

COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

Sessione **ESAMI 2018**

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

Materia **INGLESE**

Serie **1**

Luogo

data

candidato numero

cognome

nome

tempo accordato per l'esame **120 minuti**
numero massimo di punti **100 punti**
mezzi ausiliari **dizionario bilingue per la parte di
comprensione alla lettura e per la
composizione scritta**

valutazione: *punti*

perito

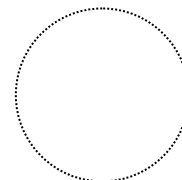
perito

*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
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Esami di AFC+ Sessione 2018

Inglese



Timbro della scuola

Istituto scolastico: Centro professionale commerciale

Nome e cognome: **Classe:**

Durata dell'esame: 120 minuti

Disposizioni generali:

- a) Scrivere il nome su ogni foglio
- b) Scrivere con penna o stilo
- c) Riconsegnare tutto il materiale
- d) Trascrivere a penna, dove richiesto, le risposte sugli **Answer sheets**. Faranno testo **unicamente queste risposte**.

Livello dell'esame (per la seconda e la terza lingua):

B1 (riferimento: Portfolio europeo delle lingue)

Punteggi e nota:

Comprensione all'ascolto (20 minuti/nessun mezzo ausiliare)/ 20
Use of English (10 minuti/nessun mezzo ausiliare)/ 15
Comprensione alla lettura (50 minuti/dizionario mono-/bilingue cartaceo)/ 40
Espressione scritta (40 minuti/dizionario mono-/bilingue cartaceo)/ 25
Totale (Pass level 55%)/100

NOTA ESAME SCRITTO: _____

NOTA ESAME ORALE: _____

NOTA ESAME INGLESE: _____

Firma docente responsabile:

Firma esperto/a:

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

Luogo e data dell'esame:

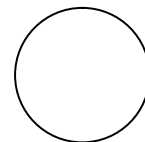
Nome e cognome:.....

Classe:

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)** _____

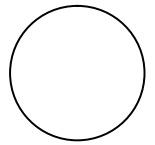
SALARY: Competitive salary and **(10)** _____

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

APPLICATION DEADLINE: **(12)** _____ **(13)** _____ 2018.

CONTACT (Human Resources): Mr Steven **(14)** _____

...../ 7 pts



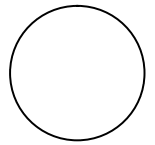
PART 2 (1x5 = 5 pts)

- 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.

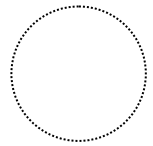
...../ 8 pts

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

Use of English

Time limit: 10 minutes
Dictionary: not allowed

Total points: / 15



EXERCISE 1 - Choose the correct word (A, B, C or D) to fill in the spaces. There is only one possible answer. **Write your answer onto the answer sheet.** (1x10 = 10 pts)

1. _____ I was really tired I went out with my friends.

- A Moreover B In contrast C Although D Because

2. I was never very _____ at accounting at school and now I work in a bank. How ironic!

- A able B keen C expert D good

3. That's the first good idea you _____ since breakfast. Well done!

- A have B had C have had D would have

4. Trains are _____ than airplanes.

- A slowly B the slowest C slower D slow

5. The first computer _____ in the 1940s.

- A invented B has invented C was invented D is invented

6. These boxes are so heavy. _____ them for me, please?

- A Will you carry B Carry C Do you carry D Are you going to carry

7. I _____ the football match on TV tonight, if you _____ out with your friends.

- A 'd watch/ go B watch/ went C 'll watch/ go D watch/ go

8. _____ is my mobile phone and _____ over there are yours.

- A This/ these B This/ that C This/ those D That/ these

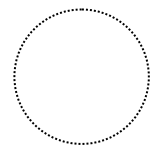
9. Have you seen the latest Bond movie _____? Yes, I've _____ seen it.

- A yet/ just B already/ just C ever/ already D just/ just

10. He was so sorry that he wasn't able to give her _____ advice.

- A many B much C less D few

...../ 10 pts



EXERCISE 2 - Finish each of the following sentences (1-5) in such a way that it has a similar meaning to the sentence printed before it. **Write your answer onto the answer sheet.** (1x5 = 5 pts)

1. The journalist wrote a report of the accident.

A report of the accident _____ the journalist.

2. "Do you enjoy horror movies, Jane?" asked Tony.

Tony asked Jane _____ horror movies.

3. Students are not allowed to smoke at school.

Students _____ smoke at school.

