

Question three (10 marks):

Big engineering companies employing a large workforce usually have complex internal structures with separate specialist departments in charge of different functions. Study the table below and match each department with the appropriate function. (**A department can have more than one function**)

Department	Function
1-Transport:	a- carries out market research.
2-Production:	b- works with the factory unit.
3-Accounts:	c-draws up contracts pays wages and salaries.
4-Administration:	d- includes data processing services.
5-Legal:	e- advises on corporate regulations.
6-Personnel:	f- arranges delivery of goods to customers.
7-Sales and Marketing:	g- creates new products.
8-Research and Development(R&D):	h- organizes training courses.
9-Purchasing:	i- orders all supplies needed by the firm.
10-Import –Export:	j- operates the firm’s lorries, vans and cars.

1	2	3	4	5	6	7	8	9	10

Question four (14 marks):

Fill in the blanks with the correct word. (The first letter has been given to you).

- 1- For a m..... to be effective, an agenda must be drawn up and circulated to all p..... .
- 2- The agenda must include the time, date and v..... of the next meeting.
- 3- Yesterday, the Head Manager o..... the meeting by thanking everybody for their remarkable efforts.
- 4- Due to unforeseen circumstances , the meeting was c..... and p..... for the week after.
- 5- T..... is essential for any c..... in business and ranges from introductory courses to specialised intensive seminars .
- 6- A month before the conference , it is essential to request copies of the s.....’ papers and details of their timing.
- 7-“AOB” stands for any other b..... . It means anything else that participants wish to d..... .
- 8- A t..... is an apprentice or a person who is learning to do a job.
- 9-The c.....’s role is to guide, stimulate, summarize the debate and s..... it becoming heated and turning into a clash of personalities.

Question five (10 marks):

Say whether the following statements are true(T) or false (F).

- 1- Engineering is a theoretical activity.
- 2- Civil ,Mechanical ,Electrical, Industrial, Chemical, Petroleum and Electronic Engineering are the only branches of engineering.
- 3-Mining and Medical Engineering deal with hospital equipment of all kinds.
- 4- Currently, we are about to finish the second term.
- 5- In a letter of application, salutation precedes complementary close
- 6- A letter that starts with **dear sir** or **dear madam** will close with **yours faithfully**.
- 7- “**21/11/ 2010**” is written in British English.
- 8- A curriculum vitae starts with additional information and ends with personal details.
- 9- The **managing director** is the US equivalent to the **chairman**.
- 10-MBA, BSc, MA and PhD are qualifications and not qualities.

Question six (6 marks):

Conference organisers must take **seating layouts** into careful consideration . Study the arrangements below and decide which of the descriptions best suit them. Use words and phrases from the box.

Classroom – theatre style - hollow square - U-shape - discussion groups – board of directors – free style
