



مديرية التربية والتعليم بالدقهلية
التوجيه الفني التجاري
توجيه السكرتارية الانجليزية

بوكلت تدريبات الإدارة باللغة الإنجليزية

الصف الرابع التجاري – ترم أول
للمدارس الفنية المتقدمة التجارية
نظام السنوات الخمس



إعداد

أ / محمد سعد صقر



معلم خبير مواد تجارية

مدرسة الكندي الفنية المتقدمة التجارية

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			اسم الطالب
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٢٠١ / ٢٠١			العام الدراسي



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التوجيه الفني التجاري
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بوكلت الادارة باللغة الإنجليزية الصف الرابع التجاري (الترم الأول)

أسرة التوجيه الفنى بالدقهلية

أ/ مسعد البحقيري
الموجه العام

أ/ منى عنتر
الموجه الأول

أ/ محمود ذكي
موجه المادة

مستشار المادة

أ/ عوني العراقي العراقي سلطان

Name:

Class:

No	Degree	Signature	No	Degree	Signature
1			8		
2			9		
3			10		
4			11		
5			12		
6			13		
7			14		



Exercise NO: (1) Managers and Organization

Question (1) Give the Arabic & English for the following:

English	Arabic
Managers	
operatives	
social entity	
	موارد بشرية
	مرؤسين

Questions 2: choose between true (√) and false (X)

- 1- Managers work only in place called organization.
- 2- Manager is a boss for a group of people.
- 3- Organization is a social entity that has a distinct purpose.
- 4- Everyone can be a manager.
- 5- The organization with poor managers will be fail.

Questions 3: A- Complete the following:

1. The need for arises because organizations exist.
2. The organization with managers will be successful.
3. is a systematic arrangement of people.
4. who work directly on a job or task
5.who have the responsibility of directing

B- To have organization there are four requisites:

1.
2.
3.
4.



Exercise No (2) Definition of management

Question (1) Give the English for the following:

English	Arabic
material resources	
Managerial concepts	
employers	
	التخطيط
	موظف

Questions 2: mark true (✓) or false (X):

- 1- Management is the process of planning the works of other.
- 2- Planning is the first function of management.
- 3- Management is a process involving specific functions that managers must perform.
- 4- Management is a static rather than dynamic process.

Questions 3: fill in the blanks with the appropriate words from the list below:

- 1- We can divided organizational members into two categories:
.....
- 2- To have an organization there are four requisites: Group of people,, resources and
- 3- Management is a continuous that consists of planning,, And controlling, to utilize human and material resources in order to achieve a
- 4- Management: includes all organizational activities.
- 5-divided into: a) human resources b) material resources. c) Non-material resources:

(Key words):

- 1- Distinct purpose, systematic structure.
- 2 - Domain
- 3- Operatives – managers.
- 4- Resources.
- 5-Social process, organizing, leading, specific goals.



Exercise No (3) Managerial concepts

Question (1) Give the missing for the following:

English	Arabic
Decision making	
alternatives	
community	
	عناصر
	القيادة

Questions 2: Complete the following:

- A- The common of all management is to optimize values, goods and services
- B- is heart of managerial process.
- C- it is done daily in all activities at all organizational levels .
- D-includes setting goals, developing policies,
- E-Includes motivating subordinates.

Questions 3:

A- writes short notes on: elements of management.

- 1-
- 2-
- 3-
- 4-
- 5-



B-: make sentences from "A" and "B":

"A"	"B"
1- Decision-making 2- Planning 3- Organizing 4- Leading 5- Controlling	1- includes setting goals, developing policies. 2- Means making sure that the agreed upon plan is carried out properly. 3- Includes motivating subordinates, directing others. 4- Includes specifying these activities required to achieve predetermined goals. 5- Is an organized and systematic process of thinking to solve a problem?

1-

2-

3-

4-

5-



Exercise No (4) The elements of managements

Question (1) choose from (A) and (B):

A	B	A	B
1- chairman	A- الادارة العليا		
2- Top manager	B- رئيس مجلس الادارة		
3- Effectiveness	C- المدير العام		
4- Functional manager	D- فعالية		
5- General Manager	E- المدير الوظيفي		

Questions 2: Do as shown:

- 1- (Efficiency – Effectiveness) the ratio of effective output to the total input.
- 2- (Efficiency – Effectiveness) achieving the desired objectives
- 3- (Functional managers – General Managers) are responsible for overall operations.
- 4- (Functional managers – General Managers) are responsible for specialized areas of operation
- 5- (Top managers – First line Managers) Are directly responsible for the actual production

Questions 3: A - Mention the three levels of management

- 1-
- 2-
- 3-

Questions 4: mark true (√) or false (X):

