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## Тестовое задание для диагностического тестирования по дисциплине:

*Практикум по межкультурной коммуникации, 1 - 2 семестры*

Код, направление подготовки	38.04.02 Менеджмент
Направленность (профиль)	Менеджмент в образовании
Форма обучения	очная
Кафедра-разработчик	Лингвистики и переводоведения
Выпускающая кафедра	Менеджмента и бизнеса

*1 семестр*

Проверяемая компетенция	№	Задание	Варианты ответов	Тип сложности вопроса
УК-4.3 УК-5.2	1.	1. When you don't understand a person, what is more suitable reply to the following: "Excuse me, could you tell me the time, please?"	a. No! b. Pardon? c. What? d. Yes! Pardon?	Низкий
УК-4.3 УК-5.2	2.	2. If you want to refuse from an offer, what is the most suitable reply to the following: "Would you like a cup of tea?"	a. Yes! b. What? c. No, thank you. d. No!	Низкий
УК-4.3 УК-5.2	3.	3. Complete the sentence: Netiquette also called _____ refers to a set of rules an individual needs to follow while communicating through mails, writing blogs, sharing views on online portals or any other online forum.	a. Internet Etiquette b. Internet Cooperation c. Internet Manners d. Internet Priorities	Низкий
УК-4.3 УК-5.2 УК-4.4	4.	4. Choose the correct option to complete the sentences below. Dave doesn't really trust Ian, and I have to say that neither _____.	a. Both options are correct b. I do c. do I d. I don't	Низкий
УК-4.3 УК-5.2	5.	5. Hidden differences "influence behaviour in the deepest and most subtle ways" and cause more _____ between people.	a. conflict b. happiness c. sadness d. attraction	Низкий

YK-4.1 YK-5.2 YK-5.3	6.	6. How would you address a woman if you know her name but do not know her marital status?	a. Madam b. Miss .... c. Ms. .... d. Mrs. ...	Средний
YK-5.1	7.	7. How do we call this stage of culture shock? Anxiety and depression become less frequent, and expatriates begin to feel more positive about their new surroundings.	a. honeymoon b. adjustment c. culture shock d. mastery	Высокий
YK-5.1	8.	8. Choose three common hidden differences	a. body language b. values c. culture shock d. communication styles	Высокий
YK-5.1 YK-5.3: YK-5.2	9.	9. Being in time at the meeting is a good manner. Where being an hour late is considered to be normal?	a. In the USA b. In Italy c. In Germany d. In Britain	Средний
YK-5.1 YK-4.4 YK-5.3 YK-5.2	10.	10. Who doesn't consider showing the soles of the feet as the height of bad manners?	a. The Americans b. The Russians c. The British d. The Japanese	Высокий
YK-5.1  YK-5.3 YK-5.2	11.	11. Who prefers to discuss business matters during lunch?	a. The French b. The Japanese c. The Germans d. The British	Средний
YK-5.1	12.	12. Choose three "hidden" cultural differences.	1. In Russia, greeting and asking "how are you?" does not mean formality, but a direct answer from the person you are talking to. 2. In America, frequent meals are macaroni and cheese and fast food 3. In Russia, people cook their own food more often: soups, side dishes, and meat 4. In America people don't drink tea as often 5. In America, an invitation to a certain time means showing up an hour late 6. In America, blowing out the candles at a birthday party is the end of the party	Высокий

YK-5.1	13.	13. Choose three "visible" cultural differences.	<ol style="list-style-type: none"> <li>1. In America, frequent meals are macaroni and cheese and fast food</li> <li>2. In Russia, people cook their own food more often: soups, side dishes, and meat</li> <li>3. In America, an invitation to a certain time means showing up an hour late</li> <li>4. In America, blowing out the candles at a birthday party is the end of the party</li> <li>5. In America people don't drink tea as often</li> <li>6. In Russia, greeting and asking "how are you?" does not mean formality, but a direct answer from the person you are talking to.</li> </ol>	Высокий
YK-5.3 YK-4.1 YK-5.2	14.	14. What does the gesture of arms crossed over the chest mean?	<ol style="list-style-type: none"> <li>a. a person is being defensive</li> <li>b. a person is bored</li> <li>c. a person is angry</li> <li>d. a person is happy</li> </ol>	Средний
YK-5.3 YK-4.1 YK-5.2	15.	15. What does it mean when a person's head is tilted to one side?	<ol style="list-style-type: none"> <li>a. It demonstrates that a person is not listening keenly.</li> <li>b. It is a signal of being confident.</li> <li>c. It demonstrates that a person is not interested in what is being communicated.</li> <li>d. It demonstrates that a person is listening keenly or interested in the talk.</li> </ol>	Средний
YK-5.3 YK-4.1 YK-5.2	16.	16. What does it mean when a person is touching his/her nose?	<ol style="list-style-type: none"> <li>a. It is a signal of disbelief or being untruthful.</li> <li>b. It is a signal of being unsure.</li> <li>c. It is a signal of being truthful.</li> <li>d. It is a signal of being bored.</li> </ol>	Средний
YK-5.3 YK-4.1 YK-5.2	17.	17. What does it mean when a person's hand is placed on the cheek?	<ol style="list-style-type: none"> <li>a. It indicates that a person is lost in thought, or is considering something</li> <li>b. It is a signal of being unsure</li> <li>c. It is a signal of being confident</li> <li>d. It indicates that a person is disappointed</li> </ol>	Средний
YK-5.3 YK-4.1 YK-5.2 :	18.	18. What does it mean when a person is tapping or drumming the fingers?	<ol style="list-style-type: none"> <li>a. It demonstrates that a person is interested in the talk.</li> <li>b. It demonstrates that a person is growing impatient or tired of waiting.</li> </ol>	Средний

