

**FINAL EXAM**  
**English-II (TENG II & PENG I.II)**  
**Spring 2024-25**

**Points of attention:**

- For each question, the maximum earned points are specified in the question.
- Write clearly! Answers that are not readable are not marked and do not earn marks!
- All answers should be written in English using **blue or black pens** only.
- When finished, submit and sign the question paper to the invigilator.
- Any cheating/copying will result in examination failure.

**Exam Duration:** 2 hours  
**Instructor's Name:** Anil Kumar  
**Exam Date:** 16/06/2025  
**Program:** PE / LTM

	<b>45</b>
	<b>10</b>

Student Information			
Name:	<input type="text"/>	ID:	<input type="text"/>
Signature:	<input type="text"/>		

Invigilator		
Initials:	<input type="text"/>	<input type="checkbox"/> Student ID checked
Time received:	<input type="text"/>	

**READING****[20 Marks]****Read the article and answer the questions that follow.****The Journey of Everyday Products: From Factory to Store**

Have you ever thought about how the things you use every day—like your phone, shoes, or shampoo—arrive in stores or at your home? Most people do not consider the long journey a product takes before it reaches them. Behind each item, there is a complex system that includes workers, machines, transport, and careful planning. This article explains the steps that bring a product from the factory to the customer.

The first stage is production. Most products are manufactured in factories using raw materials such as plastic, metal, or wood. In these factories, machines and workers work together to turn materials into finished goods. For example, in a food processing plant, machines wash, cut, and cook food, while workers check the quality.

A key part of this stage is productivity—how quickly and efficiently the factory can produce items. Process engineers are responsible for improving productivity. They must also **monitor** the machines to ensure safety and quality. In addition, they take **responsibility** for reducing waste and using less energy, which helps both the company and the environment.

After production, the products are packaged. Packaging protects the product during transport and provides useful information for the customer. For example, a bottle of shampoo has a label that shows the ingredients and instructions. It also has an expiry date, so the customer knows when to stop using it.

Once packaged, goods are sent to a warehouse for storage. This is a large building where products are organized and kept safely until they are needed. Items are usually placed on pallets and moved using forklifts. Warehouses must be clean and well-organized to protect goods from damage or becoming out of date.

Next is the transport and logistics stage. Products need to move from the warehouse to shops, supermarkets, or directly to customers. This transport may be by truck, ship, train, or airplane. The choice depends on the product, the distance, and the time needed.

Logistics and transport managers plan the best routes and choose the right vehicles. They also monitor deliveries and try to avoid delays. For example, fresh food must travel quickly and in cold storage to stay safe. Heavy machines may be shipped because that is more cost-effective. Their responsibility is to make sure goods reach their **destination** on time and in good condition.

Finally, the product reaches the store or is delivered to the customer. Many people now prefer online shopping because it is fast and **convenient**. With a few clicks, they can order what they need and have it delivered to their homes. This change in **consumption** habits has increased the demand for efficient delivery systems.

In conclusion, the journey of a product is long and involves many important steps. From production and packaging to storage, transport, and delivery, each stage requires planning and teamwork. Process engineers and logistics managers play a major role in this journey. Understanding this process helps us appreciate the effort and responsibility behind the products we use every day (OpenAI, 2025).

**Question 1. Circle the correct answer.**

**(5 marks)**

1. According to the article, what do engineers mainly focus on in the production stage?
  - a. Monitoring online orders and purchasing raw materials
  - b. Improving productivity and reducing waste
  - c. Designing store shelves
  
2. Why is packaging an important step after production?
  - a. It makes products more attractive.
  - b. It gives information and keeps products safe.
  - c. It helps customers find cheaper options.
  
3. What can we understand about the role of logistics managers from the article?
  - a. They work only with shipping companies.
  - b. They are responsible for advertising products.
  - c. They monitor transport and avoid delivery problems.
  
4. How does online shopping affect product delivery systems?
  - a. It reduces the need for warehouses.
  - b. It increases the demand for faster delivery systems.
  - c. It replaces the need for packaging.
  
5. Which sentence shows how consumption and being responsible are connected?
  - a. Companies don't care about what customers do.
  - b. Engineers and logisticians control what people buy.
  - c. Products are good for people and also save natural resources.

**Question 2. Match the words from the text with their meanings. Write 'a-f' in the answer column. There is one extra meaning. (5 marks)**

No.	Words	Answer	Meanings
1.	convenient		a. the act of using goods, services, or resources
2.	monitor		b. a job or duty that someone must do carefully
3.	consumption		c. the final place where goods are delivered
4.	destination		d. the amount of work a person can do in a certain time
5.	responsibility		e. to watch carefully for any problems or changes
			f. easy and quick to use or access

**Question 3. Read the statements. Write T if the statement is *True* or F if the statement is *False*. Write NI if there is *No Information* about the statement in the text. (6 marks)**

Statement	T / F / NI
1. Process engineers are responsible for monitoring delivery routes.	
2. The article explains how much engineers and managers are paid for their work.	
3. Monitoring delivery routes helps reduce delays in product transportation.	
4. Many warehouses use robots to move goods around.	
5. The article says that shipping is the most cost-effective mode of transport for heavy goods.	
6. Products are sometimes stored in warehouses to wait for customer orders.	

