[1] Hassan went to university in Mohammedia. After graduation, he began looking for a job. Like many other young Moroccans, he started work in a bilingual call centre for a couple of reasons. "I want to practice my communication skills and also work in a prestigious call centre," he said. Hassan works for an airline company call centre. His task at the centre consists of receiving calls from passengers who are inquiring about tickets and flights. "My task is to receive all incoming calls and answer inquiries about flights from a computer system. I also make reservations and process clients' payments," he added.

[2] Apart from working for 45 hours per week, Hassan described the difficulties he encounters on his daily routine as follows: "As a beginner, the four-week training I had wasn't enough to fully understand all the details of the job. The other problem, which many of us in the centre suffer from, is the huge number of incoming calls that we have to process everyday." He added: "All the answers I give to clients are available on the computer system." Furthermore, when asked if **he** considers his task to be repetitive, he answered with a big "YES."

[3] Recently, IBM (an international computer company) launched a new computer program called "Watson Engagement Advisor", which can be used in call centers. **It** can answer calls as it understands plain English and can be operated by a human agent. The program is designed to replace human agents in dealing with customers.

[4] When asked about the challenges of dealing with huge numbers of incoming calls, Hassan said: "You try to be as friendly as possible, keeping a positive tone, but sometimes you feel annoyed, bored and you can easily get angry." Such qualities are of human nature; however, Watson Engagement Advisor would keep calm all the time and answer all questions easily.

[5] But when asked if he is for or against the idea of introducing Watson in Moroccan call centers, Hassan was very hesitant: "I'm against **this idea**. I think it will cost a lot of money. There are some clients who make the reservation online through the website; still they call to make sure that it's been done. Moroccans do not trust technology yet; they still need to hear the human voice." Watson wouldn't need any health insurance nor ask for days off. It can work day and night without complaining or fighting over the phone with clients. Watson threatens Hassan and other young agents' source of living. It's true that with the increasing advances in science and technology, machines are making their way to replace humans.

I. COMPREHENSION (15 POINTS) BASE ALL YOUR ANSWERS ON THE TEXT.

A. ARE THESE STATEMENTS TRUE OR FALSE? JUSTIFY. (3 pts)

1. Hassan joined the call centre while he was studying at university.

. . . . . .

2. Hassan thinks he was well trained for his job at the centre.

. . . . . .

3. Some clients call the centre to check their reservations.

. . . . . .

B. ANSWER THESE QUESTIONS. (3 pts)

1. Why did Hassan join a call centre?

. . . . . .

2. What do call centres use "Watson Engagement Advisor" for?

. . . . . .

3. How is "Watson Engagement Advisor" different from a human employee?

. . . . . .

C. COMPLETE THESE SENTENCES WITH INFORMATION FROM THE TEXT. (3 pts)

1. Hassan gets answers for his clients from . . . . . .

2. According to Hassan, you can get angry in a call centre when . . . . . .

. . . . . .

3. If machines and programs like Watson are introduced, Hassan and other agents. . . . . .

. . . . . .

D. FIND IN THE TEXT WORDS THAT MEAN THE SAME AS (3 pts)

1. questions (paragraph 1) : . . . . . .

2. clients (paragraph 3) : . . . . . .

3. very big (paragraph 4) : . . . . . .

E. WHAT DO THE UNDERLINED WORDS IN THE TEXT REFER TO? (3 pts)

1. he (paragraph 2) : . . . . . .

2. It (paragraph 3) : . . . . . .

3. this idea (paragraph 5) : . . . . . .

A. FILL IN THE GAPS WITH APPROPRIATE WORDS FROM THE LISTS. (2 pts)

1. Mahjoub's mother is looking forward to. . . . . her grandchildren in Spain.

visit - visiting - visited

2. The teacher talked to the student . . . . . phone rang in class.

who - whose - whom

B. GIVE THE CORRECT FORM OF THE WORDS IN BRACKETS. (2 pts)

1. Doing some (volunteer) . . . . . work for your community is an act of good (citizen) . . . . . .

2. The headmaster says that students should (application) . . . . for scholarships before May 15th.

3. Many NGOs are teaching (illiteracy) . . . . . women to read and write.

C. FILL IN THE GAPS WITH APPROPRIATE WORDS OR EXPRESSIONS FROM THE LISTS. (2 pts)

1. Amine was afraid of being punished; so he . . . . a story to justify his absence.

took up – gave up – made up

2. We've worked hard today. Let's go out and . . . . . fun. 2015

lose – take – have

D. PUT THE VERBS IN BRACKETS IN THE RIGHT TENSE. (2 pts)

1. Tom's uncle (work) . . . . . in Marseille for several years before he moved to Paris last year.

2. My parents (retire) . . . . . by the end of 2018.

E. REWRITE THE SENTENCES BEGINNING WITH THE WORDS GIVEN. (3 pts)

1. Heavy rain has destroyed many roads in the south of Morocco.

Many roads . . . . . .

