Concours Grande École de l'ISCAE (Institut supérieur de commerce et d'administration des entreprises), Maroc

Session 2020, filière ECS

Culture générale en langue anglaise

Ce que traite le sujet

- I. Reading comprehension (questions 1 à 10)
- II. Structure and grammar (questions 11 à 37)
- III. Vocabulary (questions 38 à 60)

Sujet reproduit sans retouche à partir de la page suivante.

Résumé des parties, chapitres de cours liés et autres années :
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I. READING COMPREHENSION

<u>Directions:</u> This section contains one passage, followed by a number of questions (1-10). Read the passage and for each question, choose the one best answer (A), (B), (C), (D) based on what is stated in or what can be inferred from the passage. Then, on your answer sheet, tick the letter of the answer you have selected.

Every organization has its share of incompetent employees: the lazy, deluded, hypochondriac under-performers. They are difficult to manage and miserable to work with. Their productivity is low and their ability to poison staff morale high. Interestingly, their numbers in any organization have more to do with management's refusal to deal with the situation rather than with poor selection. That is, their existence in the organization is nearly always due to a long line of weak managers who have declined to tackle the problem.

Traditionally, there are three classic ineffective ways of dealing with the incompetent. The first is to ignore the problem, hoping that it will go away. Rather than confront laziness or serious absenteeism, the manager gives the employee less work to do. This inevitably leads to frustration on the part of the good hardworking staff.

The second approach, which has traditionally been the most favored, is to pass them on. There is usually a part of any business where people believe the poor performer can do no damage. Alternatively, poor performers can be moved to another branch in the dreariest parts of town, or to another town, or even to another country. A clever variant of this tactic is to herd all the incompetent employees into one part of the company that is then sold off or privatized.

There is a third approach which is to promote the incompetent. This sounds bizarre and exceedingly stupid but is not infrequently adopted. The idea is that, although these posts are quite senior and well-paid, the actual jobs are fairly pointless ones in which incompetent people can hide without doing any serious damage. The employee is thus confirmed in his or her delusions of competence.

All three of these strategies are the result of not dealing with the problem early on. Many managers find dealing with incompetence very difficult. The scenario that all managers hate is as follows: show a subordinate a low mark on their appraisal form. The employee first wants the behavior defined; then wants an example of when this behavior occurred; then argues about how this incident occurred and how typical it was. The net result is a row about the past and frustration on the part of both.

A different and more successful method is the problem-solving approach. This insists that one still shows the low score but, rather than attempting to explain it, one describes what needs to be done differently to achieve a higher score. The emphasis is on the future not the past, on a clear description of the desirable behavior, not the incompetent behavior. The touchy or sensitive employee normally responds to this reasonably well. Nevertheless, there are those who cannot, or will not, respond to good management. They may be unable to do the job due to not having the ability to learn ever-changing tasks fast enough. They may be distracted by problems at home or more likely they have been managed very poorly in the past.

There is really only a very limited number of things that can be done with the really incompetent. Buy them out, which may be the best solution for all concerned; raise the game by making sure they are given ever higher but reachable targets. A final strategy is to insist that they have an annual psychological test where a disinterested outside consultant does a motivation analysis and has the power to recommend that they be let go – not encouraged to go to another part of the organization, but into the bracing waters of the job market.

