

تم تحميل هذا الملف من موقع المناهج البحرينية

الملف نموذج إجابة 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/ EXAMINATIONS SECTION

END-OF-SECOND SEMESTER EXAM 2017/2018

COURSE NAME: BUSINESS ENGLISH
COURSE CODE: ENG 215

TRACK: UNIFIED TRACKS
TIME: 2 HOURS

MARK SCHEME

LISTENING ONE (5 MARKS)

Listen to a manager telephoning the Human Resources about vacancies in his department and decide whether the following statements are true or false.

- | | | |
|--|-------------------------|-------------------------|
| 1. The company will hire two staff for the job. | T | <input type="radio"/> F |
| 2. The salary offered for the job is a maximum of 16,500. | <input type="radio"/> T | F |
| 3. Telephone operators' annual leave is longer than the other staff. | <input type="radio"/> T | F |
| 4. Thomas Blackmann will be the line manager for the job. | T | <input type="radio"/> F |
| 5. Applicants should contact the company through e-mail. | T | <input type="radio"/> F |

LISTENING TWO (5 MARKS)

Listen to a company's Marketing Manager talking about their plans for promotion this summer and fill in the missing information.

Write **ONE WORD ONLY** in each space.



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Summer Promotion Plans

- Main titles: • dishwashers
• washing machines
- Advertising space booked in: (1) daily newspaper
- New display stands colour: (2) green
- Free gifts now include: (3) caps and keychains
- Day radio talk arranged on: (4) Tuesday at noon
- Venue for the dishwasher launch party: (5) Public Hall

READING ONE (10 MARKS)

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

**Asian Business Online**

looks at job satisfaction throughout the world.

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Young and unhappy with your job? A new survey shows that young people all over the world are unhappier at work than older ones. Many young people said they felt undervalued and underpaid.

Job satisfaction, however, increases with age, and eight out of ten over-50s said they were content with their work. That's hardly surprising - many people that age have already climbed the career ladder, have good positions, and earn a good salary.

Money was in fact ranked as the number one factor for job satisfaction in most of the countries in the survey - which is not surprising as most of us work because we have to pay our bills! After money, job security was the highest factor on the ranking list.

The survey also shows that job satisfaction varies from country to country and from sector to sector. In the United States, the happiest employees can be found in information technology and social services; in Europe, in education and health. Asia reported high satisfaction among workers in the manufacturing, finance, and communication industries.

In the Asia-Pacific region, 68 percent of the employees interviewed ranked their boss as the key factor for job satisfaction or lack of it. Ratana Suttikul, managing director of ABC Employment Services in Thailand, said that many employees wanted further training opportunities, better communication, and more flexible working hours. "Employees often don't leave companies, they leave managers," she said.

The survey shows that the happiest employees in the world are the Canadians: 64 percent said they liked their job, only two percent said work was a necessary evil, and 24 percent said they would work for free!



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

(5 Marks)

- | | | |
|---|-------------------------|-------------------------|
| 1. Older employees are less satisfied at work than younger ones. | T | <input type="radio"/> F |
| 2. Job security was the highest factor in the ranking list for job satisfaction. | T | <input type="radio"/> F |
| 3. Job satisfaction differs from one place to another. | <input type="radio"/> T | F |
| 4. The majority of Asia-Pacific region employees believe that management is important for job satisfaction. | <input type="radio"/> T | F |
| 5. 2% of the Canadian employees are willing to volunteer. | T | <input type="radio"/> F |

B. Answer the following questions according to the article.

Write short answers only.

(5 Marks)

- Why are many young people unhappy at work? [Accept any of the two]
They feel undervalued and underpaid. [Award half mark for each reason].
- What are the top key aspects for job satisfaction?
Money and job security. [Award half mark for each aspect].
- Where can you find the happiest employees in the health sector?
In Europe.
- Name two major demands for Thai employees.
further training opportunities/ better communication [Half mark for each]
more flexible working hours
- Which country has the most satisfied employees?
Canada/ Canadian(s) people/ Canadian(s) employees.



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READING TWO (10 MARKS)

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

Dirty Business, Bright Ideas!

