Patriarca San José High School
Eleventh Level
Teacher: Lic. Roberto Bolaños Q.
II Evaluation Strategy. Second Term.

Total Points: 50
Percentage: 25%

Obtained points: _____
Obtained percentage: _____%

SCORE: _____

Student´s First Name: _____Last Name: _____ Group: 11- ____
Date: _____

General Instructions:

- Read carefully each item and each corresponding instruction.
- Use blue or black ink pen only.
- The use of pencil or correction fluid does not allow any claim.
- Use clear handwriting.
- Dictionary use is not allowed.
- Work individually and silently.
- Answers must be written in English.
- A misspelled word will be checked as a wrong answer

I PART. MULTIPLE CHOICE. Listen to recordings related to the topics of "Sales and Market Research" and "Office Management". Choose the option that completes the sentence or gives the correct response. 34 points.

1. Why are they going to the department store?
   A. They are having a sale
   B. They need to buy a gift.
   C. They are bored with nothing to do
   D. They need to shop for school clothes

2. When are they going to meet?
   A. On Friday
   B. After dinner
   C. On Saturday
   D. In thirty minutes

3. What are the two items they are looking at?
   A. Bags and pants
   B. Jackets and belts
   C. Rings and necklaces
   D. Shoes and sweaters

4. What is on sale for $80?
   A. Shoe
   B. Jacket
   C. Sweater
   D. Necklace

LIVEWORKSHEETS

B. Situation: Listen to a people's experience going shopping to different or not common places. Read the question or sentence and choose the correct answer or phase that finishes the sentences.

1. Why did the man not buy the ring for sale?
   A. He has no need for a ring.
   B. He doesn't think it is very special.
   C. Someone else bought it before him.
   D. The material isn't in good condition.

2. What is the problem with the CD player?
   A. The handle is damaged.
   B. The CD casing is chipped.
   C. The buttons are scratched.
   D. The man has one

3. The man is not interested in the leather jacket because ____.
   A. it is stained
   B. it's too expensive
   C. he already has one
   D. he doesn't like the color

4. What is the customer's initial counter offer for the records?
   A. $30
   B. $35
   C. $28
   D. $25

5. From the conversation, what does the customer probably purchase from the merchant in the end?
   A. The bought the jacket
   B. He bought only a vase
   C. He bought only records
   D. He bought some records and a vase

LIVEWORKSHEETS

C. Situation: Buying a new computer can be a fun experience, but problems can arise Listen to a conversation where a man describes his experience. Listen and choose the correct option.

1. What is the man's main problem with his computer?
   A. The charger is giving him problems.
   B. His computers monitor is failing.
   C. It has a lot of junk software.
   D. It crashes a lot.

2. The computer warranty _____.
   A. has expired
   B. expires next week
   C. doesn't cover software issues and problems
   D. isn't valid because the man didn't register the computer

3. The conversation suggests that _____.
   A. the man dropped the computer
   B. it doesn't provide long warranties
   C. they sent the man the wrong computer
   D. they are understaffed to handle customer complaints

4. The main selling point of the second company is that _____.
   A. they provide three years warranty
   B. their products are the newest on the market
   C. the computers are cheaper than their competitors
   D. the company manufactures secure and trustworthy machines

5. What is the name of the second company?
   A. Turbo Command
   B. Turner Computers
   C. Urban commander
   D. Turban Commando

D. Listen to a conversation about a telemarketer offering a product and choose the correct option.

1. The telemarketer is promoting _____.
   A. a membership
   B. a hotel in Hawaii
   C. a stay at the local beach
   D. a stay at a new condominium

2. _____ is part of this offer.
   A. Use of the fitness room
   B. Access to free meals
   C. A nutritionist's help
   D. Free WIFI

3. The man turns down the offer because _____.
   A. he doesn't need the service being provided
   B. he doesn't have extra money to spend
   C. he never buys thing online
   D. he already has one.

