

COMMISSIONE CANTONALE PER LA FORMAZIONE NEL COMMERCIO

Sessione **ESAMI 2019**

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

Materia **INGLESE**

Serie **1**

Luogo

data

candidato numero

cognome

nome

tempo accordato per l'esame **90 minuti**

numero massimo di punti **70 punti**

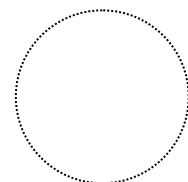
mezzi ausiliari **dizionario bilingue**

valutazione: *punti esame scritto/70*

perito

perito

ti
Esami di AFC
Sessione 2019
Inglese



Timbro della scuola

Istituto scolastico: Centro professionale commerciale

Nome e cognome: **Classe:**

Durata dell'esame: 90 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

Comprensione alla lettura (40 minuti/dizionario mono/bilingue cartaceo)/ 25

Espressione scritta (30 minuti/dizionario mono-/bilingue cartaceo)/ 25

Totale esame scritto/ 70

Esame orale/ 30

Totale esame/ 100

NOTA ESAME INGLESE: _____

Firma docente responsabile:

Firma esperto/a:

Tabella per la conversione punti in nota esame (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:

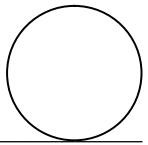
Giugno 2019



Listening comprehension

Time limit: 20 minutes
Dictionary: not allowed

Total points: / 20



PART 1 (1x9 = 9 pts) taken and adapted from "Total Business 2"

- You will hear a **conversation** between a customer and an operator at JK Customer Care.
- For each question, **fill in the missing information in the spaces**.
- You will hear each recording **twice**.
- You now have time to read the questions (**30 seconds**).

JK CUSTOMER CARE

Caller's name: (1) _____

Account number: (2) _____

Date of birth: (3) _____

Enquiry:

The caller paid part of her (4) _____.

She received our (5) _____.

Has the (6) _____ gone through?

Amount paid: (7) _____ euros.

Action:

Call her back on (8) _____ at (9) _____.

...../ 9 pts

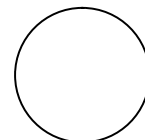
PART 2 (1x5 = 5 pts) taken and adapted from "Total Business 2"

- You will hear **five short recordings of five voicemails**.
- For each recording, **decide what the speaker's purpose is in each call**. Write one letter (**A-H**) next to the number of the recording.
- **Do not use any letters more than once**. There are **three extra letters you do not need to use**.
- You will hear the recordings **twice**.
- You now have time to read the questions (**30 seconds**).

1. _____
2. _____
3. _____
4. _____
5. _____

- A. to ask for permission
- B. to complain about a mistake
- C. to confirm something is OK
- D. to request information
- E. to ask for a feedback
- F. to cancel arrangements
- G. to ask someone to take action
- H. to change a booking

...../ 5 pts



PART 3 (1x6 = 6 pts)

taken and adapted from "PET 8 Cambridge"

- You will hear an interview with a man called Tim Jones, who organizes an **international summer course for young musicians**.
- For each question, choose **A**, **B** or **C** (there is only **one** correct answer).
- You will hear each recording **twice**.
- You now have time to read the questions (**45 seconds**).

1. What does Tim like most about his job?

- A** Listening to the musicians play.
B Staying busy with the organization.
C Getting to know the musicians.

2. Young musicians...

- A** ...have to sign up online.
B ...need to have an intermediate music level.
C ...need a good knowledge of English.

3. Tim says the music teachers...

- A** ...usually have a good time.
B ...complain a lot.
C ...have a good salary.

4. Tim likes to hold the course...

- A** ...in the same place each year.
B ...in a place designed for the musicians.
C ...in a place with good public transport.

5. What does Tim say about the musical instruments?

- A** Students shouldn't bring expensive ones.
B Students store them in a special place.
C He is not worried about theft.

6. Tim organizes a concert after a course which...

- A** ...attracts many people.
B ...needs to be carefully organized.
C ...makes a lot of money.

...../ 6 pts

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

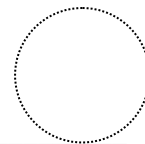
Nome e cognome:.....

Classe:

Reading comprehension

Suggested time: 40 minutes
Dictionary: allowed

Total points: / 25



TEXT 1 – NOTES AND MESSAGES

taken and adapted from "PET Practice Tests Plus 1", 2013

- 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.

Special two-day dance class next Monday and Tuesday. Price \$75 per person. Those who attend will get a discount on a 4-month course.

- A** The 4-month course is included in the price of the 2-day dance class.
- B** The 4-month course is less expensive if you do the 2-day dance class.
- C** You must pay for the 4-month course before you do the 2-day class.

2.

Lara, your mechanic called and said your car is ready. The key will be at the reception until 18.00. Otherwise bring your spare key and get the other one tomorrow.

- A** Lara needs her spare key in any case.
- B** Lara's car will be ready at 18.00.
- C** Lara should get to the garage by 18.00 to get her car.

