

МИНИСТЕРСТВО ПРОСВЕЩЕНИЯ
РОССИЙСКОЙ ФЕДЕРАЦИИ

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

Структурное подразделение Институт филологии и социальных коммуникаций

Кафедра английской и восточной филологии



УТВЕРЖДАЮ

Директор Института филологии и социальных коммуникаций

О. С. Перетятая

« 08 » ДЕКАБРА 20 23 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 – 43.04.02 Туризм

Квалификация выпускника – магистр

Форма обучения – очная

Курс – 1 курс (ОФО – 1 семестр)

Разработчик:

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Гришак С. Н.

Заведующий кафедрой английской
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А. А. Новикова

Протокол

от « 16 » НОЯБРА 20 23 г. № 4

Луганск, 20 23

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 – Федерального государственного образовательного стандарта высшего образования – магистратура по направлению подготовки 43.04.02 «Туризм», утвержденным приказом Министерства образования и науки Российской Федерации от 15 июня 2017 г. по № 556 (с изменениями и дополнениями).

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	ИД-1 УК-4. Формирует и отстаивает собственные суждения и научные позиции, в том числе на иностранном (ых) языке (ах). ИД-2 УК-4. Использует русский и иностранный языки как средство делового общения, четко и ясно излагает проблемы и решения, аргументирует выводы.
УК-5. Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия	ИД-1 УК-5. Анализирует и делает выводы по социальным, этическим, научным и техническим проблемам, возникающим в профессиональной деятельности. ИД-2 УК-5. Объективно оценивает разнообразие культур и выявляет их индивидуальные особенности.

1.4. Этапы формирования компетенций и средства оценивания уровня их сформированности

Этапы формирования компетенций	Компетенции	Контрольно-оценочные средства / способ оценивания
2 семестр		
Тема 1 – 2. Higher education. Education: debates and issues.	УК-4, УК-5	Выполнение практических заданий, устный опрос

Тема 3 – 4. Study and academic work. Academic writing.	УК-4, УК-5	Выполнение практических заданий, устный опрос
Тема 5 – 7. Job interviews. Applying for a job. Application Forms. Writing a Curriculum Vitae and Covering Letter At work: colleagues and routines.	УК-4, УК-5	Выполнение практических заданий, устный опрос
Тема 8 – 12 Cross-cultural communication on the telephone Formal and Informal Language. Key e-mail terminology and 'netiquette' Structuring your message Business correspondence	УК-4, УК-5	Выполнение практических заданий, устный опрос
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: основные современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), используемые в академическом и профессиональном взаимодействии; современные средства информационно-коммуникационных технологий.</p> <p>Умеет: применять современные коммуникативные технологии, в том числе на иностранном(ых) языке(ах), при поиске необходимой информации в процессе решения различных коммуникативных задач; вести устный диалог в процессе профессионального взаимодействия на государственном и иностранном (ых) языке (ах); выполнять перевод академических и профессиональных текстов с иностранного (ых) языка (ов) на государственный язык; представлять результаты академической и профессиональной деятельности на различных публичных мероприятиях, включая международные, выбирая наиболее подходящий формат и создавая тексты научного и официально-делового стилей речи по профессиональным вопросам.</p> <p>Владет навыками: применения современных коммуникативных технологий, в том числе на иностранном (ых) языке(ах), для академического и профессионального взаимодействия; умениями использования современных средств информационно-коммуникационных технологий в процессе академического и профессионального взаимодействия.</p>
УК-5	<p>Знает: основные принципы и модели поведения в межкультурном взаимодействии с учётом анализа разнообразия культур; основы социального взаимодействия, направленного на решение профессиональных задач, с учётом национальных, этнокультурных и конфессиональных особенностей и народных традиций населения.</p> <p>Умеет: толерантно и конструктивно взаимодействовать с людьми с учетом их социокультурных особенностей в целях успешного выполнения профессиональных задач; соблюдать этические нормы и права человека;</p>

