Rabia YILMAZ

385914

**03.06.2020**

**KARADENİZ TEKNİK ÜNİVERSİTESİ**

**OF TEKNOLOJİ FAKÜLTESİ**

**YAZILIM MÜHENDİSLİĞİ BÖLÜMÜ**

**YZM 2010 MESLEKİ İNGİLİZCE DERSİ**

**ARASINAV ÖDEV SORULARI**

***1.* Complete the sentences with the words below. (10 p.)**

|  |
| --- |
| **provide sales produces based employee specialize subsidiary competitor** |

1. Some companies make or \_\_\_\_\_ **specialize** \_\_\_\_\_ goods.
2. Other companies \_\_\_ **provide** \_\_\_\_\_\_\_ or offer services.
3. If you \_\_\_ **specialize** \_\_\_\_\_\_\_ in a particular product or service, it’s your main activity.
4. If you work for a company, you are an \_\_\_\_ **employee** \_\_\_\_\_\_.
5. If your head office is in a particular city, your company \_\_ **based** \_\_\_\_\_\_\_\_ there.
6. If you work in a \_\_\_\_ **subsidiary** \_\_\_\_\_\_, your company is part of a bigger group.
7. If you sell a lot of products, your \_\_\_\_ **sales** \_\_\_\_\_\_ are very good.
8. If another company operates in the same market as you, it is your \_\_ **competitor** \_\_\_\_\_\_\_.

**2. Match 1-8 below to definitions a-h. (10 p.)**

|  |  |
| --- | --- |
| **1.** practical **\_d\_\_**  **2.** economical **\_a\_\_\_**  **3.** attractive **\_\_g**  **4.** functional **\_\_f**  **5.** stylish **\_\_c\_\_**  **6.** user-friendly **\_\_b\_\_**  **7.** well-designed **\_h\_\_\_**  **8.** compact **\_e\_\_\_** | **a.** costing less to run  **b.** easy to use  **c.** fashionable and good to look at  **d.** useful  **e.** small  **f.** useful with little decoration  **g.** beautiful  **h.** planned and made well |

**3. There the names of ten job benefits. Which benefits are the people describing? (10 p.)**

|  |
| --- |
| **maternity leave flexible hours paid holiday private healthcare gym membership company car mobile phone annual bonus subsidized childcare pension scheme** |

1. “I can get to work early and leave early too.” \_\_***flexible hours***\_\_\_\_\_\_\_\_
2. “I use it for all my business calls.” \_\_\_***mobile phone***\_\_\_\_\_\_\_
3. “I get more money if the company’s results are good.” \_\_\_***annual bonus***\_\_\_\_\_\_\_
4. “If I have a baby, I get six months off.” \_\_***maternity leave***\_\_\_\_\_\_\_\_

**4. (10 p.)**

|  |
| --- |
| **Sales Technical Support Marketing Customer Service Research and Development** |

**Which department in the box above usually**

1. sells the products? \_\_\_\_\_ **Sales** \_\_\_\_\_
2. looks for new markets for new or existing products? \_\_\_\_ **Marketing** \_\_\_\_\_\_
3. creates new products? \_\_\_\_ **Research and Development** \_\_\_\_\_\_
4. answers technical questions from customers? \_\_\_ **Technical Support** \_\_\_\_\_\_\_
5. answers all other questions from customers? \_\_\_\_ **Customer Service** \_\_\_\_\_\_

**5. Match the phrases above to definitions a-g below. (10 p.)**

|  |
| --- |
| **deal with complaints meet the needs of customers offer a personalized service conduct surveys**  **encourage customer loyalty keep to your delivery date get repeat business** |

