I-ESP (20 Marks)

Read the passage carefully and answer the following questions. (10 Marks)

**Deliveries and Suppliers**

Susan: Dalal, can I talk with you for a moment?

Dalal: What can I do for you Susan?

Susan: I'm concerned about the delays we're experiencing with some of our suppliers.

Dalal: We're doing everything to get back on schedule.

Susan: Could you give me an approximate timeline?

Dalal: A number of deliveries are arriving tomorrow. Unfortunately, this time of year is often troublesome.

Susan: That's not good. We can't make excuses to our clients. Are all shipments affected?

Dalal: No, but it is summer and some companies are cutting back until September.

Susan: Where are most of our suppliers located?

Dalal: Well, most of them are in China, but there are a few in California.

Susan: How does that affect deliveries?

Dalal: Well, there are weather delays and shipment delays due to reduced production. Sometimes, larger packages are delayed because of a bottleneck at the distribution point.

Susan: Is there any way around these delays?

Dalal: Well, we often work with delivery services such as UPS, FedEx or DHL for our most urgent shipping. They guarantee door-to-door deliveries within 48 hours.

Susan: Are they expensive?

Dalal: Yes, they're very expensive and that cuts into our bottom line.

A. Choose the correct answer. (4x1= 4 Marks)

1. What is Susan concerned about?
   a) They lost the contact details.
   b) They’re experiencing delays from suppliers.
   c) They lost the shipment.
   d) They’re on schedule.

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2. What are they doing?
   a) trying to get back on schedule  
   b) taking legal action against the suppliers  
   c) not worrying about the problem  
   d) searching the product

3. Which excuse does Dalal give?
   a) That the suppliers are unreliable  
   b) That this time of year is often troublesome  
   c) That they changed suppliers  
   d) That they lost the contact

4. Where are most of the suppliers located?
   a) In California  
   b) In Japan  
   c) In China  
   d) In Australia

B. Tick √ whether the statements are true (T) or false (F). (4x0.5 = 2 Marks)

1. Susan says, it’s better to make excuses to the clients.  
   T  F
2. Dalal says, some deliveries are expected next week.  
   T  F
3. Delivery services offer door-to-door service.  
   T  F
4. Delivery services aren’t expensive.  
   T  F

C. Answer the following questions. (4x1 = 4 Marks)

1. Does delivery service guarantee delivery within 2 days?
   ___________________________________________________________

2. Mention any two names of delivery services.
   ___________________________________________________________

3. Are all shipments affected?
   ___________________________________________________________

4. Give any one reason for the delay of shipments.
   ___________________________________________________________
D. Complete the paragraph below using the words given in the box. (8x0.5=4 Marks)

To make an __________________ (outside the company), first listen for the __________________. Next, press the EXT button to get an ______________, then dial the number of the person you want to call. To make an ______________ (within the company), you just need to call that person’s ______________. If the line is __________________, you should wait for a few minutes and then try again. If you know the number of the person’s ______________, you can call the person directly. If not call the company and the receptionist will ______________ you to that person.

E. Match the words with the definitions. (5x0.5=2.5 Marks)

<table>
<thead>
<tr>
<th>Words</th>
<th>Definitions</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 direct mail</td>
<td>a) putting adverts on TV</td>
<td>1) _____</td>
</tr>
<tr>
<td>2 billboards</td>
<td>b) telephoning people to tell them about a product or service</td>
<td>2) _____</td>
</tr>
<tr>
<td>3 print advertising</td>
<td>c) posting letters to people, with leaflets, special offers, etc.</td>
<td>3) _____</td>
</tr>
<tr>
<td>4 TV advertising</td>
<td>d) large adverts in public places such as the street</td>
<td>4) _____</td>
</tr>
<tr>
<td>5 telemarketing</td>
<td>e) putting adverts in newspapers and magazines</td>
<td>5) _____</td>
</tr>
</tbody>
</table>

F. Fill in the blanks using the words in the box. (5x0.5=2.5 Marks)

1. I usually get 30 days __________________ from my supplier.

2. Many shops offer _____________ during clearance sale.

3. If you need something urgently, we can send it by ________________, so that you receive it in one day.

4. You have one year ________________. You pay nothing for the repair.

5. We offer an__________________. After your guarantee runs out, pay us $50 a year to repair your computer free if it has a problem.
II – GRAMMAR (10 Marks)

A. Choose the correct completions. (5x 0.5=2.5 Marks)

1. My ________________ name is Salwah.
   a) sisters  b) sister’s  c) sisters’  d) sister

2. I ________________ my rent last month.
   a) might pay  b) will pay  c) pay  d) paid

3. Ahlam ________________ in class right now.
   a) sits  b) am sitting  c) is sitting  d) sit

4. We ________________ to the mall tomorrow.
   a) will going  b) might go  c) will can go  d) going

5. The ________________ work hard.
   a) students’  b) student’  c) students  d) student

B. Write the correct verb from the parenthesis. (5x0.5 =2.5Marks)

1. A lot of students __________ (is / are) new to me.

2. All of the doors __________ (is / are) open.

3. Half of the class __________ (is / are) empty.

4. All of the work __________ (is / are) done.

5. Most of the teacher’s __________ (arrive / arrives) on time.
C. Tick (√) the correct sentence. (5x0.5=2.5 Marks)

1. [ ] My sister wasn't able calling me last night.
   [x] My sister wasn't able to call me last night.

2. [ ] Would you please to help me?
   [x] Would you please help me?

3. [ ] I have to went to the mall yesterday.
   [x] I had to go to the mall yesterday.

4. [ ] Closing the door please. Thank you.
   [x] Close the door please. Thank you.

5. [ ] Let's go to a movie tonight.
   [x] Let's going to a movie tonight.

D. Complete the sentences with the words in the box. (5x 0.5=2.5 Marks)

| anything | nothing | anyone | no one |

1. Did Farah give you ________________ for your marriage?

2. ________________ was at home last night.

3. There is ________________ in the bag. It's empty.

4. Sarah didn't tell ________________ about her problem.

5. Maryam got ________________ in the mail today.

III -WRITING (10 Marks)

A. Combine the pairs of sentences using before and after. (2x1=2 Marks)

1. I do my homework. I watch TV. (Use before)

   ____________________________________________

2. I read Quran. I go to bed. (Use after)

   ____________________________________________
B. Arrange the sentences in the right order. (4 x 0.5 = 2 Marks)

1. Then spray the stain with hair spray.

2. After that, rub the stain gently with a clean brush.

3. First, put a paper towel under the stain.

4. Continue rubbing until the stain is completely gone.

1. _____________________________________________________________

2. _____________________________________________________________

3. _____________________________________________________________

4. _____________________________________________________________

C. Write a *birthday message* to your friend. (3 Marks)

1. _____________________________________________________________

2. _____________________________________________________________

3. _____________________________________________________________

4. _____________________________________________________________

              | Rubrics | Assigned Marks | Awarded Marks |
--------------------------------------
Opening Salutation | 0.5     |               |
Content          | 1.5     |               |
Closing Salutation | 0.5    |               |
Sender’s name    | 0.5     |               |
D. Write 6 more steps to ‘stay healthy’. Add your answers to the list.  

(6x0.5 = 3 Marks)

1. Avoid junk food.

2. ________________________________

3. ________________________________

4. ________________________________

5. ________________________________

6. ________________________________

7. ________________________________