

COLLEGE MONGO BETI					
ACADEMIC YEAR	ASSESSMENT	SUBJECT	CLASS	DURATION	COEFFICIENT
2023 – 2024	N° 02	ANGLAIS	2ND	02 Hours	3
Teacher's name : Mr. ARTHUR NGUE			Candidate's number		

Candidate's name _____

Competence Assessed : Using language to explore ICTs

Appreciation of competence / Mark range

Instructions: Answer all four sections. No use of French. . No use of pencils, no use of correcting fluid. No copy work and cancellation.

SECTION A: EVALUATION OF RESOURCES

TASK 1. GRAMMAR (10 marks)

I. Complete the following dialogue with your correct choice of words. (5 marks)

Mr. James: I am certainly unhappy with the quality of services I received from your company. They provide the worst customer support I have ever expected.

The Director : Mr. James, I understand your frustration and we'll do our _____ to assist you. Can you compare the service with the other you had encountered ?

Mr. James: Well, Orange Cameroon company's service is _____ than your company. You have the (bad) _____ services so far .;At least Orange company respond promptly

The Director : that's helpful. We'll investigate and take appropriate action. While our company may have failed you, we'll ensure we improve _____ quality of our customer service , we can address this issue

Mr.James, Thank you, I just want fair treatment and a resolution .

Complete these sentences with correct words to express purpose (5 marks)

1. Edna is studying very hard (to pass/for passing) _____ her exams at the end of the term.
2. I bought a dictionary (for help/to help) _____ me with my vocabulary.
3. I would like to spent my summer holiday in London (so that/to) _____ improve my English.
4. Sales assistants are there (so that/ in order to) _____ help customers while they shop
5. I like the big shops. They offer (good) _____ discounts than the small shops.

SECTION B : VOCABULARY

EXERCISE 1 fill the gaps with your own words

- a- A person who helps customers and provides information about goods in a shop is a
- b- something that shows the cost of an article is called.....
- c- the price of an item that is considered to be very good value
- d- when customers serve and pay for items by themselves we call it a
- e- the person who receives payment for goods in a shop is a.....

EXERCISE 2 read the passage below and complete the gaps using appropriate words of your own.

there are different ways of paying for goods you want to purchase. For example, you can pay by or by Cards if you have money in your bank account.

If you want to buy and pay later, you can use a Card. You can also make a Transfer by going into a branch of your bank. If you have internet banking, you can make an funds transfer [EFT]. Banks charge for most banking transactions.

READING COMPREHENSION (10 marks)

Read the following passage carefully and answer the questions that follow.

Bank offer various service to individuals and businesses. Checking and savings accounts allow customers to manage their finances, deposit funds and write checks. Debit cards and credit cards enable convenient transaction. online banking and mobile banking apps provide 24 / 7 access to account information.

Additional services include:

- loan: personal auto and home mortgages
- investment options; certificate of deposit, individual retirement account
- insurance: life, health and property
- wealth management: financial planning investment advice

Business services merchant account, cash management

Bank also provide safety deposit boxes, wire transfer services, foreign currency exchange. ATM networks allow worldwide access to cash. As with all financial transactions, there are dangers and one needs to be aware of them and equally protect himself from being victim

To maintain customer loyalty, banks offer rewards programs, discounts and competitive interest rates. Security measures, such as encryption and two factor authentication, protect customer's sensitive information.

Furthermore, the advent of digital banking has transformed the industry enabling customers to manage their finances remotely. bank must balance innovation with security, ensuring customers' trust and confident. This is equally done to reduce operational costs , increase efficiency and enhance customer convenience experience and financial inclusion. This equally reduce paper, printing and branch maintenance costs even reduce the risk of thefts, fraud and identity theft.

The inconveniences of banking service cannot be undermined. Bank charges and such as overdraft , ATM fees, high interest rate may at times be discouraging, including lengthy process of loan approvals and account opening may be at times frustrating. These disadvantages highlights potential drawbacks to consider when choosing banking services. .

QUESTIONS.

1.What kind of accounts do banks offer to manage finances ? (2 marks)

2 why do banks offer reward programs and discounts? (2 marks)

3. how do bank protect customers' sensitive information? (2 marks)

Banks also offer various security measures to protect your account and personal information. These measures may include encryption, firewalls, and two-factor authentication. It's essential to understand the security measures that your bank has in place and to take steps to protect your account, such as using strong passwords and monitoring your account regularly.

In conclusion, using banking services can be a convenient and secure way to manage your finances. By understanding the services and fees associated with banking, you can make informed decisions and choose a bank that meets your needs.

QUESTIONS

1- Propose a suitable title to the text and justify it

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.....
.....

2- Give one benefit of using banking services

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.....
.....

What do you typically need to provide to open a bank account ?

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.....
.....

How can you access your bank account information ?

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.....
.....

If you have to create an account , which one will you choose ? justify your answer

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.....

SECTION D : COMPOSITION

Write a composition of 200-250 words on any one of the following topics [don't use French]

- 1- *How can financial literacy impact your financial goals and stability?*
- 2- *Doing online shopping is more dangerous than going to the market . do you agree with that ? [product an argumentative essay , you can follow these stapes*
 - *Define what is a shopping*
 - *Present the advantages an disadvantages of doing shopping both online and at the market*
 - *Conclude with your final position*
- 3- *You behaved badly in the classroom and your teachers had you taken to the disciplinary council, write a letter of apology to the principal to present you regrets; your name is EMATHE, use the date of today.*

