TRƯỜNG ĐẠI HỌC VĂN LANG

**KHOA: NGOẠI NGỮ**

**ĐỀ THI VÀ ĐÁP ÁN ĐỀ THI KẾT THÚC HỌC PHẦN**

**Học kỳ 3, năm học 2021 - 2022**

Mã học phần: 7NA0491

Tên học phần: TIẾNG ANH THƯƠNG MẠI

Mã nhóm lớp học phần: 213\_7NA0491\_01

Thời gian làm bài (phút/ngày): 75 phút

Hình thức thi: **Trắc nghiệm kết hợp tự luận**

**Cách thức nộp bài phần tự luận (Giảng viên ghi rõ yêu cầu):**

***Gợi ý:***

- SV gõ trực tiếp trên khung trả lời của hệ thống thi

**PHẦN TRẮC NGHIỆM (3 điểm)**

**PART 1. VOCABULARY**

**Choose the correct word to fill in the blank in each sentence. (3 marks-15 questions/ 0.2 marks- each question)**

**You are a university student in Nairobi and need help to buy books and pay the \_\_\_\_\_\_\_\_\_.**

**A**. rent

**B.** cash

**C**. money

**D.** account

ANSWER: A

**Some countries have various options including PayPal, online banking or \_\_\_\_\_\_\_\_.**

**A.** orders

**B.** cheques

**C.** credits

**D.** debits

ANSWER: A

**However, many people in rural communities don't have access to basic banking services such as direct\_\_\_\_\_\_\_.**

**A**. debit

**B.** credit

**C.** card

**D.** account

ANSWER: A

**Giving people access to banking is called. \_\_\_\_\_\_\_\_ means that to request money from an employer for something an employee has paid for.**

**A.** 'financial inclusion'

**B.** 'financial institution'

**C.** 'financial transaction'

**D.** 'financial market'

ANSWER: A

**The rules make it easier for European accountants to gain \_\_\_\_\_\_\_\_\_ in the US.**

**A.** accreditation

**B.** salary

**C.** moving homes

**D.** commuting to work

ANSWER: A

**Thirty per cent of all fraud losses would have been avoided if proper** **\_\_\_\_\_\_\_\_\_ had been done.**

**A**. background checks

**B.** double checks

**C.** history checks

**D.** family checks

ANSWER: A

**What was the \_\_\_\_\_\_\_\_\_\_\_\_ in the account at the end of the month?**

**A.** balance

**B.** deposit

**C.** income

**D.** interest

ANSWER: A

**A good \_\_\_\_\_\_\_\_\_\_\_\_\_ helps you keep old customers and attract new ones.**

**A.** brand profile

**B.** brand name

**C.** company history

**D.** customer history

ANSWER: A

**To make someone become involved in something means\_\_\_\_\_\_\_.**

**A.** bring someone into something

**B**. break a habit

**C.** break something down

**D.** bring something down

ANSWER: A

**A small diverse group of participants chosen using criteria to represent target customers for a new product or service is called a\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**A**. focus group

**B.** survey

**C**. research

**D.** sample

ANSWER: A

**Being killed by \_\_\_\_\_\_\_\_\_\_\_\_ means to be kind in a way that causes harm because it competes with what should be done.**

**A.** kindness

**B.** managers

**C.** employees

**D.** employers

ANSWER: A

**One of the most difficult parts of being a manager is when you have to make hard calls. What does “make hard calls” mean?**

**A.** To take difficult decision

**B.** To speak out loud

**C.** difficult to make phone calls

**D.** difficult to connect with people

ANSWER: A

**The best way to get results is for a CEO to evolve from being a dictator to being a \_\_\_\_\_\_\_.**

**A.** mentor

**B**.trainee

**C.** job seeker

**D.** recruiter

ANSWER: A

**It is important to create \_\_\_\_\_\_\_\_\_\_\_\_\_between loops team members**

**A**. feedback

**B.** relationship

**C**. distance

**D.** space

ANSWER: A

**If someone calls the shots it means that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**A.** they tell others what to do

**B.** they listen to others

**C.** they disagree with others

**D.** they lie to others.

ANSWER: A

**PHẦN TỰ LUẬN (7 điểm)**

**PART 2. READING COMPREHENSION (3 marks-10 questions/ 0.3 marks-each question)**

**READ THE FOLLOWING PASSAGE AND ANSWER THE QUESTIONS**

**Section A: Questions 1 - 4**

Read the text about **‘Why it pays to put the workers in the picture’**, and answer questions.