2. "Will you drive the kids to school?" Mr Lynch asked.

Mr Lynch asked his wife . . . . . .

3. Leila didn't get a front seat at the theatre because she didn't buy a ticket early.

If . . . . . .

F. MATCH EACH EXPRESSION WITH ITS APPROPRIATE FUNCTION. (2 pts)

Expressions	Functions
1. "For me, Moroccan carpets are the best." 2. "Glad to hear that. Congratulations!" 3. "I'm sorry to say it, but this is not the tablet I ordered." 4. "I shouldn't have refused his invitation; the party was great!"	a. expressing regret b. making a request c. complaining d. expressing opinion e. responding to good news f. asking for advice

1. ..... 2. ..... 3. ..... 4. ……..

G. COMPLETE THE FOLLOWING EXCHANGE APPROPRIATELY. (2 pts)

Paul needs some money from his friend James to buy a camera.

Paul: (makes a request) . . . . . .

James: (responds) . . . . . .

WRITING (10 POINTS) DO TASK 1 AND TASK 2

TASK 1: (4 pts) Complete the following paragraph.

I use my mobile phone to do different things. For example, I . . . .

. . . . .I also, ...

. . . . . In addition, ...

. . . . . Finally, ...

. . . . . .

TASK 2: (6 pts)

Many Moroccan girls leave school at an early age. Write a paragraph about the causes which push these girls to leave school an early. (from 50 to 100 words)

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DO NOT WRITE YOUR NAME OR SIGN YOUR EMAIL.

KEY AND MARKING SCALE

Baccalaureate English National Exam Arts June 2015 · Accept any appropriate answer not mentioned in this key.

I. COMPREHENSION (15 POINTS)

A. Are these statements true or false? Justify. (3 pts)

1. **False.** "After graduation, he began looking for a job." (paragraph 1)
2. **False.** "The four-week training I had wasn't enough to fully understand all the details of the job." (paragraph 2)
3. **True.** "Some clients make the reservation online; still they call to make sure that it's been done." (paragraph 5)

B. Answer these questions. (3 pts)

1. To practice his communication skills and to work in a prestigious call centre.
2. To answer calls (it is designed to replace human agents in dealing with customers).
3. It keeps calm all the time, needs no health insurance or days off, and can work day and night without complaining.

C. Complete these sentences with information from the text. (3 pts)

1. the computer system.
2. you have to deal with a huge number of incoming calls (you feel annoyed and bored).
3. will lose their source of living (their jobs).

D. Find in the text words that mean the same as: (3 pts)

1. inquiries
2. customers
3. huge

E. What do the underlined words in the text refer to? (3 pts)

1. Hassan
2. Watson Engagement Advisor
3. Introducing Watson in Moroccan call centres

II. LANGUAGE (15 POINTS)

A. Fill in the gaps with appropriate words from the lists. (2 pts)

1. visiting
2. whose

B. Give the correct form of the words in brackets. (2 pts)

1. voluntary · citizenship
2. apply
3. illiterate

C. Fill in the gaps with appropriate words or expressions from the lists. (2 pts)

1. made up
2. have

D. Put the verbs in brackets in the right tense. (2 pts)

1. had worked
2. will have retired

E. Rewrite the sentences beginning with the words given. (3 pts)

1. Many roads **have been destroyed by heavy rain in the south of Morocco**.
2. Mr Lynch asked his wife **if she would drive the kids to school**.
3. If **Leila had bought a ticket early, she would have got a front seat at the theatre**.

F. Match each expression with its appropriate function. (2 pts)

1. expressing opinion
2. responding to good news
3. complaining
4. expressing regret

G. Complete the following exchange appropriately. (2 pts) Paul: Could you lend me some money to buy a camera, please?
James: Of course. How much do you need?

III. WRITING (10 POINTS; task 1: 4 pts; task 2: 6 pts)

Scoring criteria	Task 1	Task 2
Relevance of content to the task	2 pts	3 pts
Appropriateness and variety of vocabulary	1 pt	2 pts
Grammar and mechanics	1 pt	1 pt

Model answers (any appropriate answer is accepted)

Task 1: I use my mobile phone to do different things. For example, I call my family and friends every day. I also take photos and share them on social media. In addition, I use it to search for information and to do my homework. Finally, I listen to music and play games when I am free.

Task 2: There are several causes which push Moroccan girls to leave school early. First, poverty is a major reason, because some families cannot pay for school materials and transport. Second, in rural areas the school is often far from home and the road is not safe. Moreover, some parents believe that girls should marry young and help at home. Finally, the lack of female teachers and toilets in schools makes many girls feel uncomfortable.