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The world of business

This is an interview with a Jordanian businessman about his experiences in China. **Doing business in China**

Today, we (interviwer) talk to Mr Ghanem, a businessman based in Amman who (Mr Ghanem) often visits China. We asked him (Mr Ghanem) when he first started doing business with China.

اليوم، يجمعنا الحديث بالسيد غانم و هو رجل أعمال في عمّان، والذي غالباً ما يزور الصين، سألناه متى بدأ عمله التجاري مع الصين لأول مرة؟ فأجاب قائلاً: " لا زلت أقوم بأعمال في الصين لعدة سنوات، حيث كانت رحلتي الأولى عام ٢٠٠٤ م، والتي لم تكن ناجحة".

'I've been doing business with China for many years. My first trip there was in 2004 CE, and it (Mr Ghanem's first step) was not very successful.'

Why was it not successful?

'I worked for a small computer company in Amman. They(a small computer company) sent me to China when I was still quite young. If only (If only = I wish) the company had realised that the Chinese respect age and experience more than youth!'

ولم لم تكن ناجحة؟ فأجاب: "عملت لدى شركة حاسوب صغيرة، وارسلوني إلى الصين عندما كنت صغير السن، ويا ليّت الشركة كانت مدركة بأن الصيَّنيين يحترمون العمر والخبرة أكثر من كون الشخص شاباً"!

Did you make any mistakes on that visit?

'Yes! I wish I had researched Chinese culture before I visited the country. In order to be successful in China, you need to earn their (Chinese people) respect (disrespect = opposite). Chinese business people will always ask about a company's successes in the past. However, because I worked for a new company, I could not talk about its (a new company) track record. We (Mr Ghanem's company) did not do any business deals on that first trip.'

و هل ارتكبت أخطاء في تلك الزيارة؟" نعم، تمنيت لو أنني قمت بالبحث في الثقافة الصينية قبل أن أزور الدولة، فلكي تكون ناجحاً في الصين فأنت بحاجة إلى أن تكسب احتر امهم، حيث يسأل رجال الأعمال الصينيون عن نجاحات الشركة في الماضي، ولأنني عملت في شركة وليدة (جديدة)، فلم أستطع الحديث عن سجلها الأدائي، ولم نقم بأية صفقات في تلك الزيارة الأولى".

When did you learn how to be successful in China?

'I joined a larger company and they (a large company) sent me on a cultural awareness course. On my next visit to China, it (the next visit to China) felt as if I hadn't known anything on my first visit!'

وكيف تعلمت أن تكون ناجحاً في الصين؟ " التحقت بشركة أكبر، وقاموا بإرسالي لدورة في الوعي الثقافي (الحضاري)، وفي زيارتي التالية للصين، شعرتُ وكأنها أول رحلة لي إلى الصين".

What advice can you give to people wanting to do business in China?

'Before I visit a company, I send recommendations from previous clients. I also send my business card with my job position and qualifications translated into Chinese.'

ما هي النصيحة التي توجهها لمن يرغب بالقيام بالأعمال في الصين؟ " قبل أن أزور شركة ما، أقوم بإرسال توصيات من زبائن سابقين، كما أقوم بإرسال كرت أعمالي مع وظيفتي ومؤهلاتي مترجمة إلى الصينية.

Can you tell us about your last meeting in China?

'Of course! I arrived on time. You must not arrive late, as this shows disrespect. Then, when I met the company director, I shook hands with him gently. I began the meeting by making small talk about my interesting experiences in China. During the meeting, I made sure that my voice and body language were calm and controlled. I never told a joke, as this may not be translated correctly or could cause offence.'

هل يمكن أن تخبرنا عن آخر لقاء لك في الصين؟ " بالطبع! وصلت في الوقت المناسب، يجب عليك ألا تصل متأخراً؛ لأن ذلك يعكس عدم الاحترام، وعندما قابلت مدير الشركة، صاحته بلطف، وقد بدأت المقابلة بحديث يسير عن تجاربي الممتعة في الصين، وخلال المقابلة، تأكدت من كون صوتي ولغة جسدي هادئين ومضبوطين، ولم أخبره بأي طرفة (نكنة)؛ ولأنها لربما تترجم بشكل غير صحيح أو تسبب هجوماً" . I, me, my , you , your = Mr Ghanem

Was it a successful meeting?

'Yes, it was. I knew that the director had researched my business thoroughly before the meeting, so I was prepared for <u>his</u> (the director) detailed questions. When I began negotiating, I started with the important issues. The Chinese believe in avoiding conflict. It is always important to be patient. I was prepared to compromise, so in the end, the meeting was successful.'

و هل كانت مقابلة ناجحة؟ " نعم، لقد كانت ناجحة، عرفت أن المدير قد بحث عن عملي بشكل كاملُ قبل المقابلة، لذا كنت مُتأهباً (مستعداً) لأي أسئلة تفصيلية، وعندما بدأت النقاش، بدأت بالقضايا المهمة، حيث يعتقد الصينيون بتجنب النزاع، ومن المهم دوماً أن تكون صبوراً، وكنت متجهزاً لتسوية الخلاف ، ولذا في النهاية، المقابلة كانت ناجحة

Our country's imports and exports (SB, p.66) صادرات وواردات بلدنا 2017

In this report, we (researchers) will look at the countries that (countries) Jordan trades with and what goods <u>it</u> (Jordan) exports and imports.

في هذا التقرير، سنتناول الدول التي يتاجر معها الأردن، والبضائع التي يصدر ها ويستوردها .

First, let's look at **exports**. Jordan is rich in *potash and phosphate*, and the extraction industry for these <u>minerals</u> is one of **the largest** in the world. *Not surprisingly, two of Jordan's largest exports are* <u>chemicals and fertilisers</u>. *Pharmaceuticals* and other industries represent 30% of Jordan's Gross Domestic Product(GDP), and 75% of Jordan's pharmaceuticals are exported. *However, the majority (65%) of the economy is dominated by services, mostly travel and tourism*. Most of Jordan's exports go to *Iraq, the USA, India and Saudi Arabia*.

