

# COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

---

Sessione **ESAMI 2015**

Sezione **IMPIEGATI DI COMMERCIO  
PROFILO E / PROFILO B**

Materia **INGLESE**

Serie **1**

Luogo

data

candidato numero

cognome

nome

tempo accordato per l'esame

**90 minuti**

numero massimo di punti

**70 punti**

mezzi ausiliari

**dizionario bilingue**

*valutazione :*

*punti*

*nota*

*perito*

*perito*

---

*I Cantoni detengono il diritto d'uso degli esami ai fini scolastici.*

*Il testo d'esame non va utilizzato nelle classi fino al 30.06.2016*

*© csfo, Berna - 2015*

**PART A**

- Listen to an announcement.
- Fill in the missing information below.
- You will hear the recording twice. (4x1 and 2x0,5=5 pts)

Name of new service	..... (1)
Cost of 5 GB	..... (1)
What can be stored	..... (0.5)
	..... (0.5)
	Other files
Cost of 16 TB	..... \$ per month (1)
Number of movies stored in 16 TB	..... (1)

\_\_\_\_ / 5 pts

**PART B**

- Listen to five short recordings of people talking about what they have bought online.
- For each speaker (1-5), choose one item (A-F) and write the letter next to the number of the speaker.
- There is one extra item you do not need to use.
- You will hear the recordings twice. (5x1=5 pts)

Speaker 1: \_\_\_\_\_

A. music

Speaker 2: \_\_\_\_\_

B. furniture

Speaker 3: \_\_\_\_\_

C. electronics

Speaker 4: \_\_\_\_\_

D. gadgets

Speaker 5: \_\_\_\_\_

E. gifts

F. films

**PART C**

- You will hear a conversation on the radio between Chris and Paula about the problems of global food and water waste.
- For each question (1-10), choose the correct answer True or False.
- You will hear the recording twice. (10x1=10 pts)

		True	False
1.	Many people waste food because it has gone past the “use by” date.	<input type="checkbox"/>	<input type="checkbox"/>
2.	Most of the food which is thrown away cannot be eaten anymore.	<input type="checkbox"/>	<input type="checkbox"/>
3.	1 million tons of food are wasted every year.	<input type="checkbox"/>	<input type="checkbox"/>
4.	Only 25% of the food which is produced is eaten.	<input type="checkbox"/>	<input type="checkbox"/>
5.	Consumers expect the food to look perfect.	<input type="checkbox"/>	<input type="checkbox"/>
6.	A European consumer wastes an average of 95 kilos of food per year.	<input type="checkbox"/>	<input type="checkbox"/>
7.	Food waste only exists in developed countries.	<input type="checkbox"/>	<input type="checkbox"/>
8.	Food is not the only thing to be wasted.	<input type="checkbox"/>	<input type="checkbox"/>
9.	The manufacturing industry is the most demanding in water.	<input type="checkbox"/>	<input type="checkbox"/>
10.	We’ll be using 50% more fresh water by 2050.	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_\_ / 10 pts

TOTAL \_\_\_\_ / 20 pts

## Text A – Bike Sharing New York Style

1

Earlier this summer New York inaugurated its own bike share scheme, following the example of other major cities around the world. Known as Citi Bike, it is sponsored by Citigroup, in the same way that London's bike share scheme is sponsored by Barclays. So far the New York programme has been more successful than expected, with over 15,000 people signing up in the first week.

2

6,000 bikes are available, with an average of 20 bikes in the 300 stations located around the city. The stations are powered by solar panels. Actually, not that much energy is required because the stations simply accept credit cards or membership codes, and open and close the locks to release bikes for users. The system is simple and efficient.

3

However, many New Yorkers are unhappy about the involvement of Citigroup, which, like other banks in the 2008 crash, was bailed out by the government as it was "too big to fail". People are also unhappy about the distribution of the stations. Entire areas of Manhattan have been left out, while the boroughs of the Bronx and Queens have been excluded altogether. Instead the stations tend to be close to famous monuments and squares. Others are unhappy because bike stations use up parking space, while taxi drivers hate them for two reasons: they take up road space and they take away potential customers.

