

**LEVEL :TCL****DECEMBER 2021****First term English exam***3High Street Heddle End**Mrs. Jennifer Clive,**Personnel Officer, TECHPRODUCTS Plc. 132,
Mille Street, Baytown BG23**New Zealand**Southampton S03f4NG
England,**December 2nd, 2020**RE:Customer Service Manager.**Dear Mrs. Jennifer Clive,*

I am writing to apply for the position of Customer Service Manager that was advertised in THE DAILY MAIL newspaper of December 2nd, 2020. (§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 is 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 Jrankl;n*

A / Reading and Interpreting (8 pts)

Choose the best answer:

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

2 / Say whether these statements are true or false: (2gts)

- a) The sender lives in New Zealand ;.....
- b) The recipient is a woman;.....
- c) 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°

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

a. Them..... b. myself

B / Text exploration: (7pts)

1/ a- find in the text WORDS that are SYNONYM to: (0,5pt)

a. résumé=..... (§2) b. like=..... (§2) C. publicized =..... (§1)

b- find in the text WORDS that are OPPOSITE to: (0,5pt)

b. least > (§2)

6/ Complete the Following table: (1pt)

<i>Verb</i>	<i>Noun</i>	<i>Adjective</i>
<i>To connect</i>

.....	<i>advertisable</i>

3/JOIN THE PAIRS 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 to)*

.....

4/ CLASSIFY THESE WORDS ACCORDING TO THEIR NUMBER OF SYLLABLES: (1PT)

person / application / look / manager

<i>1 syllable</i>	<i>2 syllables</i>	<i>3 syllables and more</i>

5/ fill in the gaps with words from the LIST: (1pt)

Cv / information / job / application

-Before you start looking for aor writing your job.....letter, you need to get yourready. Make sure that it includes your current contact.....and 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: 2000\$**
- **Invite him for further contact.**
- **Close the letter.**

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

CORRECTION

Part I: A / Reading and Interpreting The texts:

a- a letter of appl;cat;on

2 **True or flase:** False, true, true, false

3/ ANSWERS:

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

4/ In paragraph n°2

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

B / Text exploration: (

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

b- b. Least > most (§2)

2/

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 too.

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/

1 syllable	2 syllables	3 syllables and more
look	person	manager - application

5/ fill in the gaps with words from the list:

-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.

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*Personnel Officer, TECHPRODUCTS Plc.
132, Mill Street, Baytown BG2*

New Zealand

December 25, 2020

3 High Street Heddle End
Southampton SO3f4NG
England

REF: Application letter of Dec 2020

Dear Mr. Benjamin Franklin,

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

We would like to inform you that... Would you please contact us...

Yours sincerely, Mrs. Jennifer Clive