

МИНИСТЕРСТВО ПРОСВЕЩЕНИЯ
РОССИЙСКОЙ ФЕДЕРАЦИИ

ФЕДЕРАЛЬНОЕ
ГОСУДАРСТВЕННОЕ БЮДЖЕТНОЕ
ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ ВЫСШЕГО ОБРАЗОВАНИЯ
«ЛУГАНСКИЙ ГОСУДАРСТВЕННЫЙ ПЕДАГОГИЧЕСКИЙ УНИВЕРСИТЕТ»
(ФГБОУ ВО «ЛГПУ»)

Институт филологии и социальных коммуникаций
Кафедра теории и практики перевода



УТВЕРЖДАЮ

Директор Института филологии и
социальных коммуникаций

О.С. Перетятая

« 15 »

января

20 25 г.

Приложение к рабочей программе учебной дисциплины

ФОНД ОЦЕНОЧНЫХ СРЕДСТВ

для проведения текущего контроля и промежуточной аттестации
обучающихся по дисциплине

Иностранный язык в сфере профессиональной коммуникации

По направлению подготовки – 39.04.01 Социология (уровень магистратура)

Профиль подготовки – Социология управления

Квалификация выпускника – магистр

Форма обучения – очная, заочная

Курс – ОФО – 1 курс (2 семестр), ЗФО – 1 курс (2 триместр)

Разработчик

заведующий кафедрой теории и
практики перевода Харченко Л.И.

Заведующий кафедрой

теории и практики перевода

Л. И. Харченко

Протокол

от « 09 » января 20 25 г. № 4

Луганск, 2025

1. ПАСПОРТ ФОНДА ОЦЕНОЧНЫХ СРЕДСТВ

1.1. Область применения

Фонд оценочных средств (ФОС) – неотъемлемая часть рабочей программы дисциплины «Иностранный язык в сфере профессиональной коммуникации» и предназначен для контроля и оценки образовательных достижений студентов, освоивших программу дисциплины.

1.2. Цели и задачи фонда оценочных средств

Цель ФОС – установить соответствие уровня подготовки обучающегося требованиям ФГОС ВО магистратура по направлению подготовки 39.04.01 Социология, утвержденного приказом Министерства образования и науки Российской Федерации от 05 февраля 2018 г. №79.

1.3. Перечень компетенций, формируемых в процессе освоения основной образовательной программы

Процесс освоения дисциплины направлен на формирование следующих компетенций и индикаторов их достижения:

| Код по ФГОС ВО | Индикатор достижения |
|---|--|
| Универсальные | |
| УК-4 Способен применять современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), для академического и профессионального взаимодействия | ИУК-4.1. Использует современные коммуникативные технологии в процессе профессиональной коммуникации ИУК-4.2. Демонстрирует навыки коммуникации в разных ситуациях академического и профессионального взаимодействия ИУК-4.3. Представляет результаты академической и профессиональной деятельности на различных научных мероприятиях, включая международные ИУК-4.4. Соблюдает правила коммуникации в рамках участия в академической и профессиональной дискуссии ИУК-4.5. Устанавливает профессиональные контакты и решает конкретные задачи на основе академического и профессионального взаимодействия с учетом мнений отечественных и зарубежных коллег ИУК-4.6. Переводит с иностранного языка на государственный и обратно, редактирует различные жанры академических и профессиональных текстов (рефератов, эссе, обзоров, статей и пр.) |
| УК-5 Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия | ИУК-5.1. Выбирает и использует необходимую для межкультурного взаимодействия информацию об особенностях отдельных этнических, религиозных, социальных групп ИУК-5.2. Выстраивает межкультурный диалог с учетом правил межкультурного взаимодействия ИУК-5.3. Оценивает эффективность процесса межкультурного взаимодействия ИУК-5.4. Осуществляет анализ и рефлексию собственной деятельности и поведения в процессе межкультурного взаимодействия |

