


Course No: DBUS 1205
 Course Title: English for Business
 Date: 25/05/2015
 No. of Questions: (7)
 Time: 2 hours
 Using Calculator (No)

University of Palestine

 Final Exam
 2014/2015
 Total Grade: 60

Instructor Name: 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)


procurement	Installment	conference call	points
invoice	overdue	recommendations	area code
directory	retire	menu	web search
warehouse	Fluctuate	subcontract	benefits

- The file provides you with a list of options for page setup and printing.
- interest rates with the ups and downs in the economy.
- 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 upsome 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.
- I will check theto see if we have that item in the stock.
- 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.
- Paying for a large purchase in monthlymakes it easier to afford.
- 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 afor information on the weather.

Question Two: What is the difference between wages concept and salaries concept? (6 Marks)

Item	definition	sick days, vacations	Look like
Wage			
Salary			

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Question Three: Write the Idioms related to each definition on the followings (8 Marks)

A	B
	1- Large gathering of individuals or members of one or several, matters of common interest.
	2- 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- 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- General purpose machine, commonly consisting of digital circuitry, that accepts (inputs),and generates (outputs) data.
	5- Fixed compensation for services, paid to a person on a regular basis.
	6- A group of people officially delegated to perform a function.
	7- The process of sending a bill to customers for goods or services .
	8- A financial institution and a financial intermediary that accepts deposits and channels those deposits into lending activities

Question Four: Translate from English into Arabic (6 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

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A: Good morning, I need to make a deposit into my account.

B: I see you have a negative balance and two checks have bounced, you will have a reserve of credit in case you over spend the cash in your account.

A: thanks, I thought I had voided a check that was cashed which is what caused the over draft.

Question Five: Use the following paragraph to write a letter for purchase printer . (5 Marks)

You are the accountant in Save the Children, and you need to send a letter for Al- Quds Co. to ask about Hp Laptop, you need the specification of the laptop to be core i5, hard disk 500 G, ram 4, and you want to know all the information's about the warranty and repair service.

Your work address Gaza city- Alrashed street

Al- Quds Co address Al- Shuhdaa street, Gaza

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Question Six: : choose the correct answer (10 marks)

1. Once you identify the.....of the matter, the root of the problem, you are better equipped to come up with solutions.
a) bank account b) model c) track d) Crux
2. Our called to say she has the materials your ordered ready for pickup.
a) partner b) manufacturer c) customer d) suppliers
3. The for the meeting lays out the topic we will discuss tonight.
a) quorum b)agenda c) resolution d) motion
4. Our of trucks is well maintained and has an outstanding track record for reliability.
a) parties b) Team Player c) fleet d) issue
5. I need while I get the other line that is ringing.
a) area code b) voice mail c) to hung up d) to put you on hold
6. Customers who don't pay their bills on time will Late charges
a) endorse b) confer c) willingness d) to hung up
7. The company offers to employees who get high marks for customer service.
a) Retire b) Pension c) Compensation d) Reward
8. Because your performance review was held after your anniversary date, your salary increase will be, to the actual anniversary date.
a) one-sided b) retroactive c) to start a tab d) argue
9. Committees are responsible for focusing on specific areas and making.....to the board.
a) mission b)classmate c) recommendations d) recruitment
10. Myare taking me to dinner after work to celebrate our first year of working together.
a) Colleagues b)classmate c) argue d) voice mail

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

Salem Saleh Sami had an interview for employment and he identified himself as follows: I'm a Palestinian, I was born on 19th August 1993, I am Muslim, I graduated from Palestine university in 2013 from Information Technology - Programming section, my grade was Excellent, I live in Gaza city, Shohadaa street, my ID # 798123546, my e-mail a.a.a@yahoo.com and my mobile is # 0599787878 . My objective is to work in a professionally manage organization in order to improve myself and to get experience by profiting all offered opportunities.

After my graduation I joined to many training courses such as 3D MAX, in August 2012 , ICDL course in September 2012, Web design in November 2012.

I worked as an assistant programmer at Future Technology company from Mars 2013 to September 2013. my reference is my boss in Future Technology company Mohammed Akram, My English language is Excellent.

CV

Personal Information

Name:

Date of Birth:

Nationality:.

Tel No.

Mobile No:

Address:

ID Number: .

E-mail :

Religion:

Academic Qualifications

Training Courses:

Experience:

Skills:

Reference

End of Questions
Good Luck☺