

# COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

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Sessione **ESAMI 2018**

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

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 30.06.2019  
© csfo, Berna - 2018*

Nome e cognome:.....

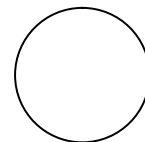
Classe: .....

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# **Listening comprehension**

**Time limit: 20 minutes**  
**Dictionary: not allowed**

**Total points: .... / 20**



**PART 1** (0.5x14 = 7 pts)

- You will hear **two short telephone conversations**.
- Write **one or two words or numbers** in the spaces below.
- You will hear each recording **twice**.
- You now have time to read the forms **(15 seconds)**.

Conversation one

**MESSAGE**

TO: Fred Clarke

DATE: 1 August

FROM: Monica **(1)** \_\_\_\_\_ in the **(2)** \_\_\_\_\_ **(3)** \_\_\_\_\_

YOUR MESSAGE:

She's not available on **(4)** \_\_\_\_\_ **(5)** \_\_\_\_\_ 2018.

The meeting date needs to be changed. Please call her back to confirm a date.

Office telephone number: **(6)** \_\_\_\_\_

Conversation two

Recruitment **(7)** \_\_\_\_\_ no. R9372075

POSITION: **(8)** \_\_\_\_\_ **(9)** \_\_\_\_\_

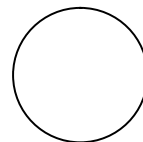
SALARY: Competitive salary and **(10)** \_\_\_\_\_

DOCUMENTS: Details of **(11)** \_\_\_\_\_ salary, full CV and references

APPLICATION DEADLINE: **(12)** \_\_\_\_\_ **(13)** \_\_\_\_\_ 2018.

CONTACT (Human Resources): Mr Steven **(14)** \_\_\_\_\_

...../ 7 pts



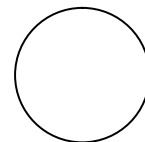
**PART 2** (1x5 = 5 pts)

- You will hear **five short recordings**.
- For each recording, **decide where it happens**.
- Write one letter (**A-H**) next to the number of the recording.
- **Do not use any letters more than once**.
- There are **three extra answers you do not need to use**.
- You will hear the recordings **twice**.
- You now have time to read the questions (**15 seconds**).

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

- A. trade fair
- B. bank
- C. office rental agency
- D. post office
- E. airport
- F. travel agency
- G. supermarket
- H. hotel

...../ 5 pts



**PART 3** (1x8 = 8 pts)

- You will hear part of a **radio interview** with Patrick Martin from a management consultancy firm.
- For each question, choose one answer **A, B** or **C**.
- There is **only one correct answer per question**.
- You will hear the recording **twice**.
- You now have time to read the questions (**1 minute**).

**1. Patrick Martin works for**

- A AKR.
- B PRK.
- C EKR.

**2. Patrick Martin has**

- A helped design a security system.
- B travelled round the world.
- C been working for 18 months.

**3. Where is Patrick Martin working now?**

- A in the client's New York office.
- B in their headquarters in Germany.
- C in an office in China.

**4. Patrick Martin's e-commerce course lasted**

- A two years.
- B three weeks.
- C three days.

**5. What did Patrick Martin expect to do when he joined the company?**

- A to work in the technical area.
- B to work on a wide range of projects.
- C to be more involved in business.

**6. What does Patrick Martin think of personal preferences?**

- A they should be considered by the firm when assigning projects.
- B they shouldn't be taken into account by the firm.
- C they have no effect on employees' work.

**7. How often do employees at Patrick Martin's firm usually get a pay rise?**

- A every six months.
- B once a year.
- C every two years.

**8. Patrick Martin's average work week is about**

- A fifty hours.
- B forty hours.
- C thirty-five hours.

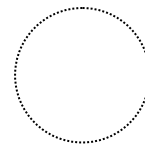
...../ 8 pts

**WRITE ALL YOUR FINAL ANSWERS  
ONTO YOUR ANSWER SHEET**

## **Reading comprehension**

**Suggested time: 40 minutes**  
**Dictionary: allowed**

**Total points: .... / 25**



## TEXT 1 – NOTES AND MESSAGES

- Look at the notes and messages below.
- What do they mean?
- For questions (1-5), mark the letter **A**, **B** or **C** next to the correct explanation. (1x5 = 5 pts)

1.

### ACTIVITY SCHOOL NOTICE BOARD

Please sign up for next week's morning activities before Wednesday lunchtime. If you don't do this, we will select activities for you.