أولاً : دعونا ننظر إلى الصادرات، حيث أن الأردن غني بالبوتاس والفوسفات، وصناعة استخراج هذه المعادن تعد واحدة من أكبر الصناعات في العالم، فلا يستغرب أن ٢ من المواد الكيميائية والأسمدة تعد من أكبر صادرات الأردن، كما وتمثل صناعة الدواء والصناعات الأخرى % 30من المنتجات المحلية الضخمة في الأردن، ويصدر الأردن75 % من منتوجات الأدوية وعلى أية حال، فإن الغالبية 65 % من اقتصاد البلد مسيطر عليه من قبل الخدمات، معظمها من السياحة والسفر، كما أن معظم صادرات الأردن يذهب للعراق والولايات المحرية والهند والمملكة العربية السعودية

Now let's look at **imports**. Unlike some other countries in the Middle East, Jordan does not have large oil or gas **reserves**. *For that reason, Jordan has to import <u>oil and</u> <u>gas for its</u> (Jordan's) <i>energy needs*. Its (Jordan's) other main imports are <u>cars, medicines and</u> <u>wheat</u>. In 2013 CE, 23.6 % of Jordan's imports were from <u>Saudi Arabia</u>. This (23.6) was followed by the EU, with 17.6 % of its imports. Other imports have come from <u>China and the United States</u>.

الآن، دعونا نتناول الواردات، وبخلاف بعض الدول الأخرى في الشرق الأوسط فإن الأردن لا يملك مخزوناً ضخماً من النفط والغاز، ولهذا السبب، فإن على الأردن يستورد النفط والغاز لحاجاته في الطاقة حيث أن وارداته الرئيسة الأخرى هي السيارات والأدوية والقمح، ففي عام 2013م، فإن 23.6% من واردات الأردن، كانت من المملكة العربية السعودية، وتبعت بالاتحاد الأوروبي بنسبة 17.6% من وارداته، وواردات أخرى أتت من الصين والولايات المتحدة الأمريكية.

Jordan has more *free trade agreements* than any other Arab country, and it trades freely with many countries, including the USA, Canada and Malaysia. Which other areas are important for Jordan's trade? Jordan first signed a trade agreement with the EU in 1997 CE. It (Jordan)signed a free trade agreement with Egypt, Morocco and Tunisian in 2004 CE. In 2011 CE, another trade agreement was made with the EU, Egypt, Morocco and Tunisia. *Trade with the EU and North Africa in particular is likely to grow*.

ويحظى الأردن باتفاقيات تجارية حرة أكثر من أية دولة عربية أخرى، ويقوم بالتجارة بحرية مع العديد من الدول، بما فيها الولايات المتحدة الأمريكية وكندا وماليزيا ما هي المناطق الأخرى المهمة للأردن؟ أو لا ً الأردن وقع اتفاقية تجارية مع الاتحاد الأوروبي عام1997 م، كما وقع اتفاقية تجارية أخرى مع كل من مصر والمغرب وتونس في عام2004م، وفي عام2011. Whether you're selling *a new type of toothpaste* to a chain of pharmacies, *the latest computer* software to a school or *a new kind of package holiday* to a travel agency – you need to know ... سواء أكنت تبيع نوعاً جديداً من معجون الأسنان لعدد من الصيدليات، أو آخر برامج الحاسوب لمدرسة، أو نوع جديد من عروض العطلات لوكالة سفر فإنك بحاجة إلى أن تعلم...

كيف تقوم بعرض المبيعات (خطاب بيع) How to make a sales pitch قم بإجراء بحثك 1. Do your research

Don't come away from a sales pitch wishing you had been better prepared. It is essential to know everything about your product. *Do you know when it* (your product) *was developed, and where it* (your product) *is produced?* You also need to know who the target market is – for example, the age group or income of the people who (people) might buy it (your product). Not only that, you should know all about the competition – that is, similar products on the market. *Why is your product superior to others* (other products) *and why does it* (your product) *have better value?*

لا تخرج من عرض دعائي للمبيعات متمنياً لو أن استعدادك كان أفضل، فمعر فتك بمنتجك أمر أساسيّ، هل تعرف متى تم تطويره؟ وأين تم إنتاجه؟ كما أنك بحاجة لأن تعرف من هم الفئة المستهدفة في السوق، فمثلاً، عمر ودخل الناس الذين يحتمل أن يشتروا المنتج، ولا يقف الأمر عند ذلك، بل يتعداه لوجوب معرفة كل ما يتعلق بالمنافسة، بما معناه المنتجات المشابهة في السوق لماذا يتفوق منتجك على المنتجات الأخرى؟ ولماذا يحظى بقيمة فضلى؟

In addition, you should know exactly which people you are speaking to, and what their (people) needs are. For example, if they (people) represent a middle-class department store in a humble neighbourhood, be ready to explain why your particular product would suit customers who (customers) do not have lots of money. *What makes your product perfect for them* (customers)? Most of all, you need to believe in what you're selling, and the best way to do that is to use it!

وإضافة إلى ذلك، ينبغي عليك أن تعرف بدقة الناس الذين تتحدث إليهم، وما هي حاجاتهم، فعلى سبيل المثال، إذا كانوا يمثلون الطبقة الوسطى بمنطقة متواضعة، فكن على استعداد لبيان سبب مناسبة منتجك الطبقة الكادحة الذين لا يملكون الكثير من المال وما الذي يجعل منتجك مثالياً لهم، وبالجملة فأنت بحاجة لأن تعتقد بما تبيعه، والطريقة الفضلى لتحقيق ذلك هي استعمال المنتج!

2. Prepare and practice حضر نفسك وتدرّب

Plan your presentation carefully, not just what you will say, but how you will say it (your presentation). *Will you read it word by word, use notes or memorise it?* Whatever you decide, it is always a good idea to have a list of your main points, in case something interrupts you, or you simply freeze with nerves (it happens!). Then practise it (your presentation), if possible in front of colleagues. Make changes and practise it again.