LIVEWORKSHEETS

E. Listen to a recording about a man who works in a “Office Supplies Company” asking for information in order to provide a better service. Listen to the audio and choose each correct option.

1. Why can't Elaine Strong answer the phone?
   A. She's talking with another customer.
   B. She's out of the office.
   C. She's in a meeting.
   D. that is her day off.

2. What does the caller want the secretary to send?
   A. Warranty papers
   B. a list of software products.
   C. information on after-sales service.
   D. a picture of the newest computers.

3. What time will the secretary send the material?
   A. Around 3:30 p.m.
   B. Before 2:30 p.m.
   C. Before 3:00 p.m.
   D. After 5:00 p.m.

4. What is the caller's name?
   A. Kordel
   B. Cordell
   C. Kordell
   D. Kordelly

5. What is the caller's telephone number?
   A. 560-1287
   B. 506-1287
   C. 560-1828
   D. 560-1828

LIVEWORKSHEETS

F. Listen to an audio about a man describing his office environment. Listen and choose each correct option.

1. Does Chris like his job?
   A. Yes, he does.
   B. No, it's boring.
   C. No, he hates it.
   D. Yes, he likes it a lot.

2. What is Karen's job?
   A. Boss
   B. Janitor
   C. Secretary
   D. Receptionist

3. Why was Karen sad?
   A. She was ill
   B. She lost her job
   C. The boss said mean things to her.
   D. She was really sick and depressed.

4. Where was the boss when Chris arrived?
   A. at home, calling the office
   B. on his computer
   C. in a restaurant.
   D. in his office

5. What time did Chris arrive in the office?
   A. Before 9.30 a.m.
   B. At 9.15 a. m,
   C. 9.30 a.m.
   D. 9 a.m.

6. Whose dog was barking?
   A. Andrew's
   B. Karen's
   C. Chris's
   D. Andrea

7. Why was the dog in the office?
   A. it was sick
   B. it was lonely
   C. it was barking
   D. it was depressed

LIVEWORKSHEETS

G. Listen to an audio about a girl who went shopping to the mall. Listen to the audio and choose each correct option.

1. What is the girl shopping for?
   A. a present for a friend
   B. a present for her father
   C. a present for her mother
   D. a present for his grandfather

2. How much is the black wallet?
   A. $40.95
   B. $49.95
   C. $44.95
   D. $40.85

3. Why doesn't the girl like the brown wallet?
   A. It's too big and heavy.
   B. She doesn't like the color.
   C. His father has a similar one.
   D. There isn't a place to put pictures.

4. About how much does the girl have to spend?
   A. $5.00
   B. $10.00
   C. $13.00
   D. $15.00

5. What does the girl decide to buy?
   A. a tie
   B. a black tie
   C. a brown belt
   D. a black wallet

LIVEWORKSHEETS

H. Listen and choose the letter of the statement that correctly describes the photograph. Mark with an X on the correct letter. 6 points. One point each correct option.



1. (A) (B) (C) (D)



2 (A) (B) (C) (D)



3. (A) (B) (C) (D)



4. (A) (B) (C) (D)



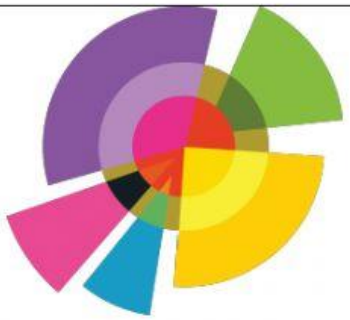
5. (A) (B) (C) (D)



6. (A) (B) (C) (D)

LIVEWORKSHEETS

II PART. SHORT ANSWER. Listen carefully to the audio containing vocabulary words from unit 5 and write each word under the picture. 10 points, one point each correct completion.

		
1.	2.	3.
		
4.	5.	6.
		
7.	8.	9.


10.

LIVEWORKSHEETS