

אנגלית

שאלון ה'

(MODULE E)

גרסה א'

הוראות לנבחן

- א. משך הבחינה: שעה ורבע
- ב. מבנה השאלון ומפתח ההערכה: בשאלון זה שני פרקים.
פרק ראשון – הבנת הנקרא – 70 נקודות
פרק שני – הבנת הנשמע – 30 נקודות
סה"כ – 100 נקודות
- ג. חומר עזר מותר בשימוש: מילון אוקספורד אנגלי-אנגלי-עברי
או: قاموس " هاراب " إنجليزي – إنجليزي – عربي
(מילון הראפס אנגלי-אנגלי-ערבי)
או: معجم " لوتجمان " للإجليزية الحديثة
(מילון לונגמן לאנגלית מודרנית)
נבחן "עולה חדש" רשאי להשתמש גם במילון דו-לשוני: אנגלי-שפת-אמו /
שפת-אמו-אנגלי.
השימוש במילון אחר טעון אישור הפיקוח על הוראת האנגלית.
- ד. הוראות מיוחדות:
- (1) עליך לכתוב את כל תשובותיך בגוף השאלון (במקומות המיועדים לכך).
 - (2) כתוב את כל תשובותיך באנגלית ובעט בלבד. אסור להשתמש בטיפקס.
 - (3) בתום הבחינה החזר את השאלון למשגיח.
- הערה: גם נבחני משנה ונבחנים אקסטרניים חייבים להיבחן בפרק הבנת הנשמע.
- ההנחיות בשאלון זה מנוסחות בלשון זכר ומכוונות לנבחנות ולנבחנים כאחד.**

בהצלחה!

PART I: ACCESS TO INFORMATION FROM WRITTEN TEXTS (70 points)

Read the report below and then answer questions 1-8.

WHERE IS THE END OF THE LINE?

It may be hard to imagine, but something as unexciting as standing in line at the post office or the bank is fascinating to some people. A number of sociologists have been studying the subject for more than two decades, and some of their findings are quite surprising. Research shows, for instance, that having to wait actually affects how
5 people judge the service they finally get at the counter: the longer they wait, the worse they rate it.

Studies have also revealed that people are upset the most when they see someone who arrived after them getting served first, an experience described by participants as "infuriating" and "incredibly unfair." Another major cause of irritation is boredom. In
10 a recently published study, nearly 40% of the people interviewed gave it as the main reason for walking out before being served. In other studies, customers spoke about the disruption that being stuck in lines causes to their schedule.

In an attempt to reduce the frustration of standing in line, numerous businesses are taking such findings into account. Many airports no longer have several lines but only
15 a single one, from which people waiting to check in go to the first available counter. Elsewhere, customers take a number and can even sit comfortably while they wait. In places like amusement parks, where lines can be extremely long, electronic signs are often used to indicate how long the wait will be. Sometimes the time shown is deliberately exaggerated, so customers are pleasantly surprised when their turn comes.
20 Another tactic is to keep people entertained while they stand in line. Visitors waiting for a comedy show at Disney World, for instance, are asked to send text messages with jokes that may be used during the performance. Other companies provide computers for the use of people waiting their turn.

While all these methods make some customers a bit happier, none actually makes the
25 lines move any faster. If businesses really wanted to guarantee our satisfaction, they would invest more effort into making lines shorter instead of trying to make us forget how annoying it is to wait.

(Adapted from "Queuing psychology: Can waiting in line be fun?"
<http://edition.cnn.com/2008/TECH/science/11/20/queuing.psychology/index.html>)

QUESTIONS (70 points)

Answer questions **1-8** in English according to the report. In questions 6, 7 and 8, circle the number of the correct answer. In the other questions, follow the instructions.

1. What information are we given in lines 1-6 about standing in line?

PUT A ✓ BY THE TWO CORRECT ANSWERS.

- i) Where the subject was studied.
- ii) Who is interested in the subject.
- iii) Why it needs to be studied.
- iv) What businesses think of it.
- v) Why it affected service at the counter.
- vi) How it influences customers' opinions.

(2×8=16 points)

2. COMPLETE THE SENTENCE.

From all the studies mentioned in lines 7-12 we learn why people

.....
(9 points)

3. The annoyance of standing in line can have negative consequences for businesses.

Give ONE negative consequence mentioned in lines 1-12.

ANSWER:
(8 points)

4. How do businesses try to prevent the experience that people describe as "incredibly unfair" (line 9)? Give ONE answer from lines 13-23.

ANSWER:
(6 points)

5. Some companies "provide computers for the use of people waiting their turn" (lines 22-23). Why do they do this? (lines 13-23)

ANSWER:
(8 points)

6. What do we learn from lines 13-23 about the methods mentioned in that paragraph?
- (i) How effective they are.
 - (ii) Which is the most successful.
 - (iii) What people think of them.
 - (iv) What their purpose is.
- (8 points)
7. Why may customers waiting their turn be "pleasantly surprised" (line 19)?
- (i) The wait is shorter than they expected.
 - (ii) A sign tells them when they will be served.
 - (iii) They didn't expect to be entertained.
 - (iv) They can sit comfortably while they wait.
- (8 points)
8. What does the writer say regarding the methods used by the companies?
(lines 24-27)
- (i) They have no effect.
 - (ii) They upset the customers.
 - (iii) They don't solve the real problem.
 - (iv) They should be used by more companies.
- (7 points)

Note: The exam continues on page 6.

PART II: ACCESS TO INFORMATION FROM SPOKEN TEXTS (30 points)

Answer questions **9-13** according to the broadcast. In questions 9, 10 and 12, follow the instructions. In the other questions, circle the number of the correct answer. (5 points for each correct answer.)

STAR PARTIES

9. What does Andrew Ford explain about star parties in his first answer?

PUT A ✓ BY THE TWO CORRECT ANSWERS.

- i) How they first began.
- ii) Why they are called "parties."
- iii) Which ones are the most popular.
- iv) Who goes to them.
- v) How to find out about them.
- vi) How often they are held.

(2×5=10 points)

10. Give ONE condition for the success of a star party.

ANSWER:

11. What are we told about the popularity of star parties?

- (i) They were most popular in the 18th century.
- (ii) They have been popular for 200 years.
- (iii) They are very popular today.
- (iv) They are popular mainly in England.

12. What are we told about the Messier Marathon? Give ONE answer.

ANSWER:

13. What does Andrew Ford explain in his last answer?
- (i) How he chose his profession.
 - (ii) How he heard about star parties.
 - (iii) What kind of equipment he builds.
 - (iv) What he likes about star parties.

בהצלחה!

זכות היוצרים שמורה למדינת ישראל
אין להעתיק או לפרסם אלא ברשות משרד החינוך