			c. It demonstrates that a person is calm and confident. d. It demonstrates that a person is being bored.	
УК-4.1 УК-5.2	19.	19. How many percent may body language account for of all communication?	a. 10-15% b. 30-35% c. 60-65% d. 100%	Средний
УК-5.1 УК-4.2	20.	20. Match the English idiom with its meaning:	1. as cunning as a fox 2. as wise as an owl 3. as slow as a snail 4. as stubborn as a mule 5. as brave as a lion 6. as proud as a peacock 7. as quite as a mouse 8. as fresh as a daisy 9. as sick as a dog  a. больной как собака b. упрямый как осёл c. свежий как огурчик d. медленный как черепаха e. храбрый как лев f. хитрый как лиса g. мудрый как сова h. тихий как мышка i. гордый как павлин	Средний

Практикум по межкультурной коммуникации, 2 семестр

Проверяемая компетенция	№	Задание	Варианты ответов	Тип сложности вопроса
УК-4.1 УК-5.2	1.	What is the standard phrase if you do not know who the receiver is?	a. Who is that? b. Who am I speaking to? c. What is your name? d. Who are you?	Низкий
УК-4.1 УК-5.2	2.	This book belongs _____ me.	a. at b. for c. to d. on	Низкий
УК-4.1 УК-5.2	3.	What are not the name of signals that indicate the tone of the words in the messaging apps and texting?	a. Abbreviations b. Parenthesis	Высокий

			c. Emoticons d. Exclamation marks	
YK-4.1: YK-5.2 YK-5.3	4.	What is the right way to react when you notice a spelling mistake in somebody's message according to Netiquette?	a. Write to the sender and explain his/her mistake b. Correct the mistake c. Ignore the mistake d. All of the above	Средний
YK-4.2 YK-5.1	5.	<p>Read the following telephone conversation and answer the questions: Phoning London from New York J: Hello? V: Is that you, Joan? J: Yes ... Who's speaking? V: This is Vivien, your neighbour. V: Listen, Joan, would you do me a favour? J: Yes, of course, Viv. What is it? V: Could you go to my flat... ? J: Go to your flat? Aren't you at home? V: No, I'm not. I'm in New York. J: New York? You aren't serious, are you? V: Yes, I am. I'm here on business. It's something urgent. - Look ... You know that electric heater on the wall in my bathroom ... J: Yes? V: If it's on, could you turn it off, please? J: Yes, of course. Anything else? V: Yes. Would you also take the post out of my letter box ... and tell the milkman: no milk till next Monday. J: Righto, Viv. When are you coming back? V: On Sunday. Let me give you my address and phone number, just in case. J: Yes, go ahead. V: It's the Clinton Hotel... J: Clinton Hotel. Yes? V: And the number is New York 279-4017. J: 279-4017. Right, Viv. Anything else? V: No, that's all, Joan. I hope it isn't too much trouble. J: No, it's no problem at all. Have a nice time in New York! V: Thank you. - Bye! J: Bye-bye!</p> <p>Choose the correct type of the conversation "Phoning London from New York"</p>	a. Informal b. Formal c. Semi-formal d. Colloquial	Средний
YK-4.2	6.	Procrastination – a difficult word that makes life difficult. Find three common excuses people use when putting things off	a. It's not my business b. I don't have time. c. It's difficult	Высокий

