



THE HASHEMITE KINGDOM OF JORDAN –MINISTRY OF EDUCATION
GENERAL SECONDARY CERTIFICATE EXAMINATION 2019
GENERAL ENGLISH

الفروع المهنية

DATE: / 6 / 2019

TIME: TWO HOUR

Read the following text carefully , and then in your ANSWER BOOKLET answer all the questions that follow. Your answers should be based on the text.

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

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 was developed, and where it is produced? You also need to know who the target market is – for example, the age group or income of the people who might buy it. Not only that, you should know all about the competition – that is, similar products on the market. Why is your product superior to others and why does it have better value? In addition, you should know exactly which people you are speaking to, and what their needs are. For example, 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 them? Most of all, you need to believe in what you're selling, and the best way to do that is to use it!

2. Prepare and practice

Plan your presentation carefully, not just what you will say, but how you will say it. 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, if possible in front of colleagues. Make changes and practise it again.

3. Be professional

Keep your presentation short and simple. Start with some friendly comments.

For example, thank your hosts for allowing you to speak to them, and compliment their 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!).

Finally, have a summary of your presentation ready to hand out at the end of the session. I wish I had known all this when I started out in business! Good luck!

Question Number One:

1. The writer mentioned some examples of products that the sale person can sell. Write down two of these examples .
2. In order to be a professional sales person , you should have some qualities. Write down four of them.
3. Quote the sentence which indicates that using what you sell is the best way to believe in what you sell.

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4. Give two examples of friendly comments.
5. Write down the sentence which shows that salesperson has to be honest if he / she doesn't have enough details about the product.
6. The writer mentioned two procedures that the sales person should follow if does not know an answer to a question. Write down these two procedures .
7. Find a phrase in the text which means "people who are identified as possible customers "
8. What does the underlined word it refer to ?
9. A successful salesperson needs to acquire some properties . Explain this statement , suggesting three qualities that a salesperson should have.
10. **Unless the exchange be in love and kindly justice, it will but lead some to greed and others to hunger.** Think of this quotation and , in two sentences, write down your point of view.

Question Number Two

A . Choose the suitable item form of those given in the box to complete each of the following sentences and write it down in your ANSWER BOOKLET.

physician , public transport, interpret compromise , negotiate , renewable

1. If we take more often, there will be fewer cars on the roads, which will result in cleaner air in our cities.
2. You must not take in medicine without consulting a
3. Wind farms are an example of energy.
4. When each side changes their position a little so that they can agree, they have managed to
5. My uncle is fluent in several languages. He is often able to _____ for us during conversations with foreigners.

B: Study the following sentences and answer the questions that follow .Write the answer in your ANSWER BOOKLET

If you are polite, you won't **shake hands** or upset anybody.
Replace the misused underlined collocation with the correct one.

C. Choose the suitable item from those given to complete each of the following sentences, and write the answers in your ANSWER BOOKLET.

1. The Middle East is famous for the of olive oil.
(produce , production , productive)
2. Ibn Sina wrote textbooks.
(medicine medical , medically)
3. The company is pleased with your work and is happy to give you a
4. Congratulations on a very _____ business deal.
(successful , success ,succeed)
5. We should always be ready to listen to good
6. We should always be ready to listen to good
7. We should always be ready to listen to good
8. We should always be ready to listen to good

SEE PAGE THREE

Question Number Three

A. Correct the verbs between brackets then write down your answers in your ANSWER BOOKLET.

1. We need umbrellas when it
(rain , rains , rained)
2. Jordan needs to import a lot of oil. If only it larger oil reserves.
(had , had had , has)
3. Mr Haddad didn't understand the Chinese business man . He wishes he Chinese.
(speak , spoke , had spoken)
4. We will go to our favourite restaurant on Friday unless it
(is closed , was closed , were closed)
5. Alithe person who won the Prize for Art last year.
(was , were , is)

B. Complete each of the following items so that the new item has a similar meaning to the one before it, and write it down in your ANSWER BOOKLET.

1. I regret buying this mobile.
I wish
2. My father has influenced me most of all.
The person
3. I think you shouldn't worry so much.
If I were
4. I stopped working at 11 p.m .
It was
5. London is a huge city . It is the capital of the Uk.
London ,

Question Number Four

A. Choose the suitable item from those given to complete each of the following sentences . Write the answers in your ANSWER BOOKLET.

