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RÉPUBLIQUE DU CAMEROUN
Paix - Travail – Patrie

MINISTÈRE DE L'ENSEIGNEMENT SUPÉRIEUR

COMMISSION NATIONALE D'ORGANISATION DE L'EXAMEN NATIONAL DU BREVET DE TECHNICIEN SUPÉRIEUR (BTS)

REPUBLIC OF CAMEROON
Peace - Work - Fatherland

MINISTRY OF HIGHER EDUCATION

NATIONAL COMMISSION FOR THE ORGANIZATION OF BTS EXAM

Examen National du Brevet de Technicien Supérieur – Session de juin-juillet 2008

Spécialité/Option : (ACU-AS-BQ-CI-CGE-IG-SB-SD – CE-JO-PA-ESF-TO-GR)

Durée : 3 heures

Epreuve : Anglais

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Write all the answers (and the answers only) in the official booklet
Inscrivez toutes les réponses (et les réponses uniquement) dans le cahier.

BUSINESS LEXIS (08 marks)

A – Which business document from the list corresponds to the definition given (2 marks)
List : journal – receipt – delivery note – warrant – credit note – bill – paying in voucher – order – statement of invoices.

1- a written and signed attestation of payment : _____ (0,5 mark)
2- a document to be signed by the buyer upon reception of goods sent by his supplier. : _____ (0,5 mark)
3- a document showing the details of bank notes and coins to be saved : _____ (0,5 mark)
4- When a customer has been overcharged, he's given a _____ (0,5 mark)

B – Match each verb with its most appropriate complement selected from the list (2 marks).
List : a cheque – the plane – the web – a debt – a contract – the train – an order – a ship – an examination.
5- to settle _____ (0,5 mark)
6- to board _____ (0,5 mark)
7- to place _____ (0,5 mark)
8- to surf _____ (0,5 mark)

C – Put the words in brackets into their most appropriate forms (1 mark)
9- (valuable). The bank can also safekeep customers valuable property or _____ (0,5 mark)
10- (manage). Thanks to his improved skills, he was appointed to a _____ position. (0,5 mark)

D – From the list given, select the most suitable synonym for the words in italics. (1 mark)
11- I am a machine operator working a morning *shift*. _____ (0,5 mark)
(change of time – rate of pay – period of work – sitting)
12- Many husbands are *reluctant* to do their share of the household chores _____ (0,5 mark)
(unwilling – untrained – unable – incapable)

E – Select the best word for each blank from the list given. (2 marks)
List : discount – security – cancellation – assets – liquidation – overdraft – balances – interest.
Although the company had a large 13-_____ at the bank, the bank manager had confidence in their 14-_____, and was surprised when he heard they were going into 15-_____. Their liabilities were completely offset by their 16-_____, chiefly in the form of buildings and equipment.

LINGUISTIC COMPETENCE (08 marks)
A.1 – Write this fraction in words : 2/3 _____ (0,5 mark)

B – Put the verb in brackets into its most appropriate form (1 mark)
2- (follow). Even with _____ the instructions in the manual carefully, I made several mistakes. (0,5 mark)
3- (admire). During the excursion we stopped several times _____ the panoramic view of the countryside. (0,5 mark)

C – Join the two sentences. (1 mark).
4- This is the stationer. We bought our stationery from his store yesterday. _____ (0,5 mark)
5- The faithful customer ordered goods from his supplier. His supplier moved to many places. _____

D – Select the most appropriate complement/collocate for each compound adjective from the list given. (1,5 marks)
List of complements/collocates : poster, relationship, noise, driving.
6- ear-splitting _____ (0,5 mark)
7- eye-catching _____ (0,5 mark)
8- long-standing _____ (0,5 mark)

E – Fill the blanks with : during, while, for. (1,5 marks)

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9- It has only been possible to measure time accurately _____ the last four centuries.
10- Many people left the village _____ the late nineteen seventies.
11- The cashier refused to talk to anyone _____ he was counting the bank notes

F – Use the verb in brackets to answer the question (1,5 marks)

12- What's wrong with that chair ? (break). It's _____ (0,5 mark)
13- What's wrong with that sheet of paper ? (tear). It's _____ (0,5 mark)
14- What's wrong with his bank account ? (overdraw). It's _____ (0,5 mark)

G – Use : little, a little, few, a few. (1 mark)

15- Illiteracy is very high. _____ children can read and write.
16- She's only two days old in the firm. She's _____ known.

UNDERSTANDING and RESPONSE (10 marks)

Read the text and answer the questions below using your own words as far as possible.

Phyl. : Hullo, Zena. Do you mind if I join you ?
Zena : No, you're welcome Phyl.
Phyl. : I gather congratulations are in order.
Zena : Yes, I'm so thrilled to have actually been given the job of sales manager. I can still hardly believe it.
Phyl. : You'll believe it all right in a few weeks' time when you're so busy that you don't have time for lunch anymore !
Zena : That won't happen to me. I'll have my own P.A. and a secretary and I'm good at delegating.
Phyl. : I thought I was when Jennifer first became my P.A., but I nearly drove her mad by looking over her shoulder all the time to see how she was managing.
Zena : But surely work does have to be checked – I mean even though you've passed it on to someone else you are still ultimately responsible for its accuracy.
Phyl. : It's true – you are. But there's an . rt to checking without making the person doing the job feel totall, inadequate.
Zena : .... And provided you set a clear deadline with enough time in hand, I suppose it's always possible for alterations and corrections to be made.
Phyl. : That's right. Since one of the reasons for delegating is to train people for positions of responsibility, even mistakes can be turned to good use if the reason for their happening is explained properly. Mind you, you still have to be careful that the work you give out isn't too difficult, otherwise instead of making the job more interesting you just build up frustrations.
Zena : I well remember my first job. My boss gave me so much of his work that I just couldn't cope with it all. In fact, I sometimes thought that he must have had nothing left to do himself !
Phyl. : I know what you mean. Some people confuse delegating with passing the buck. They just see it as a chance to get rid of both work and responsibility.
Zena : It's hard to decide whether too much delegation or no delegation at all is the worst evil.
Phyl. : Mm, there was one man I worked for who refused to delegate anything at all in case others proved to be more competent than he was.
Zena : He sounds very insecure and inadequate.
Phyl. : .... and not much help to the company. When he finally cracked up through over-work nobody knew where anything was or how to carry on. The department was a shambles.
Zena : That's awful. I shall make it my personal ambition to ensure that things run as smoothly when I'm away from the office as when I'm here.
Phyl. : A very noble ambition too ! Shall I get you another coffee ?
Zena : Please.

Questions :

1) What does Phyl congratulate Zena for ? (2 marks). _____
2) Which strategies will Zena use to avoid being overworked ? (2 marks) _____
3) . What is the advantage for a firm when its executives delegate powers ? (2 marks). _____
4) How can a boss delegate without building up frustration in his subordinate ? (2 marks). _____
5) Explain why some managers refuse to delegate work. (2 marks) _____

TRANSLATION (06 marks)

A : Into French (3 marks). I enclose a crossed cheque for 200 000 FCFA in settlement of the invoice with apologies for the delay in answering your letter._____

B : Into English (3 marks). Les chiffres des commissaires aux comptes ne concordent pas avec ceux de la comptabilité. Quelle est la conduite à tenir ? _____

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CREATIVE WRITING: (08 marks)

Write some 200 words on ONE subject.

1) Cameroonian youths and the Cameroonian job market.
2) Ways to reduce the gap between the rich and the poor nations.

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