4. I don't have your number, so I can't call you.

If I _____ your number, I _____ you.

5. The school I studied at last year was better than this one.

This school isn't as _____ my last one.

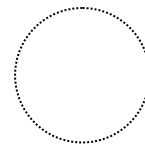
...../ 5 pts

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

Reading comprehension

Suggested time: 50 minutes
Dictionary: allowed

Total points: / 40



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.

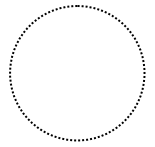
Sales growth at Aston Ltd is 2.2% this year, compared to an earlier forecast of 3.1%.

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. _____

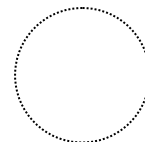
5. Veganism could diminish greenhouse gas emissions by at least about a third. _____

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. _____

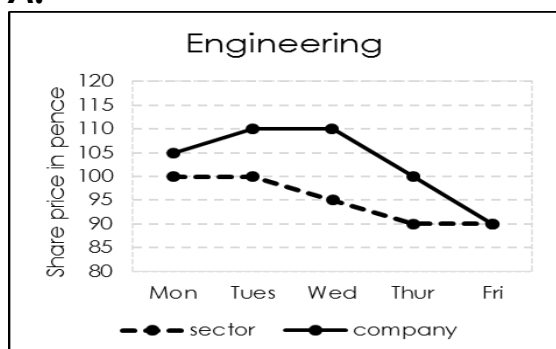


...../ 15 pts

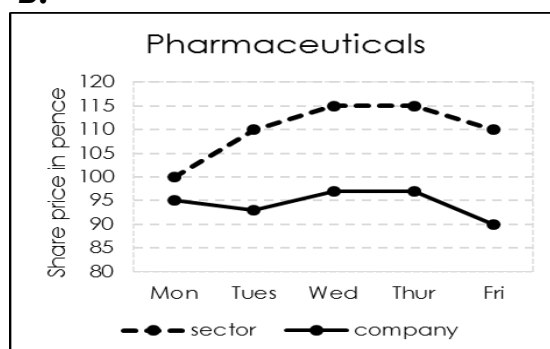
TEXT 3 – GRAPHS

- 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.

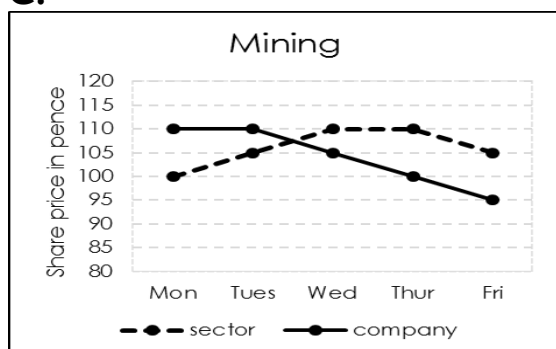
A.



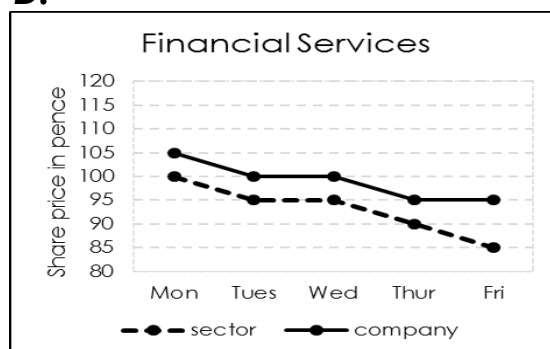
B.



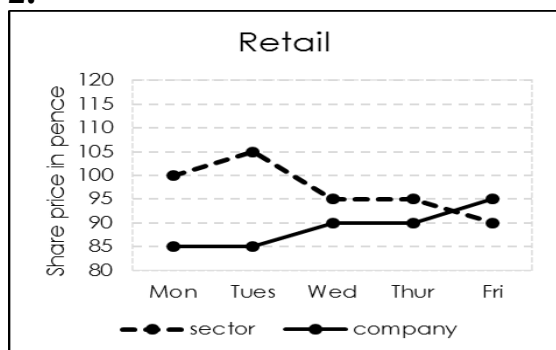
C.