1.4. Этапы формирования компетенций и средства оценивания уровня их сформированности

| Этапы формирования компетенций | Компетенции | Контрольно-оценочные средства / способ оценивания |
|---|--------------|--|
| Unit 1 Introduction. Achievement tests. Unit 2 My autobiography. Questionnaire | УК-4 УК-5 | презентация, тест анкета, устный опрос |
| Unit 3 Personality and character: positive and negative qualities Unit 4 Social and Business Behavior: Cultural Diversity. | УК-4 УК-5 | Выполнение практических заданий, устный опрос, тест |
| Unit 5 Cramming for success: study and academic work Unit 6 Career Plan | УК-4 УК-5 | Выполнение практических заданий, устный опрос, тест |
| Unit 9-10 Creating a strong first impression. Identifying key skills and detailing education and qualifications Unit 11-12 Application Forms. Writing a Curriculum Vitae and Covering Letter | УК-4 УК-5 | Выполнение практических заданий, устный опрос, тест CV (Curriculum Vitae) |
| Текущая аттестация | УК-4 УК-5 | Контрольная работа |
| Промежуточная аттестация | УК-4 УК-5 | Зачет |

1.5. Описание показателей формирования компетенций

| Код компетенции | Результаты сформированности |
|-----------------|---|
| УК-4 | <p>Знает: современные коммуникативные технологии в процессе профессиональной коммуникации, правила коммуникации в рамках участия в академической и профессиональной дискуссии</p> <p>Умеет: представлять результаты академической и профессиональной деятельности на различных научных мероприятиях, включая международные, устанавливать профессиональные контакты и решать конкретные задачи на основе академического и профессионального взаимодействия с учетом мнений отечественных и зарубежных коллег</p> <p>Владеет: навыками коммуникации в разных ситуациях академического и профессионального взаимодействия, перевода с иностранного языка на государственный и обратно, редактирования различных жанров академических и профессиональных текстов (рефератов, эссе, обзоров, статей и пр.).</p> |
| УК-5 | <p>Знает: правила межкультурного взаимодействия</p> <p>Умеет: выбирать и использовать необходимую для межкультурного взаимодействия информацию об особенностях отдельных этнических, религиозных, социальных групп, оценивать эффективность процесса межкультурного взаимодействия</p> <p>Владеет: навыками анализа и рефлексии собственной деятельности и поведения в процессе межкультурного взаимодействия</p> |

1.6. Критерии оценивания компетенций на разных этапах их формирования

| Вид учебной работы | Количество баллов | | |
|---------------------------------|-------------------|-------|-----|
| | ОФО | О-ЗФО | ЗФО |
| Тестовый контроль (модуль) | 10 | - | 10 |
| Участие в дискуссии на семинаре | 60 | - | 60 |
| Зачет | 30 | - | 30 |
| Всего | 100 | | |

Накопительная система оценивания по 100-балльной шкале

| Четырехбалльная система оценивания экзамена | 100-балльная шкала | Буквенная шкала, соответствующая 100-балльной шкале | Система оценивания зачета |
|---|--------------------|--|---------------------------|
| Отлично | 90-100 | А – отлично – теоретическое содержание курса освоено полностью, без пробелов; необходимые практические навыки работы с освоенным материалом сформированы; все предусмотренные программой обучения учебные задания выполнены, качество их выполнения оценено числом баллов, близким к максимальному | Зачтено |
| Хорошо | 83-89 | В – очень хорошо – теоретическое содержание курса освоено полностью, без пробелов; необходимые практические навыки работы с освоенным материалом в основном сформированы; все предусмотренные программой обучения учебные задания выполнены, качество выполнения большинства из них оценено числом баллов, близким к максимальному | |
| Хорошо | 75-82 | С – хорошо – теоретическое содержание курса освоено полностью; некоторые практические навыки работы с освоенным материалом сформированы недостаточно; все предусмотренные программой обучения учебные задания выполнены, качество выполнения ни одного из них не оценено минимальным числом баллов, некоторые виды заданий выполнены с ошибками | |
| Удовлетворительно | 63-74 | Д – удовлетворительно – теоретическое содержание курса освоено частично, но пробелы не носят существенного характера; необходимые практические навыки работы с освоенным материалом в основном сформированы; большинство предусмотренных программой обучения учебных заданий выполнено, некоторые из выполненных заданий содержат ошибки | |
| Удовлетворительно | 50-62 | Е – посредственно – теоретическое содержание курса освоено частично; некоторые практические навыки работы не сформированы, многие предусмотренные учебной программой обучения учебные задания не выполнены либо качество | |

| | | | |
|---------------------|--------------|--|------------|
| | | выполненных некоторых из них оценено числом баллов, близким к минимальному | |
| Неудовлетворительно | 21-49 | FX – неудовлетворительно – теоретическое содержание курса освоено частично; необходимые практические навыки работы с освоенным материалом не сформированы; большинство предусмотренных учебной программой обучения учебных заданий не выполнено либо качество их выполнения оценено числом баллов, близким к минимальному; при дополнительно самостоятельной работе над материалом курса возможно повышение качества выполнения учебных заданий | Не зачтено |
| Неудовлетворительно | 0-20 | F – неудовлетворительно – теоретическое содержание курса не освоено; необходимые практические навыки работы не сформированы; все выполненные учебные задания содержат грубые ошибки; дополнительная самостоятельная работа над материалом курса не приведет к какому-либо значимому повышению качества выполнения учебных заданий | |

2. КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА

2.1. Оценочные средства текущего контроля

Task 1. Choose the proper word to make the sentence complete

1. We have to hand in a ____ at the end of the course. It can consist of up to five different pieces of work.

- a) assignment b) essay c) portfolio d) dissertation

2. The teacher gave us the title of this week's ____ today. We have to write 1,000 words on the topic of 'If I ruled the world' and hand it in next Monday.

- a) essay b) project c) thesis d) composition

3. At the end of this course, you have to do a 5,000-word ____ which will be assessed, and the grade will contribute to your final degree.

- a) thesis b) project c) assignment d) essay

4. I think I'll do a study of people's personal banking habits for my MSc ____ It has to be about 12,000 words.

- a) dissertation b) composition c) essay d) project

5. I've chosen to do the ____ instead of the two exams, because I like to do one single piece of work where I can research something that interests me personally.

- a) project b) portfolio c) assignment d) thesis

6. The conference proceedings will be published in a research ____.

- a) journal b) magazine c) article d) paper

7. This research ____ covers the use of the new device.

- a) journal b) magazine c) article d) course

8. During a job interview, you have to answer several common ____.

- a) answers b) questions c) candidates d) companies

9. A job interview enables the employer to learn a lot about an ____.

- a) aspirant b) applicant c) candidate d) student

10. I ____ from the University two years ago.

- a) graduated b) finished c) studied d) learnt

Task 2. Complete the personal statements using the appropriate phrases in the box.

| |
|---|
| experience in; well-organised; full-time professional; confidently and effectively; proven ability; |
|---|

Professional, [[1]] individual. Communicates [[2]] at all levels; demonstrates initiative and confidentiality both independently and within a team environment.

Enthusiastic PA with three years' [[3]] experience. Excellent written and oral communication skills have enabled me to establish a strong network of

professional contacts in your area [[4]] to meet deadlines and prioritise whilst maintaining consistently high standards. Substantial [[5]] organising meetings and conferences gained whilst providing PA and secretarial service to main board director.

Task 3. Topics for discussion

1. You are meeting foreigners for the first time.
2. Today you have a job interview. Act as an applicant. Start the interview with a representative of your skills.
3. You are booking a call to Moscow.
4. You are inviting your foreign partner to a restaurant.
5. You are calling to a company and looking for a person.
6. Tell your colleague about the main principles of being the participant of the scientific conference.
7. You are calling to a company to find the address of a person.
8. You have got a wrong number. Make your excuses.
9. You are telling your friend about your native city.
10. Tell your employer about your professional background.
Tell your friend what an excellent resume is.

2.2. Оценочные средства для промежуточной аттестации

Устные темы:

1. You are meeting foreigners for the first time.
2. Today you have a job interview. Act as an applicant. Start the interview with a representative of your skills.
3. You are booking a call to Moscow.
4. You are inviting your foreign partner to a restaurant.
5. Can you discuss the impact of food choices on personal health and sustainability?
6. Can you describe a favorite dish from a different cuisine that you've tried?
7. How does food advertising influence our food choices and preferences?
8. Do you enjoy experimenting with new flavors and cooking techniques? Why?
9. You are calling to a company and looking for a person.
10. Tell your colleague about the main principles of being the participant of the scientific conference.
11. You are calling to a company to find the address of a person.
12. You have got a wrong number. Make your excuses.
13. What are the benefits of traveling for personal growth and broadening one's perspective?
14. Do you prefer traveling alone or with a group of people? Why?

