

# MODELLO DI SOLUZIONE E VALUTAZIONE

## COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

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sessione **ESAMI 2017**

sezione **IMPIEGATI DI COMMERCIO  
FORMAZIONE ESTESA E DI BASE**

materia **INGLESE**

serie **1**

tempo accordato per l'esame **90 minuti**  
punteggio massimo **70 punti**  
mezzi ausiliari **dizionario bilingue**

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*I Cantoni detengono il diritto d'uso degli esami ai fini scolastici.  
Il testo d'esame non va utilizzato nelle classi fino al 30.06.2018  
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## LISTENING COMPREHENSION

### PART 1

#### Conversation 1

Departure date	<b>23(rd)</b> (0.5p) <b>August</b> (0.5p)
Price:	<b>\$ 980</b>
Arrival time in Helsinki:	<b>8.30 / eight thirty / half past eight</b> a.m.

#### Conversation 2

Customer's name:	Tanja <b>KRYSILOWA</b>
Previous phone number:	<b>2075847664</b>
Price for recent films:	<b>\$ 3.50 / three dollars fifty</b> (cents)
Films must be returned by:	<b>22(nd)</b> (0.5p) <b>December</b> (0.5p) / <b>22.12 /</b> <b>December 22(nd)</b> <b>twenty-second of December</b>

### PART 2

<b>Speaker</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Answer</b>	<b>C</b>	<b>F</b>	<b>B</b>	<b>A</b>	<b>G</b>

### PART 3

<b>Question</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Answer</b>	<b>A</b>	<b>A</b>	<b>C</b>	<b>B</b>	<b>B</b>	<b>A</b>	<b>C</b>	<b>C</b>

## READING COMPREHENSION

### TEXT A, Task 1

Sentence 1-6	1	2	3	4	5	6
Heading A-G	D	G	B	A	C	E

### TEXT A, Task 2

1. T
2. F (\$ 45 per day)
3. T
4. F (they can't take national education exams for 3 years)
5. T

### **! FALSE STATEMENTS**

**Students get:** 1 pt if they justify their answer;

0 pt if there is no correction, the correction is wrong or isn't clear.

### TEXT A, Task 3

Sentence 1-4	1	2	3	4
Answer A,B,C	C	B	C	A

### TEXT A, Task 4

1. low-ranking
2. opt
3. forbidden
4. deployed
5. surrogates

### TEXT B

Sentence 1-5	1	2	3	4	5
Answer A-F	C	F	A	B	E

## PART 1

### Conversation 1

- Travel Agent: Good morning, Freedom Travel. Greg speaking, how can I help you?  
Caller: Hello, I'd like to make a flight reservation for the twenty-third or twenty-fourth of August.  
Travel Agent: Yes. What's your destination?  
Caller: Well, I'm flying to Helsinki, Finland.  
Travel Agent: OK. Let me check what flights are available...  
Oh, I see the flight is already fully booked on the twenty-fourth. And when will you be returning?  
Caller: Uh, well, I'd like to catch a return flight on the thirtieth. Oh, and I'd like the cheapest flight available, too.  
Travel Agent: Let me see... well the price for the return flight is almost double the price you would pay if you left the day before.  
Caller: Oh, well, let's go with the cheapest flight. How much is it?  
Travel Agent: It's only nine hundred and eighty dollars taxes included.  
Caller: Well, I'll take that.  
Travel Agent: OK. That's flight DL one seven oh from Salt Lake City to New York, Kennedy Airport, transferring to flight AY nine oh from Kennedy to Helsinki.  
Caller: And what are the departure and arrival times for each of these flights?  
Travel Agent: The first one leaves Salt Lake City at ten a.m., arriving in New York at four thirty-five p.m. then transferring to flight AY nine oh at five fifty-five p.m. and arriving in Helsinki at eight thirty a.m. the next day.  
Caller: That sounds fine.  
Travel Agent: Can you come to the travel agency or shall we book by mail?  
Caller: I'll be downtown tomorrow, so if it's convenient for you, I'll come and fetch everything at your office.  
Travel Agent: Fine, see you tomorrow then.

### Conversation 2

- Shop Assistant: Hi, can I help you?  
Customer: Yeah. I'd like to rent these movies.  
Shop Assistant: Can I have your membership card, please?  
Customer: Sorry, I forgot it but I can give you my name. It's Tanja Krysilowa.  
Shop Assistant: Can you spell your surname, please? I can't find it in our database.  
Customer: Yes, of course. It's K not C, K – R – Y – S – I – L – O – W – A.  
Shop Assistant: Are you still at Hampton Road?  
Customer: No, I moved two months ago, I live in Castle Street now, in the same district. Oh! And I changed my telephone number too.... Before I had two – oh – seven – five – eight – four – seven – double six – four and now it is double four – one – five – oh – six – eight – four – seven – nine.  
Shop Assistant: ... So you haven't been in the shop for some time. OK. ... Your phone number is corrected. Do you know we have changed our fees?  
Customer: No. How much does a film cost now?

