

UBND THÀNH PHỐ HỒ CHÍ MINH
TRƯỜNG CAO ĐẲNG LÝ TỰ TRỌNG
THÀNH PHỐ HỒ CHÍ MINH

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM
Độc lập - Tự do - Hạnh phúc

ĐỀ THI KẾT THÚC HỌC PHẦN LÝ THUYẾT
HỌC KỲ: II NĂM HỌC: 2018 – 2019

Bậc đào tạo: CAO ĐẲNG (C1)

Học phần: Tiếng Anh Nhân sự

Lớp: 17C1 - NNA Ngày thi: 25 / 6 / 2019

Thời gian thi: 60 phút (không kể thời gian phát đề)

K

Mã đề 001

- Thí sinh không được sử dụng tài liệu, nộp lại đề sau khi thi.
- Bài thi này gồm 50 câu, mỗi câu 0.2 điểm.

MULTIPLE CHOICE (10 MARKS):

❖ CHOOSE THE CORRECT ANSWER:

1. We've been operating _____ in the company since the early 90s .
A. flexibility B. flexitime C. inflexible D. flexible
2. The suitable applicant must be able to work closely with branch offices and _____ a good team spirit.
A. introduce B. support C. develop D. involve
3. Unfortunately, our managing director is very _____ when it comes to deadlines.
A. flexibility B. inflexible C. flexitime D. flexible
4. There is a certain amount of hands-on work which involves _____ training courses for U.K. - based personnel.
A. carrying out B. ensuring C. contributing D. travelling
5. U.K. branch offices need to be supported, so the job _____ a lot of travelling.
A. carries B. maintains C. involves D. ensures
6. In a contract of employment in the U.K. normal hours of work are _____ , 9 am to 5.30 pm Monday to Friday, with one unpaid hour for lunch each day.
A. 37½ per week B. 39½ per week C. 41½ per week D. 36½ per week
7. To motivate a group of employees to work together effectively means _____ .
A. appraisal B. flexible working practices
C. team development D. induction programme
8. To inform new staff about the company and its procedures and to help them to settle successfully into their new job means _____ .
A. appraisal B. induction programme
C. team development D. mentoring
9. To enable companies to identify potential for future promotion and focus on certain individuals means _____ .

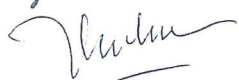
- A. improving performance
C. motivating staff
- B. encouraging better communication
D. succession planning
10. Open feedback and setting targets for the future, generally encourages staff means _____
- A. improving performance
C. encouraging better communication
- B. motivating staff
D. succession planning
11. In a contract of employment in the U.K. your current job title and _____ are detailed in Schedule 1 and may be amended from time to time. Any changes will be discussed with you fully and notified to you in writing.
- A. supervisors
B. conditions
C. responsibilities
D. advantages
12. _____ means creating and maintaining an atmosphere in which people communicate easily and effectively.
- A. Open lines of communication
C. Interpersonal skills
- B. Training audit
D. Sound knowledge
13. _____ means a good level of information about or understanding of something.
- A. Training audit
C. Open lines of communication
- B. Sound knowledge
D. Interpersonal skills
14. Can we just _____ the search for the personnel officer? *Cô Nguyễn Trần - K.KUCB*
- A. carry out
B. take on
C. make sure
D. have a word about
15. _____ means to organize the different parts of an activity or the people involved so that everything works well.
- A. Leadership
B. Interpersonal skills
C. To coordinate
D. Training audit
16. The second interview strategy is to read the candidate's _____ and have it with you at the interview.
- A. experience
B. succession
C. legislation
D. application
17. The fifth interview strategy is to use open questions as much as possible to ensure the _____ gives detailed answers.
- A. rapport
B. position
C. candidate
D. communication
18. _____ means payment is reviewed on a merit basis, based on how well you carry out your job.
- A. Performance-related pay
C. Employee assistance programme
- B. Creche / Childcare facilities
D. Salaries
19. There were two _____ who were far better than the others in terms of previous experience.
- A. application
B. applicants
C. apply
D. applicable
20. We _____ her in the same position when she returned from maternity leave.
- A. unemployment
B. employee
C. employment
D. re-employed
21. The employment legislation is not _____ to people working less than 25 hours per week.
- A. applicable
B. apply
C. applicants
D. application
22. Can we just _____ the search for the personnel officer?
- A. carry out
B. take on
C. make sure
D. have a word about
23. The seventh interview strategy is to allow the candidate time for his or her own _____.
- A. questions
B. documents
C. colleagues
D. experiences
24. I don't think there's much chance of finding anybody _____ or in the European offices.