- 1- Management is not only science but also an art.
- 2- Top manager who are responsible for the overall operation
- 3- First line manager who receive the broad, overall strategies and polices from top managers
- 4- Middle manager are directly responsible for the actual production
- 5- Functional manager are responsible for specialized areas of operation

Exercise No (5) Approaches of management

Question (1) Give the missing for the following:

English	Arabic
Approaches	
Managerial roles	
job descriptions	
	توجيه
	تحفيز

Questions 3:A- Complete the following from the list:

- 1- is the process of making decisions about future plans
 - 2- Managerial approach focuses on what managers do.
 - 3- Managerial approach focuses how they perform their jobs.
 - 4-is the process of creating such a structure.
 - 5- enable managers to measure progress toward the objectives
- (Plan – organizing – roles – functions – planning)

Questions 3: A - Approaches to understanding management

- 1-
- 2-

B - Mention the four basic managerial functions

- 3-
- 4-
- 5-
- 6-



Exercise No (6) Managerial Roles Approach

Question (1) Give the missing for the following:

English	Arabic
Figurehead	
Entrepreneur	
Spokesperson role	
	محدد الموارد
	ضابط الاتصال

Questions 2: A- Match from (A) to (B):

A	B
1-Spokesperson role	1-involves responsibility for directing and coordinating
2-The leadership role	2-Managers transmit information to other outside organization.
3-The Liaison role	3-Managers scan their environments for information
4-The negotiator role	4-enables the manager to gain support
5-The Monitor role	5-Is the process of meeting and discussing differences

1- 2- 3- 4- 5-

B- Make true (✓) or false (X):

1. Liaison is only interpersonal role that the manager has to perform.
2. The disturbance handler role: Is played when managers deal with involuntary situation.
3. The monitor role: Is the sharing and distribution of information
4. Informational roles include Monitor, Disseminator, spokesperson



5. The managerial roles approach not focuses on how managers actually perform

Questions 3: The managerial roles approach can set of three behaviors

1-

2-

3-

B - The Interpersonal roles includes.

1-

2-

3-



Exercise No (7) Characteristics of managerial work

Question (1) Give the missing for the following:

English	Arabic
Conceptual skills	
Technical skills	
thinking	
	متحركة
	واجبات

Questions 2: Complete the following:

- 1-skills Involves the ability to apply specific methods.
- 2- Include the ability of lead, motivate, manage conflict, and work with other.
- 3- skills. Include the ability to See the organization as
- 4- skills Reflect a manager's ability to send and receive information.
- 5- is dynamic rather than static process.

Questions 3: Mention Skills of effective managers

- 1-
- 2-
- 3-
- 4-



Exercise No (8) Business and Environment

Question (1) Give the missing for the following:

English	Arabic
Specific environment	
Political conditions	
responsive	
	بيئة عامة
	أخلاق

Questions 2: Complete the following:

- 1- refers to institutions or forces that affect the organization's performance.
- 2- environment Includes everything outside the organization and affect its performance
- 3- environment part that directly affect the performance of the organization
- 4- take into account the elements and forces of their external environment.
- 5- environment classify them as, technological,, political and ethics.

Questions 3: classify the external environment

1.
2.
3.
4.
5.



Exercise No (9) external Environment

Question (1) Give the missing for the following:

English	Arabic
Economic	
Entrepreneurs	
strong impact	
	العملاء
	المخرجات

Questions 2: Complete the following:

1. Without, of course, a business could not exist.
2. developments can have a strong impact on the operation and management
3. = (output ÷ input)
4. Environment such as: Competitors, Customers, Suppliers
(Customers - Technological- Productivity- Specific)

Questions 3: A- General environment: Includes everything outside the organization and affect its performance such as:

- 1-
- 2-
- 3-
- 4-



Question 3:B- State which true (✓) or false (X).

- 1- Environment is everything outside the organization.
- 2- There is a significant difference between specific and general environments.
- 3- The social mission of any organization is the production and distribution of good and services that people want and can pay for.
- 4- All managers, should take into account the forces of their external environment.
- 5- Some of the capital resources may be produced by organization itself.



Exercise No (10) The external Environment

Question (1) Give the missing for the following:

English	Arabic
Ethics	
social responsibility	
approved values	
	علم الأخلاق
	مكافأة

Question 2: State which true (√) or false (X) .

1. Not all types of operations are dependent on the availability and prices of needed capital items.
2. Productivity is not dependent on the state of technology in the society.
3. Without customers a business could exist.
4. Business firms must normally meet the forces of competition which tend to keep prices, costs, and polices low.
5. There is no relation between growth and state of technology.