خطط لعرضك التقديمي بحذر، ليس فقط ما ستقوله، ولكن كيف ستقوله أيضاً؟ هل ستقر أه كلمة كلمة، أوتستعمل ملحوظات أو تحفظه عن ظهر قلب؟ مهما كان قرارك، فمن الجيد أن تحتفظ بقائمة تضم النقاط الرئيسة، في حال قاطعك شيء ما، أو تجمدت أعصابك(تحدث .) إثم تمرن عليها وإذا أمكن الأمر أمام زملائك،أحدث تغييرات وتدرّب عليها مرة أخرى.

3. Be professional كن محترفا

Keep your presentation short and simple. Start with some friendly comments. *For example*, *thank your hosts for allowing you to speak to them* (hosts), *and compliment their* (hosts) *company*. Remember to speak slowly and clearly. It is important to appear confident (even if you're nervous!). While you're speaking, don't keep your head down. *Instead, look round the room and make eye contact with your audience*. Smile! When you've finished speaking, invite questions. If you don't know the answers, don't pretend! Thank the questioner and promise to find out the answer (and do it (finding out the answers)!). Finally, have a summary of your presentation ready to hand out at the end of the session. I wish I had known all this (information of experience) when I started out in business! Good luck!.

اجعل عرضك التقديمي قصيراً وبسيطاً، وابدأ ببعض التعليقات الودية، فمثلاً أشكر المستضيفين على السماح لك بالتحدث إليهم، وأثن على شركتهم، وتذكر أن تتحدث ببطء ووضوح، ومن الضروري أن تبدو واثقاً بنفسك حتى ولو كنت خائفاً إوحال الكلام، لا تبق رأسك للأسفل، وبدلاً من ذلك انظر حول الغرفة واتصل بعينيك بجمهورك وابتسم! وعندما تفرغ من الحديث، افتح المجال للأسئلة، وإذا لم تعرف أجوبة ما لا تتظاهر بالمعرفة واشكر السائل، وعدهبالبحث عن الجواب وقم بذلك بحق وختاماً، احتفظ بملخص لما تم تقديمه لتوزيعه في نهاية الجلسة أتمنى لو أني عرفت كل ذلك عندما تفر السائل، في مجال الأعمال إحظاً جيداً

The world of business

This is an interview with a Jordanian businessman about his experiences in China.

Doing business in China

Today, we (interviwer) talk to Mr Ghanem, a businessman based in Amman who (Mr Ghanem) often visits China. We asked him (Mr Ghanem) when he first started doing business with China.

'I've been doing business with China for many years. My first trip there was in 2004 CE, and it (Mr Ghanem's first step) was not very successful.'

1. Who is Mr. Ghanem?

Mr Ghanem is a businessman based in Amman.

Why was it not successful?

'I worked for a small computer company in Amman. They(a small computer company) sent me to China when I was still quite young. If only (If only = I wish) the company had realised that the Chinese respect age and experience more than youth!'

1. Why wasn't his first trip successful ?

a. Because he was young and didn't have enough experience about China.b. Because he worked for a small company and the Chinese respect age and experience.

2. Mr. Ghanem says that there are two element (factors) that the Chinese consider more than youth . What are they ?

a. age b. experience

Did you make any mistakes on that visit?

'Yes! I wish I had researched Chinese culture before I visited the country. In order to be successful in China, you need to earn their (Chinese people) respect (disrespect = opposite). Chinese business people will always ask about a company's successes in the past. However, because I worked for a new company, I could not talk about its (a new company) track record. We (Mr Ghanem's company) did not do any business deals on that first trip.'

1. What were his mistakes in the first visit to China? Why didn't he do any business deals on the first trip ? (didn't do any contracts)

a. He hadn't been on a cultural awareness course and so he didn't know how to do business.b. Because he worked for a new company, he could not talk about its track record. (didn't know information)

- 2. How could you earn Chinese respect ?
 - a. You should have experience.

b. You should know the companies success (track record) in the past to talk about it.

3. What do does a "track record" mean ?

<u>A 'track record'</u> is your reputation based on the things you have done or not done in the past.
 All of a person's or organisation's past achievements, successes or failures.

- 4. Why could not Mr Ghanem talk about the new company's track record ? Because it is new and he is new in the company and didn't have any experience.
- 5. There are two causes that made Mr Ghanem's first journey failed . Mention them .a. He didn't have enough knowledge about the culture of China.b. age and experience ; he was too young.

When did you learn how to be successful in China?

'I joined a larger company and they (a large company) sent me on a cultural awareness course. On my next visit to China, it (the next visit to China) felt as if I hadn't known anything on my first visit!'

- What changed when Mr Ghanem visited China for the second time? What helped him ?

 a. He had been on a cultural awareness course and so he knew how to do business in China.
 b. He joined a large company , so he could talk about its track record.
- **2. What is the advice (tips) that Mr Ghanem gives to people before doing business in China ?** Before visiting a company :
- a. They should send recommendations from previous clients.
- b. They also should send their <u>business card with their job position</u> and <u>qualifications translated</u> <u>into Chinese.</u>

3. Mr Ghanem does two things before doing business . Mention them.

a - He sends recommendations from previous clients.

b- He also sends his business card with his job position and qualifications translated into Chinese.'

Can you tell us about your last meeting in China?

'Of course! I arrived on time. You must not arrive late, as this shows disrespect. Then, when I met the company director, I shook hands with him gently. I began the meeting by making small talk about my interesting experiences in China. During the meeting, I made sure that my voice and body language were calm and controlled. I never told a joke, as this may not be translated correctly or could cause offence.'

1. How could you be successful in China ? (polite behaviours must be followed) What did he learn from the course ?

- Arriving on time
- Shook hands with the director gently.
- beginning the meeting by making small talk about the interesting experiences in China.
- making sure that the voice and body language should be calm and controlled.
- never telling a joke.
- 2. You mustn't tell jokes (makes people laugh) during the meeting with Chinese ? Mention 2 reasons. - They may not be translated correctly
 - They could cause offence.
- 3. Mr Ghanem arrived early to the meeting. Give the reason.

You mustn't arrive late, as this shows disrespect.

Was it a successful meeting?

