



Level :TCL

December 2019

English Exam First Term

Duration :03H

Mrs. Jennifer Clive,

Personnel Officer, TECHPRODUCTSPlc.

132, Mille Street, Baytown BG23

RENEW ZEALAND
Customer Service Manager.

Dear Mrs. Jennifer Clive,

Southampton S0314NG
England,

December 2nd, 20

I am writing to apply for the position of Customer Service Manager that was advertised in THE DAILY MAIL newspaper of December 2nd, 2018. (§1)

As you will see from the attached Curriculum Vitae ,I have a degree in communication and marketing. I spent the last three years working in a financial sector within a team. It gave me an excellent contact with people that is why I enjoy dealing with them. I am an easygoing, proactive and serious person with a sense of creativity. I am fluent in both English and Dutch. Moreover, I do have a driving license. That's why I consider myself the most suitable to respond to the challenge of working in your company . (§2)

I would therefore be grateful if you could consider my application .You can either contact me to 0222886568 or mail me at Ben f @yahoo.com.

I look forward to hearing from you. (§3)

Yours Faithfully,
Mr. Benjamin Franklin

A / Reading and Interpreting (7 pts)

1/ Choose the best answer: (0.5pt)

The text is: a- a letter of application b- a letter of enquiry b- a letter of apology

2 /Say whether these statements are true or false according to the text: (2pts)

- The sender lives in New Zealand.
- The recipient is a woman.
- The sender has got a lot of good characteristics.

d) The sender can't work in a group.

3/ Answer these questions according to the text: (3pts)

- a. Why did the sender write this letter?
- b. Does the sender have any experience for the job wanted? Justify your answer.
- c. How can they contact the sender?

4/ In which paragraph does the sender talk about his personality? In paragraph n°.....(0.5pt)

5/ What or who do the underlined words in the text refer to? (1pt)

- a. them (§2)
- b. myself (§2)

B/Text exploration: (8pts)

1/ a-Find in the text words that are synonym to: (1pt)

- a. résumé =..... (§2)
- b. like=..... (§2)

2/ b- Find in the text words that are opposite to: (1pt)

- a. unsuitable ≠..... (§2)
- b. least ≠..... (§2)

3/ Complete the following table: (1pt)

Verb	Noun	Adjective
To connect
.....	advertisable

4/ Join the pairs of sentences using the conjunctions in brackets. (3pts)

1-A) To communicate I can send an email. B) To communicate I can send a snail mail too.(Both...and)

2-A) In Algeria, we can read newspapers in Arabic. B) We can also read them in French.(either or)

3-A) We use the Internet. B) We want to search for different information. (in order t)

5/ Mark the stress on these words : (1pt)

person / application / newspaper / manage

6/ Fill in the gaps with words from the list: (1pt) Cv / information / job / application

-Before you start looking for aor writing your jobletter, you need to get yourready. Make sure that it includes your current contactand work experiences.

Part two: Written expression: (5 pts) Choose only **one** topic

Topic one: You are the Secretary of Mrs. Jennifer Clive. Write a letter of acceptance to the sender following this plan:

- Salutation.
- Saying you accept him for the job (of Customer Service Manager)
- Salary: 1000\$
- Invite him for further contact.
- Close the letter.

Topic two: In your daily life, which social networking do you appreciate a lot to use, Facebook or Instagram? Write a short paragraph in which you express your preferences.

Best of Luck

CORRECTION tcl exam

Part I:A / Reading and Interpreting(8 pts)

1/ The text is: a- a letter of application (1pt)

2 / True or false: (2pts) true, true, true, false

3/ Answers: (3pts)

- To apply for the position of CSM.
- Yes, he has. He spent 3 years working in financial sector.
- Either by phone, email or snail mail.

4/ In paragraph n°...2... (1pt)

5/ a. them - people (§2) b. myself-Benjamin (§2) (1pt)

B/Text exploration: (7pts)

1/ a- a. résumé =CV (§2) b. like=enjoy (§2)

b- b. least ≠ most (§2) (0,25) unsuitable≠ suitable

2/ Complete the following table: (1pt)

Verb	Noun	Adjective
To connect	Connection	Connective
To advertise	Advertisement	Advertisable

3/Join the pairs of sentences using the conjunctions in brackets. (3pts)

1-A) To communicate I can send both an email and a snail mail .

2-A)In Algeria, we can read newspapers either in Arabic or in French

3-A) We use the Internet in order to search for different information

4/ the stress (1pt)

Person –application - manage -newspaper

5/ Fill in the gaps with words from the list: (1pt)

-Before you start looking for a **job** or writing your job **application** letter, you need to get your **Cv** ready. Make sure that it includes your current contact **information** and work experiences.

Part //

*Personnel Officer, TECHPRODUCTS Plc.
132, Mille Street, Baytown BG23
New Zealand*

Southampton S0314NG
England
December25, 2018

REF: Application letter of Dec 2, 2018

Dear Mr. Benjamin Franklin,

I am writing to tell you that we are glad to hire you as C.S.M in our company.

We would like to inform you that...

Would you please contact us...

Yours sincerely,

Mrs. Jennifer Clive

حي قعلول - برج البحري - الجزائر

Web site : www.ets-salim.com / Fax 023.94.83.37 : الفاكس - Tel : 0560.94.88.02/05.60.91.22.41/05.60.94.88.05 : ☎