		.	d. I have a headache	
YK-4.2	7.	Choose three right answers:  What should a conclusion chapter contain?	a. A summary of the key findings b. Introduction part c. Reflection on what these findings mean d. A sense of the research story	Высокий
YK-4.1 YK-5.1 YK-4.2	8.	Choose the correct type of the e-mail from Nickolay. Hi Tom Just a quick message – I’m planning to send you a report as an attachment on Wednesday next week instead of Monday as there are some further details I need to check. If I don’t hear from you, I’ll take it that this is OK. Best wishes, Nickolay	a. Formal b. Informal c. Semi-formal d. Colloquial	Средний
YK-4.2	9.	What is the purpose of Nickolay’s e-mail? Hi Tom Just a quick message – I’m planning to send you a report as an attachment on Wednesday next week instead of Monday as there are some further details I need to check. If I don’t hear from you, I’ll take it that this is OK. Best wishes, Nickolay	a. To send a report as an attachment b. To inform that the author is going to send his report on Wednesday instead of Monday c. To ask if his report is OK d. To inform that the author is going to send his report on Monday	Средний
YK-4.1 YK-4.2 YK-5.2	10.	Choose a proper salutation in a formal letter:	a. My dear, b. Hello, Mr. Smith, c. To whom it may concern, d. Hi Nick,	Средний
YK-4.1 YK-5.2	11.	Where should you state your name and the position you are applying for in a cover letter?	a. In the last paragraph b. In the first paragraph c. In the third paragraph d. In the second paragraph	Средний
YK-4.1 YK-5.2	12.	Read the following phrases from a letter: · I am writing to report an issue I experienced with... · I’d like to bring an error to your attention. · I am dissatisfied with... · I would like to be compensated for my troubles in the form of ... · I look forward to resolving this issue together.  Choose a type of a letter they are from:	a. A complaint letter b. An application letter c. A recommendation letter d. A thank-you letter	Средний
YK-4.1 YK-4.3	13.	There is only one appropriate start of a formal letter in the following list. Which is it?	a. I’m planning to send you ... b. I am writing to inquire about ... c. Thanks for the message. d. Look forward to hearing from you soon.	Средний

YK-5.2				
YK-4.1 YK-5.2	14.	There is only correct complementary closing for a formal letter in the following list. Which is it?	a. Lots of love, b. Love, c. Best wishes, d. Kind regards,	Средний
YK-4.2 YK-4.3	15.	Give the definition of a report:	a. a specific form of writing providing for a brief analysis of a particular subject and its reasonable assessment b. a specific form of writing offering a solution to a problem or a course of action in response to a need of an individual or company c. a specific form of writing presenting your investigation and analysis of information or an issue, recommending actions and making proposals d. a specific form of writing providing details about your experiences and skills	Средний
YK-4.2 YK-4.3	16.	<p>Read the following report and answer the questions:</p> <p style="text-align: center;">Report on the work experience programme improvements</p> <p>1. _____ The aim of this report is to outline the tasks and activities within the hotel work experience programme and the deficiencies concerning the activities, and to make recommendations for two improvements.</p> <p>2. _____ The current responsibilities at the hotel involve consulting guests, making reservations, checking-in and checking-out procedures, and the entire service maintenance in order to provide comfortable and pleasant staying in the hotel. Co-operation with the rest of the staff as well as operating the online service are also under the obligation.</p> <p>3. _____ At present, the hotel service suffers from a number of problems. Firstly, computer facilities are antiquated and therefore any online operations are slow. This causes not only the delay of following up with prospective customers but also low-quality guest service. Secondly, boiler system instead of permanent hot water supply makes it difficult for people to wash, especially for those with little children. Finally, dim lighting is uncomfortable for reading and may have a damage influence on eyesight.</p> <p>4. _____</p>	<p>Introduction Programme issues Tasks and activities Recommendations</p>	Высокий

		As a first measure, I would recommend replacing the lighting and water-heating equipment. These two improvements will have a direct effect on guests' comfort and satisfaction and, as a result, will enable customers to give positive feedbacks and increase the future demands.  Choose the correct matching of the paragraphs and the headings:		
YK-4.2	17.	Choose three rules of Netiquette	a. Help keep flame wars under control b. Respect other people's privacy c. Be forgiving of other people's mistakes d. Improve the lighting and computers	Высокий
YK-5.1	18.	Give the best definition of the word "procrastination":	a. The action of delaying or postponing something b. A bad habit c. A difficult word d. A disease	Низкий
YK-5.1	19.	We may go hiking on Sunday. It depends _____ the weather.	a. With b. to c. on	Низкий
YK-4.2	20.	Match the English phrase with its translation:	1. draft 2. compile 3. revise 4. describe  a. описать b. проверить c. подготовить d. сделать черновик	Низкий