1. **Provide a suitable title to the text above.**
   A. Weak management
   B. Incompetent employees
   C. Efficient workers
   D. Good management
2. **What criticism does the writer make of managers?**
   A. They lose interest in the issue of incompetent employees.
   B. They fail to take a firm line with inefficient employees.
   C. They have little idea of what is really required of their staff.
   D. They often make bad decisions when choosing new staff.
3. **What is the effect of the first methods suggested for dealing with incompetent staff?**
   A. It has only a short-term effect on the problem.
   B. It means that better workers will not have to work so hard.
   C. It makes good workers aware that problems are being dealt with.
   D. It sends a negative message to those who do their job well.
4. **In both the second and third ineffective methods of dealing with incompetent employees, the managers' aim is to:**
   A. have all of the incompetent staff working in the same part of the company
   B. improve the attitude of the incompetent staff to work by giving them promotion.
   C. put the incompetent staff in a situation where they can do as little harm as possible.
   D. make the work so unattractive that the incompetent staff want to leave.
5. **The secret behind promoting incompetent employees lies in:**
   A. encouraging them to change their behavior
   B. appointing them in useless positions to avoid serious damage to the company
   C. boosting their motivation
   D. increasing their productivity
6. **The underlined word in "A clever variant of this tactic is *to herd* all the incompetent employees into..." means:**
   A. watch over
   B. transfer
   C. disregard
   D. gather
7. **The writer says that employees who are given a low mark on their appraisal form will**
   A. demand a detailed explanation of what they have done wrong.
   B. claim that special circumstances have had an effect on their work.
   C. deny that their work has been in any way unsatisfactory.
   D. argue that they find the work they have had to do frustrating.
8. **The writer says that when talking to an incompetent employee a manager should**
   A. make no reference to the most recent appraisal mark.
   B. compare the work of the employee with that of more efficient workers.
   C. make clear what will happen if performance does not approve.
   D. explain to the employee how he or she can gain a better appraisal mark.
9. **What does the writer suggest as a way to deal with incompetent employees who fail to respond even to a problem-solving approach?**
   A. Set them targets which would be impossible to attain.
   B. Give them a test designed to identify their strengths.
   C. Pay them a sum of money to leave the company.
   D. Get an outside consultant to find them another job.
10. **What does the writer offer as a last resort to get rid of incompetent employees?**
   A. Fire them without compensation
   B. Buy them out.
   C. Make sure they are given even higher but reachable targets.
   D. Encourage them to work at another organization

II. STRUCTURE & GRAMMAR

Directions: For questions (11–29), read the text below and decide which answer (A), (B), (C) or (D) best fits each gap and then mark it on your answer sheet.

11. A. in my own	B. only myself	C. by myself	D. for myself
12. A. the train to start	B. for the train start	C. the train's start	D. for the train to start
13. A. on their hour	B. on time	C. at time	D. at their hour
14. A. by	B. at	C. in	D. on
15. A. at place	B. on duty	C. for control	D. in post
16. A. haven't I	B. don't I	C. reach to	D. make to
17. A. get to	B. arrive to	C. reach to	D. make to
18. A. driver to the engine	B. driver engine	C. engine's driver	D. engine driver
19. A. a great deal more slow than	B. much slower than	C. a lot more slow than	D. far slower that
20. A. mend me the watch	B. mend me my watch	C. have my watch mended	D. have mended my watch
21. A. in order not are	B. so as not to be	C. for not being	D. so that it's not
22. A. at job	B. in job	C. in work	D. at work
23. A. what is he like	B. what he is like	C. didn't know	D. how is he
24. A. in	B. by	C. on	D. through
25. A. How terrible	B. What terrible	C. What a terrible	D. So terrible a
26. A. had known	B. have known	C. knew	D. would have known
27. A. must have rung	B. should have rung	C. had to ring	D. ought to ring
28. A. have to have	B. can have	C. ought to have	D. must have
29. A. May we go	B. Do you like to go	C. Shall we go	D. will we go

I had been sitting **(11)** _____in my usual compartment for at least ten minutes, waiting **(12)** _____. The trains from Littlebury never seemed to start **(13)** _____ and I often thought that I could have laid in bed a little longer or had another cup of tea before leaving home. Suddenly, I heard someone shouting **(14)** _____ the platform outside. A young girl was running towards the train. The man **(15)** _____ put out his hand to stop her but she run past him and opened the door of my compartment. Then the whistle blew and the train started.

"I nearly missed it, **(16)** _____?" the girl said. "How long does it take to **(17)** _____ London?"

"It depends on the **(18)** _____" I said. "Some days it's **(19)** _____ others." "I'll have to **(20)** _____ **(21)** _____late again tomorrow," she said. "It's my first day **(22)** _____ with a new firm today and they told me that the man I am going to work for is very strict. I haven't met him yet so I don't know **(23)** _____ but he sounds a bit frightening.

She talked about her new job **(24)** _____ the way to London and before long, I realized that she was going to work for my firm. My own secretary had just left so I must be her new boss It was only fair to tell her.

"Oh, dear," she said." **(25)** _____ mistake! I wish I **(26)** _____"

"Never mind," I said. "At least you'll know when your train's late that mine will be, too"

Hello, Mary! I **(27)** _____you before now but I must have worked so hard at the office that I didn't have time. My boss will go to holiday tomorrow and he wants that I arrange everything before he leaves If he had given me sensible instruction I could have done the work next week. But you **(28)** _____ the same problems with your boss. Anyway, I have been given two tickets for the new play at the Grand Theatre on Saturday **(29)** _____ and see it together?