Look through the whole article and put these paragraph headings into the correct order.

**Why it pays to put the workers in the picture**

*Alicia Clegg*

When workplace disputes flare up, the blame is often laid on a break­down in communication. Talking may not always resolve disagreements, but withholding management plans until the last moment can certainly make a difficult situation worse. From 6th April 2005, UK employees gain the legal right to know about, and be consulted on, matters that affect them at work. This covers anything from the economic health of the business to decisions likely to cause redundancies or changes in how work is organised. The new rules, which implement a European Union directive, move the UK closer to other European states, most of which already require work­place consultation.

There are good reasons for businesses to forge ahead with such agreements voluntarily. First, there is the commonsense belief, backed by academic research, that companies do better when their employees are well informed and have a say in decisions that affect them. Second, by kick-starting negotiations the employer effectively takes charge. The regulations give organisations free reign to agree internally what consulting and informing employees amounts to in practice - what topics will be discussed, how often and by what means. In the UK - in contrast to most other EU states - once a framework for information and consultation has been agreed, there is no requirement to work through elected representatives. If the workforce approved, a business could rely solely on face-to-face and electronic communication.

The mobile operator prefers the personal approach. Whenever possible, it uses video calls and e-mail to put its young work­force in contact with senior managers. At the other end of the spectrum is AstraZeneca, the Anglo-Swedish pharmaceuticals group, which has a history of consulting employees through elected forums and union representatives. Consulting through intermediaries can yield dividends, particularly during a change of ownership or under a redundancy programme. Another point in favour of a mediated approach, says Ross Hutchison, head of internal communications at KPMG, the accountancy firm, is that representatives can be taken into the confidence of management in a way that an entire workforce cannot.

But do the gains from indirect consultation outweigh the attractions of more direct approaches? Not everyone is persuaded that they do. Alison Gill, co-founder of Getfeedback, a talent management consultancy, argues that knowledge exchange and online polling, not elected assemblies, produce better performance. "The goal is to involve people directly and profit from their ideas." In spite of earlier opposition, a growing number of companies believe that putting employees in the picture is good for business. If the remainder do not follow suit, they may now find their workers give them little choice.

From the *Financial Times*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Answers** | **Paragraph headings** |  | **Paragraphs** |
| **1.** | \_\_\_\_\_\_ | Some advantages of consultation | **A** | **Paragraph 1** |
| **2.** | \_\_\_\_\_\_ | European law encourages consultation | **B** | **Paragraph 2** |
| **3.** | \_\_\_\_\_\_ | Some good reasons for acting now | **C** | **Paragraph 3** |
| **4.** | \_\_\_\_\_\_ | The different approaches | **D** | **Paragraph 4** |

**Đáp án Section A:**

**1. D**

**2. A**

**3. B**

**4. C**

**Section B: Questions 5 - 10**

Read the text again, and then decide whether these statements are True, or False.

1. It is a good idea for businesses to set up these consultation agreements before they are put under any legal pressure to do so.
2. Academic research shows that it is risky for companies to keep their employees informed and give them a say in decisions that affect them.
3. Employers are better able to be in control if they do not even start these negotiations about consultation.
4. Under the new regulations, bosses and employees can agree on the format of the information and consultation process.
5. There is, however, an obligation to use face-to-face and electronic communication.
6. Sharing secrets with a small group of employees was adopted by KPMG.

**Đáp án Section B:**

**5. T**

**6. F**

**7. F**

**8. T**

**9. F**

**10. T**

**PART 3. WRITING. (4 marks)**

**Write a formal letter of complaints (250 words)**

You are Customer Relations Manager. You write a letter of complaint to a catering (party service) company. Your company hosted a welcome event for a group of foreign visitors, and the catering company provided the food and service. The catering was for 30 people, and they provided their standard hot buffet with a choice of three main courses. These are the main points of the complaint:

■ the food was very good quality (the visitors did not seem to like it), and there was not enough variety

■ the food was not clearly labelled - some of the visitors were vegetarians, but it was not clear which dishes contained meat

■ there was not enough food

■ there were not enough waiters, and they were unhelpful or even rude

■ the customer has demanded a refund of 50% of the cost of the catering

**Đáp án Part 3:**

**The answer is subject to the students’ performance.**

*Ngày biên soạn:26/06/2022*

**Giảng viên biên soạn đề thi: Trương Thị Mai Hạnh**

*Ngày kiểm duyệt: 28/06/2022*

**Phó trưởng Bộ môn kiểm duyệt đề thi: Lê Quang Thảo**