- 1** Walk into SOL City, headquarters of one of northern Europe's most admired companies, and it feels like you've entered a business playground. Located in a renovated film studio in the heart of Helsinki, the office explodes with colour, creativity and chaos. The walls are bright red, white and yellow; the employees wander the halls talking on yellow portable phones. Lisa Joronen developed SOL Cleaning Service 11 years ago, out of a 150-year-old Industrial empire owned by her family. SOL's competitive formula has five key ingredients.
- 2** Few people dream about becoming a cleaner. But that doesn't mean cleaners can't find satisfaction in their work. The keys to satisfaction, Joronen believes, are fun and individual freedom. Here the cleaners wear red and yellow jumpsuits that reinforce the company's upbeat image. SOL'S logo, a yellow happy face, is on everything from her jacket to the company's budget reports. Freedom means abolishing all the rules and regulations of conventional corporate life. There are no titles or secretaries at SOL, no Individual offices or set hours of work. The company has eliminated all perks and status symbols.
- 3** SOL's training programme consists of seven modules, each of which lasts four months and ends, with a rigorous exam. Of course, there are a limited number of ways to polish a table or shampoo a carpet that's why SOL employees also study time management, budgeting and people skills.
- 4** Lots of companies talk about decentralising responsibility and authority. At SOL, it's a way of life. The real power players of the company are its 135 supervisors, each of whom leads a team of up to 50 cleaners. These supervisors work with their teams to create their own budgets, do their own hiring and negotiate deals with customers.
- 5** Lisa Joronen believes in autonomy, but she's is also keen on accountability. SOL is fanatical about measuring performance. It does so frequently and visibly, and focuses on customer satisfaction. Every time SOL lands a contract, for example, the salesperson works at the new customer's site alongside the team that will do the cleaning in the future. Together they establish performance benchmarks. Then, every month, the customer rates the team's performance based on those benchmarks. 'The more we free our people from rules', Joronen says, 'the more we need good measurements'.
- 6** Laptops and cell-phones are standard equipment for all supervisors at SOL, freeing them to work where they want and how they want. Inside the offices there's almost no room for paper. So the company stores all critical budget, documents and performance reports on its intranet, along with training schedules, upcoming events and company news.

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A. Match the paragraphs to their headings.**(5 Marks)**There is an extra heading that you do not need to use.Number 1 is done for you.

HEADING	PARAGRAPH
Empowered employees	4
Hard work has to be fun	2
A system based on clients' happiness	5
A very profitable business	---
Developing employees skills	3
A headquarters with a difference	1
Great services requires use of technology	6

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)**

headquarters logo regulations decentralising schedule

1. _____ important and must be protected
2. decentralising moving the control of an organization from a single main place to several smaller ones
3. headquarters the place from where a company is controlled
4. schedule a list of planned activities to be done showing the times when they are intended
5. logo a design or symbol used by a company to advertise its products
6. regulations the official rules or the acts of controlling something

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WRITING ONE (10 MARKS)

- A. Read the advertisement below and write a covering letter applying for the job.
 Your name is **Noor AlHiddi** and your address is **P.O. Box 3372, Manama, Bahrain.** (Write about 80 words)

ABC ELECTRONICS

PO BOX 468, MANAMA, KINGDOM OF BAHRAIN

We are looking for a dynamic **Office Manager** to join our unique team.

Our office managers are responsible for organising all of the administrative activities of the office including the organising of people, information and other resources.

All applicants should be university graduates with a high proficient written and spoken English. They must be self-motivated and able to work to tight deadlines, with good IT skills, good communication, and a clean driving license. Jobs are available throughout Bahrain.

To apply, please send a covering letter to Kate Henry, Human Resource Director.

..... No marks are awarded for the addresses.

.....

