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МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ
РОССИЙСКОЙ ФЕДЕРАЦИИ

федеральное государственное бюджетное образовательное учреждение высшего
образования «Поволжский государственный университет сервиса» (ФГБОУ ВО
«ПВГУС»)

УТВЕРЖДЕНО

на заседании

Высшей школы туризма и социальных
технологий

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ОЦЕНОЧНЫЕ МАТЕРИАЛЫ

(фонд оценочных средств)

для проведения промежуточной аттестации по дисциплине

«Иностранный язык делового общения»

наименование дисциплины

по образовательной программе высшего образования – программе

магистратуры

бакалавриата,
специалитета,
магистратуры

«Стратегический менеджмент»

наименование образовательной программы

38.04.02 «Менеджмент»

шифр, наименование направления подготовки / специальности

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ФИО, должность, структурное подразделение,
ученая степень, ученое звание

Тольятти
2024

1. Паспорт фонда оценочных средств

1.1. Планируемые результаты обучения по дисциплине

Код компетенции	Наименование компетенции	Код и наименование индикатора достижения компетенции
УК-4.	Способен применять современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), для академического и профессионального взаимодействия	ИУК-4.1. Выполняет составление и корректный перевод академических и профессиональных текстов с иностранного языка на государственный язык РФ и с государственного языка РФ на иностранный ИУК-4.2. Осуществляет ведение академической и профессиональной дискуссии с применением современных коммуникативных технологий; представляет результаты академической и профессиональной деятельности на публичных мероприятиях

В результате изучения дисциплины обучающийся должен:

владеть навыками:

профессионального иностранного языка на уровне, позволяющем активно применять его в основных коммуникативных ситуациях делового общения.

уметь:

читать и переводить литературу по специальности и деловую документацию в профессиональной сфере; составлять различные академические или профессиональные тексты на иностранном языке; составлять и проводить деловые презентации и переговоры

знать:

социокультурные нормы делового общения, а также правила речевого этикета, позволяющие специалисту эффективно использовать иностранный язык в деловой и профессиональной сфере

1.2. Содержание дисциплины

№	Тема (раздел дисциплины) (в соответствии с РПД)	Компетенция
1 семестр		
1	Тема №1. Структура деловой компании	УК-4
2	Тема №2. Устройство на работу	УК-4
3	Тема №3. Международный бизнес	УК-4
2 семестр		
4	Тема №4. Общение по телефону	УК-4
5	Тема №5. Составление деловой корреспонденции	УК-4
6	Тема №6. Наука	УК-4

1.3. Система оценивания по дисциплине

Дисциплина изучается в течение двух семестров.

Форма промежуточной аттестации по дисциплине: первый семестр – зачёт, второй семестр – экзамен

Шкалы оценки уровня сформированности результатов обучения		Шкала оценки уровня освоения дисциплины		
Уровневая шкала оценки компетенций	100 балльная шкала, %	100 балльная шкала, %	5-балльная шкала, дифференцированная оценка/балл	недифференцированная оценка
допороговый	ниже 61	ниже 61	«неудовлетворительно» / 2	не зачтено
пороговый	61-85,9	61-69,9	«удовлетворительно» / 3	зачтено
		70-85,9	«хорошо» / 4	зачтено
повышенный	86-100	86-100	«отлично» / 5	зачтено

2. Перечень оценочных материалов для проведения промежуточной аттестации

Контроль и оценка результатов освоения дисциплины осуществляется преподавателем в ходе текущего контроля успеваемости (в процессе проведения практических занятий, тестирования, опросов).

В ходе проведения промежуточной аттестации осуществляется контроль и оценка результатов освоения компетенций.

Перечень вопросов для подготовки к зачёту

УК-4. Способен применять современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), для академического и профессионального взаимодействия

1 семестр (зачёт)

Выберите верный ответ:

1. Where ... you from?
a) is b) are c) am
2. How old ... you? How old ... your brother?
a) are b) am c) is
3. What ... your aunt's name?
a) am b) is c) are
4. I ... glad to see you. How ... you?
a) are, am b) is, are c) am, are
5. The dog ... in the garden.
a) am b) are c) is
6. Tom's parents ... travel agents.
a) are b) is c) am
7. - ... your father a carpenter? - No, he ...
a) are, is b) is, isn't c) am, aren't
8. John ... (not) a student, he ... a doctor.
a) are, are b) is, is c) isn't, is
9. That book ... (not) very interesting. Take this one.
a) isn't b) aren't c) am not
10. The best seats ... 10\$.