3.

If you want to go on a trip to Zurich, pay a 50-franc deposit by Friday.

- A** The trip to Zurich costs 50 francs.
- B** If you don't pay 50 francs by Friday, you can't go on the trip.
- C** You can bring 50 francs for the Zurich trip.

4.

Mark, Thomas called and said he needs you to bring a laptop. His is broken and he can't work unless you lend him one.

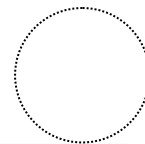
- A** Thomas can't work tomorrow.
- B** Thomas can work when his laptop is repaired.
- C** If Mark doesn't bring his laptop, Thomas can't work.

5.

Giulia, I've seen an advert for an Italian restaurant downtown. Have you eaten there? Do you think our boss would like it for the company anniversary?
Jim

- A** Jim needs information on an Italian restaurant.
- B** Jim is going to take his boss to an Italian restaurant.
- C** Jim wants to eat with Giulia in an Italian restaurant.

...../ 5 pts



TEXT 2 – The dark side of green energy

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

Paragraphs 1-6

- A. The impact of renewable energy sources _____
- B. Misleading adverts _____
- C. Social and warlike consequences _____
- D. Governmental supervision _____
- E. Guidance for developing countries and individual's responsibility _____
- F. Are rich countries to blame? _____

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. Even an electric car is indirectly responsible for polluting the atmosphere. _____

- 2. Fossil fuels are the rare metals used for batteries. _____

- 3. Rare metals are easily accessible. _____

- 4. China has planned to thoroughly control its mines in the near future. _____

- 5. Child labour isn't very common in DRC anymore. _____

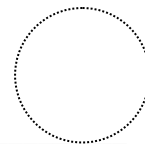
- 6. Cobalt has a strong value on the market and wars over it represent a possible danger. _____

- 7. European politicians are aware of the drawbacks of an eco-friendly behaviour. _____

- 8. Europe is planning to reopen its mines. _____

- 9. Consumers have the possibility to make better choices when they buy something. _____

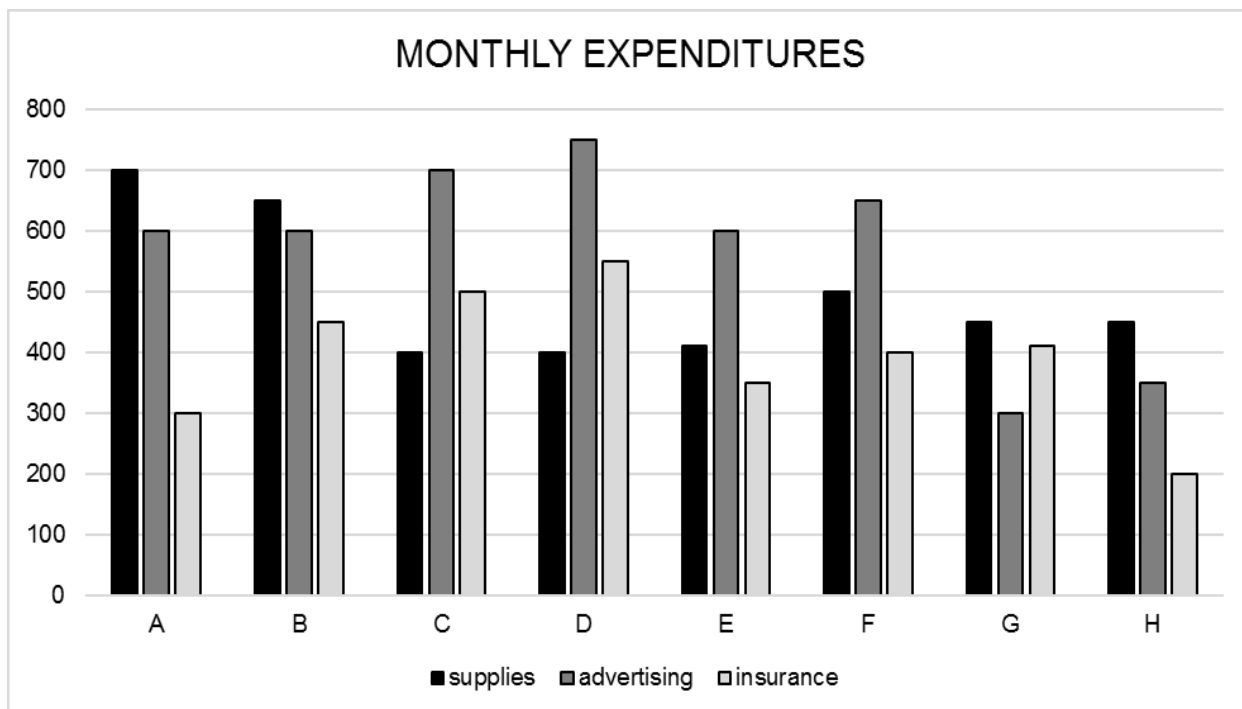
...../ 15 pts



TEXT 3 – GRAPHS

taken and adapted from "Intelligent Business", workbook, Pearson - 2006

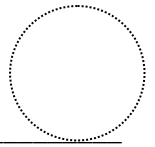
- Look at the bar chart below. It shows the amount of expenditures of a company during an eight-month period. (1x5 = 5 pts)
- Which month does each sentence (1-5) describe?
- For each sentence, mark one letter (A-H).
- **Do not use any letter more than once.**