4

And yet those New Yorkers who have signed up for the scheme make use of 600 miles of bike lanes, many of which run through the city's parks. Here too people complain that the bike lanes don't offer enough protection against traffic. On average 20 cyclists are killed in New York every year and 3,900 are injured, although statistics for pedestrians and motorists are far higher. And so Citi Bike will continue, much to the delight of Citigroup.

5

**Daily rate:** a basic price of \$9,95. The bike must be returned (to any station) within 30 minutes. If not, users must pay \$4 for 30 to 60 minutes; \$13 for 60 to 90 minutes. For every extra 30 minutes it's an extra \$12. **The timer:** it resets whenever you dock a bike, so that you can deposit a bike in 30 minutes and take another one immediately. Since there's no limit to the number of rides, you can ride all day. **Helmet:** not compulsory but it is better to wear one. **Age:** to rent a Citi Bike you must be at least 16 years old.

**Task 1 – Match paragraphs 1-5 with headings A-F. There is one heading that you do not need to use. Write your answers in the grid below. (5x1=5 pts)**

- A) A sustainable scheme
- B) Future development of the project
- C) Accidents: facts and figures
- D) An acclaimed project
- E) Terms and conditions
- F) Public reaction

<b>Paragraph 1-5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Heading A-F</b>					

\_\_\_ / 5 pts

**Task 2 – Decide whether statements 1-5 are True (T), False (F) or if the text Doesn't Say (?). Correct false statements. Write your answers in the grid below. (5x1=5 pts)**

	<b>T</b>	<b>F</b>	<b>?</b>
1. The London program has been more successful than the New York one. .....			
2. Taxi drivers think the distribution of the stations helps their business. .....			
3. Statistics show that bike lanes are safe enough. .....			
4. If you don't want to pay overtime fees, dock your bike before 60 minutes. .....			
5. Helmets are included in the price. .....			

\_\_\_ / 5 pts

**Task 3 – Decide which statement (A, B, C or D) is true. There is only one correct statement. (5x1=5 pts)**

**1. The New York bike scheme...**

- A) is the second scheme of this kind in the world.
- B) in terms of success, exceeded its expectations.
- C) works in the same way as the London one.
- D) will expand by covering more neighbourhoods.

**2. Citi Bike stations...**

- A) only accept credit cards.
- B) require a lot of energy.
- C) are located according to population and transit needs.
- D) are ecological and easy to use.

**3. Some people are not happy because...**

- A) they think that the sponsor isn't appropriate.
- B) bike stations take away parking space near famous monuments.
- C) there are stations in dangerous neighbourhoods.
- D) the system is too complicated.

**4. Bike lanes...**

- A) are considered to be dangerous.
- B) should only run through city parks.
- C) are distributed homogeneously around the city.
- D) register the highest number of injured riders.

**5. You can rent a bike...**

- A) anywhere in the city but you must return it to the same station.
- B) for 30 minutes at a time, at most.
- C) only if you are 16 or above.
- D) only for long trips.

<b>Statement 1-5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Answer A - B - C - D</b>					