**Question 4. Answer the following questions in two or three sentences. (4 marks)**

1. What can happen if people don't check machines or monitor delivery routes? Why?

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2. How has the online shopping culture changed the modern delivery systems?

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**LANGUAGE**

**[20 Marks]**

**Question 1. Complete the following text using the words in the box. There is one extra word.**

**(5 marks)**

blame	persuade	congratulated
offer	achieve	complain

During last week’s staff meeting, we reviewed the outcomes of our recent warehouse audit. The manager began by reminding everyone that to **1.** \_\_\_\_\_ good results in logistics, communication and planning must be improved. He said we should share our ideas with team leaders before making changes to any system. One junior staff member from the warehouse team began to **2.** \_\_\_\_\_ about the outdated barcode scanner. Another employee tried to **3.** \_\_\_\_\_ the manager to invest money in newer tracking software. In the end, the manager chose not to **4.** \_\_\_\_\_ anyone but instead thanked the team for their continued support and **5.** \_\_\_\_\_ everyone for our achievements as a team.

**Question 2. Circle the correct answer.****(6 marks)**

1. If the system had been tested earlier, the error \_\_\_\_\_ before production began.  
a. would find                      b. would have been found                      c. will be found
2. When the temperature reaches 90°C, the machine \_\_\_\_\_ automatically.  
a. shuts off                      b. would have shut off                      c. would shut off
3. Unless we update the software regularly, it \_\_\_\_\_ security threats.  
a. would face                      b. will face                      c. would have faced
4. If the supplier had local offices, they \_\_\_\_\_ delivery delays.  
a. would reduce                      b. would have been reduced                      c. will reduce
5. If I \_\_\_\_\_ the manager, I would try to modernize the delivery system.  
a. were                      b. have been                      c. am
6. Staff are expected \_\_\_\_\_ safety rules during every shift.  
a. to have follow                      b. following                      c. to follow

**Question 3. Complete the following sentences with the correct form of the verbs in brackets.****(5 marks)**

1. We missed the deadline. If only we \_\_\_\_\_ (submit) the report earlier.
2. The new employee is slowly \_\_\_\_\_ (get) used to working night shifts.
3. The technician is known for \_\_\_\_\_ (respond) to emergencies quickly.
4. The error is believed \_\_\_\_\_ (occur) during the calibration process.
5. I will wait in the canteen until my friend \_\_\_\_\_ (finish) his work.

**Question 4. The following sentences have grammatical errors. Underline the error and rewrite it correctly on the line. (0.5 for underlining & 0.5 for correction) (4 marks)**

1. She didn't knew how to operate the control panel.
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### Reflection Paragraph – Marking Rubric

Score	Criteria
5	Well-structured paragraph with clear explanation of steps taken and thoughtful reflection on learning and skill development. Excellent grammar accuracy and appropriate, varied vocabulary use.
4	Good response; covers most aspects (process, learning, skills), with minor lack of detail or depth. Mostly accurate grammar and appropriate vocabulary with few errors.
3	Adequate response: mentions the process and some benefits but lacks detail or clarity. Some grammar and vocabulary errors that may affect clarity.
2	Limited response: gives basic ideas but lacks reflection or structure. Frequent grammar and vocabulary errors that affect readability.
1	Very weak or unclear response; little effort or reflection shown. Poor grammar and limited or inappropriate vocabulary.
0	No response or completely off-topic.

#### References:

ChatGPT. (2025). *The Journey of Everyday Products: From Factory to Store*. [online] OpenAI. Available at: <https://chat.openai.com> [Accessed 22 May 2025].

Dummett, P., et al. (2019). *Life: Student's Book: Upper Intermediate*. 2<sup>nd</sup> ed. National Geographic Learning.

### MLO and Bloom's Level of Complexity

Q #	MLO Addressed	Complexity Level	Mark	Remark
RQ. 1	2	Understanding/ Analysing	6	
RQ. 2	2	Understanding/ Analysing	5	
RQ. 3	3	Analysing	5	
RQ. 4	4	Analysing/Creating	4	
LQ. 1	5	Understanding/ Analysing	5	
LQ. 2	3	Analysing/Evaluating	6	
LQ. 3	4	Evaluating	5	
LQ. 4	5	Analysing/ Evaluating	4	
WQ1	3	Evaluating/Creating	5	