Directions: Questions (30 - 37) are incomplete sentences. Beneath each sentence you will see four words or phrases marked (A), (B), (C), (D). Choose the one word or phrase that best completes the sentence. Then, on your answer sheet, tick the letter of the answer you have chosen.

30. My previous boss always insisted _____. He didn't tolerate people arriving late.
    A. us to be on time B. to be on time C. we are on time D. we be on time
31. I hope the client will let _____.
    A. us postpone the project C. us to postpone the project
    B. postpone the project D. that we postpone the project
32. Everything is a bit confusing. I'm not sure _____.
    A. what they suppose we do C. what are we supposed to do
    B. what is supposed that we do D. what we are supposed to do
33. _____ I work on this all day, I'll never finish on time.
    A. In spite of B. Despite C. Even if D. Even though
34. _____ the construction on the highway today, many people arrived late.
    A. For B. Because C. Due to D. Since
35. The retreat was held in a(n) _____.
    A. old charming English town C. old English charming town
    B. English old charming town D. charming old English town
36. _____ anyone objects, let's move forward with the proposal.
    A. As long as B. Unless C. While D. Pending
37. Several of the sales ____ told me that they have received numerous complaints from customers
    A. persons B. personnel C. personal D. None of these

III. VOCABULARY

Directions: For questions (38 – 50), choose the best word (A), (B), (C) or (D) that best fills the gap. Then, on your answer sheet, tick the letter of the answer you have chosen.

38. This medicine is _____ from a tropical plant.
    A. deprived B. derisive C. derived D. comes
39. The new law will _____ the entire community. Everyone will be affected.
    A. impact B. impress C. impede D. infect
40. I took a photo of our school yesterday, and sent it to you as an _____ .
    A. file B. attachment C. password D. email address
41. You can _____ to your e-mail account with your username and password.
    A. link B. sign in C. delete D. download
42. I sent you a massage this morning. Have you checked your _____ yet .
    A. keyboard B. password C. email address D. link
43. Be careful when you decide to open a _____ that you download from the internet. It may contain a virus
    A. dockers B. keyboard C. file D. password
44. . My co-worker was fired for accessing the manager's computer without his _____.
    A. consensus B. contempt C. consent D. care
45. Your idea was good in theory; there were just a few problems with the _____.
    A. implantation B. implementation C. implemantation D. plant

46. As a teacher, my primary concern is the _____ of my students.
A. welcome B. willing C. well off D. welfare

47. Your performance _____ our expectations. Good job!
A. expelled B. expected C. exceeded D. excepted

48. Senator Jones is an _____for a higher minimum wage; she says everyone deserves to make a fair living.
A. lawyer B. advisor C. advocate D. adversary

49. If you don't stop overspending, you'll _____ run out of money.
A. inevitably B. inexhaustibly C. inestimably D. unconditionally

50. I wasn't feeling well, so I was _____ to go to the party.
A. reliant B. willing C. relinquished D. reluctant

Directions: For questions (51-60), choose the best answer (A), (B), (C) or (D). Then, on your answer sheet, tick the letter of the answer you have chosen.

51. What is the antonym of ***'Revealed'***?
A. Denied B. Concealed C. Ignored D. Overlooked

52. Which one of the following is antonym of ***'Apocryphal'*** while others are synonyms?
A. Mythical B. Genuine C. Obscure D. Unsubstantiated

53. Which one of the following is antonym of ***'Raucous'*** while others are synonyms?
A. Hoarse B. Subdued C. Strident D. Discordant

54. Which one of the following is synonym of ***'Prosaic'*** while others are antonyms?
A. unusual B. mundane C. imaginative D. Interesting

55. What is the synonym of ***'filthy'***?
A. Unobjectionable B. Dingy C. Upstanding D. Polished

56. Which one of the following is antonym of ***'Flaunt'*** while others are synonyms?
A. Cover B. Brandish C. Display D. Exhibit

57. What is the antonym of ***'Unimpeachable'***?
A. Fruitful B. Rampaging C. Faulty D. Pensive

58. What is the synonym of ***'Vacillation'***?
A. Decisiveness B. Dithering C. Inconclusive D. Faltering

59. Which word means the opposite of the word ***'far'*** in this sentence ?***'My grandma lives far away from me.'***
A. Remote B. Over C. Nearby D. Aloof

60. What is the antonym of ***'Pertinent'*** ?
A. Eloquent B. Distant C. Relevant D. Irrelevant

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