- a) is b) am c) are
11. Moscow ... the capital of Russia.
a) am b) is c) are
12. I ... hot. Open the window, please.
a) am b) are c) is
13. What... the weather like today?
a) are b) is c) are
14. I... (not) interested in football at all.
a) aren't b) isn't c) am not
15. ... Tom and Bob good football players?
a) are b) is c) am
16. ...you hungry?
a) is b) are c) am
17. The news... (not) very bad today.
a) am b) is c) are
18. What ... your parents' address?
a) is b) are c) am
19. Your money... in your handbag.
a) are b) is c) am
20. My father ... not a teacher, tie ... a scientist.
a) is, is b) are, are c) am, are

Напишите глаголы из скобок в правильной форме

21. I ____ through it, nevertheless. (to fly)
22. Thank goodness that we have cleaned the whole ship, if not we ____ alive. (to eat)
23. By that time, Pan Am ____ TWA and painted all those magnificent Connies blue and white. (to buy)
24. Besides he ____ the language. (not to speak)
25. This is what Gabe ____ in the sauna. (to drink)
26. He told me about the accident as if he ____ it with his own eyes. (to see)
27. Then, when that ____, told him the truth about William's disappearance. (not to work)
28. We don't take orders - Miss Daaé ____ the pageboy (to play)
29. Look, my band ____ to kids. (not to play)
30. Dalldorf, in collaboration with Grace Sickles, ____ for a cure for poliomyelitis. (to search)
31. Какое обращение к женщине принято использовать в деловом письме, если не известно ее семейное положение?
32. A likely ending in e-mail is Best wishes rather than ____ .
33. Which method of electronic correspondents has all the advantages of sending a cable and in addition it is available in the office and offers a direct line, with immediate reply?
34. What kind of a style shouldn't you use for your letter to be discourteous?
35. If there are too many mistakes in grammar, punctuation or spelling the reader may be confused. How should you write your letter to avoid it?
36. Если секретарь расписывается за начальника, какую аббревиатуру он (она) ставит в графе подписи?
37. How long should be the length of the letter?
38. Cross the odd one out of the fax structure in the list.
39. Once the telex operator has dialed the code, an _____code will appear on the teleprinter indicating that the sender is through.

Поставьте глаголы из скобок в нужную форму

40. How she usually (get) to school?
41. When we came, the dinner still (cook)
42. I was very tired because I (run) for an hour
43. Jane ever (hear) this story?

- 44. When summer (come), we'll go to the seaside
- 45. Please wait! Your question (discuss) now.
- 46. She (paint) the door by the time we come back?
- 47. The book (publish) next month.
- 48. How long you (have) this book?
- 49. The cooking usually, (do) by my mother.

Use the words derived from the ones at the end of each sentence to complete the following sentences.

- 50. A place that you can live or stay in is called (accommodate)
- 51. Your ... is the way that you act or do things. (behave)
- 52. If you do something ... , you do it now, without waiting. (immediate)
- 53. To ... means to refuse to do what someone in authority or a rule tells you to do. (obey)
- 54. Good teams understand the ... of working together. (important)
- 55. There is a general ... that parents know what is best for their children. (believe)
- 56. The teacher spoke to each child (separate)
- 57. The storm caused ... damage. (structure)
- 58. Our ... was delayed because of bad weather. (depart)
- 59. The ... between the two countries is very friendly. (relate)

Phrasal Verb 'come'. Fill in: down with / across / into / up with / over.

- 60. Why don't you come ... to my place on Saturday evening for a party?
- 61. He was late for the meeting but couldn't come ... a good excuse for it.
- 62. All my body aches and I've got a fever. I think I'm coming ... with the flu.
- 63. She came ... a large amount of money when her grandmother died.
- 64. The workers came ... some ancient artifacts while digging at the construction site.

Fill in the gaps with the correct word derived from the words in bold.

- 65. He has recovered ... from his illness. (miracle)
- 66. Linda finds chocolate cake ..., she can never say 'no' when someone offers her a piece. (resist)
- 67. We recommended Dr Brown, as he is ... one of the best doctors in the city. (suppose)
- 68. Jane's leg injury was so ... that she had to be taken to hospital. (pain)
- 69. The ... from our country climbed Everest in 1970s. (mountain)
- 70. Because of the cold, our chances of ... were rather low. (survive)
- 71. I really admire his ... to succeed. (determine)
- 72. Our journey was full of danger and excitement. I'm sure it's the most ... journey in our life. (adventure)
- 73. Thousands of people left their homes and tried to escape to (safe)
- 74. She has shown a lot of ... in dealing with her son's illness. (strong)

Complete the sentences with the correct forms of the phrasal verb 'go'.

