

Family name :

First name :

Nacer Bey H. School –Diebahia

School year: 2016/2017.

Level: 2nd year Management and Economics

Duration: 2 hours.

The Third Term Exam of English

PART ONE: Reading and Interpreting.**(15 points)****A/ Comprehension.****(07,5pts)**

✚ Read the following text very carefully then do the tasks below.

Tim Cook
CEO Apple Inc.
1 Infinite Loop Cupertino
CA, USA.

2398 Red Street
34588Massachusetts
USA.
April 10, 2017

Dear Mr. Cook,

I am writing to you this letter to complain about a problem I have had with a cell phone I purchased from one of your retailers in Massachusetts. Allow me to elaborate.

Yesterday, I bought a cell phone (iPhone a1332) made by your company from one of your retailers. I know it is one of your best selling products and that is exactly what prompted me to buy it. Unfortunately, it looks like the unit I purchased is defective. The call quality is pretty low: I can hardly understand anything. I am impressed with the quality of the camera and other features. But the main purpose of a phone is to make calls and this one doesn't seem good for that.

This is not the first time I have purchased phones built by your company, but this is the first time I have experienced a problem. I am hoping that you will take measures necessary to replace this fault unit with a good one. I can provide you with the receipt, if needed. I still have it.

Expecting a prompt response,

Sincerely yours,

Peter Parker

1. The text above is: (0,5pt)

- a. a letter of inquiry b. a letter of application c. a letter of complaint.

2. The letter is: (0,5pt) a. a business letter. b. a personal letter**3. Say whether these statements are true or false according to the text above. (02pts)**

- a. Peter Parker purchased the phone from a retailer in his home town. [.....]
b. Peter Parker doesn't like the products made by Apple. [.....]
c. Peter Parker has already found a similar problem in his previous Apple phone. [.....]
d. Peter Parker requests the company to give him a new phone. [.....]

4. Answer the following questions according to the text. (03pts)

- a. Why did Peter Parker write the letter?
▶
b. What is the problem that he encounters with his iPhone a1332?
▶
c. Is it the first time Peter Parker buys an iPhone?
▶

5. Say to who or what the underlined words in the text refer. (01,5pts)

- a. me (§1) → b. one (§2) → c. it (§3) →

B/ Text Exploration.**(07,5pts)****1. Add punctuation and capitals where necessary to this statement. (01pt)**

- i believe the foundations have been laid for new investments said the president of usa

2. Rewrite the underlined words using the appropriate prefixes. (01pt)

- a. It is not probable to get the goods delivered on time. →
- b. He has to correct the mistake again. →

3. Combine the pairs of sentences using: in order to/ so that/ so as (not) to (03pts)

- a. A) Peter Parker has to send the receipt to the company. B) The company changes his phone.
.....
- b. A) We don't waste much time. B) We'd better start now.
.....
- c. A) Jim wants to buy a new cell phone. B) Jim is saving money.
.....

4. Classify these words according the pronunciation of their final "ed". (01pt)

prompted - purchased	/t/	/d/	/Id/
impressed - delivered			

5. Fill in each gap with the appropriate word from the list. (01,5pts)

Dear Sir,

I am1..... this letter to apply for the2.... of assistant accountant that you advertised in El Watan newspaper. I am a graduate3..... in accountancy and I have worked as an4..... with a foreign5..... for two6.....

a. company - b. accountant - c. position - d. years - e. student - f. writing

PART TWO: Written Expression.*Choose only one topic.***(05pts)**

Topic one: Imagine you are the owner of Apple Int. Write a short letter of apology to Peter Parker reassuring him to solve the occurred problem as soon as possible. *You may use the following notes:*

- I am deeply sorry for this inconvenience/ the defected product (phone).
- Thank you for appreciating our products.
- I will make sure to fix this problem as soon as possible.

- Please check with our retailer shops in your town for the replacement procedures.

- Use link words and follow the plan of a letter

Topic two: Write a short announcement to your classmates giving some pieces of advice on what to do before, during and after an earthquake.

Use *had better/should*