**Students who do not sign up before Wednesday lunchtime...**

- A** will have to work in the mornings next week.
- B** will not be able to do morning activities next week.
- C** won't be able to choose their morning activities next week.

2.

If you take this journey regularly, you can save money with our Super Weekly Saver Ticket.

- A** Cheaper tickets are available for people who travel often.
- B** You need a special type of ticket if you travel regularly.
- C** The Super Weekly Saver ticket can help all travellers to save money.

3.

DMV Vehicles have appointed Mike Richards – formerly of KMG Motors – as Sales Manager.

**What do we know about Mike Richards?**

- A** He worked for DMV Vehicles.
- B** He is applying for a job as a sales manager.
- C** He was employed by KMG Motors in the past.

4.

**Express-Print has opened a new office in this area.**

**Please visit us to discuss your photocopying requirements.**

- A** Visit our website about our new office if you want to order anything.
- B** Visit our new office and talk to us about what you need.
- C** Contact us with your requirements when you open a new office.

5.

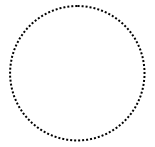
Sales growth at Aston Ltd is 2.2% this year, compared to an earlier forecast of 3.1%.

**The company's sales growth for this year is**

- A** lower than expected.
- B** the same as expected.
- C** higher than expected.

Adapted from: "Preliminary English Test" and "Business English Certificate"

...../ 5 pts



**TEXT 2 – The Diet of the Future Planet Vegan**

**Exercise one** – Match headings (A-F), with paragraph (1-6). (1x6 = 6 pts)

Paragraphs 1-6

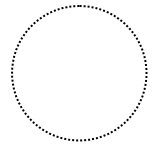
- A. A research on our nutritional habits \_\_\_\_\_
- B. Our only world \_\_\_\_\_
- C. It's a matter of costs \_\_\_\_\_
- D. The right choice for the future? \_\_\_\_\_
- E. Life-threatening diseases \_\_\_\_\_
- F. A study that warns us \_\_\_\_\_

**Exercise two** – Read the following statements (1-9), and decide whether they are **true** (T) or **false** (F). Correct false statements. (1x9 = 9 pts)

- 1. A study shows that eating red meat and fish is environmentally unsustainable. \_\_\_\_\_  
\_\_\_\_\_
- 2. Livestock are responsible for 80 per cent of greenhouse gas emissions. \_\_\_\_\_  
\_\_\_\_\_
- 3. Cutting down on meat consumption would help eliminate millions of deaths. \_\_\_\_\_  
\_\_\_\_\_
- 4. Food shortage and malnutrition would go up if vegetables replaced meat in our diet. \_\_\_\_\_  
\_\_\_\_\_
- 5. Veganism could diminish greenhouse gas emissions by at least about a third. \_\_\_\_\_  
\_\_\_\_\_
- 6. A wrong choice in our diet is destroying ourselves and our world. \_\_\_\_\_  
\_\_\_\_\_
- 7. Various American publications agree that the vegan diet is the most convenient solution to save the planet. \_\_\_\_\_  
\_\_\_\_\_
- 8. Many governments think that geoengineering is the least expensive solution. \_\_\_\_\_  
\_\_\_\_\_
- 9. Politicians usually tend to agree with scientific conclusions. \_\_\_\_\_  
\_\_\_\_\_