- 75. The family decided to ... to the countryside for the weekend.
- 76. The meeting ... for a lot longer than I expected.
- 77. She's been ... a bad cold recently.
- 78. The building of the new bridge will ... as planned,
- 79. We need to ... the question of costs of building a new house.
- 80. ... and think about it, then let me know your decision.
- 81. He's amazingly cheerful considering all he's had to

Complete the sentences with the words derived from the ones at the end of the sentences.

- 82. This criminal is known to the police under ... names. (VARY)
- 83. The ... to the cave had been blocked up. (ENTER)
- 84. She was ... at the thought of being alone. (TERRIFY)

85. Hotel ... was scarce during the Olympic Games. (ACCOMMODATE)
86. The scheme has been set up to help ... people. (HOME)
87. I don't want my ... disturbed. (PRIVATE)
88. You should do nothing that might endanger ... of other people. (SAFE)
89. You are not ... expecting me to believe that? (SERIOUS)
90. She has every ... in her students' abilities. (CONFIDENT)
91. Our town is known to be an ... area as there are plenty of small and big plants around here. (INDUSTRY)

Fill in the sentences with appropriate words:

92. My brother ... from university when he was twenty-two years old.
93. My dad ... of school when he was 13 years old because of bad behavior.
94. It was difficult for me to ... all the lectures because I had to work.
95. Once I ... my degree in engineering, I will move to Poland.
96. If I hadn't ... a scholarship, I would have never been able to study abroad.
97. Sharon has ... on an art course, as she is interested in French impressionism.
98. I ... a place on the computer course.
99. The teacher told us to ... our test papers on time.
100. I would like...an excellent mark for the test.

Перечень вопросов для подготовки к экзамену

УК-4. Способен применять современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), для академического и профессионального взаимодействия

2 семестр (экзамен):

Выберите верный ответ:

1. My mother... a bad headache.
a) have got b) am c) has got
2. Where... the Johnsons (live)?
a) Where do the Johnsons live? b) Where are the Johnsons live? c) Where doesthe Johnsons live?
3. Margie and her sister... wonderful voices.
a) does b) has got c) have got
4. I (not / understand) that man because I (not / know) English.
a) not understand, don't know b) don't understand, not know c) don' t understand, don' t know
5. -... you... any time to help me? - Sorry, I....
a) Do you have, don't b) Have you got, am not c) Do you have, have got
6. Everybody in our family (help) Mummy about the house. Dad (walk) the dog, I (water) the flowers, and my brothers (clean) the rooms.
a) help, walks, water, clean b) helps, walks, water, clean c) help, walks, water, cleans
- 7.... Jane Smith (speak) English?
a) Is...speak b) Does ...speak c) Do ...speaks
8. The Browns... a nice house in the country.
a) has got b) have got
9. ... you (like) swimming?
a) Do you like b) Does you like c) Are you like
- 10.... Dad... any brothers or sisters?
a) Have Dad got b) Does Dad have c) Does Dad has

- 11 your sister often (go) to the theatre?
a) Is...go b) Does ...go c) Do...goes
12. We ... a car, but we are going to buy it.
a) don't have b) aren't have c) hasn't
13. Bob (know) what I want?
a) Bob knows b) Do Bob knows c) Does Bob know
14. They can't go out because they... rain-coats and umbrellas.
a) have got b) aren't have c) don't have
15. Jack lives not far from us, but we (not / see) him often.
a) not see b) doesn't see c) don't see
16. Don't give him cigarettes. He (not/smoke).
a) isn't smoke b) doesn't smoke c) don't smokes
17. Can you help me? I (not / know) the way to the market.
a) am not know b) not know c) don't know
18. ... Pete... any beer in the fridge?
a) Does Pete have b) Do Pete has c) Have Pete got
19. My daughter Mary (not / like) apples, but she likes oranges.
a) not likes b) doesn't likes c) doesn't like
20. What's the matter? You (look) very happy.
a) look b) looks

