



Question One: Use the following words to fill in the blanks and complete the sentences. You should read each question and then decide which choice is best.

{ 10 Marks }

Simultaneously	Disconnected	Confer	Grace Period	Pension
Agenda	Imply	Scroll	Petty Cash	Subcontract

1. Pressing on the up or down arrows will allow you to _ _ _ _ through the list of documents
2. He was on his cellular phone when he called and we got _ _ _ when his phone battery died
3. Since we don't have enough drivers, we will have to _ _ _ with another company to help us to fulfill the orders
4. Had it not been for the _ _ _ _ , my payment would have been late and I would have had to pay a late charge
5. Thefor the meeting lays out the topic we will discuss tonight.
6. After two years of services, you will be eligible to enroll in our _ _ _ plan, which will be paid out to you upon retirement.
7. We always have _ _ _ _ on hand if you need a small sum of money for taxi fare, copies, or other miscellaneous.
8. I am working on two projects _ _ _ _ _; I work on one during the morning and on the other during afternoon.
9. I didn't mean toyou were not representing my best interests.
10. When you are unsure of your rights, it's wise to With a specialist.



Course No: DBUS 1205
Course Title: English for Business
Date: 20/05/2013
No. of Questions: (7)
Time: 2hour
Using Calculator (No)

Final Exam
2012/2013
Total Grade: 60

Instructor Name:
أ. أشرف عليان, أ. سهام الطويل, أ. عبد المنعم نجم
Student No.: _____
Student Name: _____
College Name: _____
Dep. / Specialist: _____
Using Dictionary (No)

Form A

Question Two: choose the correct answer

{ 10 marks }

1. My _____ are taking me to dinner after work to celebrate our first year of working together.
a) mission b) classmate c) colleagues d) points
2. The contract One year after it was first signed.
a) remittance b) Expired c) to acknowledge d) to start a tab
3. Badr has the best _____ of anyone I know when it comes to paying bills, he pays every bill the day he gets it.
a) bank account b) track re c) colleagues d) receipt
4. Our _____ called to say she has the materials your ordered ready for pickup.
a) partner b) manufacturer c) customer d) suppliers
5. The _____ for the meeting lays out the topic we will discuss tonight.
a) quorum b) agenda c) resolution d) motion
6. Working well with others and being a _____ is important to the company success.
a) fair play b) Team Player c) issue d) willingness
7. I need _____ while I get the other line that's ringing.
a) area code b) to put you on hold c) to hung up d) voice mail
8. When you are unsure of your rights, it's wise to _____ with a specialist.
a) find out b) confer c) willingness d) to hung up
9. The company offers _____ to employees who get high marks for customer service.
a) Retire b) Pension c) Reward d) Compensation
10. She never takes into account what I have said, our conversation are totally.....
a) one-sided b) accept c) argue d) to start a tab



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Question three : Match the following from columns A to the answers from columns B
{ 10 Marks }

A	B
1.() Negotiation	1- The process of finding and hiring the best-qualified candidate for a job opening.
2.() Computer	2- A dialogue between two or more people or parties, intended to reach an understanding.
3.() Salaries	3- Fixed compensation for services, paid to a person on a .regular basis.
4.() Shipping	4- The process of transporting an item, usually through the sea.
5. () Recruiting	5- An agreement between two or more parties, especially one that is written and enforceable by law.
6. () Billing	6- A group of people officially delegated to perform a function.
7.() Telephone	7- General purpose machine, commonly consisting of digital circuitry that accepts (<u>inputs</u>), and generates (<u>outputs</u>) data as numbers, text, graphics, voice, video files, or electrical signals, in accordance with instructions called a <u>program</u> .
8. () Committees	8-The process of sending a bill to customers for goods or services.
9. () Contract	9- Is a device that permits two or more users to conduct a conversation when they are not in the same area of each other to be heard directly?



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Conversation (2)

Ali: your performance evaluation is coming up next week. How do you think you will do?

Bader: I have worked hard and often stay at the office until late at night. I am just a little worried because of my recent tardiness.

Ali: in all likelihood, you will probably get a good raise based on your overall commitment to the company.

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Question Seven: what's the meaning of the following words {10 Marks }

- 1. Area Code:.....
- 2. Procurement:.....
- 3. Remittance:.....

University of Palestine



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Form A

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4. Mission:.....
 5. Retroactive:.....
 6. Manual:.....
 7. Configuration:.....
 8. Job Hunting:.....
 9. Null and Void:.....
 10. Convinced:.....

End of Questions

Good Luck