

Course No: DBUS 1205  
 Course Title: English for Business  
 Date: 22/05/2014  
 No. of Questions: (7)  
 Time: 2 hours  
 Using Calculator (No)

University of Palestine



Final Exam  
 2013/2014  
 Total Grade: 60

Instructor Name: أ.أشرف عليان, أسهام الطويل  
 Student No.: \_\_\_\_\_  
 Student Name: \_\_\_\_\_  
 College Name: \_\_\_\_\_  
 Dep. / Specialist: \_\_\_\_\_  
 Using Dictionary (No)

**Question One: Use the following words to fill in the blanks and complete the sentences. { 15 Marks}**

|                      |                |                        |                   |
|----------------------|----------------|------------------------|-------------------|
| <b>procurement</b>   | <b>parties</b> | <b>conference call</b> | <b>points</b>     |
| <b>invoice</b>       | <b>overdue</b> | <b>recommendations</b> | <b>area code</b>  |
| <b>directory</b>     | <b>retire</b>  | <b>menu</b>            | <b>web search</b> |
| <b>null and void</b> | <b>imply</b>   | <b>subcontract</b>     | <b>benefits</b>   |

- The file ..... provides you with a list of options for page setup and printing.
- I didn't mean to ..... You were not representing my best interests.
- Let me check the telephone ..... for the number you're trying to find.
- Committees are responsible for focusing on specific areas and making ..... to the board.
- Let's set up .....some can all discuss this issue together on the phone.
- The ..... office handles the purchases of large equipment.
- Since we don't have enough drivers, we'll have to ..... With another company to help us to fulfill the orders.
- One of the parties refused to sign the contract, making it .....
- Payments that are not received by the due date are considered.....
- My dream is to ..... early in life, so I have more time to do the things I enjoy, without the pressure of career.
- My employer offers great ..... like a month of paid vacation, ten paid personal days and free membership to gym.
- Both of the ..... come to the table ready to make a deal.
- The main ..... We need, to address are fundraising, public awareness, and community action.
- I need to call information in Washington DC: do you know the..... for the city.
- The world wide web is so fast , it takes me forever to navigate through it , Last night I spend two hours doing a .....for information on the weather.

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**Question Two: Match the following from columns A to the answers from columns B (7 marks)**

| A                       | B  |
|-------------------------|--|
| 1.( ) <b>Committees</b> | A- An agreement between two or more parties, especially one that is written and enforceable by law.  |
| 2.( ) <b>Telephone</b>  | B- A very basic, common way of getting an item from one place to another, or from one person to another, usually through the sea.                              |
| 3.( ) <b>Computer</b>   | C- A telecommunications 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. |
| 4.( ) <b>Contracts</b>  | D- General purpose machine, commonly consisting of digital circuitry that accepts (inputs), and generates (outputs) data.                                      |
| 5.( ) <b>Shipping</b>   | E- Fixed compensation for services, paid to a person on a regular basis.   |
| 6.( ) <b>Billing</b>    | F- A group of people officially delegated to perform a function.   |
| 7.( ) <b>Salaries</b>   | G- The process of sending a bill to customers for goods or services.   |

**Question Three: Write a Request Letter {5 Marks}**

You are the accountant of the Islamic Relief, and you need to send a letter for Hamad Co. to ask about Hp printer, you need to print 1500 page during a week, and you want to know all the information's about the warranty and repair service.

Your work address Gaza city- Al Remal, Al Kinz street  
 Hamad Co address Al- Nasser street, Gaza

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**Question Four: 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. Bader 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) receipt                      c) colleagues                      d) track record
4. Our.....called to say she has the materials your ordered ready for pickup.  
a) partner                      b) manufacturer                      c) shipping comp                      d) customer
5. The.....for the meeting lays out the topic we will discuss tonight.  
a) quorum                      b)agenda                      c) resolution                      d) motion
6. Please do not..... Me during this important meeting.  
a) hesitate                      b) blame                      c) shame on                      d) interrupt
7. I need.....while I get the other line that's ringing.  
a) to put you on hold      b) voice mail                      c) to hung up                      d) area code
8. Nancy saved my report on this floppy.....which I think is corrupt because I can't seem to open the file.  
a) tab                      b) board                      c) disk                      d) delete
9. The company offers.....to employees who get high marks for customer service.  
a) Retire                      b) Pension                      c) Compensation                      d) Reward
10. I'll check the.....to see if we have that item in stock.  
a) stock                      b) warehouse                      c) to start a tab                      d) fleet

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**Question Five: Translate from English into Arabic {10 Marks}**

**A: I was downloading a file to my hard drive when my computer crashed. I was so worried I would lose all my files and I had to start all over with my web search to find the application I was trying to download.**

**B: Oh no. What did you do?**

**A: I rebooted computer and blessed my God**

**A: According to this contract, if we don't meet any of the terms, the contract is null and void.**

**B: Yes, but we can insert a clause giving you a ten day grace period expires, the contract is annulled.**

**A: We should also add a clause regarding arbitration of differences.**

**Question six: What is the difference between wages concept and salaries concept (3 Marks)**

| Item   | definition | sick days vacations, | Look like |
|--------|------------|----------------------|-----------|
| Wage   |            |                      |           |
| Salary |            |                      |           |

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**Question Seven: Use the following paragraph to fill the attached CV {10 Marks}**

Mohammed Ahmed Hamdan had an interview for employment and he identified himself as follows: I'm a Palestinian, I was born on 28th March 1990, I live in Rafah city, Shohadaa street, with my parents ,I'm a Muslim, my ID # 800900600, my telephone # 2847827 and my mobile # 0599787878 . My objective is to work in a professionally manage organization in order to improve myself and get experience by profiting all offered opportunities.

I graduated from university of Palestine in 2012 from college of Commerce, Accounting department, my grade was v.good, after my graduation I joined to many training courses such as Al- Aseel program in August 2012, ICDL course in September 2012, English course in November 2012.

I worked as an accountant in Al – Aqsa Company for computers from Jan 2013 to Dec 2013.

My English language is good; my reference is my teacher in the university Dr. Waleed Al-Kahlout.

## CV

### **Personal Information**

Name:  
Date of Birth:  
Nationality:  
Tel No.  
Mobile No:  
Address:  
ID Number:  
Marital Status:  
Gender:  
Religion:

### **Academic Qualifications**

### **Training Courses:**

### **Experience:**

### **Skills:**

### **Reference**

End of Questions  
Good Luck☺