

MODELLO DI SOLUZIONE E VALUTAZIONE

COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

sessione **ESAMI 2016**

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

materia **INGLESE**

serie **1**

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

*I Cantoni detengono il diritto d'uso degli esami ai fini scolastici.
Il testo d'esame non va utilizzato nelle classi fino al 30.06.2017
© csfo, Berna - 2016*

LISTENING COMPREHENSION

PART 1

Message 1

Photocopier model number:	Sony XPS3000
Phone number:	07215560990
Closing time:	5.45 / five forty-five / quarter to six pm

Message 2

Company name:	GYROMATRIX
Price for model PXL2005:	£ 315 / three hundred and fifteen (per unit)
Discount on orders over 12:	10% / ten percent / 10 percent
Deadline for decision:	Friday, 13(th) June / 13.06 / June 13(th) 2016

PART 2

Question	1	2	3	4	5
Answer	B	B	B	C	A

PART 3

Question	1	2	3	4	5	6	7	8
Answer	A	C	A	C	A	B	C	B

READING COMPREHENSION

TEXT A, Task 1

Paragraph 1-5	1	2	3	4	5
Heading A-F	C	A	F	B	E

TEXT A, Task 2

	T	F	?
1. Two new Yum! restaurants open in Europe or America every day.			X
2. Yum! is number one in restaurant-industry sales. Yum! is number two / McDonald's is number one.		X	
3. Yum! sold Pepsi Cola in 1997. Pepsi Cola sold Yum! in 1997.		X	
4. According to figures, in 2000 kitchen employees stayed with Yum! for about six months only.	X		

! FALSE STATEMENTS

Students get:

- **1 pt if they justify their answer;**
- **0 pts if there is no correction, if the correction is wrong or isn't clear.**

TEXT A, Task 3

Statement 1-6	1	2	3	4	5	6
Answer A - B - C	C	A	A	C	A	B

TEXT A, Task 4

Paragraph 1	headquarters	base
Paragraph 2	famous	well-known
Paragraph 3	not strict	relaxed
Paragraph 4	productivity	efficiency
Paragraph 5	competitors	rivals

TEXT B

Sentence 1-5	1	2	3	4	5
Answer A-H	C (0.5 pt) H (0.5 pt)	F (1 pt)	D (1 pt)	G (1 pt)	D (0.5 pt) F (0.5 pt)

PART 1

- Listen to two messages left on an answering machine.
- Fill in the missing information below.
- You will hear the recordings twice.

Message one

Hello. This is Mr Smith calling for Jennings Holding Company, that's J-E-double N-I-N-G-S, about the new photocopier your company rented to our offices in Perkins Square. There seems to be some paper blocking the machine and we can't find where the problem is. It's a Sony, model XPS three thousand. Could you send a repairman asap to help us. We're in Perkins Square, that's P-E-R-K-I-N-S, number thirty-six. Our phone number is oh-seven-two-one, double five six oh double nine oh. And our office hours are from half past eight to quarter to six every day, non-stop. Thank you. Bye.

Message two

This is Debbie calling from Gyromatrix, that's G-Y-R-O-M-A-T-R-I-X, about your inquiry into the price of tablets for your employees. The price for model number PXL two thousand five is three hundred and fifteen pounds per unit, with a ten percent discount for orders of twelve or more tablets. The price of model number BXJ one thousand five is two hundred and sixty-five pounds per unit, with the same discount conditions. Please call me back on oh-double seven-one, double nine five six one eight oh before half past five, Friday, the thirteenth of June, with your decision. Thank you. Bye.

PART 2

- Listen to five short recordings.
- For each question, mark one letter (A, B or C) for the correct answer.
- There is only one correct answer per question.
- You will hear the recordings twice.

1. Who is going to the conference?

Woman: Has anyone been chosen to go to the conference yet?

Man: Well, William is supposed to go but he's been having some health problems lately. We could send Tom from Sales, or Fred from Marketing.

Woman: Hmm, as the conference is on advertising strategies, Fred would be the logical choice to replace William, but Tom has more experience. Let's send Tom; Fred could be a possible alternative.

Man: Good idea. That would allow William to recover. The less stress the better.

