

MODELLO DI SOLUZIONE E VALUTAZIONE

COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

sessione **ESAMI 2015**

sezione **IMPIEGATI DI COMMERCIO
PROFILO E/AFC+**

materia **INGLESE**

serie **1**

tempo accordato per l'esame
numero massimo di punti
mezzi ausiliari

150 minuti

100 punti

**dizionario bilingue per la parte di
comprensione alla lettura e per la
composizione scritta**

Esami di AFC+

- 1) Comprensione all'ascolto
- 2) Use of English
- 3) Comprensione alla lettura

Tabella per la conversione punti in nota esame scritto (suff. 55%)

1	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0	5.5	6.0
0-8	9-17	18-26	27-35	36-44	45-54	55-64	65-73	74-82	83-91	92-100

LISTENING COMPREHENSION

Tapescripts

PART 1 (BEC5, Pre, Test 1, track 12)

- Woman** Thank you for calling the FCR customer care line. Please speak clearly, spelling your name and including a daytime phone number.
- Man** Hello. I'm phoning from Naughton Department Store, that's Naughton spelled N-A-U-G-H-T-O-N, and I'd like to order some brochures. My name is Roger Woodes, with an E that's W-O-O-D-E-S. I am in the Home Electrical department and my direct line is 0187345339. Right, what we need urgently is your fridge and freezer brochures – we have run out of the hundred you sent us, so we'd like 250 more. And please include the price list – half a dozen copies of that should be enough, no make it eight, could you? Also I have a question about your dishwashers – in the brochure for those there's no reference to the JQ 165 model, but it shows the new JQ 168, which looks similar but is wider. Have you stopped making the earlier one? I've got a customer who wants to buy it – or another model of the same width. It's five – nine – oh millimetres instead of the usual 600, which she needs to fit in a particular space. Could someone call me back as soon as possible about this? Thank you.

PART 2 (BEC2, Test 4, track 48)

Right – thanks for coming at short notice. There will be an announcement in the media tomorrow about our planned merger, and I wanted to inform you about it first. Now, as you all know, we've been in merger talks with two American software manufacturers, Computing International and M2C International. We nearly reached an agreement with M2C, but it was decided to go with Computing in the end. If you are worried about job losses, I can guarantee that won't happen here at the company administration offices. The Americans want to keep our Head Office, and the production site, too. The only change is to sell our research site and relocate those staff. In fact, there are plans for all of us here at Head Office to move to a new development near the harbour, which will be ready in March next year. The actual merger takes place in May.

The major change to the new look company is that we'll be called Open Network, I don't think it will be too difficult to go from Alpha Networking to the new name.

There will be also be a new logo, and company colours will change. There was a lot of discussion about whether to keep the key as the logo, but it was decided that something different was needed, so instead it will be a flag. Now, what about advantages for the staff? After the merger, there will still be opportunities to travel – conferences in Europe, exhibitions in Tokyo, Frankfurt and so on, but there will be a staff exchange programme with the Boston office.

Another thing, of course, is that we will have to get used to a new identity. To help us do this, starting next June, there will be training courses. We will be offered product training first, then the following month there will be corporate training. After that seminars on work skills. I am sure these will all be very useful. Now, before I go on, does anyone have any questions?

PART 3 (International Express, Intermediate, track 7.6)

B= Bank employees **C**= B

- A** Hello. Southland Bank. How can I help you?
B Hello. I'd like to transfer some money from my account.
A Certainly madam. Can I take your account details? Can I have the sort code for your account?
A Yes, the sort code is 25-04-43.
B And the account number, please?
A My account number is 972368.
B Thank you. Let me just bring up your details. OK, Ms McDonnell. So you would like to make a transfer. Can you tell me the amount you want to transfer?
A Yes, I'd like to transfer £500.
B OK, let me just check your balance. Hold on a moment, please...I am sorry, Ms McDonnell. I am afraid your account is currently overdrawn.
A What? Overdrawn? By how much?
B You're currently overdrawn by £105.65.
A Really? Can you check if my salary has been deposited in my account yet?
B Let me see. The last deposit in your account was on 16th March. So last month. Were you expecting a payment?
A Yes, my salary is usually paid in on 16th of each month.
B Well, today is the 16th. It doesn't seem to have been paid. Perhaps you should contact your employer.
A Yes, I will. So what money has left my account recently?
B Well, I can see that you withdrew £150 from an ATM on 13th April. Also you have a standing order. £800 was transferred from your account yesterday.
A Yes, that's my rent. So is there a charge for being overdrawn?
B I am afraid there is. Let me just check your account details...

