




<b>Course No: : MANE 1210</b> <b>Course Title: Business Terms</b> <b>Date: 30 /05/2018</b> <b>No. of Questions: ( 4 )</b> <b>Time:</b> <b>Using Calculator (No)</b>	<b>University of Palestine</b>  <b>Final Exam</b> <b>2<sup>nd</sup> Semester 2017/2018</b> <b>Total Grade: (50)</b>	<b>Instructor Name: Mr. Ahmed Al-Omari</b> <b>Student No.: -----</b> <b>Student Name:</b> <b>College Name:-----</b> <b>Dep. / Specialist:-----</b> <b>Using Dictionary: (No)</b>
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**Q 1: Choose the correct answer to each of the following sentences: (20 marks)**

1. If work is interesting and gives you positive feelings, it is:
  - a. Fascinating
  - b. Satisfying
  - c. Stimulating
  - d. All the above
  
2. The process of finding people for particular jobs is:
  - a. Recruitment
  - b. Partnership
  - c. E-commerce
  - d. Promotion
  
3. Previous employers that candidates have named in their applications:
  - a. Founders
  - b. Workers
  - c. Marketers
  - d. Referees
  
4. People who've just left university are:
  - a. Applicants
  - b. Candidates
  - c. Graduates
  - d. Visitors
  
5. Organizations defending the interests of workers:
  - a. Labor union
  - b. Work force
  - c. Recruitment agency
  - d. Sweatshop labor
  
6. The feeling that employees may not be in their job for long time:
  - a. Employment
  - b. Job insecurity
  - c. Headhunting
  - d. Stoppage
  
7. Independent people who may work for several different companies:
  - a. Recruiters
  - b. Freelancers
  - c. Entrepreneurs
  - d. Advertisers
  
8. The activities that you have to combine successfully in order to sell:
  - a. Qualifications
  - b. Marketing mix
  - c. Ethics
  - d. Flexibility
  
9. Products that do not have a brand name are:
  - a. Brand name
  - b. Free gifts
  - c. Generic products
  - d. Consumer durables
  
10. An organization that designs and manages advertising campaigns is:
  - a. Commercial land
  - b. Code of ethics
  - c. Market orientation
  - d. Advertising agency


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11. A period of time that people look directly at each other is:
  - a. Greetings
  - b. Gesture
  - c. Physical contact
  - d. Eye contact
  
12. Choosing to live and work in a less stressful way is
  - a. Nervous breakdown
  - b. Racial discrimination
  - c. Downsizing
  - d. Downshifting
  
13. The period of time it takes to prepare and complete or deliver something is:
  - a. Lead time
  - b. Over time
  - c. Flexi time
  - d. Quality time
  
14. The set of ideas that you use to prove your point is:
  - a. Uniforms
  - b. Positioning
  - c. Mortgage
  - d. Argument
  
15. Areas where choices have to be made about right and wrong behavior
  - a. Outsourcing
  - b. Commuting
  - c. Ethical issues
  - d. Green issues
  
16. A bank account for keeping money longer term (deposit or savings account)
  - a. Deposit account
  - b. Current account
  - c. Checking account
  - d. Joint account
  
17. A meeting where many ideas are produced quickly to be evaluated later is:
  - a. Rebalancing
  - b. Brainstorming
  - c. In-house training
  - d. Competitions
  
18. The ability to do something well, especially because you have learned how to do it:
  - a. A hire
  - b. A skill
  - c. A free sample
  - d. None of the above
  
19. To call someone in a company without having the direct line number, you call the:
  - a. Voicemail
  - b. Wrong number
  - c. Switchboard
  - d. Numerate
  
20. An expression used for making your point:
  - a. I believe
  - b. Obviously
  - c. As I see
  - d. All the above

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**Q 2: Choose (T) for true statements and (F) for wrong ones: (15 marks)**

No.	Information	T / F
1	Teleworking means you can work when you want, within certain limits.	T / F
2	A large company mainly owned by one person or family is a Business empire.	T / F
3	Selling to the public on the internet is B2C.	T / F
4	A temporary job does not finish after a fixed period.	T / F
5	AGM is a meeting where shareholders discuss the company's annual report.	T / F
6	Organizations with social aims such as helping poor or sick people are Non-profit organizations.	T / F
7	If the person you want to speak to is unavailable, you can leave a message on their keypad.	T / F
8	Large companies considered together are referred to as big business.	T / F
9	In the English-speaking business world, Ms. Often replaces Mrs. and Miss.	T / F
10	Product positioning is the Ideas people have about a brand.	T / F
11	People who work well with other people are team players.	T / F
12	A person shaking hands is an example of greetings/goodbyes.	T / F
13	The stages of a project overlap if they happen at the same time.	T / F
14	Some costs, especially indirect ones, are called expenses.	T / F
15	To cancel a meeting is not to have a meeting after all.	T / F

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**Q 3: Complete the following sentences with words that have the same meaning as the words in brackets: (9 marks)**

Ahmed is the manager of Alzahra company, he decided to (organize)..... a meeting to discuss with the (employees) ..... about having a (dress-down) ..... Thursday.

Fatmah, the manager’s assistant, was selected to (run) ..... the meeting, but she was (snowed under) ..... at that time. Therefore, she asked to (postpone) ..... the meeting for three hours.

Omar, the HR manager, started the meeting by saying: personally, (I believe)..... that all of you are courteous and will not be (rude)....., let’s start the meeting by introducing yourselves with your (surnames) ....., and job title.

**Q 4: Correct the following sentences: (6 marks)**

1. Chat is an official, formal meeting of a company’s directors.  
.....
2. In telephoning, you hear the dialing tone when the other person is already talking on the phone. ....
3. To miss a meeting is to make it earlier than originally planned.  
.....
4. Differences of dress mean that some people may agree with you, while others may disagree. ....
5. In English-speaking business world, people use “Mrs.” for single women.  
.....
6. Humour is how much people touch each other.  
.....

***Good Luck***