2. Which graph shows what the sales reps are talking about?

Man: Did you see these sales figures for drinks containers for these past six months?

Woman: Yeah, kind of scary. They were steady in January and February, rose a bit in March...

Man: ...And then fell quite sharply in April.

Woman: I know. But then they levelled off and they even went up slightly in June.

3. At what time will the colleagues meet?

- Man: We need to meet to discuss new client management software. Are you available at three this afternoon?
- Woman: No, sorry, I've got a client coming in. How about later, say at quarter past four? Or earlier at half past one?
- Man: I'll be out of the office in the early afternoon so later is better for me.
- Woman: Ok. See you later then.

4. How much will the couple offer for the house?

- Woman: Oh, honey...I really love this house. But it's over our budget.
- Man: Yeah, we really can't go over four hundred and fifty thousand. And they want four hundred and sixty-five thousand.
- Woman: Yes, but it's been on the market for over six months and they haven't had any offers and it needs quite a lot of work.
- Man: Well, let's bid under our budget and see what happens, then we could offer more if they don't accept.

5. Who is Terry going to write to?

- Woman: Terry, last week we had another delivery problem with that supplier. Again! That's the fifth time in the last six months! It seems we can't rely on them any longer, can we? So, we have decided to look for another one immediately.
- Man: That seems to be a good idea.
- Woman: Actually, we don't need to inform our customers about that, but would you be kind enough to send a note round to all our departments once we have decided who to replace them with?
- Man: Yes, of course. I'll do it as soon as we know.

PART 3

- Listen to two people negotiating a sales deal.
- For each question, choose one answer A, B or C.
- There is only one correct answer.
- You will hear the recording twice.

- C. Barton: It's nice to meet you Mr Jones. Did you have a good trip?
- D. Jones: No, not really Mrs Barton. Your plant is really a long way from the motorway.
- C. Barton: Oh. I hope you didn't have too much trouble finding us! Would you like a cup of coffee?
- D. Jones: Yes, please. No sugar, no milk. Just black.
- C. Barton: Here you are. ... Now, Mr Jones, let's begin by talking about the product. If we were to order in large quantities, would you give us a quantity discount?

- D. Jones: I'm afraid it's not company policy – you order what you need, we supply what you need – our prices are very competitive.
- C. Barton: How would you feel if we set up a regular ordering policy – the same amount each month, for example?
- D. Jones: As a rule, we expect our customers to order in regular quantities anyway – it means that we can run our production line and logistics efficiently. We don't usually accept rush orders. And we never give a discount.
- C. Barton: How about payment terms? If we pay within thirty days rather than sixty, surely we could negotiate something.
- D. Jones: If you could guarantee regular orders of large quantities, and payment within thirty days, we could possibly look at a one point five per cent discount. I would have to get back to my manager.
- C. Barton: That would be greatly appreciated. There is another important factor in these negotiations and that is delivery time. We have to be certain of receiving our goods on time so that we don't hold up production.
- D. Jones: Delivery would not be a problem. If we receive a firm order by fax or email we could certainly deliver within a fortnight.
- C. Barton: Two weeks might be a problem for us. Would it be possible to deliver within ten days after a firm order?
- D. Jones: It might be possible but I would have to discuss that with the production department.
- C. Barton: I think we're getting closer to an agreement here. We will make concessions on orders and payment terms, and you will reduce the time for us and give us a small price reduction.
- D. Jones: Well, I have to get approval from the departments involved. I can't sign anything today. The main problem here is that this is against company policy.
- C. Barton: I understand your constraints. However, there are a few other things we should discuss. When the goods arrive, the packing is often damaged. We would like the goods covered in a protective plastic film before they are put into the boxes.
- D. Jones: I know this is a problem but there is no way we could do that now. We would have to invest in new machinery and we don't have the budget for that.
- C. Barton: If you can't improve your packing, we won't be able to avoid returning goods regularly, which costs time and money.
- D. Jones: We would have to think about that one. We could maybe use padding in our boxes, or have a word with the shipping agent.
- C. Barton: Right then... Let's go and have lunch now and we can get back to that later this afternoon.