1. Expenditures in supplies fell slightly, while expenditures in insurance rose, with the amount spent on advertising remaining the same as the previous month. _____
2. Although there was a fall in expenditures in advertising, spending on supplies rose slightly while the amount spent on insurance also went down. _____
3. Despite increased expenditures in advertising, the figure for supplies was substantially reduced, although more this month was spent on insurance than previously. _____
4. With expenditures in insurance going up slightly, the amount put into advertising continued to rise, although expenditures in supplies remained the same as previously. _____
5. Expenditures in advertising saw a small increase whereas spending on insurance fell, although spending on supplies remained steady compared to the previous month. _____

...../ 5 pts

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



TEXT 2 – The dark side of green energy

taken and adapted from "<https://en.swissquote.com/newsroom/magazine/dossier>" - November 2018

Rare metals, essential for making “clean” energy, are highly criticised because their extraction causes environmental damage.

1 "To fight pollution, drive your car." To promote its Zoe model in 2013, Renault went with shock tactics. The French manufacturer proudly announced its “100% electric, 0% emissions” vehicle. Excellent, it’s finally possible to drive thousands of kilometres cleanly without feeling guilty for polluting the planet. That was before reading the fine print at the bottom of the page. Yes, it was a 0% CO₂ emissions vehicle, but only during use and with all new parts. Clean vehicles don’t exist. It’s a marketing slogan designed to feed into the illusion that these technologies are green, when in reality they depend on the extraction of dirty metals.

2 Our beautiful electric vehicles, our rechargeable batteries, wind turbines, photovoltaic cells and the latest technologies (smartphones, computers, televisions, etc.) all contain rare metals. As a result the energy transition isn’t an environmental transition. It’s a metal transition. We’ve stopped using fossil fuels (petrol, coal and gas) and started using rare metals. But there’s nothing clean about the mining industry. You have to excavate incredible quantities of rock to obtain just a few grams, explained Pierre Toulhoat, director of BRGM, the French geological survey.

3 In Mongolia, the location of the largest Chinese production site for these strategic metals, rare earth mines have caused massive environmental damage. There are several nearby “cancer villages” where residents are slowly dying due to the radioactivity and the heavy metal concentration in the ground. China is trying to improve the situation. In its 2017 five-year plan, Beijing announced it would close 6,000 particularly dangerous mines by 2020, targeting in particular the illegal sites. Inspections will also be implemented. It’s a first step.

4 In the Democratic Republic of the Congo (DRC), where 60% of the world’s cobalt is produced, the situation isn’t any better and regulation is virtually non-existent. As a result of high demand, cobalt extraction is becoming more and more common in artisanal mines, where conditions are often horrendous. Workers, including children, barely make enough to be able to eat. Furthermore, cobalt could become a source of significant revenue for armed groups, which could possibly lead to new conflicts in the country.

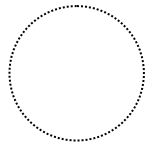
5 As we sit behind the wheel of our electric vehicles driving through mountain pastures, the pollution is invisible to us. “It’s a form of green neocolonialism,” said Toulhoat. “Here in Europe, we’re increasingly environmentally-friendly and virtuous. But that’s at the expense of other countries. When I bring this up to politicians, they look away. They would rather maintain their blinkered vision. But I think it’s an ethical responsibility to address these problems.”

6 Europe must re-open its mines, since there are far stricter environmental regulations here. As a result, we, alongside China, would share a part of the environmental burden of the energy transition. In the meantime, Pierre Toulhoat is working with producer countries, particularly in Africa trying to help them identify and access their natural resources while minimising the environmental and social damage. Consumers can purchase products made by companies that use materials that cause the least amount of pollution.

Writing

Suggested time: 30 minutes
Dictionary: allowed

Total points: / 25



Compito B (obbligatorio)

Situazione

La sua ditta vorrebbe aprire una filiale nel sud dell'Inghilterra. Ha trovato questo annuncio in internet.

To rent: modern offices in the centre of Brighton

For more information, please contact Mr Young, 11 Clyde Rd, Brighton BN1 4NP

Compito

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

- *presenti la sua azienda e spieghi perché vuole aprire una filiale in Inghilterra;*
- *chieda informazioni supplementari sull'ufficio in affitto (indirizzo esatto, descrizione,...);*
- *chieda informazioni riguardanti il costo mensile dell'affitto;*
- *chieda se è possibile affittare dei posteggi per i dipendenti e per i clienti;*
- *chieda di ricevere delle foto dell'ufficio.*

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 a 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