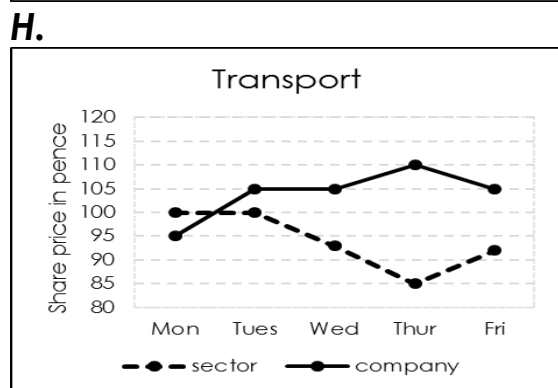
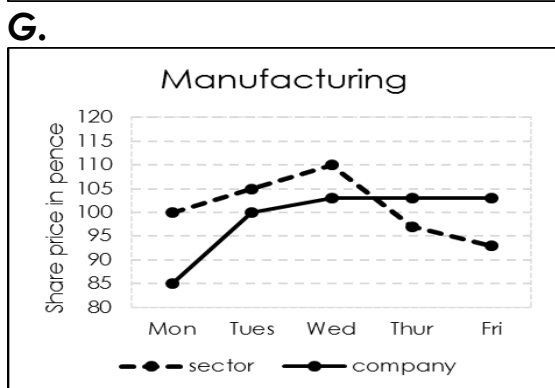
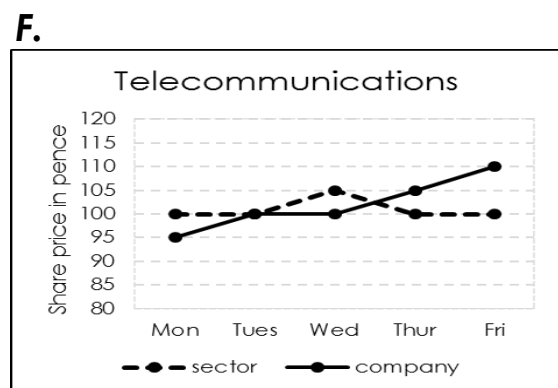
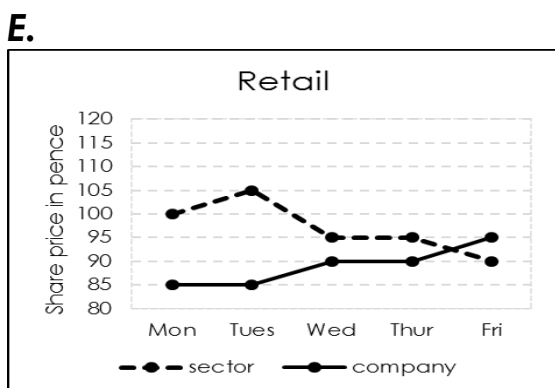
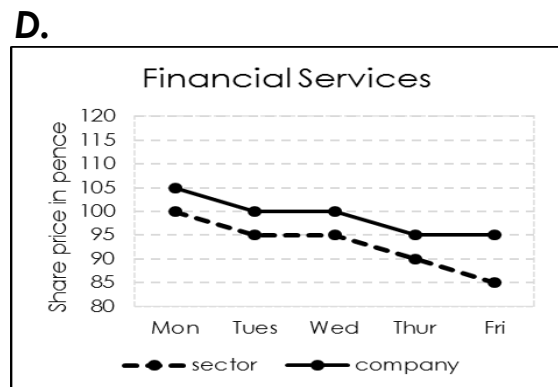
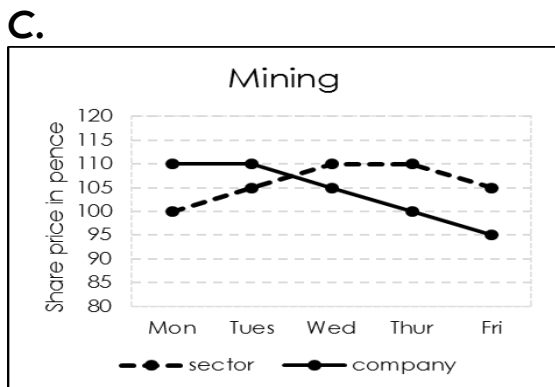
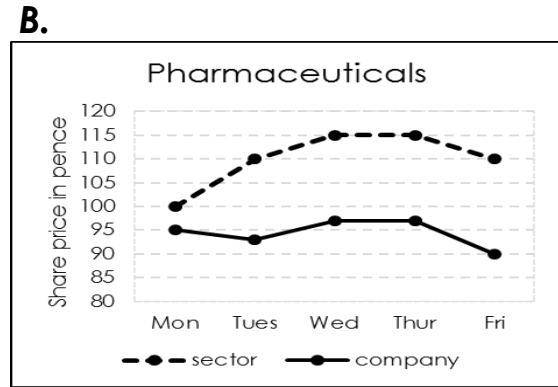
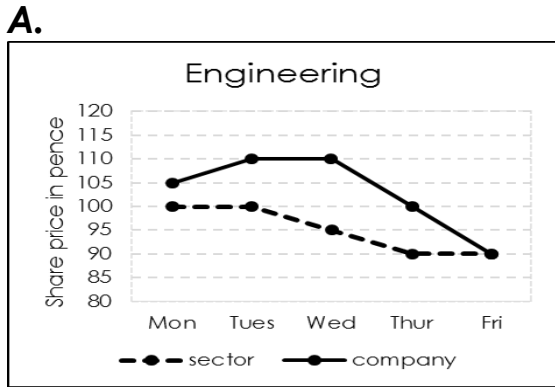
...../ 15 pts

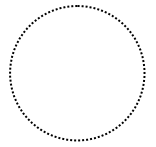




**TEXT 3 – GRAPHS**

- Look at the charts below. They show movements in the share prices of eight companies in relation to their sectors, at the close of trading on five days. (1x5 = 5 pts)
- Which chart does each sentence (1-5) describe?
- For each sentence, mark one letter (A-H).
- Do not use any letter more than once.