Напишите глаголы из скобок в правильной форме

21. Guatemala ____ adjusting its domestic legislation to the international norms on the protection of fundamental rights which it has ratified. (not to finish)
22. He didn't know exactly what he _____. (to sign)
23. Right, most people your age ____ their bosses cars, myself included. (to clean)
24. In February 2005, it was announced that Mistwalker ____ with Microsoft Game Studios to create two role-playing video games for the Xbox 360. (to work)
25. Michael Bublé ____ my car twice. (to wash)
26. Reggie ____ with us from now on. (to work)
27. As we reviewed our footage, what we realized is that we ____ a love story. (to watch)
28. We ____ so much and so often of the need for political will. (to talk)
29. If there's any way to shore up our defenses Hannah ____ it. (to find)
30. In fact for any day in the past, if the man ____ his countdown by day n, he would have finished his countdown by n-1. (to finish)
31. How many parts are there in the letter requesting a service?
32. What should be given in the "opening part" of the letter requesting information?
33. Какой фразой в США заканчивают письмо к другу?
34. Где обычно пишется дата в деловом письме?
35. "We would like to have your answer by 6 of October". Which part of the letter does this expression refer to?
36. Где обычно пишется дата в письме?
37. Which expression refers to the action part of the letter requesting a service?
38. Какая аббревиатура используется при вложении в письмо дополнительных документов?
39. Что такое VAT номер?

Поставьте глаголы из скобок в нужную форму

40. When he (get) this letter?' 'A week ago.'
41. If she (not come), we won't be able to finish the work.
42. They (work) the whole evening tomorrow.
43. This novel (write) last year?
44. Tom (write) this report for two days.
45. What novel she (write) now?

46. What you (do) when I called you?
47. The clock (repair) by next Monday.
48. When the manager came, we (not write) all the letters yet.
49. Your bag (find) yet?

Fill in the prepositions:

50. Use yogurt instead ... cream and it will be lower in fat.
51. I am very close ... me parents and we can spend hours talking.
52. Schools in Japan are different ... schools in our country.
53. I don't trust people and I never share my secrets ... anyone.
54. People in the family should care ... each other and help each other.
55. Do you get ... well with your family members?
56. The class consists ... students from different countries.
57. Elder children should look ... their siblings.
58. I like going ... for an evening stroll in warm weather.
59. Young people should have high regard ... the older generation.

Complete the sentences with the prepositions:

60. He was ashamed ... treating her in a rude way.
61. It's useless arguing ... it, he won't change his mind.
62. Young people should have great respect ... older generations.
63. She is so shy that she never gets very close ... other people.
64. Sophia is so attached ... her teddy bear, she takes it wherever she goes.

Give the short answers for the questions.

65. Who was the first woman- Prime-Minister of Great Britain?
66. What is the largest museum in Great Britain?
67. Where was the first university in England founded?
68. What is the symbol of England?
69. Who defeated the combined French and Spanish fleets at Trafalgar?
70. What is the Englishmen's favourite drink?

Complete the sentences with the phrasal verb 'talk' in the correct form.

71. I didn't want to move abroad, but John ... me ... it.
72. You'll find it helpful to ... things ... with a friend before making a decision.
73. She tried to ... him ... leaving the party so early.
74. We finally managed to ... them ... to our way of thinking.
75. Don't , or you won't be allowed to go out!
76. Never to me as if you are my boss.

Fill in the prepositions:

77. She had been working all day and then complained ... a terrible headache.
78. Jane insisted ... paying for the meals herself.
79. I think you should apologize ... the hostess ... breaking a cup.
80. Children often complain ... the food.
81. The doctor assured me ... the importance of taking this medicine.

Complete the sentences with the correct word derived from the words in brackets.

82. These gardening programmes give people ... for their own homes. (INSPIRE)
83. Simon was ... unhappy after his divorce. (DESPERATE)
84. A ... is someone whose job is to advise people about the law and speak for them in court. (LAW)
85. ... lives are lost on our roads each year. (COUNT)
86. The meeting of world ... is taking place tomorrow. (LEAD)
87. Someone who thinks of or makes something completely new is called an(INVENT)

88. They had mechanical ... on the plane. (DIFFICULT)
89. Science involves a lot of ... work in the laboratory. (PRACTICE)
90. It's ... that she was hurt. (FORTUNE)
91. She succeeded through hard work and (PERSEVERE)

Complete the sentences with the words derived from the ones at the end of the sentence.

92. The moment we entered the house we felt insecure as there was something... about that place. MYSTERY
93. This cathedral is of great historic and ... interest. ARCHITECTURE
94. Though they didn't know each other quite well, they could feel there was a ...connection between them. SPIRIT
95. Nowadays there are ... lines of communication everywhere. VISIBLE
96. It's almost impossible not to react to ... news in some way. PREDICT
97. This scientific ... will be useful in many spheres of our life. DISCOVER
98. In his autobiography he described his life as a/ an ... in some of the most remoted parts of the world. EXPLORE
99. We will study the ancient ... of Greece and Rome. CIVILISE
100. He was ... enough to afford such a posh car. WEALTH