

**Back Office Program**  
**English & Customer Service**

May 13th, 2022

Total points: 70

Percentage:15%

**Instructions:**

- Deadline: Teacher's discretion
- This evaluation has **five sections**. Make sure you complete them at all.
- Observe and read the test and the instructions carefully before answering
- Check that you have answered all the questions before submitting the exam.  
Once submitted, you lose the right to claim.
- To submit the test click on the "**Finish**" button at the end of the worksheet.
- **Tests** submitted after the deadline **will not be graded.**

**Section A: Sentences building.** Build a sentence from given words. (14 pts, 1 pt each correct answer).

1. you / have / her / to / spoken / yet / ?

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2. 11:00 / goes / to / bed / always / before / she

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3. your / finished / ice cream / have / you

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4. you / live / where / do / ?

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5. already / started / has / movie / the

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6. have / do / car / a / you / ?

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7. all / have / bed / breakfast / in / time / they / the

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8. last / go / you / summer / where / did / ?

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9. teenagers / very / is / work / teaching / hard

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10. children / how / do / many / have / you / ?

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11. always / brother / lunchtime / is / my / hungry / at

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12. the / read / has / not / she / book

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13. best / is / in / the / the / class / she / student

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14. a / going / vacation / to / am / take / I

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**Section B: Conversation.** You will hear a conversation followed by a question. Give a simple answer to the question. (10 pts, 1 pt each correct answer).



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**Section C: Sentence completion.** Fill the blanks with the word that completes the sentences. (16 pts, 1 pt each correct answer).

1. Though we may not always agree with the politicians in power, living in a democracy is a \_\_\_\_\_.
2. Sandra has so many tiresome chores to do for her family. She feels as though they are constant \_\_\_\_\_.
3. In certain parts of the world, women are considered the \_\_\_\_\_ sex, and are not given the same rights as men.
4. Salvador's dog loves their family. The dog is always licking, wagging, and finding other ways to show \_\_\_\_\_.
5. The four close friends decided to attend different colleges. At first, they were \_\_\_\_\_ to leave each other, but eventually they were glad they each made their own \_\_\_\_\_.
6. Samuel is loyal to his roots, and is resistant to change. Raphael, however, is less traditional, more \_\_\_\_\_ approach.
7. Greta felt \_\_\_\_\_; she couldn't decide whether to vote for the Republican or Democratic nominee.
8. After having \_\_\_\_\_ their current level of study, students are typically ready to move on to the next one.
9. My friend generously offered to \_\_\_\_\_ my children while I was out, but because we already had a babysitter, I \_\_\_\_\_ the offer.

10. The fleet of planes was only one of the company's various \_\_\_\_\_; they also had valuable equipment, buildings, and land.

11. Taylor found her new neighbors to be very \_\_\_\_\_; they invited her over for dinner and would often come by her house to say hello.

12. Mary \_\_\_\_\_ studies for her tests; likewise, she \_\_\_\_\_ receives failing grades.

13. Nina's favorite part about the holidays are all the \_\_\_\_\_ meals, a joyous occasion calls for great food.

**Section D: Dictation.** Listen to the audios and write exactly what you hear. Use contractions when needed. 14 pts total. 1 pt each complete utterance.

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**Section E: Passage Reconstruction.** Read the following texts and show that you understood the passages by rewriting them in your own words. Your answer will be scored for clear and accurate content. (16 pts)

**Passage 1:**

Letter to the editor: "In regard to your editorial, 'Crime bill wastes billions,' let me set you straight. Your paper opposes mandatory life sentences for criminals convicted of three violent crimes, and you whine about how criminals' rights might be violated. Yet you also want to infringe on a citizen's right to keep and bear arms. You say you oppose life sentences for three-time losers because judges couldn't show any leniency toward the criminals no matter how trivial the crime. What is your definition of trivial, busting an innocent child's skull with a hammer?" North State Record.

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**Passage 2:**

The issue is not whether flag burning is offensive or even wrong. Rock music, vulgar language and punk hairstyles are offensive to many. And, infidelity, deceit, and lying are wrong. But, it is not the business of the government to imprison people for offensiveness or wrongdoing of these sorts. A flag is a piece of cloth. To destroy it (assuming it's your own) harms no one. There are thousands of others and new ones are produced each day. True, that a piece of cloth has great symbolic value.

But, that is precisely why publicly burning it can dramatize a point . . . Chief Justice Rehnquist argues that prohibiting this mode of expression still leaves people with plenty of others. That's true. But, it misses the point. One needn't prohibit all means of expression before one has compromised freedom. If I lock you in a room, it will be of little consolation that you can talk on the phone . . . We are genuinely free only when we can hold both the views we want and (so long as we harm no one thereby) express them as we choose.

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### Rubric

Criteria	4	3	2	1
<b>Organization</b>	<p>Main Idea of topic is clearly communicated, and the focus is strongly maintained for the audience</p> <p>Logical progression of ideas from beginning to end; strong connections between and among ideas with syntactic variety</p>	<p>Main Idea of topic is clear, and the focus is mostly maintained for the audience</p> <p>Adequate progression of ideas from beginning to end; adequate connections between and among ideas</p>	<p>Main Idea of topic may be somewhat unclear, or the focus may be insufficiently sustained for the audience Uneven progression of ideas from beginning to end; inconsistent or unclear connections between and among ideas</p>	<p>Main Idea may be confusing or ambiguous; the focus may drift from the audience Frequent extraneous ideas may be evident; ideas may be randomly ordered or have an unclear progression</p>
<b>Content</b>	<p>Uses descriptive language Accurate information from the text</p> <p>Exemplary details that support main ideas</p>	<p>Uses some descriptive language Accurate information from the text Simple details that support main ideas</p>	<p>Uses some basic descriptive language Some information from the text Some details that may or may not support the main ideas</p>	<p>No descriptive language No information from the text Details are unclear</p>



<b>Elaborate</b>	Vocabulary is clearly appropriate for the audience and purpose	Vocabulary is generally appropriate for the audience and purpose	Vocabulary use is uneven or somewhat ineffective for the audience and purpose	Vocabulary is limited or ineffective for the audience and purpose
	<p>Consistent usage of pronouns in sentences.</p> <p>Few or no errors in punctuation, capitalization, grammar usage, and spelling.</p>	<p>Mostly consistent usage of pronouns in sentences.</p> <p>Minor errors in punctuation, capitalization, grammar usage, and spelling</p>	<p>Many errors in the usage of pronouns in sentences.</p> <p>Many errors in punctuation, capitalization, grammar usage, and spelling</p>	<p>Lack of pronouns in sentences.</p> <p>Many errors in punctuation, capitalization, grammar usage, and spelling</p>
<b>Grammar and Mechanics</b>				