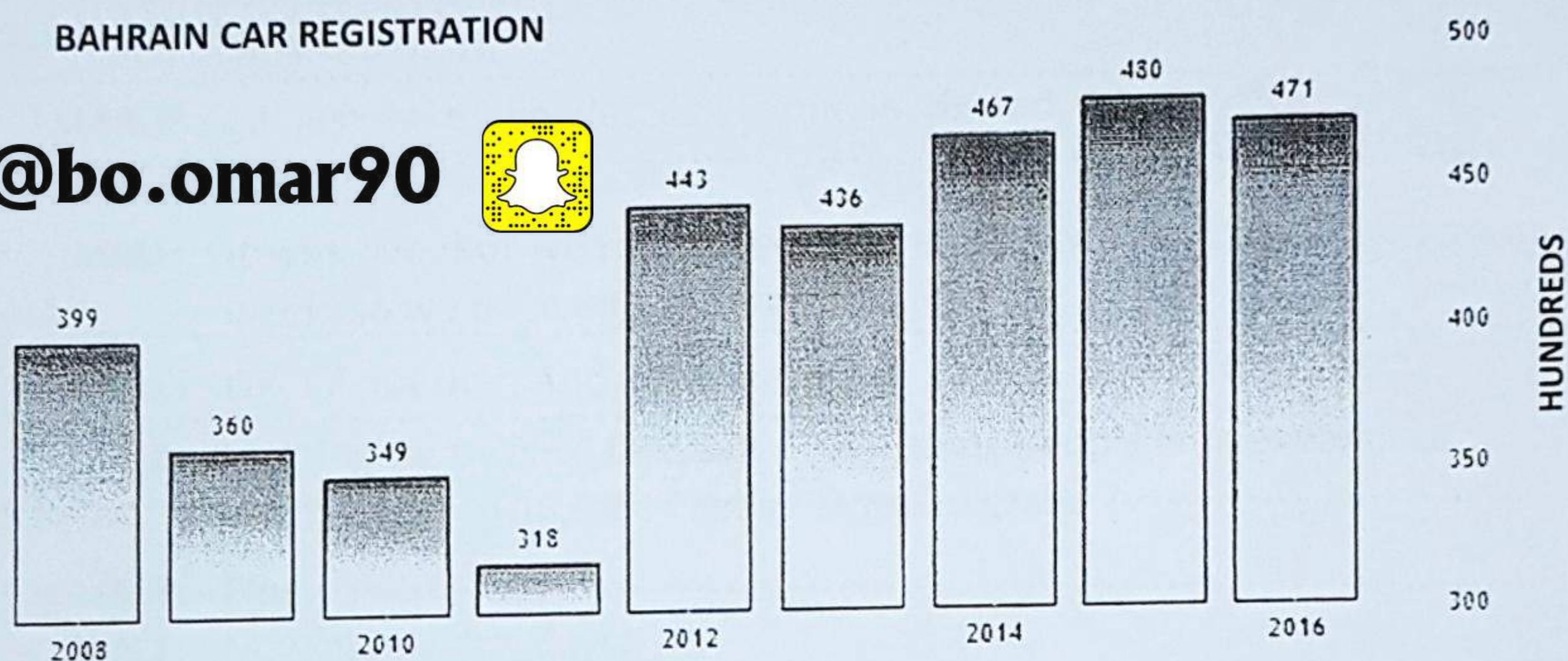
.....

