Back Office Program
English & Customer Service
April 22nd, 2022
Total points:
Percentage:10%

Instructions:

- Deadline: 12:00 p.m. - 10:00 p.m
- 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 1: Sentences building. Build a sentence from given words. (6 pts, 1 pt each correct answer)

1. Computers / able / calculate / quick
_____

2. However / not / capable / understand
_____

3. Understand / need / real-world experience
_____

4. We / experience / world / senses
_____

5. Children / years / collect / experiences
_____

6. Computers / not / have / senses / so / cannot / collect / experiences
_____

Section 2: Conversation. Listen to the audios and write simple answers to the questions. (9 pts, 1 pt each correct answer)



1- What does Bill suggest?
_____
_____

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2- What does the customer try on?

_____

_____



3. How far away is the man's destination?

_____

_____



4. When did he start to feel sick?

_____

_____



5. Where is she going?

_____

_____



6. What was wrong with the restaurant?

_____

_____



7. What did she see in New York city?

_____

_____

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8. What does the icon look like?

_____

_____



9. What did he hear?

_____

_____

Section 3: Sentence completion. Fill the blanks with the best word that you consider completes the sentence. (19 pts, 1 pt each correct answer)

1- When the sun set, the field became _____.

2- The tiger is _____. Don´t get close to it; it can hurt you.

3- We were driving east, but we needed to go the opposite way. So, we turned around and drove _____.

4- My mom says I am too _____, and I need to eat _____.

5- I read some _____ news this morning, there was an earthquake in China yesterday.

6- After waking up with a fever and headache, I knew I must be _____.

7- The joke made Rafael laugh very hard. It was _____.

8- The waves at the beach were very big, in fact they were _____.

9- Mom wanted to be _____, so she gave us the same amount of candies.

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10- The class was too _____; even the smartest students failed the course.

11- Climbing can be _____; however, some people love the sport and are willing to take the risk.

12- Factory managers constantly think of ways to increase _____, to manufacture more parts in less time.

13- Anne is _____; she analyzes all options before making a decision.

14- Upon being cited for speeding, the driver became _____ and took out his anger by smashing a CD case on his dashboard.

15- The repair shop attempted to _____ the damaged car but ultimately decided it was irreparable.

16- The governor and his companions traveled to the best restaurant in Seattle because they wanted to eat food prepared by the state's _____ chef.

17- Contrary to popular myth, the idea of gravity did not just occur to Isaac Newton in a single instant; rather, he _____ it in his brain for years before committing the theory into writing.

18- Marissa accepted the promotion opportunity with _____, due to the fact that the position was her dream job.

Section 4: Dictation. Listen to the audios and write exactly what you hear. If an audio has two or more sentences, questions or phrases, separate them with a colon (.). Use contractions when needed. 14 pts total. 1 pt each complete utterance.



1. _____



2. _____

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3. _____



4. _____



5. _____



6. _____



7. _____



8. _____



9. _____



10. _____

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11. _____

12. _____

13. _____

14. _____

Section 5: Passage Reconstruction. Read the following paragraphs and then rewrite them with your own words. (pts)

Paragraph 1: WOMAN'S DAY

Since March 8, 1990, Woman's Day has been observed by SAARC (South Asian Association for Regional Cooperation) consisting of seven countries, namely, India, Pakistan, Nepal, Bhutan, Bangladesh, Sri Lanka, and the Maldives. The day was marked to focus on the problems of girl children in these countries. It is a pity that girl children, especially in underdeveloped countries are victims of extreme negligence and dishonor. The birth of a girl child is looked upon by the parents as a cause of pity. They are deprived of proper nutrition, education, and economic facilities, and social status or honor. Superstitions and social and religious prejudices give rise to such distressing conditions. We must root out these prejudices and ensure a bright future for the girl children by giving them proper education. Moreover, women's rights must be established in social and economic fields.

_____

_____

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Paragraph 2: MY AIM IN LIFE

An aim is a goal or objective to achieve in life. In order to succeed in life, one must have a goal. My aim in life is to be a teacher. Teaching is a noble and responsible profession. I have come to know that the ever-increasing misery and distress are due to the ignorance and illiteracy of the people of our country. So I have decided to spread education among the masses as much as possible within my humble power. As a teacher, I shall try my best to impart man-making education. Some say that money is the honey of life. But I do not agree with them. Rather, I think that morality is the real honey of life. I want to be a lovable and respectable person as a teacher in the future.

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Criteria	4	3	2	1
Organization	Main Idea of topic is clearly communicated, and the focus is strongly maintained for the audience Logical progression of ideas from beginning to end; strong connections between and among ideas with syntactic variety	Main Idea of topic is clear, and the focus is mostly maintained for the audience Adequate progression of ideas from beginning to end; adequate connections between and among ideas	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	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
Content	Uses descriptive language Accurate information from the text Exemplary details that support main ideas	Uses some descriptive language Accurate information from the text Simple details that support main ideas	Uses some basic descriptive language Some information from the text Some details that may or may not support the main ideas	No descriptive language No information from the text Details are unclear
Elaborate	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
Grammar and Mechanics	Consistent usage of pronouns in sentences. Few or no errors in punctuation, capitalization, grammar usage, and spelling.	Mostly consistent usage of pronouns in sentences. Minor errors in punctuation, capitalization, grammar usage, and spelling	Many errors in the usage of pronouns in sentences. Many errors in punctuation, capitalization, grammar usage, and spelling	Lack of pronouns in sentences. Many errors in punctuation, capitalization, grammar usage, and spelling

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