

REGIONAL HIGHER SCHOOL OF COMMERCE

ESP EXAMS (Business English For International Trade)

Bachelor : 2

Time : 2h

GRAMMAR :

I/ Read the business document below and fill in the gap. (3mks)

To : Anderson

From :South African Airways

Date : Friday, October 15 th

Subject : South African Airways Flight Reschedules

Dear customer,

This is a personal email to all our customers from Carl Watson, managing director, South African Airways.

Firstly, I offer my most sincere apologies to all our customers _____ (**Whose, Which, Who's, When**) travel arrangements have been affected by the recent changes to the Ethiopian airlines flights schedules.

Let me explain why. The recent extravagant hikes in the cost of fuel, which has doubled in the last month, mean that we are no longer able to maintain all our non-stop flights to Japan. We have had to cancel certain of our operations on this route. We _____ (**Use, Using, Used to, Used**) daily flight to Tokyo and Nasaka, but we will now offer only one flight a week to these two destinations.

Our sales team is working on offering alternative flights to those customers affected by these changes. If this proves unacceptable, we will offer a full refund.

I _____ (**Might, Must, Could, Might**) apologize once again to customers who have been inconvenienced, and request your understanding during these exceptional times.

Sincerely,

2/ Choose the word that matches with the statement. (2mks)

- A. Please could you let my secretary know we are ready and ask her to _____ in the first candidate. (**bring, take, find, talk**)
- B. Exchange _____ has risen very sharply and the Dollar is very strong against the Euro at the moment. (**costs, prices, monies, rates**)
- C. It has been an excellent last quarter for the company because our profit _____ have increased. (**credits, sales, margins, rates**)
- D. Dangote, Ltd have _____ been trying to break into the cement markets for years. (**being, - , had, was**)

2/ READ THE PASSAGE AND ANSWER THE QUESTIONS or CHOOSE THE APPROPRIATE ANSWERS (5mks)

Someone I admire is my cousin Laura. She's five years older than me, so she's 19 now and she lives in Bristol. She's very friendly and confident and she's got long, wavy, brown hair and greeny-brown eyes. She's medium height, slim and very fit because she's a dancer.

She's been dancing since she was six years old and trains every day at her dance school. She wants to be a professional dancer, but it's a very difficult profession because it's so competitive. She often dances in shows and I've been to watch her several times. Her favourite type of dance is modern, which is sometimes a bit strange, but I love watching her dance.

Laura is very busy because she also studies photography at university. She's a really good photographer and has taken lots of amazing photos of me and my family. Her photos have won a few prizes and last year one of her photos was in an exhibition at an art gallery in London.

Laura doesn't have a lot of free time and she's also trying to learn German because she wants to go to Germany next year to do a photography course. I think Laura is very hard-working and she deserves to become a professional dancer one day.

1. Give a title to this text :

2. Laura goes to university and studies

3. Laura has won prizes for her

4. Laura's dream is to be a

5. Choose the word similar to «Hard-working » found in the text (industrious, working, doing, searching)

GENERAL KNOWLEDGE ON INTERNATIONAL TRADE (10 mks)

1/ Define the Trade Acronyms below: (2.5mks)

ICC - _____

EXW- _____

FOB- _____

WTCA- _____

NAFTA- _____

2/ Choose the most exporting country in the world (Benin, Europe, China, USA, Germany)

3/ What is Balance Trade ? (1mk)

4/ What are the 06 Commonalities to launch a succesful Import & Export business transaction (3mks)

5/ You have found an Exporter of a local raw material, arrange the Export Checklist in order on importance (what is the market price, what's the sales volume for that product, who has market share and what are the shares, is there a market for the product, what's the location of the market and the population). (2.5mks)

1. _____
2. _____
3. _____
4. _____
5. _____