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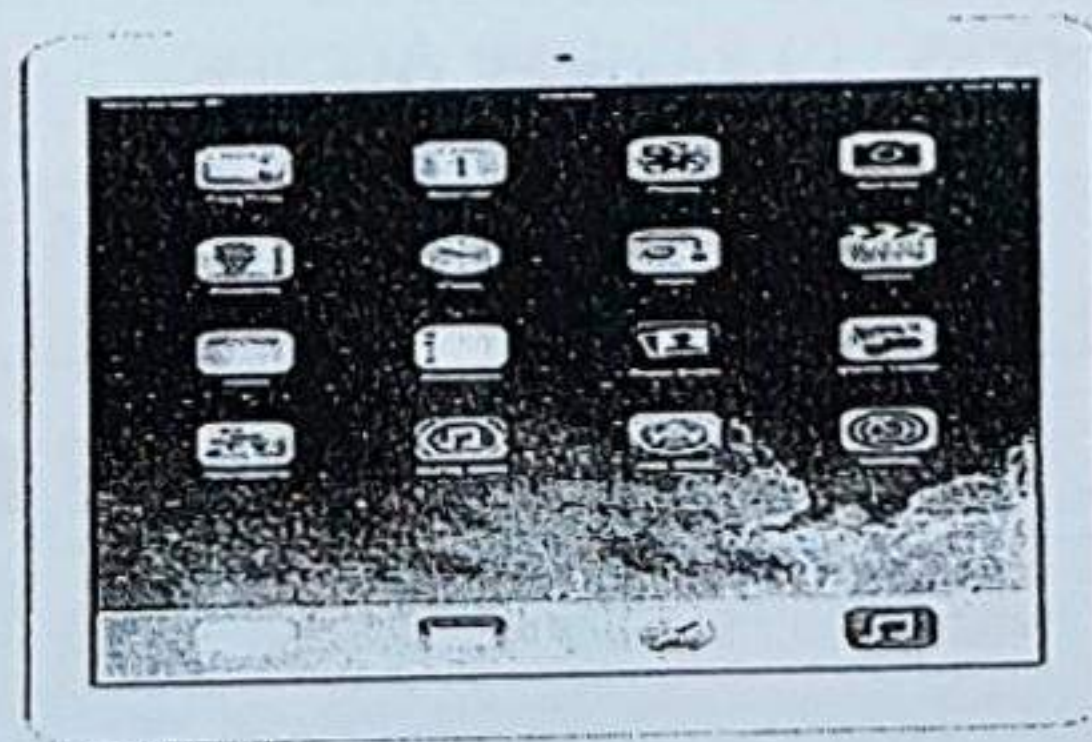
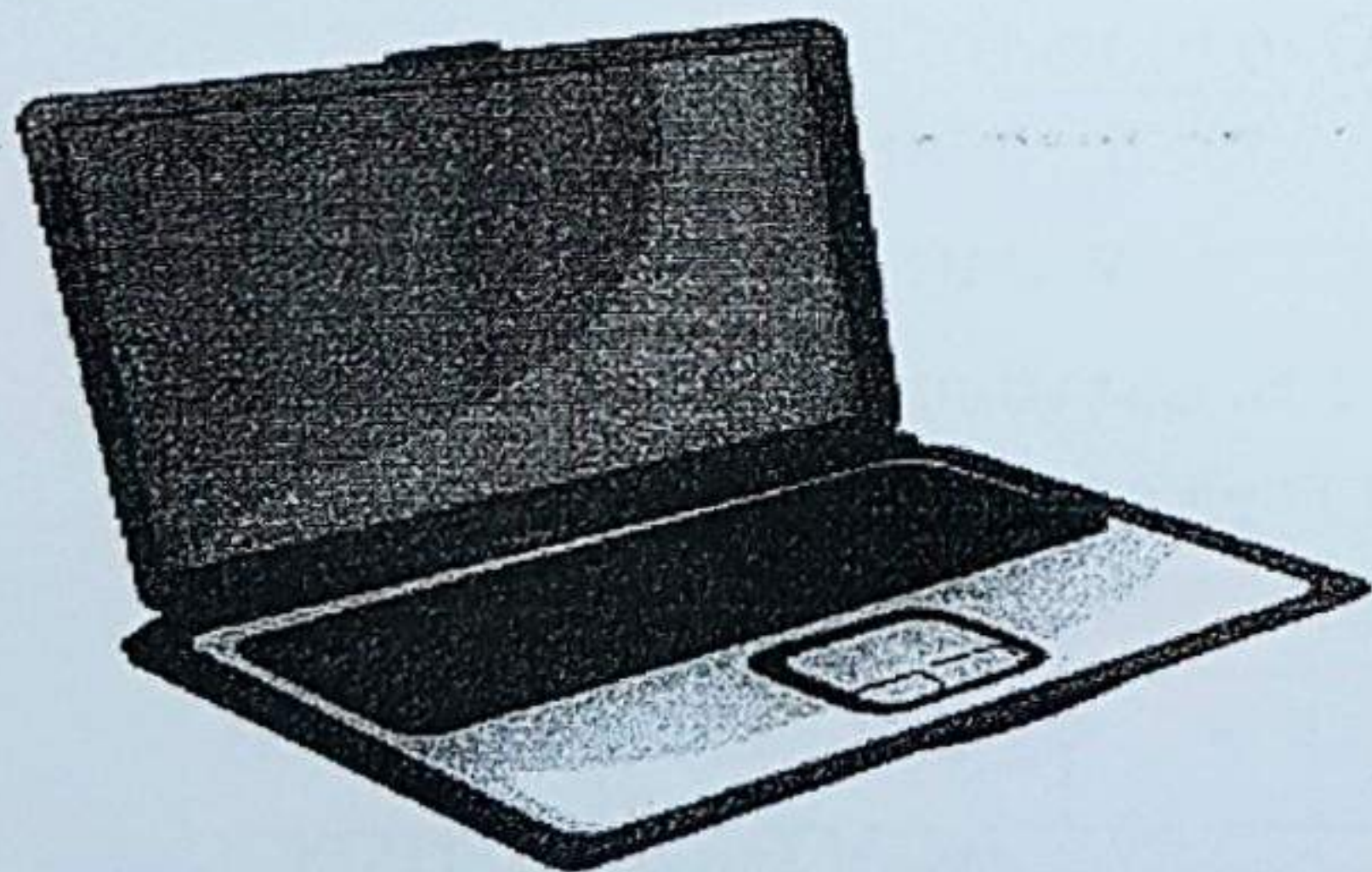
المعلم فقط	Task Focus		Language Accuracy		Appropriateness		Organization		Total	
Score	2.5		2.5		2.5		2.5		10	