1. My brother is really good painting.
(on , about , at , into)
2. Queen Rania was the person opened the Children's Museum of Jordan in 2007 CE.
(who , whose , when)
3. We have to go to school we are tired.
(as long as , even if , provided that)
4. If Huda ill yesterday , she wouldn't have missed the class.
(hadn't been , haven't been , hasn't been)
5. . Ali didn't pass his driving test .If only he more lessons.
(take , takes , had taken)

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B. Read the following situations and rewrite the sentences using the words in brackets. Write the answers down in your ANSWER BOOKLET .

1. I didn't prepare better for the competition ,therefore I didn't win the first prize. (might)

.....

2.Sultan forgot to do his science homework . (if only)

.....

Question Number Five

A. EDITING:

Imagine you are an editor in the Jordan Times. You are asked to edit the following lines that have two spelling mistakes, one grammatical mistake and one punctuation mistake. Find out these four mistakes and correct them . write the answers down in your ANSWER BOOKLET.

The Giralda tower, that is one of the most important buildings in Seville ,Spain at just over104 metres tall ; The person who is believed to be responsible for the design of the tower, which was originally a minaret, is the mathematisian and astronomar Jabir ibn Aflah.

B . GUIDED WRITING :

Read the information in the table below , and then in your ANSWER BOOKLET write two sentences about the advantages of doing voluntary work. Use the appropriate linking words such as: and , also, tooetc.

The advantages of doing voluntary work
- enhance chances for future recruitment. - give value work experience. - make CV more impressive.

C . FREE WRITING:

In your ANSWER BOOKLET, write a composition of about120 words on ONE of the following:

1. Write a review of a hotel that you have recently stayed at mentioning the positive and negative aspects of the hotel .
2. Write a letter to apply for a job of head of the English department. (.Your name is Jihad . Your address is P.O. Box 1212 , Amman , Jordan)

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MODEL ANSWERS

Question Number One

1. Any two of the following :

a new type of toothpaste , the latest computer software or a new kind of package holiday

2. Any four of the following :

Keep your presentation short and simple. Start with some friendly comments.

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. Smile! When you've finished speaking, invite questions. Finally, have a summary of your presentation ready to hand out at the end of the session.

3. Most of all, you need to believe in what you're selling, and the best way to do that is to use it!
4. thank your hosts for allowing you to speak to them, and compliment their company.
5. If you don't know the answers, don't pretend!
6. Thank the questioner and promise to find out the answer (and do it!).
7. target market
8. presentation
9. Any relevant answer.
- 10.

Marking scheme

2	showing higher order thinking level , relevant answer, message clearly communicated to reader.
1	message communicated, average level of thinking.
0	totally irrelevant or totally incomprehensible

Question Number Two

A. 1. public transport 2. physician 3. renewable 4. compromise 5. interpret

B . cause offence

C. 1. production 2. medical 3. Recommendation 4. successful 5. advice

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Question Number Three

A. 1.rains 2. Had 3.had spoken 4. is closed 5. was

B.

- 1.I wish I hadn't bought this mobile.
- 2.The person who has influenced me most of all is /was my father.
- 3.If I were you, I wouldn't worry so much.
4. It was me that stopped working at 11 p.m
- 5.London , which is the capital of the U.K , is a huge city.

Question Number Four

A. 1. at 2. who 3.even if 4. hadn't been 5. had taken

B.

1. If I had prepared better for the competition ,I might have won the first prize.
2. If only he hadn't forgotten to do his science homework .

Question Number Five

A . EDITING:

The Giralda tower, **which** is one of the most important buildings in Seville ,Spain at just over104 metres tall . The person who is believed to be responsible for the design of the tower, which was originally a minaret, is the **mathematician** and **astronomer** Jabir ibn Aflah.

B . GUIDED WRITING :

Marking scheme :

4	comprehensive information with appropriate linking words , without spelling mistakes.
2-3	acceptable level of communicating the ideas with some grammatical and spelling mistakes
1-0	miscommunication of the ideas , a lot of grammatical and spelling mistakes

C . FREE WRITING:

Open answer.

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