

MODELLO DI SOLUZIONE E VALUTAZIONE

COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

sessione **ESAMI 2016**

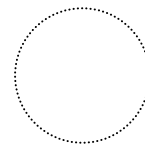
sezione **IMPIEGATI DI COMMERCIO
PROFILO E/AFC+**

materia **INGLESE**

serie **1**

tempo accordato per l'esame **150 minuti**
punteggio massimo **100 punti**
mezzi ausiliari **dizionario bilingue per la parte di
comprensione alla lettura e per la
composizione scritta**

*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
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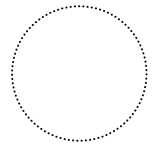


Esami di AFC+

- 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
0-4	5-14	15-24	25-34	35-44	45-54	55-64	65-74	75-84	85-94	95-100

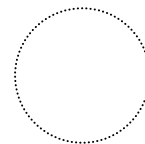


LISTENING COMPREHENSION

Tapescripts

PART 1 (Intelligent Business Pre Intermediate, Longman, track 18)

- Lydia** Henley Recruitment. Lydia speaking.
- Nathan** Hi. It's Nathan Donald from Fullbright Research.
- L** Oh, hi Nathan. How can I help you?
- N** It's about the vacancies for market researchers. Have you found anyone yet? I wasn't sure because I haven't heard from you.
- L** Ah, yes. The vacancy was for four market research assistants, wasn't it?
- N** Actually it was four, but we have another two staff leaving this week, so I need six now.
- L** OK, I'll note that now. We didn't have any applications for this. This means that there might be some errors in the original information. In order to check this, do you mind if I go over some of the job details?
- N** No, that's fine. Go ahead.
- L** OK, so were the positions temporary or permanent?
- N** They are all temporary, but we may be recruiting full-time staff after the project ends.
- L** And how long are the contracts?
- N** 3 months each.
- L** How many hours is it a week?
- N** The basic is 37 hours but there will also be about five hours overtime available every week because we are very busy at the moment.
- L** When I spoke to your assistant she said that the salary you are offering is 500 Euros a month. It's probably because of the low that there hasn't been any interest.
- N** No, that's not right. The salary is 1,500 Euros a month plus bonus.
- L** Oh, that should make a difference. I've just got a few more questions so that we can be sure that all the information is correct. What's the start date of the project?
- N** The 26th August.
- L** Do you have a contact name and number for applications?
- N** Yes, ask candidates to call Elly Duffy on ...
- L** Sorry, Nathan. Can I just check? Is that Ellie spelt E-L-L-I-E?
- N** No, sorry. It's E-L-L-Y. And her surname is Duffy, that's D-U-F-F-Y.
- L** Great. And her extension number?
- N** It's 2449.
- L** Great. And I think we will have a lot more interest in the positions now.
- N** Thanks for your help, Lydia.
- L** No problem, Nathan. I'll call you as soon as I have any candidates.
- N** Thanks. Bye.
- L** Goodbye

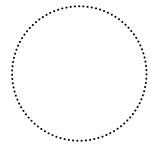


PART 2 (Intelligent Business Pre Intermediate 2006, Longman, Workbook, track 22)

- Interviewer** In this evening's programme, we are talking to Matteo Rossini, an expert on the Italian clothing industry. Good evening, Matteo.
- Matteo** Good evening.
- I** There's been quite a revolution in this industry in Italy in the last decade or so. Things were quite different before that, I understand.
- M** That's right. Between the 1960's and 1990's, Italy was a dominant force in this industry. Its success was based on a vast network of family-owned, small and medium-sized firms, often located in regional groups and which focused on traditional areas such as textiles, clothing and footwear.
- I** And today, what's different?
- M** Well, firstly, Italy's industrial production has fallen in each of the past four years and we are now trying to buy what we used to sell. We can't compete any longer against companies from other countries such as China. As a result, manufacturing, especially in our export sectors, has dropped significantly.
- I** So what has this meant for Italian clothing companies?
- M** It's been very difficult for them and there have been many failures. However, there have been some success stories, such as BasicNet, a casual clothing company owned by Marco Boglione. He managed to face this competitive challenges by using Chinese manufacturing and reducing production in Italy. Although this is good news from one point of view, it's rather worrying for the country's economy to see the way things are going.
- I** What did Mr Boglione do before establishing BasicNet?
- M** The company he bought to start BasicNet was called MCT and it had just gone bankrupt due, in no small part, to the high cost of manufacturing in Italy. Actually, Boglione was employed by MCT between 1976 and 1985, but he left to set up a successful mail-order business selling shirts of leading soccer clubs to fans who were willing to pay a high price to wear their teams' colours.

PART 3 (Intelligent Business Pre Intermediate, Longman, track 17)

- Al Bennet** Hi, Visiontec.
- Paul Spiers** Hello. Can I speak to Al Bennet, please?
- A** Speaking.
- P** Oh, hi. I wonder if you can help me. I am Paul Spiers, training manager with Wingnet Electronics. I'd like some information about creativity courses for business people.
- A** Sure, what would you like to know?
- P** Well, in the past we have run more traditional training courses such as time management, that sort of thing ...
- A** Ah ah, I see.
- P** But I'd like to add some more adventurous seminars to this year programme. To begin with, could you give me some ideas how creativity courses could help my company?
- A** Well, at Visiontec we believe that all type of business can benefit from encouraging staff to think of creative solutions to practical problems.
- P** What is it possible to learn creativity?
- A** Well, we can all certainly learn to be more creative and approach problems from new angles.
- P** Could you talk me through a typical course?
- A** Certainly. Well, we try to mix different departments together during the course, so we begin by giving attendees a badge and asking them to write their name on it.
- P** OK.
- A** Then we start with a series of exercises where people are encouraged to do things in the opposite way from how they would normally approach them. For example, a group is given a problem and, instead of trying to agree on a solution, they are encouraged to argue loudly when they disagree.