- Shop Assistant: Well, new releases are three dollars fifty and all other movies are two dollars and you can rent up to six movies at a time. We also have a five-buck deal where you can rent any five movies for five dollars but this doesn't include new releases.
- Customer: Thank you but I'll just take these tonight.
- Shop Assistant: OK, let's see .... Your total tonight comes to seven dollars and fifty cents.
- Customer: And when do I need to return them?
- Shop Assistant: They have to be returned by the twenty-second of December because the shop will be closed for the Christmas holidays on Thursday the twenty-third.
- Customer: OK, no problem. Thanks.

## **PART 2**

### **Speaker 1:**

I really enjoyed working for my previous company. But in the end, I thought they asked too much of me – I never seemed to have any time at home, so I felt I had to look around for another post and when I came across this one, it was clear that it would be less stressful.

### **Speaker 2:**

I was lucky to be offered three different jobs. The interview for this one was quite a challenge – you know, the Human Resources manager was rather unwelcoming. But then, we did a tour of the factory with several senior managers. They seemed really innovative and talked a lot about their plans for the future. That decided it for me.

### **Speaker 3:**

I really liked where I used to work because it was an extremely pleasant atmosphere and I didn't have far to commute – unlike where I am now. But I realized that my career opportunities were really limited. But it is obvious in this current job that if I work hard, I could move up in the company. And that's what I really want.

### **Speaker 4:**

I applied because the job sounded quite interesting and the salary was really good. I was a little worried that I wouldn't be able to cope with the various aspects of the work. Anyway, I managed to convince them I was the right person. I started last month. Actually, I couldn't live as well on my previous income.

### **Speaker 5:**

In my previous job, the environment was just not dynamic enough. I didn't feel I was going to be able to progress. I'm not so much interested in getting a higher or better paid position – or at least not yet – but I wanted to build up my skills through a development programme and coaching. It was obvious that this company was better in this respect.

### **PART 3**

Mr Thompson: Good morning, Miss Blake. How do you do?

Miss Blake: Good morning, Mr Thompson. How do you do?

Mr Thompson: Take a seat. So, you are applying for the post of marketing assistant? How did you know about the vacancy?

Miss Blake: Well, I have been looking for a job for several months now and I saw your job advertisement on the net. I also know someone in the company who told me that if you didn't find anyone internally you would start looking for an external candidate so I was always on your website checking for the information.

Mr Thompson: Yes, we haven't found any qualified internal candidate. According to your CV, you have a commercial degree, good language and IT skills, which is fine but you don't seem to have any job experience.

Miss Blake: Well, that's not really correct. In fact, I haven't had any paid experience in marketing but we did do a lot of internships organized by the school. So I do know quite a lot about marketing. I also have job experience in other fields that could be useful for this job. I worked with a graphic designer for three consecutive summers and he worked in brand advertising. So I know quite a lot about the trade.

Mr Thompson: Oh that is interesting. And I see that you speak five languages! That is amazing! Can you tell me what level you have?

Miss Blake: Well, English is my mother tongue, my father is Spanish so we spoke Spanish at home. I am also fluent in French because my boyfriend is from Paris. And I took German and Italian at school.

Mr Thompson: Great, languages will be very useful in this job because you might be asked to travel with the marketing manager from time to time. ...Would you mind travelling?

Miss Blake: No, not at all. My father being a diplomat I was used to moving around when I was young, so travelling seems natural to me.

Mr Thompson: Excellent news. So many people resent business travel these days. How about your salary requirements?

Miss Blake: Well, to be honest, I would be so glad to work for your company that I don't have any specific demands. But I would expect internal training and regular promotion.

Mr Thompson: I see. Do you have any hobbies?

Miss Blake: Yes, I play badminton a lot, but my main hobby is shopping.

Mr Thompson: Shopping? What do you mean?

Miss Blake: Yes, I love shopping. I'm totally addicted. I know everything about different brands, their advertising, their products, their target customers. Imagining the right way to sell a product, finding the right packaging and all that is really fascinating. I think this is my main asset for the job.

Mr Thompson: I must say that you are very convincing, Miss Blake. You do have a lot of the qualities and skills we are looking for. The main drawback might be your age; you are very young.

Miss Blake: Yes, but I can bring lots of new ideas into the company.

Mr Thompson: Yes indeed. You have a point. All right Miss Blake. It has been a pleasure speaking to you. I will be in touch before the end of the week.

Miss Blake: Thank you, Mr Thompson. I do hope that we shall meet again.