15. What is the impact of technology on the travel industry, such as online bookings and travel apps?
16. How does travel contribute to local economies and the tourism industry?
17. What sort of people makes the best language learners?
18. Should everyone learn at least one foreign language?
19. What languages should be taught in school and why?
20. How has learning English influenced your life or career goals?
21. What skills do you think are important for success in the modern workplace?
22. Have you ever considered starting your own business? If yes, what kind of business would you like to have?
23. What do you want to learn in order to be successful in your future career?
24. Do you have any hobbies or interests that could turn into a profession?
25. Can you discuss the cultural significance and meaning of holidays in different societies?
26. You are telling your friend about your native city
27. Tell your employer about your professional background.
28. Tell your friend what an excellent resume is.
29. What is your opinion on the importance of higher education?
30. How do you typically prepare for exams or tests?
31. What do you think is the most challenging aspect of being a student?
32. How do you balance studying in the university with your personal life?
33. Education: the education system in the UK; the education system in Russia; studying at Oxford
34. Sports: Popular sports in the UK; Popular sports in Russia; Physical education lesson
35. British Isles: Geographical location; England; Wales; Scotland; Northern Ireland
36. Travel: Means of transportation; Travel in Europe; Tourism
37. Theater: Drama; Ballet; Music
38. My home. Description of the apartment/room and the building in which they are located. Description of the external characteristics (number of floors in the building, type of block, amenities, number of rooms in the apartment, type of rooms) and the internal situation in the house/apartment/room (furniture, its arrangement, use of location prepositions).
39. My life. Description of hobbies and leisure activities of the speaker and people he knows. Familiarization with basic vocabulary from the field of music, sports, and mass media.
40. My family. Information about the family, a story about their age, appearance, habits, occupation, hobbies.

41. Appearance and character. Description of a person's appearance (male and female). Description of character traits, psychological characteristics with a small comment.
42. My university. A story about studying (the university, the number of faculties in it, the faculty where the student studies, the reasons that prompted him to choose such a specialty, the schedule of the school day, the organization of classes, the impressions of studying).
43. Travelling. Description of travel, various means of transport, use of location prepositions).
44. My future job. Description of the routine of a typical working day.
45. My free time. Description of the routine of a typical day off and yesterday's day off.
46. Seasons and weather. Description of typical seasons and weather in different seasons, today, yesterday, in different geographical regions
47. Types of modern computers. Artificial intelligence. Modern computer programs and technological progress.
48. Computer applications. Computer games. A computer in my daily life.
49. The main causes and types of environmental pollution. Examples of global and local environmental disasters. Environmental problems of my hometown.
50. Transport and ecology. Ways to solve environmental problems in the modern world. Public organizations and global foundations dealing with the problem of environmental protection.
51. Our contribution to environmental protection.
52. Its nature and properties. The main areas of application.
53. Famous scientists and discoveries in the field of electricity. Natural energy sources: traditional and non-traditional. Types of power stations.
54. New discoveries in the field of electricity (methods of electricity transmission, energy-saving technologies). Electric transport.
55. The system of secondary and higher education in our country and the countries of the studied language. Similarities and differences in the higher education systems of Russia, Great Britain and the USA.
56. The oldest universities in the UK: Oxford, Cambridge. Famous universities in the USA: Yale, Harvard, Princeton, etc. Student traditions. Scientists, writers, and political figures who graduated from these educational institutions.
57. The university where I study. The profession I have chosen.
58. The political system of the United Kingdom. London is the capital of Great Britain. Historical past and modern development.
59. Sights. Outstanding personalities. Traditions and holidays.

60. The political system of the United States of America. Washington is the capital.
61. The United States. The largest cities in the USA. Attractions.
62. Historical past and modern development. Outstanding personalities.
63. Traditions and holidays.
64. The impact of a healthy lifestyle on overall human health. Bad habits
65. New trends in the development of the country. Computers in our lives. Intellectual property, idea, new knowledge. Social modernization of society.
66. Parents and children. Relatives. Professions of parents and relatives. Character traits, appearance.
67. Family traditions. Our home, the city, studies, work, daily routine. Hobby. Friends.
68. Sciences. Scientific methods. The most important scientific discoveries. Famous scientists of the world. Technological progress and major inventions. Application of scientific achievements and discoveries.
69. Structural materials of the present and future. Achievements of science and technology at home.
70. Traffic safety. The electric car and its advantages. Transport and ecology.
71. My first trip to the theater. The history of the theater. The structure of the theater. The profession of an actor. Would I like to become an actor? Favorite theatrical productions.
72. Sports. Competitions. Olympic Games. My preferences in sports. Favorite sports programs.
73. Famous athletes. Sports in Russia. The most popular modern sports. The development of sports in Russia and abroad.
74. The education system in Russia, Great Britain and the USA. Disciplines. Types of educational institutions. Exams. My favorite/unloved items. English language lesson. Organization of exams.
75. Countries, capitals, cities. Attractions. Moscow/London/New York. My favorite city.
76. Names of products and dishes. Traditional English cuisine. In a cafe/restaurant. The project of your own restaurant. My favorite dish, the recipe.
77. Genres of films. Making movies. A report on your favorite movie. Screen versions of books. The role of cinema in human life. Famous actors. Parts of the film. Review analysis. Writing a film review.
78. The school of the future. Difficult teenagers. The atmosphere in the family. Encouragement and punishment. The behavior of children in the family. The generation difference. Modern methods of education: pros and cons. Conducting a dispute – arguments FOR and AGAINST.