- A. team - building B. in-house C. hands-on D. on-going
25. _____ means coverage for your loved ones of four times your annual salary.
A. Pension scheme B. Performance-related pay
C. Life insurance D. Flexible working hours
26. I have a meeting about _____ in about five minutes.
A. maternity leave B. disciplinary procedures
C. managing directors D. future development
27. _____ means fitness, sports facilities, massage, and yoga classes plus 20% off membership of a wide selection of fitness clubs.
A. Sports club membership B. Performance-related pay
C. Flexible working hours D. Pension scheme
28. _____ means counselling and advice on personal and domestic issues.
A. Sports club membership B. Creche / Childcare facilities
C. Employee assistance programme D. Pension scheme
29. Will we be able to take on a replacement when John hands in his _____ ?
A. document B. resignation C. description D. application
30. Those staff who can't relocate to the new factory in the north when we close down will be _____.
A. handed in her notice B. dismissed
C. offered early retirement D. made redundant
31. We use a very experienced _____ from a firm of industrial mediators when we have a tough problem with the union.
A. consultant B. consultative C. consultation D. consult
32. _____ with the union can be difficult at the best of times!
A. Consultant B. Consultative C. Consult D. Consultation
33. A new directive from head office has been introduced that all employees over 63 will be _____.
A. handed in her notice B. dismissed
C. offered early retirement D. made redundant
34. It was difficult to _____ the final two shortlisted applicants as they had such mixed skills.
A. assess B. assessable C. assessing D. assessment
35. We offer a _____ of benefits to our personnel in addition to salary.
A. selectable B. selective C. selection D. select
36. Your salary is payable monthly in arrears on the _____ day of each month.
A. last B. first C. second D. third
37. The offer we made to the union was not _____.
A. negotiate B. negotiation C. negotiator D. negotiable
38. In a contract of employment in the U.K. a copy of the company's _____ is attached to this contract and employees are asked to read it carefully.
A. training manager B. temporary employment
C. disciplinary procedure D. public holiday
39. Since the fall of the Iron Curtain in 1989, unionisation in a lot of eastern European countries has _____ considerably.
A. increased B. collapsed C. prepared D. persuaded

40. In a contract of employment in the U.K. your normal place of work will be the above address. From time to time the company may require you to work at other sites on _____.
- A. a temporary basis B. written details C. a decision D. working hours
41. In a contract of employment in the U.K. the company does not offer a pension scheme but provides access to _____. Details can be obtained from the personnel department.
- A. a lower position B. a romantic relationship
C. a stakeholder pension D. a temporary basis
42. The temporary transfer of an employee to another organization or part of the company means _____.
- A. equal opportunity policies B. flexible working practices
C. secondment D. appraisal
43. Regular evaluation of an employee's performance, development requirements, and potential means _____.
- A. appraisal B. flexible working practices
C. team development D. induction programme
44. _____ means learn how to set priorities, control your workload, and complete tasks on time.
- A. Leadership and team building B. Managing your time
C. Assertive leadership skills D. Balancing priorities and managing projects
45. Diversity acknowledges that the differences people bring to a job may enhance the business and furthermore that their perspectives and ideas can improve the overall _____ of the workplace.
- A. performance B. potential C. quality D. presentation
46. People receive sickness and unemployment _____ from the State.
- A. benefits B. benefit C. reviewed D. reviews
47. Salaries are normally _____ annually.
- A. reviews B. beneficiary C. reviewed D. benefit
48. The E.U.'s 4 largest states all have modest levels of _____ (Italy 30%, the U.K. 29%, Germany 27%, France 9%).
- A. benefit B. unionisation C. performance D. review
49. A union's main responsibility is to look after its members' _____.
- A. plans B. employers C. negotiations D. interests
50. _____ means paid out twice a year dependent upon business results.
- A. Performance-related pay B. Flexible working hours
C. Profit-sharing bonus scheme D. Employee assistance programme
- _____ Hết _____

GHI CHÚ: CÁN BỘ COI THI KHÔNG ĐƯỢC GIẢI THÍCH GÌ THÊM.

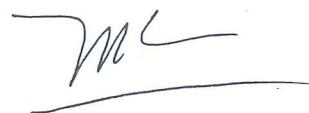
TRƯỞNG KHOA
(Ký tên và ghi rõ họ tên)
Ký thủ chính



Trần Kim Thu Liễu

TRƯỞNG BỘ MÔN
(Ký tên và ghi rõ họ tên)

GIẢNG VIÊN RA ĐỀ
(Ký tên và ghi rõ họ tên)



Lê Nguyễn Mỹ Trâm