

**EXAMEN DE PASSAGE**  
**PREMIERE ANNEE**  
**SESSION MAI 2009**  
**SECTION : BTS Toutes sections**

Noms Prenoms : .....  
Section : ..... N° Examen : .....

Neuhaus Mondose makes high quality luxury Belgian chocolates that are known by chocolate lovers all over the world. The first shop was opened in the centre of Brussels by Jean Neuhaus in 1857. The company is now the oldest confectioner in the world that still produces hand-made chocolates. When people think of Belgian chocolates, they think of the chocolate praline, a mixture of chocolate, sugar and almonds. The Neuhaus family created the first praline. They were also the first to make chocolates which had rich fillings covered by a chocolate shell.

Neuhaus also invented the ballotin. In the early 1900s chocolates were sold in small bags and the ones at the bottom of the bag were often damaged. The ballotin protects the chocolates, and it has become the traditional packaging for loose Belgian chocolates.

Neuhaus Mondose is no longer a family business, but it is still Belgian-owned. The company has a turnover of over 1.6 billion francs (about \$ 60 million) each year, and exports its products worldwide. Europe, the United States and Japan are the markets where Neuhaus Mondose products sell best. The chocolates are sold in special Neuhaus shops, in well-known department stores (like Harrods, El Corte Ingles and Sactis Fifth Avenue) and duty-free shops at airports. People who buy them know they are buying some of the world's finest chocolates.

**1. READING (13 points) BASE ALL YOUR ANSWERS ON THE TEXT**

**A. Read the following sentences and circle true or false. Justify your answers. (4 points)**

1. The ballotin is a kind of chocolate. T F
2. Neuhaus Mondose is not a family business any more. T F
3. The company produces its chocolate worldwide. T F
4. The company makes both high and low quality chocolates T F

**B. Answer these questions according to the text. (4 points)**

1. When and where was the first shop opened? (1 point) .....
2. What three things did Neuhaus invent? (2 points) .....
3. What are Neuhaus Mondose's main markets? (1 point) .....

**C. Find in the text words meaning the same as the following: (2 points)**

1. Something used to fill a space. (Paragraphe 1) .....
2. One who makes chocolates or sweets. (Paragraphe 1) .....

**D. These words are underlined in the text what do they refer to? (3 points)**

1. the company: .....
2. them: .....
3. they: .....

**II. LANGUAGE: (15 points).**

**A. Put the verbs in brackets in the correct form. (5 points)**

1. I ..... (join) my company five years ago and I ..... (be) a marketing director there since then.
2. A: How about ..... (open) new plant in Spain?  
B: That's a possibility.
3. The new manager hates ..... (postpone) meetings
4. I ..... (study) abroad next year.

**B. Rewrite the following sentences beginning as indicated. (8 points)**

1. We should test the new product before launching it into the Moroccan market.  
The product.....
2. We will not meet the deadline if we don't increase the staff.  
Unless.....
3. The customer didn't ask for a receipt.  
He should.....
4. "Did you go out for lunch yesterday?" John asked us.  
John asked us.....
5. We aren't the market leaders.  
I wish.....
6. She didn't work hard. She wasted her time.  
Instead.....
7. He is redundant. He isn't looking for a new job.  
Although.....
8. She works hard. She can't afford to buy a car, however.  
Despite.....

**D. Match the words with their definitions. (2 points)**

1. The act of buying something= ..... a. bill
2. A job that is available= ..... b. workforce
3. All the people who work in a particular country, industry or company= ..... c. purchase
4. A piece of paper showing that goods or services have been paid for..... d. vacancy

**III. Writing: (12 points)**

**Put the following telephone conversation in the right order. ( Write the numbers on the right of every exchange)**

- ..... Thanks for calling. Good bye.
- ..... When could I reach him?
- ..... Sorry, can you spell your name please?
- ..... Who's calling?
- ..... I'm afraid Mr. LEARY is not in at the moment.
- ..... Mr. Karim ALAMI.
- ..... K, A, R, I, M A, L, A, M, I.
- ..... O.K. I'll call again tomorrow. Thanks a lot. Good bye.
- ..... Hold the line please.
- ..... 1. Electro Koutoubya Ltd. Can I help you?
- ..... He won't be back until tomorrow morning.
- ..... Good afternoon. Could you put me through to Mr. Peter LEARY, please?