79. Description of the painting. A report on the great artist. Genres of painting. The role of fine art in human life. The choice of composition and color. Favorite direction in painting, favorite artist.
80. Positive and negative feelings. The emotional state of a person. Emotions and human health. Temperament and its types. The character of the person. The influence of the name on the character. Zodiac signs.
81. Positive and negative character traits. The influence of a person's childhood on character formation. Factors determining the formation of a person's personality.
82. Character traits and profession. The strengths and weaknesses of my personality. How I work on myself. A man who is an example to me.
83. Types of vessels. Types of violations and crimes. The procedure for bringing the case to court. Participants in the trial. The course of the trial.
84. Fines and penalties. The need for punishment. Juvenile delinquency: causes, types of punishment, methods of prevention. Working with "difficult" teenagers.
85. The consequences of committing a crime for a person and for society. A mock trial. Rehabilitation of former prisoners.
86. Literary genres. The most popular literary genres among young people. Types of books. The components of the book. Libraries. The most famous libraries. Rules for using the library.
87. Literary preferences. Favorite/ unloved literary hero. Favorite author. Literary criticism. The future of the book. Writing a book review. Famous people about the book and reading. Newspapers/Magazines.
88. The behavior of children in the family. Happy children. Unhappy, troubled children. Happy parents. Unhappy, "difficult" parents. A difficult child: the role of fears, the environment at home, the game of "war". Methods of work.
89. The role of television in human life. Work in the television industry. Television broadcasts. Favorite/ unloved TV shows. Cruelty and violence on television. Children and television. Educational programs.
90. Review of the TV show. Television and cinema. Television in Russia and in the USA. The role of the Internet in human life. Rules of online behavior. The Age of mobile communication: pros and cons.
91. What is "generation gap"? The causes of the problem of fathers and children. Different views on life and world problems. Modern demographic problems and their solution.
92. Family Institute: his role in the life of society. Creating a family. The problem of equality in the family.
93. Family relations. Separation of household responsibilities: male and female gaze.
94. The marriage contract. Advantages and disadvantages of family and single life.

95. The best age for marriage. Divorce. The image of a modern family.
96. Types of holidays. Ways to celebrate. Public holidays. Gifts, holiday treats.
97. Folklore. The role of folklore in modern life.
98. Favorite holidays. Attitude to traditions and customs. Favorite traditions. Russian, American and British holidays and customs.
99. Body parts and organs. At the doctor's appointment. Diagnosis and treatment. Stress. The problem of excess weight. Compilation of thematic dialogues on the topic.
100. Hospitals, sanatoriums. Proverbs about health. My diseases and treatment methods. How I maintain my health.
101. Weather phenomena. Description of the weather. Weather forecast. The climate in Russia and the countries of the studied language.
102. Names of professions. My dream job. How to successfully complete the interview. Business and money. Compilation of thematic monologues.

Теоретические вопросы:

103. Время Present Simple. Образование утвердительных предложений. Примеры.
104. Время Present Simple. Образование вопросительных и отрицательных предложений. Примеры.
105. Время Past Simple. Образование утвердительных, отрицательных и вопросительных предложений. Примеры.
106. Время Future Simple. Образование утвердительных, отрицательных и вопросительных предложений. Примеры.
107. Личные, притяжательные местоимения. Примеры.
108. Указательные и возвратные местоимения. Примеры.
109. Артикль как признак существительного. Основные правила употребления артиклей. Примеры.
110. Основные формы глагола. Примеры.
111. Время Present Continuous. Образование утвердительных, отрицательных и вопросительных предложений. Примеры.
112. Время Past Continuous. Образование утвердительных, отрицательных и вопросительных предложений. Примеры.
113. Время Future Continuous. Образование утвердительных, отрицательных и вопросительных предложений. Примеры.
114. Глагол «to have» в настоящем, прошедшем и будущем времени, в вопросительных и отрицательных предложениях. Примеры.
115. Предложения с конструкцией «there is, there are». Утвердительные, отрицательные и вопросительные предложения.