'Yes, it was. I knew that the director had researched my business thoroughly before the meeting, so I was prepared for <u>his</u> (the director) detailed questions. When I began negotiating, I started with the important issues. The Chinese believe in avoiding conflict. It is always important to be patient. I was prepared to compromise, so in the end, the meeting was successful.'

1. Write two pieces of advice to avoid conflict with Chinese .

- It is always important to be patient.
- You should be prepared to compromise.
- **2.** Quote the sentence which shows the importance of patience in meetings. "It is always important to be patient."
- **3.** Quote the sentence which indicates that Mr. Ghanem was flexible during the meeting ? I was prepared to compromise, so in the end, the meeting was successful.'

-	which indicates that Mr. Ghanem was ready for any question ? his detailed questions.	
between China an - The need to be cul - The need to be pre	turally aware.	S
7. Do you think that	you would be a successful business person in China? Why/Why not?	
	a successful person now but after being old and having too much experies ssful because the Chinese value age and experience.	ence,
Critical Thinking	g:	
1. Success needs ti	redness . Explain .	
2	vork hard, train and learn more in order to be successful. cessful by developing your skills in various fields.	
Mention three pr - Behaving wrong - Not understandi	he culture of the country before visiting it is very important . oblems you may face. gly and saying bad things. ng their needs. ifferent and wrong subjects.	
Key Word	Meaning in English	Arabic
do a deal	to arrange an agreement in business	يعقد صفقة
shake hands	To move someone's hand up and down in a greeting	يصافح
tell a joke	to say something to make people laugh	يقول نكتة
make small talk	to have an informal chat with someone in order to start a conversation	يعمل حوار بسيط
negotiate	to discuss something in order to reach an agreement, especially in business or politics	يفاوض
track record	all of a person's or organisation's past achievements, successes or failures which show how well they have done something	سجل الأداء السجل المهني
give a business card	To give someone a card that shows a business person's name, position and contact details	يقدم بطاقة اعماال
be able to answer detailed questions	to have the ability to understand complicated questions and respond to them appropriately	قادر على الاجابة على اسئلة مفصلة

Our country's imports and exports (SB, p.66) **2017**

In this report, we (researchers) will look at the countries that (countries) Jordan trades with and what goods <u>it</u> (Jordan) exports and imports.

1. Write the reason (purpose, aim) for writing this report.

To look at the countries that Jordan trades with and what goods it exports and imports.

First, let's look at **exports**. Jordan is rich in potash and phosphate, and the extraction industry for these minerals is one of **the largest** in the world. Not surprisingly, two of Jordan's largest exports are chemicals and fertilisers. Pharmaceuticals and other industries represent 30% of Jordan's Gross Domestic Product(GDP), and 75% of Jordan's pharmaceuticals are exported. However, the majority (65%) of the economy is dominated by services, mostly travel and tourism. Most of Jordan's exports go to Iraq, the USA, India and Saudi Arabia.

- 1. What does the article suggest that many of Jordan's fertilisers are made from? They are made from potash and phosphate, as this is what Jordan is rich in.
- 2. Mention two minerals (resources) that Jordan is rich in (famous for). Potash and phosphate.
- 3. What are the main exports of Jordan ? Jordan is famous for exporting many minerals. Write down two of them. Chemical and fertilizers.
- 4. Where do most of Jordan's exports go to ? Jordan's exports go to many countries . Write down two of them. Most of Jordan's exports go to Iraq, the USA, India and Saudi Arabia.
- **5.** Quote the sentence which indicates the information about Jordan's natural resources. Jordan is rich in potash and phosphate, and the extraction industry for these minerals is one of the largest in the world.
- 6. Write down the sentence which indicates that Jordan is one of the biggest countries which have natural resources.

Jordan is rich in potash and phosphate, and the extraction industry for these minerals is one of the largest in the world.

- 7. Mention two things that represent 30% of Jordan's Gross Domestic Product(GDP). Pharmaceuticals and other industries
- 8. The majority of the economy is dominated by services. Mention two kinds of these services.a. travelb. tourism
- 9. Quote the sentence which indicates that more than half of the economy is controlled by sectors other than industry.
 However, the majority (65%) of the economy is dominated by services, mostly travel and tourism.
- 10. Find in the text the opposite (antonym) of the word "export" ? Import

Now let's look at imports. Unlike some other countries in the Middle East, Jordan does not have large oil or gas reserves. For that reason, Jordan has to import oil and gas for its (Jordan's) energy needs. Its (Jordan's) other main imports are cars, medicines and wheat. In 2013 CE, 23.6 % of Jordan's imports were from Saudi Arabia. This (23.6) was followed by the EU, with 17.6 % of its imports. Other imports have come from China and the United States.

- 1. Why does Jordan import a lot of oil and gas? Because it does not have enough of its own reserves for the needs of the country.
- 2. Which country supplies Jordan with most of its imports? Saudi Arabia
- 3. What are Jordan's main imports ? Jordan imports many different materials. Mention two. Oil, gas, cars, medicines and wheat.
- 4. Why does Jordan have to import oil and gas for its energy needs? Because Jordan doesn't have large oil and gas reserves.
- **5. Where do Jordan's imports come from ? Which countries ?** Jordan's imports were from Saudi Arabia, the EU, China and the United States.
- 6. What makes Jordan different from other countries in the region Jordan does not have large oil or gas reserves.
- 7. Quote the sentence which indicates the result that Jordan does not have large oil or gas reserves. For that reason, Jordan has to import oil and gas for its energy needs.
- **8.** Quote the sentence which indicates the country that Jordan imports the largest percentage from it. In 2013 CE, 23.6 % of Jordan's imports were from Saudi Arabia.

Jordan has more free trade agreements than any other Arab country, and it trades freely with many countries, including the USA, Canada and Malaysia. Which other areas are important for Jordan's trade? Jordan first signed a trade agreement with the EU in 1997 CE. It (Jordan)signed a free trade agreement with Egypt, Morocco and Tunisian in 2004 CE. In 2011 CE, another trade agreement was made with the EU, Egypt, Morocco and Tunisia. Trade with the EU and North Africa in particular is likely to grow.

