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Final Mark: **91/100**

Level: B1

Company: Accenture

Vocabulary (10pts total) 10 Pts Obtained

Choose the best expression (2pts each)

(well over / nearly / a little under / about / almost / just below / around / well above)

- The film lasted **a little under** two hours. (exactly 1 hour 55 minutes) V
- My grandfather is **Nearly** 80. His birthday is next month. (He is 79) V
- This laptop was **around** £400 when I bought it. (It was 450) V
- The plane ticket to New York costs **well above** \$900. It's very expensive! (It cost 990)V
- The exam pass rate was **just below** 90% last year. (the rate was 85%)V

Grammar (20pts total) 18 Pts Obtained

A- Use the verbs in brackets in the Present Simple or Present Continuous. (2pts each)

- The new exhibition **opens** (open) on 15th July at the National Gallery. V
- Hurry up! The train **starts** (begin) in ten minutes. V
- I **am not working** (not / work) next week. I'm on holiday. V
- My sister **is getting** (get) married in December. We're all very excited. V
- What time **is** your class **finishing** (finish) tomorrow? X

B- Choose the best modifier to complete the sentences. (2pts each)

(far / a little / slightly / a lot / almost as)

- The new shopping centre is **a lot** bigger than the old one. You can spend a whole day there! V
- My brother is **slightly** taller than me - only 3 cm. V
- This book is **far** more interesting than the last one I read. V
- The weather today is **a little** worse than yesterday. It's raining again! V
- Tokyo is **almost as** expensive as London. V

Reading (15pts total) 12Pts Obtained

Read the flyer for a gym and answer the activities

About us

You don't want just a gym membership. You want a membership that means something. And that means you need support, expert help and a community.

Best Body Fitness isn't just a gym: it's a full-service fitness membership made for you.

Here's how it works:

STEP ONE: Your assessment

We begin with an assessment session. This is a chance for you to see what we do at Best Body. Our assessment plans are no-cost and no-risk. We'll also make a training plan specifically for you.

STEP TWO: Your training

When you decide to become a Best Body member, we show you what to do, how to do it and why you are doing it. After a few sessions with an expert private trainer you will feel comfortable working out on your own. But don't worry, we'll always be nearby if you have questions.

STEP THREE: Your membership

Membership works on a month-to-month basis. There are no sign-up fees and no cancellation fees. Start and stop whenever you want. And the best part? Our fees are the most competitive in the whole downtown area.

STEP FOUR: Your community

At Best Body Fitness, we see everyone as part of a big team. And when you work with a team, you can do great things. Join any of our specialised classes, led by expert instructors. Come to our nutrition classes. Participate in our regular social events. Everything is included in your fee.

Finally, we wanted to share with you some reasons why our members say that they have chosen us over any other fitness centre in the city.

It's so EASY

Easy to start, stop, cancel or refund a membership

Easy to access - we're open 24/7, we never close

Easy to do exercise - we have lots of equipment, no long wait

Easy results - our trainers and equipment give you success, fast

Easy to find - in the centre of town, near public transport and with parking

It's WONDERFUL

Wonderful members

Wonderful trainers and staff

Wonderful equipment

Wonderful energy

Wonderful location

Come and visit us for a personal tour!

A- True or false (1pt each)

1. The first visit to the club is free. X

True **False**

2. Everybody gets the same training plan.V

True **False**

3. At this gym, you always do exercise with an expert instructor. X

True False

4. If you stop your membership, you don't have to pay anything.V

True False

5. This gym says it's the best value for money. X

True **False**

B- Complete the sentences using the following words (2pts each):

Own - Whenever - Specifically - Membership - Nearby

1. The gym offers a full **Membership** service fitness. V

2. We'll make a training plan **Specifically** for you. V

3. You can now work out on your **Own**. V

4. We'll always be **Nearby** to help. V

5. Start and stop **Whenever** you want. V

Listening (15pts total) 14Pts Obtained

Listen and complete the activities

A- True or false (1Pt each)

1. The interviewer finds speaking the most difficult. V

True / **False**

2. Gabriella thinks, in some situations, people can find speaking easier than listening. V

True / False

3. According to the interviewer, asking for someone to say the same thing again is one way to solve the problem. V

True / **False**

4. Gabriella recommends pretending to understand if a conversation is too difficult. X

True / False

5. Gabriella's strategy for managing important conversations sounds strange to the interviewer at first. V

True / False

B- Match the expressions with their meaning (2pts each)

I came out in a cold sweat - My brain shuts down - I'm still lost - I wanted to get out of it - I can take it

I can't think. **My brain shuts down** V

I won't be upset. **I can take it** V

I wanted to escape. **I wanted to get out of it** V

I was really nervous or afraid. **I came out in a cold sweat** V

I still don't understand. **I'm still lost** V

Writing (20pts total) 18Pts Obtained

"Business today" online magazine has hired you to write a short

article entitled “customer service, the ABC”. They want you to share all you know about customer service, including "Do's" And "Don'ts" and any valuable experience and advice you feel they should know about.

In my experience, the most important things in customer service are kindness, respect for the customer, and follow-up the service after the sell. When you are selling a product or providing support, I believe that if you work with these values, and follow-up the services, your work is better for you and for your company. I worked for a Wifi company in Argentina. For the company, the most important thing was sell as much as possible, no matter how. In my opinion, this strategy can help a company gain many customers in a short time but, if the services is not good, and there is no follow up after the sale, customers and people will have a negative opinion of the company. If we want a positive opinion and recommendations, Customer service should focus on building trust, solving problems, and making customers feel valued.

Speaking (20pts total) 19Pts Obtained

The CEO of a large company has read your article and is interested in what you have to say. He/She has invited you to be a guest speaker on their upcoming conference. Prepare a presentation entitled “The keys to customer loyalty” develop some ideas on the importance of keeping customers satisfied and the resources you have to do so.