	анализировать особенности социального взаимодействия с учетом национальных, этнокультурных, конфессиональных особенностей. Владеет навыками: создания благоприятной среды для межкультурного взаимодействия при выполнении профессиональных задач; приемами преодоления коммуникативных, образовательных, этнических, конфессиональных и других барьеров в процессе межкультурного взаимодействия.
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1.6. Критерии оценивания компетенций на разных этапах их формирования

Вид текущей учебной работы	Количество баллов
1 семестр	
Тестовый контроль (модуль)	10
Участие в дискуссии на семинаре	60
Зачет (письменная работа)	30
Итого	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 дисциплины 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 программой обучения учебные задания не выполнены либо качество выполнения некоторых из них оценено числом баллов, близким к минимальному	
Неудовлетворительно	21–49	FX – неудовлетворительно – теоретическое содержание курса освоено частично; необходимые практические навыки работы не сформированы; большинство предусмотренных программой обучения учебных заданий не выполнено либо качество их выполнения оценено числом баллов, близким к минимальному; при дополнительной 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

1. Complete the letter of application. Put the verbs in brackets into the present simple, present continuous, present perfect simple or continuous, or past simple. Choose the right variant.

Dear Sir/Madam

I (1) **am writing** to apply for the post of Trainee Marketing Assistant as advertised in the September edition of Marketing Now. I (2) **believe** that I (3) **have** the potential to provide your company with the skills it (4) **needs** in the future.

Currently, I (5) **have completed** my exams at University. I (6) **have been studying** for three years leading to a BA in Business Studies. In particular, I (7) **find** the marketing component of my course the most rewarding and this is why

I (8) **have decided** to pursue marketing as a career.

As you will see from my CV, I (9) **did** a work placement in Germany last year. This placement (10) **gave** me the opportunity to put some theory on my course into practice. I also (11) **acquired** a good working knowledge of German. Since January of this year, I (12) **have been working** at a local restaurant to supplement my grant and this work (13) **is developing** my communications skills with the public.

My examinations (14) **are finishing** in ten days time and I would be available for an interview any time after that. I (15) **am looking** forward to hearing from you.

Yours sincerely

(Needs, have completed, am writing, believe, have been studying, have, am looking, is developing, am looking, gave, did, are finishing, have decided, have been working, acquired)

2. Read and translate a short covering letter in a written form.

Olga Ivanova
12, Pushkina Street
Yaroslavl 150000

The Personnel Director
AUCHAN
47 Borovaya Street
St. Petersburg 192007

22nd June 2015

Dear Sir / Madam,

With reference to your advertisement in the *Job for All*, I should like to apply for the job of trainee retail manager.

Please find attached my CV showing my education, experience and background.

For the past two years I have worked as a manager for a local supermarket. Due to personal reasons, I have to move to St. Petersburg within the next month.

I believe that I have the necessary potential to provide your company with the skills it needs in the future. Since I have 2-years experience in the sales and marketing field I hope that I will be able to increase sales and get excellent results. I have graduated from Yaroslavl Trade and Economic University. I have been studying for 4 years leading to a MBA in Marketing. In particular, I find the marketing component of my course the most rewarding and this is why I have decided to pursue marketing as a career.

I enjoy working with people, being very sociable and communicative.

I have a good command of English and French. When I was a student I had internship in Paris where I improved my language skills.

I am ready to come to your office and have an interview. If you have any questions, please, do not hesitate to contact me. I am looking forward to hearing from you soon.

Yours faithfully,
Olga Ivanova

3. Use the words below to complete the letter. Use each item once only.

However - grateful – mentioned – current issue – eligible for – package holidays – additional charge – look forward to – send me information – under what circumstances – particularly interested – With reference to

Dear Sir / Madam

(1) **With reference** your advertisement in the (2) **current issue** of “Summer Holiday” magazine. Could you please (3) **send me information** about the holidays you offer in the United States? I am (4) **particularly interested** in (5) **your package holidays** to California and Florida.

In your advertisement you state that there are reduced prices for children but it is not clear (6) **under what circumstances** these reductions can be obtained. We are a family of four, with two adults and two children, aged 10 and 16. Could you tell me whether my 16 – year – old child would still be (7) **eligible for** a reduction or if he is now classed as an adult?

Your advertisement also (8) **mentioned** that a free hire car was included in the holidays in the United States. (9) **However**, there was no information about insurance. I would be (10) **grateful**, therefore, if you could inform me whether this is included or not. If it is not, I would like to know how much the (11) **additional charge** would be.

I hope you will be able to answer my queries. I (12) **look forward to** hearing from you.

Yours sincerely

(eligible for, particularly interested, However, look forward to, mentioned, under what circumstances, With reference, current issue, additional charge, your package holidays, send me information, grateful)

4. In each of the following sentences, choose the correct answer.

1. I asked Martha <u> </u> the conference had gone well. a. what b. did c. if d. that	6. I didn't receive the ticket, so I rang the travel agent to ask if they <u> </u> it. a. sent b. had sent c. have sent d. sends
2. The manager asked me <u> </u> of the new proposal. a. what did I think b. if I thought c. that I did think d. what I thought	7. My boss was very supportive and <u> </u> me to apply for the promotion. a. refused b. threatened c. apologized d. encouraged

<p>3. At the meeting the shareholders asked how the company <u> </u> in the previous year.</p> <p>a. did b. had done c. have done d. has done</p> <p>4. I couldn't find Mile Arnoux, so I asked her secretary <u> </u>.</p> <p>a. was she there b. where was she c. where she was d. where she was being</p> <p>5. He rang to ask <u> </u> we were still interested in the site or not.</p> <p>a. whether b. when c. where d. that</p>	<p>8. He apologized <u> </u> at the meeting late.</p> <p>a. to arrive b. that he arrived c. of arriving d. for arriving</p> <p>9. It's a nice car but I wonder <u> </u>.</p> <p>a. what it costs b. what does it cost c. how much does it costs d. if it costs</p> <p>10. I rang to ask when they <u> </u>, but in fact they had already relocated.</p> <p>a. are moving b. will move c. shall move d. were moving</p>
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2.2. Оценочные средства для промежуточной аттестации

Вопросы к зачету по дисциплине:

1. Собеседование по одной из предложенных тем:

1. You are meeting foreigners for the first time.
2. Today you have an interview at a famous computer company. Act as a receptionist. Start the interview with a representative of the company.
3. You are booking a call to Moscow.
4. You are inviting your foreign partner to a restaurant.
5. Today you have an interview at a famous computer company. Act as an interpreter. Start the interview with a representative of the company.
6. You are calling to a company and looking for a person.
7. Today you have an interview at a famous computer company. Act as an manager. Start the interview with a representative of the company.
8. Tell your colleague about the main principles of being the participant of the scientific conference.
9. You are calling to a company to find the address of a person.
10. You have got a wrong number. Make your excuses.
11. Today you have an interview at a famous computer company. Act as lawyer. Start the interview with a representative of the company.

12. You are telling your friend about your native city.
13. Tell your employer about your professional background.
14. Today you have an interview at a famous computer company. Act as an engineer. Start the interview with a representative of the company.
15. Tell your friend what an excellent resume is.
16. Today you have an interview at a famous computer company. Act as an accountant. Start the interview with a representative of the company.

Tect

1. Wanda complained to me that the children ... very naughty that evening.
a) were b) was c) had been d) have been
2. The shop assistant showed me a book and said that the book ... the museums of our town.
a) described b) was describing c) had described d) will describe
3. She asked me about my schedule for the next week and I answered that I ... it yet.
a) hadn't known b) didn't know
c) won't know d) wouldn't know
4. The doctor told me to stay in bed for a few days more otherwise complications ...
a) might set in b) had to set in
c) must set in d) ought to set in
5. Jerry said that by the end of the year he ... in his new house for four years.
a) would have been living b) would live
c) will have been living d) would be living
6. Ann begged me not to tell her father what ... earlier that day.
a) happened b) had happened c) would happen d) has happened
7. Kelly told me that while she had been eating her sandwiches at the station bar two strangers ...
a) had come in b) came in c) would come in d) have come in
8. Sheila answered she ... stories and poems all her life as long as she could remember.
a) was writing b) had been writing c) wrote d) had written
9. Kate confessed that she usually bought her clothes at random, and as a result at the moment she ... any decent things to wear.
a) is not having b) wasn't having c) has no d) doesn't have

10. Clemency said that she ... the office earlier that day to get to the station in time.

- a) had to leave b) must leave
- c) had had to leave d) would have to leave

11. They asked me where I (еду).

- a) will be going b) am going c) was going d) go

12. The news papers wrote that he (был) the best writer the year before.

- a) is b) was c) had been d) was being

13. We hoped that our experiment (будет) interesting.

- a) will be b) would be c) will have been d) will not

14. Everybody knows that the restoration (закончена) already.

- a) had been finished b) has been finished c) is finished d) finishes

15. She expected that he (является) an eminent scientist.

- a) was b) is c) has been d) were

16. We decided that (необходимо) to give an advertising.

- a) it was necessary b) it is necessary c) it has been necessary

17. The assistant told me that the negotiations (скоро начнутся).

- a) will begin soon b) would soon begin c) would begin soon

18. He decided that they (присоединятся) our staff in May.

- a) will join b) will be joined c) would join d) are joining

19. The secretary said that the computer (был сломан).

- a) was broken b) had been broken c) has been broken

20. She says that he (выбрал) the topic of his graduation paper.

- a) has chosen b) choose c) had chosen d) would choose

21. Mario told the family that he ... a date

- a) had, tomorrow b) will have, the next day
- c) was having, tomorrow d) was having, the next day

22. Miss Duffer told us that watching TV news ... her nervous.

- a) is making b) made c) will make d) make

23. Bob answered that he ... the next month.

- a) is married b) was married
- c) was marrying d) is marrying

24. The doctor said that the patient ... a few days ago.

- a) was operated on b) has been operated on
- c) had been operated on d) would be operated on

25. "How are you parents doing?" she asked. I answered that they ... very well.

- a) were doing b) are doing
- c) have been doing d) had been doing

26. We told everyone that we ... to the meeting in time, but ... at earliest possible.

- a) couldn't come, would arrive b) can't come, would arrive
- c) couldn't come, arrive d) can't come, will arrive

27. Oleg told me that he ... Ann in the street and that she ... fine.

- a) met, had seemed b) had met, had seemed
- c) had met, seemed d) has met, was seeming

28. He said that he ... in Canada for ten years.

- a) lived b) had lived c) had been living d) lives

29. John said that she ... to school

- a) had gone, the day before b) went, yesterday
- c) had went, the day before d) had gone, yesterday

30. Jane told us that Jim ... than Bill.

- a) was nicer b) has been nicer c) is being nicer d) is nicer

31. The car ... made in Germany last year.

- a) is b) had been c) was d) were

32. Christmas ... celebrated on the 25th of December by the Orthodox Church.

- a) has been b) is c) is being d) was

33. I am sure the new method ... used now.

- a) hadn't been b) will be c) will have not d) was not being

34. Everything ... done by 9 a.m. tomorrow.

- a) will have been b) will be c) is d) has been

35. The letter ... signed yesterday. As far as I know, it ... signed next week.

- a) had not been, will have been b) was not, will have been
- c) was not, will be d) was not being, will be

36. A lot of examples ... given by the professor during that lecture.

- a) will be b) has been c) are d) were

37. My paper ... discussed at that time.

a) is not being b) was not c) was not being d) had not been

38. The production of electric power ... doubled here next year.

a) will be b) is c) will have been d) was

39. This engine ... already tested.

a) is b) has been c) was d) is being

40. Those machine tools ... designed when I visited the factory.

a) will be b) have been c) were being d) were

41. They were told that ...

a) Они сказали, что ... b) Им сказали, что ...

c) Им говорят, что ... d) Они сообщили, что ...

42. The passengers wanted to be informed about ...

a) Пассажиры хотели сообщить ...

b) Пассажирам хотели сообщить ...

c) Пассажиры хотели, чтобы им сообщили ...

d) Пассажирам хотелось сообщить ...

43. The conditions are provided for ...

a) Были предусмотрены условия ...

b) Предусмотрено условие ...

c) Будут предусмотрены условия ...

d) Предусмотрены условия

44. The locomotive is being repaired ...

a) ремонтируют b) отремонтирован

c) ремонтировали d) будут ремонтировать

45. The locomotive has been repaired ...

a) отремонтировали b) ремонтировали

c) ремонтируют d) ремонтировался

46. The locomotive will have been repaired ...

a) будут ремонтировать b) будет отремонтирован

c) ремонтируют d) ремонтируется

47. If he ... to our party, we ... very glad.

a) comes, shall be b) will come, will be

c) comes, are d) will come, shall be

48. We ... to the theatre tonight.

a) go b) will go c) will have gone d) are going

49. We ... it tomorrow if he ... in the presidential election or not.

- a) will learn, wins b) learn, will win
- c) will learn, will win d) will learn, will be winning

50. From 1 till 7 September our town ... its annual cultural festival.

- a) hold b) will be holding
- c) will hold d) will have been holding

51. Quick! Give me a lift, I ... late again.

- a) will be b) am going to be c) being late d) have been

52. The term ... on the 25th of June.

- a) will finish b) will be finishing
- c) finishes d) will have finished

53. We ... lunch with his parents on Sunday.

- a) are going to have b) will have c) have d) are having

54. What time ... the train ... at the station?

- a) does arrive b) arrives c) will arrive d) is arriving

55. His parents will be upset

- a) till he won't pass his exams b) if he doesn't pass his exams
- c) unless he will pass his exams d) unless he doesn't pass his exams

56. I can't see you Tuesday afternoon. I ... our London branch.

- a) visit b) am visiting c) will visit d) is going to visit

57. You will pay back, as soon as you. ... a new job.

- a) will get b) are getting c) get d) will be getting

58. Your plane for Moscow ... at 8 p.m.

- a) is leaving b) leaves c) have left d) had left at

59. What ... when you ... the university?

- a) do you do, leave b) will you be doing, left
- c) are going to do, leave

60. They ... to a new flat next January.

- a) will move b) have moved c) are moving d) will have moved

61. If it ... , we won't go to the park.

- a) will rain b) has rained c) rains d) will be raining

62. According to this timetable the bus ... at 10 a.m.

- a) is arriving b) arrives c) will arrive d) has been arriving

63. I ... Nick tonight, so I can give him your message.

- a) am seeing b) see c) shall see d) had seen

64. We ... to have a good rest in January if we ... our winter exams.

- a) be going, will pass b) will be going, will pass
c) are going, pass

65. The international trade fair ... on 17 December and ... on 12 June.

- a) opens, finishes b) will open, will finish
c) is opening, will finish

66. He bought ... sports car out of all available in the market.

- a) the expensivest b) expensive
c) the most expensive d) most expensive

67. To study at university is ... than at school.

- a) difficult b) more difficult c) difficulter d) more difficulter

68. We arrived ... than he expected.

- a) earlier b) earliest c) early d) more earlier

69. She is a ... player than me.

- a) best b) good c) better d) gooder

70. Moscow is one of the ... cities in Europe.

- a) most beautiful b) beautiful c) more beautiful d) beautiful

71. Novosibirsk is much ... than Rubtsovsk.

- a) more big b) the biggest c) most bigger d) bigger

72. That's ... I can do for you.

- a) less b) little c) as little d) the least

73. Because the family is very poor, the children have ... clothes.

- a) few b) little c) a few d) a little

74. Today is ... than yesterday.

- a) more sunny b) much sunnier
c) more much sunnier d) much sunny

75. ... Opera House is ... building I've ever seen.

- a) The Sydney, most spectacular b) The Sydney's, most spectacular
c) Sydney, the spectacularest d) Sydney's, the most spectacular