- **1. Why is trade with the EU and North Africa likely to grow?** Because Jordan has signed trade agreements with both areas.
- Quote the sentence which indicates that Jordan exports and imports from and to other countries without paying any money. (unpaid contracts)
 It signed a free trade agreement with Egypt, Morocco and Tunisian in 2004 CE.
- 3. There are three trade agreements that Jordan signed with other countries. Mention them.
 In 1997 CE, Jordan first signed a trade agreement with the EU.
 In 2004 CE, it signed a free trade agreement with Egypt, Morocco and Tunisian.
 In 2011 CE, another trade agreement was made with the EU, Egypt, Morocco and Tunisia.
- 4. Mention the countries that Jordan trades freely with them . USA , Canada , Malaysia , EU , Egypt, Morocco and Tunisia

Critical Thinking

1. How can we decrease or stop importing wheat from other countries. Suggest . a. Encouraging farmers by offering them money and fertilizers.

- b. Giving deserted lands to farmers freely.
- c. Stopping building in fertile lands.
- d. Helping farmers by offering them new machines.
- e. Finding underground water and digging new wells.

2. Suggest three ways to decrease Jordan's imports of oil and gas from other countries .

- a. Decreasing the use of electricity in our homes, factors, schools and public places.
- b. Using solar energy and wind farms. (renewable sources)
- c. Using public transports instead of cars in our travels.
- 3. Why do countries need to export and import goods?
 - They export goods to increase the economy and make money.
 - They import goods that are few and rare and not made in the country.
- **4. Why should our community buy Jordanian goods?** To support Jordanian economy and industries.

5. Quotation:

" Unless the exchange be in love and kindly justice, it will but lead some greed and others to hunger." Do you agree with it? Why? Why not? Gibran Khalil Gibran

I agree with the quotation. I think that Gibran is talking about trade here. He is taking about mutual respect, and this could be applied to any exchange, as well as trade. He is perhaps commenting on the emergence of capitalism.

Key Word	Meaning in English	Arabic
exports (n)	goods sold to another country / export (v) exportation (n)	صادرات
imports (n)	goods bought from other countries / import (v) importation (n) imported (adj)	واردات
Goods	things that are produced in order to be sold	بضائع
extraction (n)	the process of removing and obtaining something from something else extract (v)	استذراج / استغلاص
reserve (n)	something kept back or set aside, especially for future use / reserve (v)	مخزون
pharmaceuticals (n)	companies which produce drugs and medicine / pharmaceutical (adj)	شركات أدوية
domestic (adj)	relating to or happening in one particular country and not involving any other countries / domesticate (v) / domesticity (n)	محلي
Gross Domestic Product (n)	the value of a country's total output of goods and services /	إجمالي الناتج المحلي
dominate (v)	to be the most important feature of something / dominance (n) dominant (adj)	يھيمن -يسيطر
mineral (n)	a substance that is present in some foods and is needed for good health ; a substance that is found naturally in the earth / mineral (adj)	معدن
fertiliser (n)	a substance that is put on the land to make crops grow fertilise (v) fertilisation (n) fertile (adj)	سماد
agreement (n)	an arrangement or promise to do something, made by two or more people, companies or organisations / agree (v)	اتفاقية

Whether you're selling *a new type of toothpaste* to a chain of pharmacies, *the latest computer software* to a school or *a new kind of package holiday* to a travel agency – you need to know ...

سواء أكنت تبيع نوعاً جديداً من معجون الأسنان لعدد من الصيدليات، أو آخر برامج الحاسوب لمدرسة، أو نوع جديد من عروض العطلات لوكالة سفر فإنك بحاجة إلى أن تعلم...

كيف تقوم بعرض المبيعات (خطاب بيع) How to make a sales pitch

قم بإجراء بحثك 1. Do your research

Don't come away from a sales pitch wishing you had been better prepared. It is essential to know everything about your product. Do you know when it (your product) was developed, and where it (your product) is produced? You also need to know who the target market is – for example, the age group or income of the people who (people) might buy it (your product). Not only that, you should know all about the competition – that is, similar products on the market. Why is your product superior to others (other products) and why does it (your product) have better value?

In addition, you should know exactly which people you are speaking to, and what their (people) needs are. For example, if they (people) represent a middle-class department store in a humble neighbourhood, be ready to explain why your particular product would suit customers who (customers) do not have lots of money. What makes your product perfect for them (customers)? Most of all, you need to believe in what you're selling, and the best way to do that is to use it!

1. What is a sales pitch ?

The statements and promises that someone makes to try to persuade someone to buy something.

- 2. Give two examples for knowing the target market. Everything about your product such as :
 - The age group
 - The income of the people who might buy the product.
- **3.** Quote the sentence which indicates that it is necessary to know everything about your product. It is essential to know everything about your product.
- 4. Mention the things that you should know about your research .
- a. You know when it was developed, and where it is produced.
- b. You should know who the target market is (the age group or income of the people who might buy it)
- c. You should know all about the competition
 - Similar products on the market.
 - Why is your product superior to others?
 - Why does have better value?
- d. You should know exactly which people you are speaking to, and what their needs are.
 - if they represent a middle-class department store in a humble neighbourhood.
 - be ready to explain why your particular product would suit customers who do not have lots of money.What makes your product perfect for customers ?
- **5. What is the definition of " department store" ?** A large shop that sells many different types of things.
- 6. What is the best way to believe in your product ? The best way is to use it.

2. Prepare and practice حضر نفسك وتدرّب

Plan your presentation carefully, not just what you will say, but how you will say it (your presentation). *Will you read it word by word, use notes or memorise it*? Whatever you decide, it is always a good idea to have a list of your main points, in case something interrupts you, or you simply freeze with nerves (it happens!). Then practise it (your presentation), if possible in front of colleagues. Make changes and practise it again.

- 1. How could you plan your presentation carefully? Mention two ways .
 - Know what you will say in your presentation.
 - Know how you will say it.
- 2. You can say your presentation in three different ways. Mention them .
 - Read it word by word.
 - Use notes.
 - Memorise it.