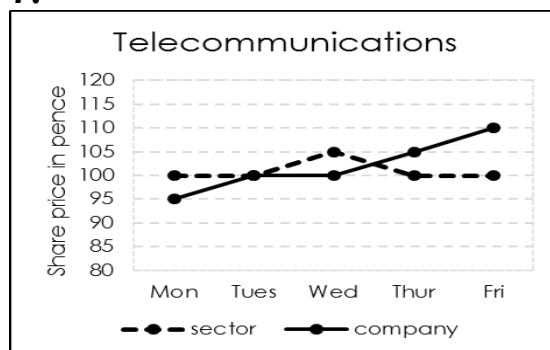
D.



E.

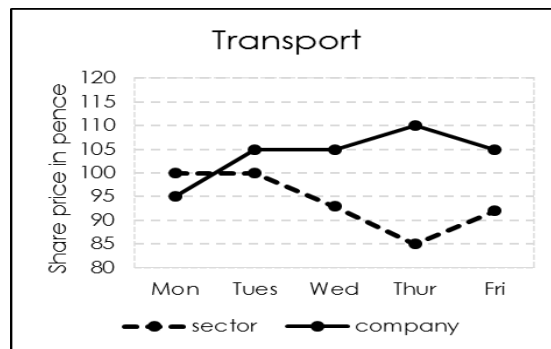
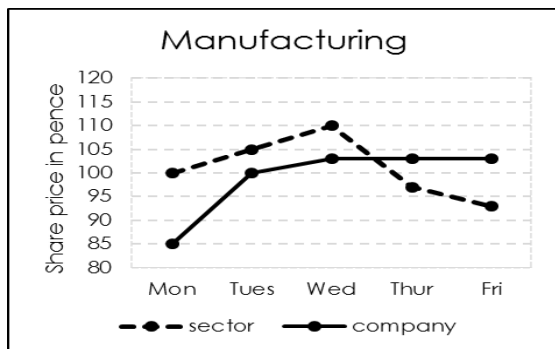
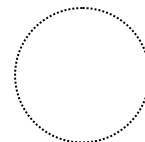


F.



G.

H.



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.

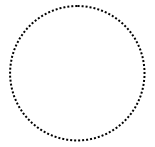
3. There was little fluctuation in the sector all week, with a small peak in the middle of the week. Company's shares followed an upward trend, peaking at the end of the week.

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



TEXT 4 – The Chernobyl Disaster of 1986

You are going to read a text about the 1986 nuclear disaster and how it affected a young man in the Ukraine.

Exercise one - Read the following statements (1-10) and choose the best answer **A, B, or C**. There is only **one** correct answer. (1x10 = 10 pts)

1. The city of Pripyat was founded

- a) seventeen years before the Chernobyl disaster.
- b) in the mid 1970s.
- c) in 1979.

2. The main reason for the catastrophe was because of

- a) a bad design.
- b) a mistake by workers at the plant.
- c) both a) and b).

3. The area evacuated the day after

- a) was bigger than Luxembourg.
- b) will be off limits for a very long time.
- c) contained approximately 5 million people.

4. The disaster had the most effect on which economic sector?

- a) Agriculture.
- b) Mining.
- c) Tourism.

5. Which statement is not true?

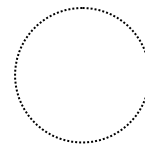
- a) The experts from Moscow did tests on all age groups in the village.
- b) The experts gave the villagers advice.
- c) Serge finally decided it was a good idea to leave Pripyat.

6. Serge wasn't sure about leaving for the UK because

- a) his sisters were always ill.
- b) his English wasn't at a good level.
- c) he wanted to help his parents on the farm.

7. For Serge, the most shocking thing about London was

- a) the friendliness of the people.
- b) the food selection at the grocery store.
- c) the way people dressed.



8. Which of the following was the biggest obstacle in the UK for Serge?

- a) The strict teachers.
- b) The pronunciation of the words.
- c) The distance of the school from the Cooper's house.

9. Serge wanted to be a doctor

- a) mainly to help people who didn't have as much opportunity as him.
- b) to earn money to help his parents.
- c) to pay back the Coopers for their kindness.

10. Which of the following statements is true?

- a) Serge works in an infectious disease clinic.
- b) Serge has difficulty finding time to get back home.
- c) Serge spends more days in Moscow than in Pripyat.

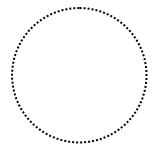
...../ 10 pts

Exercise two – Find in the text a word that means the same as... (1x5 = 5 pts)

- 1. imprecise (paragraph 1) _____
- 2. keeping out (paragraph 1) _____
- 3. interested in (paragraph 3) _____
- 4. immediately (paragraph 4) _____
- 5. extremely happy (paragraph 5) _____

...../ 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!

