Neidermire and you are an analyst working for the Global Economic Institute. Your manager; Roberta Joubert asked you to write a report about the top ten categories on Google Play. Write the report using the graph below. **(Write about 100 words)**

**@bo.omar90****Or**

2. Write an advert for one of the following products. **(Write 50-80 words)**





**MARK SCHEME**

@bo.omar90



موقع  
المنهج البحرينية  
almanahj.com/bh

المعلم فقط	Task Focus		Language Accuracy		Appropriateness		Organization		Total	
Score	2.5		2.5		2.5		2.5		10	

**END OF EXAM**

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**END-OF-SECOND SEMESTER EXAM 2018/2019**

**COURSE NAME: BUSINESS ENGLISH  
COURSE CODE: ENG 215**

**TRACK: UNIFIED TRACKS  
TIME: 2 HOURS**

## **LISTENING SCRIPT**

This is the Kingdom of Bahrain Grade Twelve 2018/2019 English 215 End-of-Second Semester Exam Listening Section. There are two questions in this section. You will hear each recording twice. During the audio, there will be a pause before the question to allow you to look through the items. Write your answers on the question paper. Please get ready because the exam is about to start.

[Pause 5 seconds]



@bo.omar90



### **Question 1**

You will hear a conversation between a senior manager, called Sue and her assistant, David. Listen and decide whether the following statements are true or false. You will hear the conversation twice. You now have one minute to look at the question.

[Pause 1 minute]

Now we are ready to start. Listen Carefully.

[Pause 3 seconds]

Φ

**MALE:** Things are looking good, Sue, aren't they?

**FEMALE:** Definitely. I'm very pleased. We've gone beyond our sales targets.

**MALE:** Mmm... meanwhile, you want to limit our expenses where possible?

**FEMALE:** Yes. Actually, the budget for entertaining clients is fairly reasonable, and necessary. It's the cost of phone calls that worries me. It is far too high. Everyone should be using e-mail wherever possible to save on communications.

**MALE:** True. I totally agree with you.

**FEMALE:** Now on to training. We need to be clear where this demand for training is coming from.

**MALE:** Well, our customer base is expanding all the time.

**FEMALE:** Good to know they are increasing... And are our staff up to date with new computer applications?

**MALE:** They're OK for that, but they have to deal with all these new clients. They'll need a wider range of skills than they have at the moment.



**FEMALE:** It is a pity we are not using our own training department. Why don't we?

**MALE:** Doing the training ourselves, you mean? Well, yes... we can do that. After all, it's the people here who know what we do and can really understand our needs.

**FEMALE:** I agree. OK, what's next?

**MALE:** Um, there's the printing of the new catalogue.

**FEMALE:** Is the basic information changing?

**MALE:** No. I don't think so. We don't need to add new information. But it really needs to look a bit better. The current one just doesn't give the right idea at all.

**FEMALE:** You mean it is much too old-fashioned?

**MALE:** Exactly. I asked Roberta to work on that.

**FEMALE:** Good choice!

**MALE:** Now, do you want to talk about the supplier situation?

**FEMALE:** You mean the situation with Eurocom?

**MALE:** Yes, they're just not giving us what we need. Their prices have always seemed very reasonable, but the products aren't good enough. There's no point being cheap and on time if we don't actually get what we want.

**FEMALE:** Right, well, we need to deal with the situation. What contact have you had with them?

**MALE:** I wrote to them twice last month, and it didn't seem to have any real effect.

**FEMALE:** Hmm... I think you should start by ringing some other firms, see if they can match their deal. Then I'll make a decision.

**MALE:** Consider it done.

[Pause 3 seconds]

Ω

Now listen again.

[Pause 3 seconds]

Repeat from Φ to Ω.

[Pause 3 seconds]

This is the End of Question 1. Now turn to Question 2.

[Pause 5 seconds]



@bo.omar90



## Question 2

You will hear a part of a guided tour at a conference centre by the manager there. Listen and fill in the missing information. Write **ONE WORD ONLY** in each space. You will hear the recording twice. You now have one minute to look at the question.

[Pause 1 minute]

Now we are ready to start. Listen Carefully.



@bo.omar90



[Pause 3 seconds]

Φ Φ

**MALE:** Good morning everyone. My name's William Porter and I'm the conference manager here at the Greenwood Centre. I'm going to show you round the conference facilities. The first thing you probably noticed as you drove here today is the Centre's excellent location, with the Highway just five minutes away. This allows us to operate a free bus service to the airport, which takes about 35 minutes.

Now, this is our main conference room, which holds 500 people. It's fully equipped as you can see. The chairs can be set in rows or around tables. We provide speakers with a radio microphone which allows them to walk around freely. All delegates receive our information pack in which they'll find a map and writing materials. Now, at the back of the room you'll see two doors – each leads to an open area, where we provide coffee. Lunch is served in our restaurant on the ground floor. There are four rooms on this floor that are suitable for exhibitions and the Blue Room, just at the end of the corridor is perfect for meetings. I'm afraid it's in use today so I can't show you. Now we'll take the lift to the third floor. Just near the lift you'll see our noticeboard, which is for the use of conference delegates. Here on the third floor, we have our Business Centre, which has internet facilities, fax and phone. There's a member of staff here from 7:00 am until 10:00 pm, who can help with any social programme, for example booking theatre tickets, or recommending restaurants in the city.

Right, are there any questions so far?

[Pause 3 seconds]

Ω Ω

Now listen again.

[Pause 3 seconds]

Repeat from Φ Φ to Ω Ω.

[Pause 5 seconds]

**This is the End of the Listening Section.**