3. Why is it a good idea (recommended) to have a list of your main points ? Two reasons :

- In case something interrupts you
- or you simply freeze with nerves.

3. Be professional کن محترفا

Keep your presentation short and simple. Start with some friendly comments. *For example ,thank your hosts for allowing you to speak to them* (hosts), *and compliment their* (hosts) *company*. Remember to speak slowly and clearly. It is important to appear confident (even if you're nervous!). While you're speaking, don't keep your head down. *Instead, look round the room and make eye contact with your audience*. Smile! When you've finished speaking, invite questions. If you don't know the answers, don't pretend! Thank the questioner and promise to find out the answer (and do it (finding out the answers)!). Finally, have a summary of your presentation ready to hand out at the end of the session. I wish I had known all this (information of experience) when I started out in business! Good luck!.

1. What sould sellers do while giving their presentations ? (Recommendations by experts)

- Keep your presentation short and simple.
- Start with some friendly comments
- Speak slowly and clearly
- It is important to appear confident
- Don't keep your head down
- Look round the room and make eye contact with your audience Smile!
- 2. Your presentation should have two qualities . Mention them . a - short b - simple
- 3. Mention two examples about starting with some friendly comments.
 - Thank your hosts for allowing you to speak to them
 - Compliment their company.
- **4. What should you do at the end of the session ?** You should make a summary of the presentation.
- **5.** Quote the sentence which shows the body language which should be used when speaking with clients. "Instead, look round the room and make eye contact with your audience."
- 6. How can we make a sales pitch ?
 - Doing our research Preparing and practicing
- Being professional

	AB – p - 47	
Key Word	Meaning in English	Arabic
package holiday	an organised trip with everything included in the price (travel, accommodation, food)	عروض رحلة
sales pitch	 a presentation made by someone who is trying to sell a product the promises that someone makes to try to persuade someone to buy something 	خطاب بيع
target market	people who are identified as possible customers	السوق المستهدف
age group	a set of people of similar age	الفئة العمرية
department store	a large shop that sells many different types of things	متجر لسلع مختلفة
Key Word	Meaning in English	Arabic
machinery (n)	machines, especially large ones	ماكينات
knitwear (n)	clothing made from wool	ملابس صوفية
extensively (adv)	in a way to cover or affect a large area	بشكل توسعي
marketing	The study of selling products to customers	تسويق

Vocabulary

1. Collocations :

Collocations	Arabic	Collocations	Arabic
make - a mistake	برتكب خطأ	join - a company	ينضم الى شركة
ask - questions	يسأل اسئلة	cause - offence	يسبب اساءة
shake - hands	يصافح	make - small talk	يعمل حديث قصير
earn - respect	يكسب الاحترام		

2. Complete the sentences with the appropriate *collocations* :

1. Be very careful when you answer the questions, and try not to -----

2. If you are polite, you won't ----- or upset anybody.

3. Before the serious discussion starts, we always ; ------ it's often about the weather!

4. Nasser has applied to ------ the ------ where his father works.

5. In business, when you meet someone for the first time, it's polite to ------.

6. After the talk, there will be a chance for you to----- about anything you don't understand.

7. By working hard, you will ------ the ----- the ------ of your boss.

Answers: 1 make a mistake 2 cause offense 3 make small talk 4 join, company 5, shake hands 6, ask questions 7, earn, respect

يأتى السؤال على المتلازمات بالطرق التالية :

1. Choose the correct answer :

(ask questions / shake hands / make a mistake / cause offence) Be very careful when you answer the questions, and try not to -----. make a mistake

2. Replace the underlined misused word to make the correct collocation :

If you are polite, you won't cause **respect** or upset anybody. offense

3. Replace the underlined misused collocation with the correct one :

In business, when you meet someone for the first time, it's polite to <u>cause offense</u>. shake hands

3. Complete the explanations with words from the box :

(compromise - conflict - negotiate - patient - prepared - previous - track record)

1. When you talk about business and try to do a deal, you ------.

- 2. When you are ready for something, you are ------ for it.
- 3. When you can prove that you have experience, you have a ------
- 4. When two sides disagree and argue, there is ------.
- 5. When each side changes their position a little so that they can agree, they have managed to-----

6. When you stay calm and take your time, you are being ------.

Answers : 1 negotiate 2 prepared 3 track record 4 conflict 5. compromise 6. patient

Derivation

Verb	Noun	Adjective		Verb	Noun	Adjective	
qualify	qualification	qualified	يؤ هل	advise	advice	advisable	ينصح
recommend	recommendation	recommended	يوصي		youth	young	صغير
succeed	success	successful	ينجح		awareness	aware	ادراك
memorize	memory	memorable	يتذكر		Nutrition nutrtrients	nutritious	تغذية

4. Complete the sentences with the correct form of the words in brackets :

1. Before you apply for a job, check that you have the correct (qualify - qualified - qualification)	(qualify)
 2. The company is pleased with your work and is happy to give you a (recommend - recommended - recommendation) 	(recommend)
3. Congratulations on a very business deal. (success - succeed - successful)	(succeed)
4. We should always be ready to listen to good (advise - advice - advisable)	(advise)
 5. My father often talks about what he did in his (young - youth) 	(young)
6. It's important to have an of different countries' customs. (aware - awareness)	(aware)
 7. The graduation ceremony was a very occasion for everyone. (memory - memorise - memorable) 	(memory)
8. Nuts contain useful such as oils and fats. (nutrition - nutrients - nutritious)	(nutritious)

Answers : 1 qualification 2 recommendation 3 successful 4 advice 5. youth 6. awareness 7. memorable 8. nutrients

Pronunciation : Sentence stress – p-69

The word in **bold** in each sentence indicates the stress. How does the meaning of each sentence differ?

- a. I retired when I was 60, which was in 1999 CE.
- b. I retired when I was 60, which was in 1999 CE.
- c. I retired when I was 60, which was in 1999 CE.
- d. I retired when I was 60, which was in 1999 CE.

Answers :

- a. It was I, not someone else, who retired.
- b. I did other things when I was 60, but this is when I retired.
- c. I was 60 when I retired not another age.
- d. It was in 1999 CE when I retired, not another year in the 1990s.

