

Family name :

First name :

Nacer Bey H. School –Djebahia

School year: 2016/2017.

Level: 2nd year Management and Economics

Duration: 2 hours.

The Third Term Exam of English

PART ONE: Reading and Interpreting.

(15 points)

A/ Comprehension.

(07,5pts)

Read the following text very carefully then do the tasks below.

2398 Red Street
34588Massachusetts
USA.
April 10, 2017

Tim Cook
CEO Apple Inc.
1 Infinite Loop Cupertino
CA, USA.

Dear Mr. Cook,

I am writing to you this letter to complain about a problem I have had with a cell phone I purchased from one of your retailers in Massachusetts. Allow me to elaborate.

Yesterday, I bought a cell phone (iPhone a1332) made by your company from one of your retailers. I know it is one of your best selling products and that is exactly what prompted me to buy it. Unfortunately, it looks like the unit I purchased is defective. The call quality is pretty low: I can hardly understand anything. I am impressed with the quality of the camera and other features. But the main purpose of a phone is to make calls and this one doesn't seem good for that.

This is not the first time I have purchased phones built by your company, but this is the first time I have experienced a problem. I am hoping that you will take measures necessary to replace this fault unit with a good one. I can provide you with the receipt, if needed. I still have it.

Expecting a prompt response,

Sincerely yours,

Peter Parker

1. The text above is: (0,5pt)

- a. a letter of inquiry b. a letter of application c. a letter of complaint.

2. The letter is: (0,5pt) a. a business letter. b. a personal letter

3. Say whether these statements are true or false according to the text above. (02pts)

- a. Peter Parker purchased the phone from a retailer in his home town. [...]
b. Peter Parker doesn't like the products made by Apple. [...]
c. Peter Parker has already found a similar problem in his previous Apple phone. [...]
d. Peter Parker requests the company to give him a new phone. [...]

4. Answer the following questions according to the text. (03pts)

- a. Why did Peter Parker write the letter?
b. What is the problem that he encounters with his iPhone a1332?
c. Is it the first time Peter Parker buys an iPhone?

5. Say to who or what the underlined words in the text refer. (01,5pts)

- a. me (§1) -> b. one (§2) -> c. it (§3) ->