1. The sector average rose in the first half of the week, then fell back, although this company's shares remained stable after an early sharp rise.

\_\_\_\_\_

2. The company's shares performed better than the sector average most of the week, but lost this advantage on Friday, reaching the same lowest point.

\_\_\_\_\_

3. There was little fluctuation in the sector all week, with a small peak in the middle of the week. Company's shares followed an upward trend, peaking at the end of the week.

\_\_\_\_\_

4. While the sector gradually decreased with just a slight improvement at the end of the week, this company generally performed well with only a little fall at the end.

\_\_\_\_\_

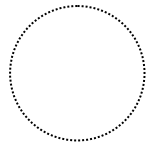
5. Both this company's share price and the sector average decreased, ending with the company's share price levelling off despite a steady fall of the sector.

\_\_\_\_\_

*Adapted from: "BEC Preliminary", 2002*

...../ 5 pts

**NOW WRITE ALL YOUR FINAL ANSWERS  
ONTO YOUR ANSWER SHEET**



## TEXT 2 – The Diet of the Future Planet Vegan

**1** Recent research reveals that changing to a vegetarian diet could save millions of lives, while also combatting climate change! According to a study made by Mark Springman and a team of scientists at Oxford University, later published in the journal Proceedings of the National Academy of Sciences, if human beings continue to eat a lot of meat and fish, we are certain to suffer the harmful effects of global warming.

**2** Today's food industry is responsible for around 25 per cent of greenhouse gas emissions. 80 per cent of these come from livestock production and disease associated with eating red meat. But what would happen if humanity chose a healthier diet, replacing red meat with vegetables? And what if we became completely vegetarian – or even vegan? This study considers these options and suggests surprising outcomes.

**3** By increasing the minimum amount of vegetables in all our diets by 25 per cent, mortality rates would fall by six to ten per cent by the year 2050. If humanity decided to go vegan, up to eight million lives could be saved every year!

A vegetarian diet would also reduce the number of people who suffer from malnutrition, says Springman, as vegetables can be grown in bigger quantities and so can provide a more abundant and nutritious food source for the world's population than meat.

**4** The planet could also benefit from everyone eating a vegetarian diet! We could even avoid the environmental catastrophe that many scientists say is inevitable. According to this research, veganism could decrease greenhouse gas emissions by 30 to 70 per cent, enough to prevent the predicted floods, damage to crops, loss of biodiversity, etc. The study concludes that "food choice affects our health and has important implications for the environment." Making the right choice is simple: "The fewer products derived from animals, the greater benefit to health and to the climate."

**5** Does this mean that veganism is the best diet? It certainly seems that it is the diet best suited to the health of humanity! So much so that the American magazine Time called veganism "the diet that could save the planet."

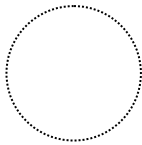
**6** Springman's study also concludes that changing our diet is more effective than expensive technological solutions to climate change, such as geoengineering (the deliberate large-scale intervention in the Earth's natural systems to combat climate change), although many governments think that geoengineering is the most economic choice. Unfortunately, data is almost never enough to convince politicians, which is why scientists have converted their conclusions into cash, arguing that a vegan diet could save humanity a trillion dollars a year! If happiness had a price, that would be it.

Taken from Speak Up October 2017

## **Writing**

**Suggested time: 30 minutes**  
**Dictionary: allowed**

**Total points: .... / 25**



## Compito A (obbligatorio)

**Situazione**

Stai svolgendo un periodo di pratica presso un ufficio a Londra. In ufficio ha un problema alla rete internet.

**Compito**

Scriva una e-mail (**40-50 parole**) al suo collega Neil del Centro Informatico (IT centre), includendo i seguenti punti:

- quando il problema è cominciato;
- perché è urgente;
- lasci gli orari e i giorni in cui è in ufficio e il numero di telefono.