Grammar

<u>**1. Unreal past forms for past regrets :**</u> (wish = if only)

Function : We use (*wish* or *If only* + Past Perfect) to express <u>regrets</u> about the past.

2. Unreal past forms for present wishes :

Function : We use (wish or If only + Past Simple)

to express wishes about *the present* that are impossible or unlikely to happen.

Wish = If only

· · · · · · · · · · · · · · · · · · ·	11 only	
Rule	Unreal past forms for past regrets : (wish = if on (express <u>regrets</u> about the past)	ly)
V2hadn't + V3didn't + V-inf.had + V3wasn't - weren'thad been	I slept too long I wish I hadn't sleptI didn't do If only I had doneI wasn't successful I wish I had been	
Rule	Unreal past forms for present wishes (wish = if only (express wishes about <i>the present</i>)	y)
V1 / V-s didn't + V-inf. don't / doesn't + V-inf V2 am / is / are weren't am not / isn't / aren't were	We live in a small flatI wish we didn't liveI don't know the answer.I wish I knew the answer.He is tall enough.He wishes he weren't tallHe isn't far from here.He wishes he were far	ver.
regret + V-ing hadn't + V3regret + not + V-ing had + V3should have + V3 had + V3shouldn't have + V3 hadn't + V3	I <i>regret being</i> angry I wish I <i>hadn't been</i> angry. I <i>regret not being</i> happy I wish I <i>had been</i> happy. He <i>should have</i> been careful. – He wishes he <i>had</i> been He <i>shouldn't have</i> been careless. He wishes he <i>hadn't</i> been	
لإفعال	تحويل	
cancouldn'twillwouldn'thave to/ has todidn't have tohave/ hashave + V3/ has + V3hadn't + V3too / veryso	can'tcouldwon'twouldmusthadn't tomustn'thad toold - tall enougholder - tallergood / wellbetter	
Examples :		
 I didn't do much work for my exam. We didn't catch the earlier bus. I slept too long. I slept too long. These shoes hurt my feet. I don't know the answer. We live in a small flat He is not tall enough. We aren't old enough We don't study hard. We visited the museum . NOTE: We usually say (I wish / If only + were.) 	 I wish I had done more work for my exam. We're late. If only we'd caught the earlier bus. I wish I hadn't slept too long. I wish I hadn't bought these shoes. I wish I hadn't bought these shoes. I wish I knew the answer. I wish we lived in a bigger flat. He wishes he were taller. If only we were older. I wish we studied hard. I wish we hadn't visited the museum . 	

فطرق : حسب القواعد التالية :	يأتي السؤال بثلاث
في المضارع يعني اذا وجد اي فعل مضارع في الجملة يحول الفعل بعد wish الى V2	_ اذا كانت الجملة
في الماضي يعني اذا وجد اي فعل ماضي في الجملة يحول الفعل بعد wish الى had + V3	_ اذا كانت الجملة
 Correct the verbs between brackets : Choose the correct answer : 	
Complete the sentences with the correct form of the verbs in brackets.	
 Ali did not pass his exams. If only he harder last year. Ziad did not know about Chinese culture. He wishes he a cultural awareness course 	<pre>(be) (not drive) (be) (understand) (understand) (speak) (has) (study) (listen) (listen) (listen) (buy) (catch) (live) (be) (like) (have) (not be) (not have) (read)</pre>
Choose the correct answer :	
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood /understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) If only I lost my ticket! (haven't / didn't / hadn't) I always have to get home early. I wish my parents me stay out later. (lets / won't let / would let / w Ali did not pass his exams. If only he harder last year. (studied / had studied It was too hot to go to the beach yesterday. If only it cooler. (was/were / had beer I feel ill. I wish I so many sweets! (had eaten / hadn't eaten / ate / d 	ill let) / studies) / hadn't been) idn't eat)

Use the prompts and write sentences with (I wish and If only).

1. I'm cold. I wish I (bring a coat)
2. We're late. If only (get up earlier)
3. I feel ill. If only (not eat so many sweets)
4. Fadi has lost his wallet. I wish I (be more careful)
5. Huda was too busy to visit us yesterday. I wish I (be able to come)
6. I've broken my watch. If only (not drop it)

Read the situations and complete the sentences. The first one is done for you :

1. Sultan forgot to do his Science homework. If only he	9
2. Nahla could not find her way round the city very easily.If only she a map.	Γ
3. Oh no! I've forgotten my library book. I left it at home. I wish I	
4. Our team didn't play very well yesterday. If only they better.	
5. I regret the deal now. I wish we done it.	
6. I regret <i>going</i> to bed late last night. I wish I earlier.	
 7. Samia regrets <i>being</i> angry at breakfast time. If only 	
8. I <i>should have</i> studied hard before the exam. I wish	
 9. I regrets I didn't Study English when I was young. I wish 	
10. He isn't tall . He wishes	2016
24. I regret speaking aloud in my class . (wish)	
25. Mohammad didn't consult his career advisor, so he felt sorry. (wish)	
	_~*

Complete the sentences with the correct form of the verbs in brackets.