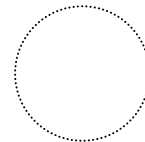
- P** Why is that?
- A** Well, first of all, it relaxes participants by making them realize that they don't always have to agree or fit in with what other people think. But more importantly, by doing the opposite to what we normally do, we are warming up the creative side of our imagination and freeing ourselves to look at things in another way.
- P** I see. What other exercises do you have?
- A** The morning session usually ends with small groups being given an object, for example a paper clip, which they have to think a new use for, then they present their idea to other groups.
- P** Um, it certainly sounds interesting. How long do your courses run for?
- A** The 'Introduction to creative thinking' is a one-day course and 'Advanced creative thinking' is a two-day course.
- P** Where do you run them?
- A** Well, we prefer clients to come to our premises. They are set in beautiful countryside and we find that the participants get more out of the course if they are outside their traditional work environment.
- P** That might be a problem for some of our staff who would need to be on call in case of emergencies.
- A** That's OK, we can work round that. If you have a conference facility or other suitable size room, then we could run it on site. But I would recommend that your staff are told that they can only be interrupted in the case of genuine emergencies, otherwise they won't get the most out of the course.
- P** Oh yes, I can understand that.
- A** At Visiontec we are committed to giving the best courses possible. We run a maximum of 15 courses each month. So we do recommend that you book early.
- P** Oh thanks for telling me that. It's been very helpful talking to you. Do you think you could send me a brochure and a booking form?
- A** Certainly. And, if you have any further questions, just give me a call. Now, if I can take your company details?
- P** Yes, as I mentioned, the company is Wingnet Electronics.

PART 4 (Pet Preliminary 7, Cambridge, Test 4, part 3)

Today we begin the programme with some information about an exciting magazine that will be on sale in the shops next week. It's called Good Living and the aim of the magazine is to show how to eat well, and in a healthy way. So every month there will be information about which fruit and vegetables are in season as well as lots of recipes by top chefs for you to make. In the first issue of the magazine, there will be recipes for fish, which is a good choice if you want to eat healthily. In addition, you will also find a special free gift. This is a DVD showing how to prepare summer salads, using a wide variety of different ingredients, some of them quite unusual.

The second issue will have an interesting article about the history of tea, and the many kinds you can buy in different countries. It also has a special collection of recipes for children, which will show them some interesting things to make with rice. Of course, there will be some good things for adults in the second magazine, too. There are some wonderful recipes designed especially for parties. The recipes are quick to prepare and very colourful, and some can also be made ahead of time and frozen, which is always useful.

Now the price of the magazine will normally be £3.99, but the first issue will be on sale at £2.49, so that's a good offer, a reduction of £1.50. It will be on sale in supermarkets and newsagents on Monday. So make sure you buy it, the ideas and photos in it are great.



LISTENING COMPREHENSION

PART 1 (0.5x8 = 4 pts)

1)
3 months

2)
37

3)
5 hours

4)
Euros 1,500

5)
26th August

6)
Elly

7)
Duffy

8)
2449

..... / 4 pts

PART 2 (1x10 = 10 pts)

Statements	1	2	3	4	5	6	7	8	9	10
T / F	T	F	F	F	F	T	T	T	F	F

..... / 10 pts

PART 3 (1x8 = 8 pts)

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

..... / 8 pts

PART 4 (0.5x6 = 3 pts)

1)
good Living

2)
fish

3)
salad(s)

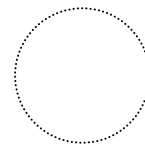
4)
rice

5)
parties

6)
£2.49

..... /3 pts

TOTAL:/ 25 pts



USE OF ENGLISH

Exercise 1 Put the correct letter (A, B, C or D) in the boxes below. (10x0.5= 5 pts)

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

...../ 5 pts

1.	were taken
2.	as big as
3.	the conference takes place
4.	can't/cannot/mustn't
5.	want to/would like to

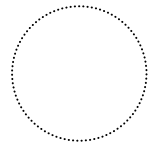
...../ 5 pts

Exercise 3 Put the correct letter (A, B, C or D) in the boxes below. (10x0.5= 5 pts)

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

...../ 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	C	B	C	A	B

..... / 5 pts

TEXT 2 – Business articles (1X6 = 6 pts)

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

..... / 6 pts

TEXT 3 – Making the most of a year out (1X14 = 14 pts)

Statements	1	2	3	4	5	6	7	8	9	10	11	12	13	14
T / F	F	F	T	F	F	T	T	F	F	T	T	F	T	T

..... / 14 pts

TEXT 4 – Holiday offers (2x5 = 10 pts)

People	1	2	3	4	5
Holiday offer A-H	H	B	A	F	C

..... / 10 pts

TOTAL: / 35 pts