Questions 3: A - Match the terms from (A) & (B)

(A)	(B)
1. morals	A – Seems to be a term chiefly referring to high standards of professional conduct.
2. Ethics	B –will respond to socially approved values.
3. Managers	C – Can refer to any generally accepted customs.

1 -

2 -

3 -

Questions 3:B-

What is the social responsibility of managers:

.....



Exercise No (11) Revision

Answer the following question:

Question (1) A- Give the English for five only of the following:

English	Arabic
	سلطات
	موارد بشرية
	تنظيم
	مشاكل اجتماعية
	سوق النقد

B- Give the Arabic for five only of the following:

English	Arabic
Responsibility	
General environment	
Middle managers	
Scientific management	
Financial conditions	

Question (2) write short notes on:

- a) Managerial functions.
- b) The meaning of efficiency and effectiveness.

Question (3) Mark true(✓) and false (X):

- 1- Management is a static rather than a dynamic process.
- 2- Organization is a social entity that has a distinct purpose.
- 3- Management is not only a science but also an art.
- 4- There is a significance difference between specific and general environments.

Question (5) Fill in the blank with the appropriate words from the list below.

- 1- Decision-making is the heart of the
simply because it is done daily in all



- 2- Organizing is a way for managers to Human and unhuman Effectively.
- 3- Scientific management arose partly from the need to increase
- 4- One of the important elements of input side of the economic environment is the,, and price of labor of all kinds.
- 5-, are responsible for the overall operations of a company, a division or plant.

Key words:

Coordinate – resources – productivity – managerial process – activities – availability – quality – general managers.

Question (4) Make a sentences from (A) and (B):

(A)	(B)
1- Management	1- Refer to an entity that has a distinct purpose people or members and has systematics structure.
2- Monitor role	2- Is a continuous social process that consists of planning.
3- Organization	3- Have various titles: section chief, lead person, and supervisor.
4- Communication skills	4- Is the process of receiving and screening information.
5- First-time managers	5- Reflect a manager's ability to send and receive information, thoughts, feelings and attitudes.

1-

2-

3-

4-

5-



Exercise No (12) Revision

Question (1) A- Give the English for five only of the following:

English	Arabic
Effectiveness	
Coordinating	
Figurehead	
Written communication	
Leaders	

B- Give the Arabic for five only of the following:

English	Arabic
	موارد مادية
	علاقات انسانية
	تخطيط
	هيكل تنظيمي
	التأثير الاقتصادي

Question (2) writes short notes on:

a) Elements of management.

.....

.....

.....

b) The levels of management.

.....

.....

.....

Question (3) choose between true(✓) and false (X)for each of the following.

1- Management is a process involving specific functions that managers must perform.

2- There is no difference between efficiency and effectiveness.



- 3- Human relations movement aimed to increase production.
- 4- Without customers a business could exist.

Question (5) Fill in the blank with the appropriate words from the list below.

- 1- We can divided organizational members into two categories
(1)..... (2)
- 2- Skills are important at every level in organization.
They are important for middle managers and more important for
- 3- All managers, should take into account the of their external
- 4- Technological developments have a strong impact on the operation and management of any type of

Key words:

Operatives – forces – environment – organizations –human relations – top managers.

Question (4) Make a sentences from (A) and (B):

(A)	(B)
1- Leading	1- includes ideas, means and methods, information, these resources are intangible.
2- Technical skills	2- Is concerned with directing people toward the achievement of specified goals.
3- Non-material resources	3- are responsible for the overall operations of an organization.
4- plans	4- Involves the ability to apply specific methods, producers, and techniques in specialized field.
5- Top managers	5- enable managers to measure progress toward the objective

- 1-
- 2-
- 3-
- 4-
- 5-



Exercise No (13) Revision

Question (1) A- Give the English for five only of the following:

English	Arabic
	اتخاذ القرار
	القيادة
	روح التعاون
	الانتاجية
	المسئولية الاجتماعية

B- Give the Arabic for five only of the following:

English	Arabic
Managerial functions	
Resources allocator	
Motivation	
Division of work	
Believes and values	

Question (2) writes short notes on:

a) Functions managers and general managers.

.....

.....

.....

b) Social responsibility of management.

.....

.....

.....

Question (5) Fill in the blank with the appropriate words from the list below.

1- Organization is a arrangement of people to
..... Some specific purpose.



- 2- Management is a process, simply because there are people involved.
- 3- Management is an as well as a science.
- 4- refer to the relationship between inputs and
- 5- The four basic managerial functions are: planning, organizing,, and

Key words:

Efficiency – systematic – art – leading – accomplish – outputs – controlling – social.