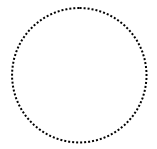
A vegetarian diet would also reduce the number of people who suffer from malnutrition, says Springman, as vegetables can be grown in bigger quantities and so can provide a more abundant and nutritious food source for the world's population than meat.

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



TEXT 4 – The Chernobyl Disaster of 1986

1. The Ukrainian city of Pripjat will forever remain youthful because it didn't have the chance to mature beyond its 17 years of existence. The city had its potential cut short due to the 1986 Chernobyl nuclear power plant disaster in the former USSR. It has been said that the catastrophe was due to flawed Soviet design paired with human error. Along with the Fukushima accident in Japan in the year 2011, Chernobyl is considered the worst uncontrolled radioactive release into the environment in history by civilian operation. More than 50,000 people, mainly workers and families working at Chernobyl, were evacuated from Pripjat the day after, never to return. It wasn't just the city of Pripjat that was evacuated. The "exclusion zone" is roughly the size of Luxembourg with more than 2500 square kilometres. This specific area across Ukraine and Belarus will remain uninhabitable for at least 2000 years. It is estimated that 5 million people still live on contaminated land across Ukraine, Belarus, and Russia. World renowned economists have said the Chernobyl disaster caused unprecedented damage to various economic sectors such as tourism, mining, and agriculture; with the biggest drop in people traveling to the area.

2. In 1988 and 300 miles away, a young man by the name of Serge Yanakova was born in a small village called Kyiv, in northern Ukraine. Like many other villagers, he had some health problems and his future didn't look so bright. Then a holiday in London changed everything.

3. Serge's parents did their best to give him and his 2 sisters a good life. They were farmers, but after the accident, nobody wanted to buy their products. The villagers were often sick and when Serge was 10, some health experts from Moscow came to do tests on the children. Serge seemed to be in relatively good health, but his sisters always had some minor ailments. The people were told by the experts not to pick the apples because they were contaminated. On his 11th birthday the experts came back and told Serge about a charity that paid for children to have a holiday in the UK. Although Serge spoke little English and for this reason wasn't so keen on the idea of leaving, he decided it would be for the best.

4. When Serge met his host family, they hit it off right away. At first the only way to communicate with the Coopers was with a phrase book. However, after a short time they realized they didn't need language to play and they quickly became good friends. So many things in London surprised Serge such as the helpfulness of the people and the style of clothes they wore. However, being from a poor country, he couldn't believe how much food there was when he went shopping. At the school he attended, the teachers expected a lot from him despite the fact that he had problems understanding what they were saying. However, it was mainly the long commute from the Coopers that bothered him.

5. By the time he went home, he could speak a few words of English and was delighted when the Coopers invited him back for Christmas. After that, he started to visit them twice a year during vacations and 2 months during the summer.

6. When Serge was in his teens the experts came back to Pripjat and did more tests and they couldn't believe how healthy he was. His time in London was improving his health and English. Serge initially helped his parents on the farm but didn't want to do this for the rest of his life. He wanted to be a doctor but had no money to go to school. The Coopers offered to pay for his school and stay with them full-time. Serge was amazed at their generosity. Serge then studied pre-med at London University and specialized in infectious diseases. His idea was to return to his place of birth to help those less fortunate.

7. Today, Serge is an oncologist at the Medical Institute in Moscow. Despite the fact that that he spends the majority of his time in Moscow, he is still able to travel back and forth from Pripjat on a regular basis to check up on his friends back home. Unfortunately both his parents passed away from cancer in 2010. There is a wing in the hospital named after them.

Nome e cognome:.....

Classe:

Writing

Suggested time: 40 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 (**40-60 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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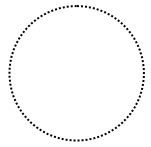
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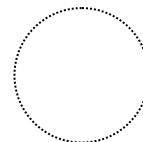
Valutazione compito A:

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) <i>Strutture di base elencate nei programmi scolastici 1° - 3° anno</i>
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>

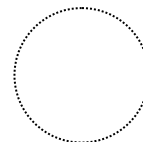
Compito

Scriva una **lettera (100-120 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.



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Valutazione compito B:

Punti	Comunicazione completa delle informazioni
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	Comprensibilità della produzione scritta
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	Correttezza (Accuracy) Strutture di base elencate nei programmi scolastici 1° - 3° anno
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	Lessico
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