

Level: 2nd year Economy and Management

2025/2026

Duration: 2 hours

Third Term English Exam

A. Comprehension : Read the passage below then do the activities that follow :

Ossama Zayed

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March 12, 2026

Dear IKEA manager,

I am writing this letter to complain about my recent bad experience buying from your store.

I recently visited your store during a busy period wanting to buy a brand-new kitchen for my home. However, the employee who helped me make my purchase was extremely busy and didn't really pay any attention to the details and specifications that I provided. As a result, I received my kitchen and **it** was the wrong order. The colour was different from what I originally ordered and it didn't fit in the space.

I have to inform you that **I** called the customer service but nobody was able to help me. So, I feel like I have wasted a lot of time and effort over something that should have been easy from the first time. I kindly request that you immediately fix this situation as I am a lifelong customer of IKEA.

Regards,

Osama Zayed.

Adapted from: "I Work as a Customer Relations Manager at IKEA." Chegg.

1. Underline the correct answer. (1pt)

The text is : a) a letter of application b) a complaint letter c) an invitation letter

2. Say whether the following statement is true or false. (2pts)

- a. The customer is happy with his recent visit to the store.
- b. The store employee didn't have any time for the customer.
- c. Osama received the exact kitchen he had ordered.
- d. The store's customer service failed to provide help.

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

- a. Why did Osama Zayed send the letter?
- b. What kind of item did the customer buy?
- c. Is Osama expecting a solution? Justify.

4. Who or what do the underlined words refer to in the text?(2pts)

a. **It** (§2) =.....

b. **I** (§3)=.....

B. Text Exploration (07 points)

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

a. sent (§2)≠.....

b. difficult (§3) ≠.....

2. Complete the following chart (3pts)

<u>Verb</u>	<u>Noun</u>	<u>Adjective</u>
To manage
.....	payment
.....	collaborative

3. Combine each pair of sentences with one of the connectors provided. Make changes where necessary. in order to – so as not to – so that (2pts)

a. The store apologized and offered him a new product. They didn't want to lose a loyal customer.

b. They asked for a loan from the bank. They need to invest in a new project.

4. Classify the following words according to the pronunciation of the final 'ed'.(1pt)

invested - received - booked – founded

<u>/d/</u>	<u>/t/</u>	<u>/id/</u>

Part Two: Written Expression (05 points)

Choose ONE of the following topics.

Topic One: You are the manager of IKEA. After receiving a complaint from Mr. Osama Zayed about a wrong kitchen order and poor customer service. Write a reply letter in which you:

- Apologize for the inconvenience and the wrong kitchen delivery
- Acknowledge receipt of Mr. Zayed's complaint
- Assure him that his feedback is taken seriously
- Offer a solution (e.g., replace the kitchen or send a technician)
- Express your appreciation for his loyalty as a long-time customer

Topic Two: Imagine your town has recently experienced water pollution. Write a paragraph of about 80 words explaining why it is important to keep the environment clean and how pollution can harm people and nature.

Correction

1. Underline the correct answer:

The text is : b) a complaint letter

2. Say whether the following statement is true or false.

- a. False
- b. True
- c. False
- d. True

3. Answer the following questions according to the text.

a. He sent the letter to complain about receiving the wrong kitchen and poor customer service.

b. He bought a kitchen.

c. Yes, he is expecting a solution because he says: "I kindly request that you immediately fix this situation."

4. Who or what do the underlined words refer to in the text?

a. It (§2) = the kitchen / the order

b. I (§3) = Osama Zayed

B. Text Exploration (07 points)

1. Find in the text words that are opposite in meaning to the following:

a. sent (§2) ≠ Received

b. difficult (§3) ≠ easy

2. Complete the following chart:

<u>Verb</u>	<u>Noun</u>	<u>Adjective</u>
To manage	management	manageable
To pay	payment	payable
To collaborate	collaboration	collaborative

2. Combine each pair of sentences with one of the connectors provided. Make changes where necessary. 'in order to – in order not to'

a. The store apologised and offered him a new product **in order not** lose a loyal customer.

b. They asked for a loan from the bank **in order to** invest in a new project.

3. Classify the following words according to the pronunciation of the final 'ed'.

/d/	/t/	/id/
Received	Booked	Founded - invested