1. Try to make sure customers stay with your company. \_\_\_\_\_\_ **encourage customer loyalty\_\_**
2. Design a service suitable for each person. \_\_\_ **offer a personalized service** \_\_\_\_\_\_\_\_
3. Ask customers questions. \_\_\_\_\_\_\_ **conduct surveys** \_\_\_\_\_\_\_\_\_\_\_\_\_
4. Provide the service people want. \_\_\_\_ **meet the needs of customers** \_\_\_\_\_\_\_\_\_\_\_
5. Make sure you take the goods to the customer on time. \_\_ **keep to your delivery date**\_
6. Solve problems. \_\_\_ **deal with complaints**\_\_\_\_\_\_\_\_\_
7. Make customers use you again. \_\_\_\_ **get repeat business** \_\_\_\_\_\_\_\_\_\_

**Lütfen “listening” bölümü için dinleme yapabileceğiniz bir ortama geçiniz.**

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**LISTENING ARASINAV ÖDEV SORULARI**

1. **Sang Chun’s talking about his job in a software company. Listen and complete the description of his job. (10 p.)**

**Main Job**

His job \_\_***consists of***\_\_\_\_\_\_\_ answering calls from customers who are having problems with their software. It also \_\_\_***involves***\_\_\_\_\_\_\_ working with sales reps from time to time.

**Other Tasks**

He isn’t \_\_\_***involved in*** \_\_\_\_\_\_\_\_\_\_ developing new programs. But when programmers are preparing new versions of old products, he \_\_***take part***\_\_\_\_\_\_\_\_ in the discussions.

**Typical Problems**

He \_\_\_\_\_\_\_\_\_\_***deals*** ***with***\_\_\_\_\_\_\_ installation issues, password problems, bugs, etc.

1. **Listen and write the phone numbers you hear. (5 p.)**

The code for England is \_\_***0044***\_\_\_\_\_\_\_\_\_\_\_\_\_ .

My mobile number is \_\_***07700900347***\_\_\_\_\_\_ .

1. **Listen to two conversations and write the names. (5 p.)**

\_\_***geolf eccleston***\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_***briony rhys***\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Listen to the conversation 2 and complete the sentences. (10 p.)**

My name is Helen Edwards and \_\_***I am from***\_\_\_\_\_\_\_\_ Citibank.

I have \_\_***an appoinment***\_\_\_\_\_\_\_\_ with Susana Kechel at 11 o’clock.

Would you like to take \_\_\_\_***a seat***\_\_\_\_\_\_ while you’re waiting?

Do I need to \_\_***sign in***\_\_\_\_\_\_\_\_?

Here’s your \_\_\_\_***security pass***\_\_\_\_\_\_.

1. **Listen and complete the texts. (10 p.)**

**a)**

|  |  |  |  |
| --- | --- | --- | --- |
| **FLIGHT** | **DESTINATION** | **TIME** | **STATUS** |
| BA7293 | Singapore | 14.45 | ***delayed***\_\_ until 16.30. Wait in ***departure***\_\_\_\_\_\_\_\_ |
|  |  |  |  |
| UA0472 | Boston | 15.30 | Now ***boarding***\_\_\_ at ***Gate***\_\_\_\_\_ J13. |

1. Guests are required to \_***check***\_ before 12 noon and return the ***keycard***\_ to reception. Please remember to remove all valuables from the ***safe***\_\_\_\_\_ before you pay your ***bill***.
2. ***flight***\_\_\_\_\_\_\_\_\_ EX3465 from London Stansted to Copenhagen ***one way*** ticket. Departs 13:00. ***Lands*** at 15:45 ***terminal 2***.

**5. Three people are receiving visitors from other departments in their company. Listen to the three conversations and complete the table (departments could be Logistics, Training, Purchasing, Human Resources, IT, Finance, Quality Control). (10 p.)**

|  |  |  |
| --- | --- | --- |
| **Person** | **Which department does he/she work in?** | **Which department does his/her visitor work in?** |
| **1** | ***Finance*** | ***IT*** |
| **2** | ***Logistics*** | ***Purchasing*** |
| **3** | ***Training*** | ***Human resources*** |

**Ödev sorularınız burada sona ermiştir. Lütfen ödevlerinizin tamamlanmış halini en geç 03.06.2020 saat 13:00’a kadar sisteme yükleyiniz. Başarılar.**