Тестовые вопросы:

116. I ____ from the University two years ago.

- a) graduated
- b) finished
- c) studied
- d) learnt

117. A job interview enables the employer to learn a lot about an ____.

- a) aspirant
- b) applicant
- c) candidate
- d) student

118. During a job interview, you have to answer several common ____.

- a) answers
- b) questions
- c) candidates
- d) companies

119. This research ____ covers the use of the new device.

- a) journal
- b) magazine
- c) article
- d) course

120. The conference proceedings will be published in a research ____.

- a) journal
- b) magazine
- c) article
- d) paper

121. I've chosen to do the ... instead of the two exams, because I like to do one single piece of work where I can research something that interests me personally.

- a) project
- b) portfolio
- c) assignment
- d) thesis

122. I think I'll do a study of people's personal banking habits for my MSc ____ . It has to be about 12,000 words.

- a) dissertation
- b) composition
- c) essay
- d) project

123. At the end of this course, you have to do a 5,000-word ____ which will be assessed, and the grade will contribute to your final degree.

- a) thesis
- b) project
- c) assignment
- d) essay

124. The teacher gave us the title of this week's ____ today. We have to write 1,000 words on the topic of 'If I ruled the world' and hand it in next Monday.

- a) essay
- b) project
- c) thesis
- d) composition

125. We have to hand in a ____ at the end of the course. It can consist of up to five different pieces of work.

- a) assignment;
- b) essay
- c) portfolio;
- d) dissertation;

126. Consultant: Do you have any skills that would help you do this job?

Applicant: _____

- a) I speak Chinese fluently. I also have good presentation skills.
- b) I'm looking for an on-line job.
- c) Yes, I am.
- d) You are wrong.

127. Consultant: Would you tell me about your educational background?

Applicant: _____

- a) It is about my education.
- b) University is a very good experience for everyone.
- c) I graduated from LSPU in 2015, and I received a Bachelor's degree in Philology.
- d) I speak fluently Spanish and Chinese. I also have good communicational skills.

128. Student 1: How did you pass your exam in physics?

Student 2: _____

- a) I took it.
- b) I studied it.
- c) I taught it.
- d) I failed it.

129. Professor: What is the aim of your report at the conference?

Student: _____

- a) The aim of your report are to consider the pros and cons of university education
- b) The aim report is university education.
- c) The aim report are university education.
- d) The aim of my report is to consider the pros and cons of university education.

130. Professor: Will you take part in this conference?

Student: _____

- a) You are so kind.

- b) I sure will.
- c) I'm sorry.
- d) Are you sure?

131. I rang to ask when they ____ , but in fact they had already relocated.

- a) are moving
- b) will move
- c) shall move
- d) were moving

132. It's a nice car but I wonder ____ .

- a) what it costs
- b) what does it cost
- c) how much does it costs
- d) if it costs

133. He apologized ____ at the meeting late.

- a) to arrive
- b) that he arrived
- c) of arriving
- d) for arriving

134. My boss was very supportive and ____ me to apply for the promotion.

- a) refused
- b) threatened
- c) apologized
- d) encouraged

135. I didn't receive the ticket, so I rang the travel agent to ask if they ____ it.

- a) sent
- b) had sent
- c) have sent
- d) sends

136. He rang to ask ____ we were still interested in the site or not.

- a) whether
- b) when
- c) where
- d) that

137. I couldn't find Mile Arnoux, so I asked her secretary ____ .

- a) was she there
- b) where was she
- c) where she was
- d) where she was being

138. At the meeting the shareholders asked how the company ____ in the previous year.

- a) did
- b) had done
- c) have done

d) has done

139. The manager asked me ____ of the new proposal.

a) what did I think

b) if I thought

c) that I did think

d) what I thought

140. I asked Martha ____ the conference had gone well.

a) what

b) did

c) if

d) that