PART 4 (International Express, Intermediate, track 10.4)

Mariam

My first job was as an editor in publishing. It was interesting, but I was never keen on spending all day in an office. Also I never enjoyed working at a computer all day. Who does, right? Anyhow, I spoke to my friend about this and told her I was thinking of taking some time out, and maybe going travelling. She suggested doing some charity work, and put in touch with an organization in Bolivia. So, I left my job and went to Bolivia. I worked on a project, teaching underprivileged children reading and writing skills. It really changed my life. While I was there, I had time to think about what I really wanted to do. I had always loved gardening – I enjoy being out in the open air. When I got back to the UK, I enrolled on a one-year landscape gardening course. It was great. I really felt that I had found my thing – you know what you really want to do. After finishing the course, I managed to get some work experience with a landscape design company in Bristol. They offered me a job afterwards and I've ended up working there for three years now. I love my job. I work long hours in all weather conditions, but I can't think of anything else I'd rather be doing.

Sources:

taken and adapted from:

- *BEC Preliminary2*, Cambridge, 2004
- *BEC Preliminary5*, Cambridge, 2012
- *International Express, Intermediate*, Oxford, 2014

LISTENING COMPREHENSION

PART 1 (1x6= 6 pts)

- (1) NAUGHTON (1 pt)
- (2) HOME ELECTRIC (0.5 x 2 pt = 1 pt)
- (3) 0187345339 (1 pt)
- (4) 250 (1 pt)
- (5) 8 (1 pt)
- (6) JQ 165 (1 pt)

..... / 6 pts

PART 2 (1X9 =9 pts)

Statements	1	2	3	4	5	6	7	8	9
T / F	F	F	T	F	T	T	F	F	T

..... / 9 pts

PART 3 (1X5 = 5 pts)

- (1) 250443
- (2) 9723678
- (3) £500
- (4) £105.65
- (5) 16 March

..... / 5 pts

PART 4 (1x5= 5 pts)

1)
computer

2)
charity

3)
write

4)
1/one

5)
weather

..... /5 pts

TOTAL:/ 25 pts

USE OF ENGLISH

Exercise 1 - Choose the correct word (**A, B, C** or **D**) to fill in the spaces. There is only one possible answer. (10 x 0.5 = 5 pts)

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
A	B	C	D	A	B	A	C	A	B

..... / 5 pts

Exercise 2 - Finish each of the following sentences in such a way that it has a similar meaning to the sentence printed before it. (5x1 = 5 pts)

1.	about going
2.	has had
3.	was bought by
4.	as innovative as or less innovative than
5.	have any

..... / 5 pts

Exercise 3 - Choose the correct word (**A, B, C** or **D**) to fill in the spaces. There is only one possible answer. Write your answer on the answer sheet (10 x 0.5 = 5 pts)

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
A	B	C	A	B	A	B	C	A	B

..... / 5 pts

TOTAL POINTS: / 15 pts

READING COMPREHENSION

TEXT 1 – Notes and messages (1X5 = 5 pts)

Statements	1	2	3	4	5
A, B or C	B	C	A	C	A

..... / 5 pts

TEXT 2 – Business Magazines (0.5X6 = 3 pts)

Questions	1	2	3	4	5	6
Answers A-H	F	H	D	B	C	G

..... / 3 pts

TEXT 3 – The Briton Who Used All Her Money To Open A Restaurant (1X5 = 5 pts) + (1X6 = 6 pts)

Exercise 1

Paragraphs	1	2	3	4	5
Headings A-F	B	D	F	E	A

...../ 5 pts

Exercise 2

Statements	1	2	3	4	5	6
T / F	F	F	T	F	T	F

..... / 6 pts

TEXT 4 – 7 TechnoFit (1X8 = 8 pts)

Statements	1	2	3	4	5	6	7	8
T / F	F	F	T	T	F	T	T	F

..... / 8 pts

TEXT 5 – Interview with Sprayground founder and street artist DBD (1X8 = 8 pts)

Questions	1	2	3	4	5	6	7	8
A, B or C	B	B	A	C	A	A	C	B

...../ 8 pts

TOTAL:/ 35 pts