\_\_\_ / 5 pts

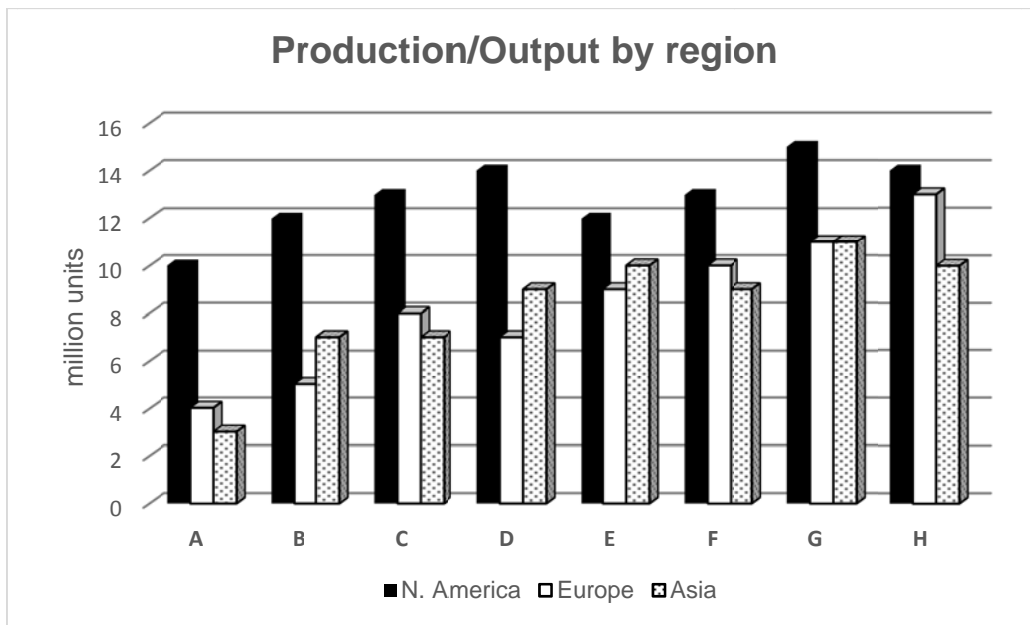
**Task 4 – Find synonyms in the text using one or two words. (5x1=5 pts)**

- |             |                     |       |
|-------------|---------------------|-------|
| Paragraph 1 | up to now           | ..... |
| Paragraph 2 | necessary           | ..... |
| Paragraph 3 | rescued financially | ..... |
| Paragraph 4 | happiness           | ..... |
| Paragraph 5 | straightaway        | ..... |

\_\_\_ / 5 pts

## Text B – Understanding graphs

- Look at the chart below. It shows the regional production figures of a manufacturing company during an eight-year period.
- Which year does each sentence (1–5) describe? For each sentence, mark one letter (A–H).
- Do not use any letter more than once. There are three letters you do not need to use.
- Write the answers in the grid below. (5x1=5 pts)



Taken from *Intelligent Business – BEC Preliminary Practice Test Reading Part 3*

- 1 This year, production in North America fell slightly while in Europe it continued to rise steadily unlike production in Asia.
- 2 While output in North America saw continued steady growth, European production rose faster in contrast to Asia where it remained stable.



- 3 This year, there was rising production in Europe and an increase in Asia, whereas North America was not as productive as the previous year.
- 4 While North American and Asian production continued to increase, Europe saw a slight reduction in output.
- 5 Whereas European production followed a steady growth pattern along with North America, Asian production was slightly less than the previous year.

<b>Sentence 1-5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Answer A-H</b>					

\_\_\_ / 5 pts

**TOTAL** \_\_\_ / 25 pts

**COMPITO A**

Il vostro reparto ha ricevuto un piccolo credito per l'acquisto di arredamento o materiale per il vostro ufficio. Come responsabile del suo reparto scriva un'e-mail (40-60 parole) a tutto lo staff, includendo i seguenti punti:

- informi i colleghi del credito a disposizione;
- indichi a quanto ammonta il credito;
- proponga come vorrebbe utilizzare questi soldi, motivando la sua scelta;
- richieda idee supplementari.

**To:** All staff

**From:**

**Date:**

**Subject:**

## COMPITO B

Legga questo annuncio apparso sul sito <http://volunteer.expo2015.org>.

Volunteer for Expo 2015 (May-October 2015)



Enjoy a **15-day experience** working as a volunteer for Expo 2015.  
**Get engaged in the activities of welcome, support and information for visitors and participants.**

Scriva una lettera di candidatura come volontario (80-100 parole), includendo i seguenti punti:

- indichi dove ha letto l'annuncio;
- fornisca una presentazione personale e il motivo della sua candidatura;
- dia indicazioni sulla sua formazione e sulle sue esperienze e conoscenze linguistiche;
- comunichi le date in cui è disponibile;
- chieda informazioni sulla possibilità di alloggio.

Tralasci data e indirizzi.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

\_\_\_ / 15 pts

**TOTAL** \_\_\_ / 25 pts