



تصحيح الوطني 2015 الدورة العادية
المادة: الانجليزية
الشعبة: مسلك الاداب



Answer Key to Bac National Exam 2015 / Normal Session / Letters Stream

By Teacher Houmad

I. Comprehension:

A. 1. False, "after graduation from university."

2. False, " The four-week training wasn't enough."

3. True, " still they call to make sure that it's done."

B. 1. To practice his communication skills and work in a prestigious call centre.

2. to answer calls and replace human agents in dealing with customers.

3. It 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 customers.

C. 1. From a computer system

2. when dealing with huge numbers of incoming calls.

3. may lose their source of living / would lose their jobs.

D. 1. inquiries 2. customers 3. huge

E. 1. Hassan 2. Watson Engagement Advisor program

3. introducing Watson in Moroccan call centers.

II. Language:

1. visiting 2. who

1. voluntary - citizenship 2. apply 3. illiterate

1. made up 2. have

1. had worked / had been working 2. will have retired

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 could have got a front seat at the theatre.

F. 1. d) expressing opinion 2. e) responding to good news

3. c) complaining 4. a) expressing regret

G. There may be more than one possible answer to this question. Here is an example.

Paul: I want to buy a camera. Can you please lend me some money?

James: With pleasure. How much do you need?