

2eme gestion

May 2023

Third Term English Exam

Part One: Reading Comprehension

(15 pts)

Read the passage carefully then do the activities.

Dear Mr. Paul smith

I am writing to complain about an exercise machine I ordered from your company last month. Unfortunately, what I received is completely different from what I expected.

To begin with, the advertisement mentioned that some assembly would be required. To my annoyance, it took four hours to assemble because an instruction booklet was not included. Having set up the machine, I realized that far from being portable, it was actually too heavy to move. In addition, the video did not clearly explain how to use the machine.

Most importantly, the "Super Workout Machine" is only designed to exercise the lower body, and is of no use whatsoever to the upper body. Your advertisement was definitely misleading in this respect. To make matters worse, I received the exercise machine three weeks later than promised and was asked to pay the full price, whereas in your advertisement you state otherwise.

Considering all the above, I wish to return the exercise machine and demand a full refund. I am confident that this matter will receive your prompt attention. I look forward to hearing from you soon.

Yours faithfully,
James Brown

"Adapted from the internet"

1. The text is: (1pt)
 - a) Application letter
 - b) invitation letter
 - c) complaint letter

2. Are these statements true or false according to the text: (2pts)
 - a. Mr. Brown wrote a business letter.
 - b. The advertisement didn't mention that the machine is too heavy and not portable.
 - c. The exercise machine can be used to exercise the upper body.
 - d. Mr. Brown asked for a partial refund.

3. Answer the following questions according to the text: (3pts)
 - a. Did Mr. Brown order the exercise machine a year ago?
 - b. What was the problem with the video?
 - c. Does Mr. Brown want to keep the machine?

4. In which paragraph is it mentioned that the machine was received later than the expected date? (1pt)

5. What or who does the underlined word refer to in the text: (1pt)

❖ I (1§) it(2§)=

A) Text Exploration :

1. Find in the text words that are closest in meaning to: (1pt)

Predicted (§1) = Give back (§4) =
- 2_ find in the text words that are opposites in meaning to : (1pt)

Send (§1)= earlier (§3) =

2. Fill in the following table: (2pt)

Verb	Noun	adjective
To order
.....	Success
.....	Productive

3. Rewrite sentence (b) so that it means the same as (a) and make the necessary changes (2pts)

- a- Marketing is essential to grow and improve any business
- b-(in order to)
- a- So that you can be a successful manager, you need to build a strong team
- b- (so as to)

4. Classify the following words according to their final /ed/ pronunciation : (1pt)

Approved	registered	invested	reached
/t/	/d/	/id/	

Part Two: Written Expression

(05 pts)

Choose one of the following topics:

- **Topic 1:** Supposing that you are **Mr. Paul smith** the owner of the workout machines company write a short letter of apology to **Mr. James Brown** reassuring him to solve the occurred problem as soon as possible. You may use the following notes
 - Sorry / apologize/ for this misunderstanding/ mistake
 - Make sure to fix this problem as soon as possible.
 - I promise / full compensation / refund for the money.
 - next time you will not be disappointed.
- **Topic 2 :** write a paragraph in which you talk about the basic principles of marketing from knowing the **product, price, place to advertising** not forgetting to mention their importance to grow any kind of business.

Correction

6. The text is: (1pt)

- b) Application letter b) invitation letter c) **complaint letter**

7. Are these statements true or false according to the text: (2pts)

- e. Mr. Brown wrote a business letter. True
- f. The advertisement didn't mention that the machine is too heavy and not portable. True
- g. The exercise machine can be used to exercise the upper body. False
- h. Mr. Brown asked for a partial refund. False

8. Answer the following questions according to the text: (3pts)

- a. When did Mr. Brown order the exercise machine a year ago?
He ordered the machine a month ago
- b. What was the problem with the video?
The video did not show clearly how to use the machine as it was misleading
- c. Does Mr. Brown want to keep the machine?
No, he does not

9. In which paragraph is it mentioned that the machine was received later than the expected date?

3§ (1pt)

10. What or who does the underlined word refer to in the text: (1pt)

- I (1§)= **James brown** it(2§)= **machine**

B) Text Exploration :

5. Find in the text words that are closest in meaning to: (1pt)

- Predicted (§1) = **expected** Give back (§4) = **return**

2_ find in the text words that are opposites in meaning to : (1pt)

- Send (§1)= **receive** earlier (§3) = **later**

6. Fill in the following table: (2pt)

Verb	Noun	adjective
To order	order	ordered
To succeed	Success	successful
Produce	production	Productive

7. Rewrite sentence (b) so that it means the same as (a) (2pnt)

- c- Marketing is essential for growing and improving any business
- d- Marketing is essential to grow and improve any business (in order to)**
- c- So that you can be a successful manager, you need to build a strong team
- d- So as to be a successful manager you need to build a strong team (so as to)**

8. Classify the following words according to their final /ed/ pronunciation : (1pt)

Approved	registered	invested	reached
/t/	/d/	/id/	
reached	Approved	invested	registered

--	--	--

Part Two: Written Expression

(05 pts)

Choose one of the following topics: