



## ACADEMIC YEAR 2021 – 2022

Program	Year	Semester	Paper
LTM	1	1	Main
MODULE NAME:	<b>Transport English - I</b>		
MODULE CODE:	<b>PENG-I-I</b>	EXAM DATE:	<b>12/01/2022</b>
TEACHER'S NAME:	<b>Deepa Eapen</b>	DURATION:	<b>90 Min.</b>

Questions to be answered on:	Allowed requirements	Number of pages
Space provided on the question paper	Pen & Pencil	(Incl. Cover Page): 7

### Points of Attention:

- For each question, the maximum earned points are mentioned between brackets at the end of each question.
- Write very clearly! Answers that are not readable are not marked and don't get points!
- Make sure your answers are written to the point.
- All answers should be written **in English**.
- Write all the answers **in blue or black pen only**.
- When finished, submit the question paper, together with the answer scripts and the signed cover page to the invigilator.
- Any cheating/copying may result in an instant failing of the examination.

FINAL MARKS	
STUDENT NAME:	<b>50</b>
STUDENT ID:	<b>10</b>

Number of answer scripts: .....

Invigilator: .....

Student's signature: .....

Time of receipt: .....



## READING

[20 Points]

Read the research report given below and answer the following questions.

### 1. Background

Millennials are those who were born between the early 1980s and the early 1990s and they make up a huge part of our workforce, but they seem to lack loyalty to the companies and the leaders they work for. Multinational companies are noticing larger turnover rates of millennials as employee retention rates fall. This report looks at the findings of two large-scale surveys on the mindset of the millennial generation and explores how organisations can strive to address these needs, increase employee engagement and encourage retention.

### 2. Research

In a global survey conducted by PricewaterhouseCoopers (PwC), more than 40,000 millennials (Born between 1983 and 1993) and non-millennial responses were collected on the topics of workplace culture, communication and working styles, pay structure, career development, work-life balance, etc. In a separate global survey conducted by Deloitte, more than 10,000 millennials participated in a study about their perceptions of the threats and opportunities in the complex world of work.

### 3. Key findings

- Millennials are as committed to their work as their more senior colleagues.
- Millennials value interesting work and a good work-life balance. They do not believe that excessive work demands are worth sacrifices in their personal lives.
- Millennials want flexibility in their working hours and are willing to give up pay increases and promotions for a flexible working schedule. They believe that success should be measured by productivity and not by the number of hours they are seen in an office.
- Millennials want to feel supported and appreciated by their company and their superiors.
- Millennials want more opportunities to develop their skills. These include technological skills, teamwork and interpersonal skills.
- Millennials believe that businesses and business leaders should contribute to the improvement of society and they are more likely to be loyal to a company with strong ethics.

### 4. Recommendations

Organisations and managers wanting to retain millennials should consider:

- monitoring their workload and satisfaction levels with their work-life balance
- creating a flexible work culture where employees have more control over their working hours and their work location
- providing meaningful work and interesting opportunities
- offering help and support in continuing professional development
- changing the organisation's goals from being mainly about profit-making to motives that address social concerns and solve wider societal problems

(Anon, 2021)



**I. Circle the correct title of the text.**

**(2 points)**

1. Millennials in the Workplace
2. Job Satisfaction of Millennials
3. Work-life Balance of Millennials

**II. Find a word/a phrase in the text that defines the following.**

**(5 points)**

1. involving large numbers or a large area (Para. 1) \_\_\_\_\_
2. to try hard (Para. 1) \_\_\_\_\_
3. the division of one's time and focus between working and family or free-time activities (Para. 2) \_\_\_\_\_
4. more than necessary or normal (Para. 3) \_\_\_\_\_
5. something of value that you give up so that you can have something else (Para. 3) \_\_\_\_\_

**III. Read the following sentences carefully and confirm if the sentences are ‘True’ or ‘False’ as per the text.**

**(6 points)**

1. This report is based on surveys that only questioned people born between 1983 and 1994. \_\_\_\_\_
2. The surveys were conducted in several different countries. \_\_\_\_\_
3. Millennials are less loyal to their companies than non-millennials. \_\_\_\_\_
4. Millennials believe that their technological skills are sufficiently advanced. \_\_\_\_\_
5. Managers should be aware of how happy their staff are with the amount of work they have been given. \_\_\_\_\_
6. Managers should worry about their own work-life balance and not concern themselves with problems in society. \_\_\_\_\_

**IV. Read the text again and circle the best option.**

**(6 points)**

1. How many surveys are used in the preparation of the report?
  - a. two
  - b. six
  - c. forty thousand
2. This report was done for the organisations that want to \_\_\_\_\_.
  - a. get rid of millennial employees
  - b. have higher turnover rates
  - c. increase the job satisfaction of the millennials who are working for them



3. According to the report, which of the following would millennials be happy to do?
  - a. to give up family time on weekends to finish a work project
  - b. to sacrifice pay so that they can work shorter hours
  - c. to be left to find their own developmental opportunities
4. According to the report, which of the following would promote millennials' loyalty to their company?
  - a. better pay structures
  - b. more opportunities for promotion
  - c. the company's commitment to the greater good of society
5. According to the report, millennials believe that it is important to \_\_\_\_\_.
  - a. be appreciated for the work you do
  - b. measure your productivity
  - c. show your bosses how long you are working in the office
6. If managers want to keep their millennial employees happy, they should \_\_\_\_\_.
  - a. avoid giving them feedback on the work they're doing
  - b. give them options to work from home
  - c. have them develop the technological skills of the non-millennials

**V. Answer the following question. (1 point)**

When you start working, what would be the most important thing that may make you happy at work?

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**GRAMMAR**

**[15 Points]**

**I. Complete the sentences given below using the correct form of the verb given in brackets. (6 points)**

1. Salwa and Sara \_\_\_\_\_ (not / complete) the preparation of PP presentation on *Challenges in the Logistics and Transport Industry in Oman* yet.
2. A: What \_\_\_\_\_ (you / do) this weekend?  
B: I think I will start studying for the final exams.
3. Ahmed Al Jabri \_\_\_\_\_ (work) for *Oman Shipping Company* from 2010 to 2020.
4. Maria looks very pale. It looks like she \_\_\_\_\_ (faint).
5. I know that you are not paid well by your employer. If you had a better job, you \_\_\_\_\_ (be) able to buy a new car.
6. Look at that car whose door \_\_\_\_\_ (scratch)!



**II. Circle the correct option.**

**(5 points)**

1. If Said doesn't come in the next 10 minutes, we \_\_\_\_\_ without him.
  - a. started
  - b. would start
  - c. will start
  
2. Mohammed \_\_\_\_\_ a manager when he was 25.
  - a. has become
  - b. became
  - c. was becoming
  
3. Our distributor called while I \_\_\_\_\_ to Jasim. (*I'm no longer talking to Jasim.*)
  - a. was talking
  - b. am talking
  - c. talked
  
4. 'Our manager \_\_\_\_\_ your proposal, and she is quite impressed'.
  - a. has reviewed
  - b. is reviewed
  - c. reviews
  
5. Negotiations \_\_\_\_\_ to continue into the weekend.
  - a. are expected
  - b. are expecting
  - c. expect

**III. Write the answers following the instructions given in each question.**

**(4 Points)**

1. Write a meaningful sentence using all the words/phrases given below.

***reschedule / after the decision is made***

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2. Write a meaningful sentence using all the words/phrases given below.

***performance / last academic year***

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3. Change the sentence into active or passive.

***The government will open a new road through the Empty Quarter connecting Riyadh with Muscat and other major Omani cities, including Duqm and other Omani ports.***

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*(Oman - Transportation & Logistics, 2021)*



4. Combine the two sentences using 'a relative pronoun.'

***The man is sitting at the desk. He is Dr. Al Habsi's assistant.***

## VOCABULARY

**[15 Points]**

**I. Read the sentences below. Fill in the blanks with a word/phrase from the word bank. (5 points)**

compensate    re-evaluate    commodity    resistant    incentives

1. Our salespeople are given financial \_\_\_\_\_ for reaching their quotas.
2. The price of the mobile phone has been reduced to \_\_\_\_\_ for a defect.
3. If you are out of work, this is a good time to slow down and \_\_\_\_\_ your priorities.
4. A study concludes that commercial agriculture is \_\_\_\_\_ to adopting sustainability practices.
5. A \_\_\_\_\_ that is in high demand in the market is oil.

**II. Match the words with their definitions.**

**(5 points)**

Words	Definitions	Answer
1. pilferage	a. creativity or originality	1. _____
2. capacity	b. the process in which amounts are added together to form a single amount	2. _____
3. consolidation	c. the population that is interested in a product or service	3. _____
4. potential market	d. the total amount that can be contained or produced	4. _____
5. ingenuity	e. the act of stealing	5. _____

**III. Circle the correct form of the word to complete the following sentences.**

**(5 points)**

1. In global logistics management, global logistics solutions are more \_\_\_\_\_ than local solutions.
  - a. sophisticated
  - b. sophistication
  - c. sophisticate



2. McDonalds and Burger King are in \_\_\_\_\_ for providing the best burgers in the world.

- competitor
- competition
- competing

3. Issues like losing a client due to missing a delivery or delayed delivery can be easily overcome through freight \_\_\_\_\_.  
a. brokerage  
b. brokerly  
c. brokered

4. The omicron variant has sparked \_\_\_\_\_ worldwide when it was detected in southern Africa on November 24 which made countries to impose new travel restrictions.

- concern
- concerned
- concerning

5. Financial \_\_\_\_\_ can increase an economy's capacity and it is the most important factor responsible for any kind of economic growth.

- investor
- investment
- investing

**References:**

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