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

1. Your name is Ahmed Jassim and you are an analyst working for the National Research Institute. Your manager; Jacob Taylor asked you to write a report about Bahrain car registration from 2008 till 2016. Write the report using the graph below. **(Write about 100 words)**

BAHRAIN CAR REGISTRATION**@bo.omar90****Or**

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





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

END OF EXAM

LISTENING SCRIPT**@bo.omar90****Question 1**

Listen to a manager telephoning the Human Resources about vacancies in his department and decide whether the following statements are true or false.

FEMALE: Human Resources, Helen speaking.

MALE: Hello. It's Alan Thomas, phoning about the vacancies here in Customer Services.

FEMALE: I'll just take the details to put in the ad. It's for five telephone operators, isn't it?

MALE: It was five, but we're busier now and also two staff are leaving this week, so we need eight new people.

FEMALE: OK. I'll put that. And are these grade 1 posts, salary 14 to 15,000?

MALE: Starting salary is 14,000, but I need some people with experience, so we'll pay up to 16,500. That's the top of grade 2.

FEMALE: Fine.

MALE: Now annual holidays.

FEMALE: The usual 21 days a year?

MALE: Actually, the telephone staff are working longer shifts now, so they get an extra 12 days off a year. Together it's 33 days.

FEMALE: OK. Do you have a reference number for these posts?

MALE: Yes, it's CS zero eight zero double one.

FEMALE: Right. We'll advertise next week, September the 7th. What start date shall I put? The 6th of October?

MALE: I wanted them to start on the 1st, but your date is better. So, put that.

FEMALE: OK! I will. And will you be their line manager, Mr. Thomas?

MALE: They'll actually report to Sue Blackmann, that's double N.

FEMALE: And how can people contact? Through e-mail?

MALE: No. Sue's on seven nine five double three five.

FEMALE: Ok! I will fax you the ad draft as soon as possible.

MALE: Thanks Helen.

FEMALE: Most welcome!

Question 2

Listen to a company's Marketing Manager talking about their plans for promotion this summer and fill in the missing information. Write one word only in each space.

MALE: I just want to update you on our main plans for promotion this summer. Our main product will of course be the dishwasher, but we also have a reasonable budget for the new washing machine, which is coming out next week. For both titles, we've already taken full-page adverts in the daily newspaper and I'm also considering space for the dishwasher in that new monthly magazine now. For window and general shop display, our designer has produced the wonderful stands you can see at the back. I'm sure you'll agree that the green is amazing as we all hated the old yellow one! Errrr... We're thinking about free gifts for handing out at the exhibitions – right now on order are caps and keychains, but possibly, umbrellas for major customers in the future. I'd like your views on that idea before I go ahead. One of our employees arranged some live time on the radio for us. It will be next Tuesday at 12:00 p.m. and I'm going to visit a TV network on Thursday at 8:00 p.m. - that's more relevant. Now, publicity material - everything is listed in the annual catalogue, which will be ready to send to booksellers in December. Finally, I can confirm the venue for the dishwasher launch party, which is next month. Some of you know we were trying to hold it in the Public Library, but in fact, we've now booked the Public Hall, which will be excellent. Their catering is supposed to be very good...



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