Question (4) Make a sentences from (A) and (B):

(A)	(B)
1- Leadership role	1- Is the process of making decisions about the future.
2- Top managers	2- Involves responsibility for directing and coordinating the activities of subordinates.
3- Functional managers	3- are responsible for the overall operations of an organization.
4- Planning function	4- are responsible for specialized areas of operation such as accounting, personal, marketing and production.

- 1- 2- 3- 4

Question (3) choose between true(✓) and false (X)for each of the following.

- 1- Management is a process of planning the works of other.
- 2- Planning is the process of making decision about the current operations of the firm.
- 3- Productivity is not dependent on the state of technology in society.
- 4- Environment is everything outside the organization.



كلمات هامة

English	Arabic	English	Arabic
Managers	المديرين	Methods	أساليب
organizations	المنظمات	employers	اصحاب العمل
effective managers	مدير فعال (ناجح)	clerk	موظف
operatives	عمال	Domain	نطاق
responsibility	مسئولية	Meaning (information)	المعاني و المعلومات
subordinates	مرؤوسين	Managerial functions	الوظائف الادارية
accomplish	إنجاز	Decision making	اتخاذ القرار
social entity	كيان اجتماعي	organizational levels	المستويات الادارية
systematic structure	هيكل منظم	solve a problem	حل المشكلة
distinct purpose	اغراض محددة	Leading	القيادة
requisites	متطلبات	alternatives	بدائل
human resources	موارد بشرية	activities	أنشطة
Management	الادارة	optimize values	تحسين القيم
social process	عملية اجتماعية	minimum sacrifice	أقل تضحية
material resources	موارد مادية	fundamental	أساسي
Managerial concepts	المفاهيم الادارية	elements	عناصر
planning	التخطيط	community	المجتمع
controlling	الرقابة	common aim	أهداف مشتركة



كلمات هامة

English	Arabic	English	Arabic
Top managers	الادارة العليا	chairman	رئيس مجلس الادارة
Middle managers	الادارة الوسطى	section chief	رئيس قسم
First-line managers	مديري المستوى الأول	chief executive	المدير التنفيذي
Functional manager	المدير الوظيفي	Efficiency	كفاءة
General Manager	المدير العام	specialized areas	مناطق متخصصة
Effectiveness	فعالية	skills	مهارات
Approaches	منهج	active participation	مشاركة نشطة
Managerial roles	الأدوار الادارية	measure progress	قياس التقدم
perform	أداء	unsatisfactory	غير مرض
coordinate	تنسيق	directing	توجيه
job descriptions	الوصف الوظيفي	standards	المعايير
motivating	تحفيز	deviations	الانحرافات
Figurehead	الزعيم	Entrepreneur	مروج للأخبار
Liaison	ضابط الاتصال	Negotiator	مفاوض
Disseminator	الناشر	Disturbance handler	متعامل مع الاضطرابات
Decisional roles	أدوار القرارات	resources allocator	محدد الموارد
Spokesperson role	دور المتحدث	Informational roles	أدوار معلوماتيه
Monitor role	دور المراقب المتابع	environment	البيئة



كلمات هامة

English	Arabic	English	Arabic
Characteristics	خصائص - سمات	Human-Relation	علاقات انسانية
duties	واجبات	Conceptual skills	مهارات الفهم
Technical skills	مهارات تقنية	conflict	تعارض - نزاع
thinking	التفكير	priorities	اولويات
dynamic	متحركة	tendencies	توجهات
static	ثابتة	correlations	ترابطات
Approaches	منهج	active participation	مشاركة نشطة
institutions	المؤسسات	Specific environment	بيئة خاصة
forces	القوى	Political conditions	الحالة السياسية
affect	تؤثر	Competitors	المنافسون
job descriptions	الوصف الوظيفى	standards	المعايير
Elements	عناصر	influences	تؤثر
responsive	استجابة	ethics	أخلاق
External environment.	بيئة خارجية	react	تفاعل - رد فعل
Economic	اقتصاد	Price levels	مستويات السعار
Capital	راس المال	Productivity	الانتاجية
Labor	العمل	outputs	المخرجات



كلمات هامة

English	Arabic	English	Arabic
technological	تكنولوجيا	Entrepreneurs	رجال الأعمال
fiscal and tax policy	السياسة المالية و الضريبية	customers	العملاء
strong impact	تأثير قوي	capturing	جذب
Ethics	الأخلاق – اداب المهنة	generally accepted	قبول عام
Morals	أخلاق – علم الأخلاق	Social attitudes	اتجاهات اجتماعية
high standards	معايير عالية	believes and values	قيم و معتقدات
social responsibility	مسئولية اجتماعية	highest esteem	أعلى تقدير
mission	مهمة	approved values	قيم معتمدة
distribution	توزيع	reward	مكافأة