Inizi e concluda l'e-mail come si conviene.

**To:**

**From:**

**Subject:**

.....

.....

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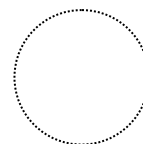
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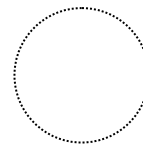
### Valutazione compito A:

Punti	Comunicazione completa delle informazioni
3	La produzione scritta contiene tutti i punti da trattare.
2	Nella produzione scritta manca un punto.
1	Nella produzione scritta mancano due punti.
0	Nella produzione scritta mancano più di due punti.

Punti	Comprensibilità della produzione scritta (Fluency)
3	La produzione scritta risulta comprensibile grazie ad una formulazione chiara e corretta.
2	La formulazione risulta talvolta poco chiara e ciò crea alcuni problemi di comprensione.
1	La formulazione risulta spesso poco chiara e ciò crea diversi problemi di comprensione.
0	La produzione scritta risulta incomprensibile.

Punti	Correttezza (Accuracy) Strutture di base elencate nei programmi scolastici 1° - 3° anno
4	La produzione scritta presenta solo alcuni errori grammaticali e/o sintattici che non compromettono la comprensione del messaggio.
3	La produzione scritta contiene frequenti errori grammaticali e/o sintattici che però non compromettono la comprensione del messaggio.
2	La produzione scritta presenta errori grammaticali e/o sintattici che possono compromettere la comprensione del messaggio.
1	La produzione scritta presenta errori grammaticali e/o sintattici che ostacolano la comprensione del messaggio.
0	La produzione scritta risulta incomprensibile.

..... /10 pts



## Compito B (obbligatorio)

### Situazione

Legga questo estratto di un annuncio apparso sul sito della FIFA.



Volunteers for Fifa World Cup Russia 2018 (14 June-15 July 2018)

Candidates should be 16 years old, speak English and possess effective teamwork skills. Previous volunteering experience will be an additional advantage. The volunteers will provide support in areas such as Ceremonies, Transport, Media, Protocol, Language Services, Doping Control and Fan Services.

<http://www.fifa.com/worldcuporganisation/volunteers/index.html>

### Compito

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

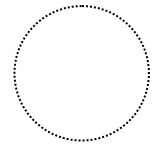
- dove ha letto l'annuncio e il motivo della sua candidatura;
- breve presentazione personale (formazione, esperienza e competenze);
- area di lavoro desiderata con motivazione;
- richiesta d'informazione sull'alloggio.

Tralasci data e indirizzo.

Inizi e concluda la lettera come si conviene.







A large rectangular box containing ten horizontal dotted lines for writing.

**Valutazione compito B:**

Punti	<b>Comunicazione completa delle informazioni</b>
4	La produzione scritta contiene tutti i punti da trattare.
3	Nella produzione scritta manca un punto.
2	Nella produzione scritta mancano due punti.
1	Nella produzione scritta mancano tre punti.
0	Nella produzione scritta mancano più di tre punti.

Punti	<b>Comprensibilità della produzione scritta</b>
4	La produzione scritta risulta comprensibile grazie ad una formulazione chiara e corretta.
3	Un punto non è comprensibile.
2	Due punti non sono comprensibili.
1	Tre punti non sono comprensibili.
0	Più di tre punti non sono comprensibili.

Punti	<b>Correttezza (Accuracy) Strutture di base elencate nei programmi scolastici 1° - 3° anno</b>
3	La produzione scritta presenta alcuni errori grammaticali e/o sintattici che però non compromettono la comprensione del messaggio.
2	La produzione scritta presenta errori grammaticali e/o sintattici che a tratti rendono difficile la comprensione del messaggio.
1	La produzione scritta presenta frequenti errori grammaticali e/o sintattici che possono compromettere la comprensione del messaggio.
0	La produzione scritta risulta incomprensibile.

Punti	<b>Lessico</b>
4	Il vocabolario generico e specialistico è adeguato e consente di svolgere i compiti assegnati con relativa facilità.
3	Il vocabolario permette di risolvere i compiti assegnati, anche se con qualche difficoltà.
2	Il vocabolario è limitato e permette di risolvere solo una parte dei compiti assegnati.
1	Il vocabolario è molto limitato e rende molto difficile risolvere i compiti assegnati.
0	Il vocabolario non permette di risolvere i compiti assegnati.

..... /15 pts