Complete the sentences with the correct form of the verbs in brackets.	
1. Ali did not pass his exams. If only hehad studied harder last year.	(study)
2. Ziad did not know about Chinese culture. He wishes hehad done a cultural awareness cours	se. (do)
3. It was too hot to go to the beach yesterday. If only itwere cooler .	(be)
4. I regret that I made an accident. I wish Ihadn't driven fast.	(not drive)
5. Ziad is not very good at basketball. He wishes hewere taller!	(be)
6. I can't do this exercise. I wish Iunderstood it.	(understand)
7. Mr Haddad does not understand the Chinese businessman. If only hespoke Chinese.	(speak)
8. Jordan needs to import a lot of oil. If only ithad larger oil reserves.	(has)
9. I couldn't understand anything. If only Ihad studied Chinese!	(study)
10. Ibrahim was right and I was wrong. I wish Ihad listened to him.	(listen)
11. I didn't know much about the company. I wishhad knownmore about the compa	any. (know)
12. These shoes hurt my feet. I wish Ihadn't bought these shoes.	(not, buy)
13. We didn't catch the earlier bus. We're late. If onlyhad caught the earlier bu	
14. Our flat is very small. If only we lived in a big house.	(live)
15. Jaber isn't old enough to drive a car. He wishes hewere older.	(be)
16. We never want to watch the same TV programme. I wish weliked the same things.	(like)
 17. I'm looking at a beautiful view, and I'd love to take a photo. If only Ihad a camera. 18. My cousins don't live near here. I wish theyweren't so far away. 	(have)
19. I want to go out this afternoon, but I don't feel well. If only Ididn't have a headache.	(not be) (not have)
20. I am sorry that I didn't read that book. I wish Ihad read that book.	
21. This homework is really difficult If only Iconcentrated properly in class today.	(read) (concentrate)
21. This holdework is really difficult if only iconcentrated property in class today.22. I wish Ihad learnt English better when I was younger.	(learn)
	(leal ll)
Choose the correct answer :	
	/ was)
Choose the correct answer : 1. Ziad is not very good at basketball. He wishes he taller! (is / were)	/ was)
 Ziad is not very good at basketball. He wishes he taller! (is / were	
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand the Chinese businessman. 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood /understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) If only I lost my ticket! (haven't / didn't / hadn't) 	derstanding)
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) 	derstanding))
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) If only I lost my ticket! (haven't / didn't / hadn't) I always have to get home early. 	derstanding))
 Ziad is not very good at basketball. He wishes he taller! (is / were I can't do this exercise. I wish I it. (understood / understand / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) If only I lost my ticket! (haven't / didn't / hadn't) I always have to get home early. 	derstanding)) Ill let)
 Ziad is not very good at basketball. He wishes he taller! (is / were // were // were // at a spoke // at a spoke // and spoke // and spoke // and spoke // had spoke /	derstanding)) Ill let) / studies)
 Ziad is not very good at basketball. He wishes he taller! (is / were // 2. I can't do this exercise. I wish I it. (understood / understand / understand does not understand the Chinese businessman. If only he Chinese. (speak / spoke / had spoken) Jordan needs to import a lot of oil. If only it larger oil reserves. (has / had / had had) If only I lost my ticket! (haven't / didn't / hadn't) I always have to get home early. I wish my parents me stay out later. (lets / won't let / would let / wi Ali did not pass his exams. If only he harder last year. (studied / had studied 	derstanding))) ll let) / studies) / hadn't been)
 Ziad is not very good at basketball. He wishes he taller! (is / were // w	derstanding))) let) / studies) / hadn't been) idn't eat)

هذا المثال من امثلة الكتاب التى يكون فيها الفعل فى الجملة فى المضارع اي الزمن الاول ولكن عند التحويل بعد كلمة wish يجب ان نضع 10 + V3

نسأل على الجملة المعطاة بالسؤال : لماذا Why فاذا كان الجواب للفعل بين الاقواس هو عكس الجملة اي جواب غير منطقي فننا نضع بعد كلمة wish في الجواب had + V3 :

(bring a coat)

(not drop it)

مثال: . We are late نحن متاخرين ؟ Why الجواب : لاننا لم نستيقظ مبكرا فجاء الجواب عكس الفعل الذي بين الاقواس وهو استيقظنا مبكرا (get up earlier) :

Use the prompts and write sentences with (*I wish* and *If only*).

- 1. I'm cold. I wish I ------ had brought------ .
- 2. We're late. If only ------we had got up earlier-----. (get up earlier)
- 3. I feel ill. If only ------I hadn't eaten so many sweets------ (not eat so many sweets)
- 4. Fadi has lost his wallet. I wish he-----had been more careful----- (be more careful)
- 5. Huda was too busy to visit us yesterday. I wish she had been able to come------ . (be able to come)
- 6. I've broken my watch. If only ------I hadn't dropped it ------

Read the situations and complete the sentences. The first one is done for you :

- Sultan forgot to do his Science homework.
 If only he hadn't forgotten to do his Science homework.
- 2. Nahla could not find her way round the city very easily.If only she had had / had brought / had found / had bought a map.
- **3.** Oh no! I've forgotten my library book. I left it at home. **I wish I hadn't forgotten my library book.**
- 4. Our team didn't play very well yesterday. If only they had played better.
- 5. I regret the deal now.I wish we hadn't done it.
- 6. I regret *going* to bed late last night. I wish I had gone to bed earlier.
- 7. Samia regrets *being* angry at breakfast time. If only she hadn't been angry at breakfast time.
- 8. I *should have* studied hard before the exam. I wish I had studied hard before the exam.
- I regrets I didn't study English when I was young.
 I wish I had studied English when I was young.

10. He isn't tall . He wishes he were taller.
11. We are not old . If only we were older.
12. I don't have much money. If only I had more money.
13. I am sorry that I didn't read the book.I wish I had read the book .
14. I'm really tired, but I can't sleep at night . I wish I could sleep at night .
15. The weather's too hot at the moment.I wish the weather weren't so hot at the moment.
16. I didn't have much money. If only I had had more money.
17. I am sorry that I didn't visit that place.I wish I had visited that place.
 18. Many people in my village smoke too much. I wish many people in my village didn't smoke so much.
19. Our city doesn't collect rubbish often enough.I wish our city collected rubbish more .
20. Hani speaks really quickly. I wish Hani didn't speak really quickly. / Hani spoke slowly.
21. Samia <u>regrets being</u> angry at breakfast time.
I wish Samia hadn't been angry at breakfast time.
22. Nader should have been more careful with his essay. He didn't get a good mark. (wishes)Nader wishes he had been more careful with his essay.2016
23. I regret <i>living</i> abroad for a long time . (wish)I wish I hadn't lived abroad for along time.2016
24. I regret speaking aloud in my class . (wish)I wish I hadn't spoken aloud in my class .2017
25. Mohammad didn't consult his career advisor, so he felt sorry. (wish)2017Mohammad wishes he had consulted his career advisor.2017

The upbringing of our youth is based on three principles: "Belief, Education and Work"

عماد ابو الزمر