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Final Mark: 87/100

Level: B1

Company: Accenture

Vocabulary (10pts total) 10/10

Exercise: Fill in the blanks with the correct word

(Use each word only once: manage, effective, efficient, implemented, procedure)

1) The company recently **IMPLEMENTED** a new training program for its employees.

CORRECT

2) Sarah knows how to **MANAGE** a project and keep everyone motivated.

CORRECT

3) The new marketing strategy was very **EFFECTIVE** and increased sales by 20%.

CORRECT

4) An **EFFICIENT** system saves time and reduces costs for the business. **CORRECT**

5) Before starting the experiment, you must follow the correct safety **PROCEDURE**.

CORRECT

Grammar (20pts total) 18/20

Choose either the PRESENT PERFECT or PAST SIMPLE form of the verbs to complete the sentences (one point each)

1. I HAVE SEEN (see) three police cars this morning (it's still morning). **CORRECT**

2. After he ARRIVED (arrive) home, he UNPACKED (unpack) and WENT (go) to bed early. **CORRECT**

3. A: What's wrong? B: I HAVE BROKEN (break) a glass! **CORRECT**

4. My grandparents only KNEW (know) **CORRECT** each other for a few months before they HAVE GOT (get) married. **INCORRECT**
5. I HAVE BEEN (be) in London for three years. I love it here. **CORRECT**
6. We SAW (see) Julie last night. **CORRECT**
7. He WAS (be) a teacher before he BECAME (become) a musician. **CORRECT**
8. When the boss WALKED (walk) **CORRECT** into the room, we HAVE KNEW (know) **INCORRECT** someone was going to get fired.
9. The children BROKE (break) a window in the school last week. **CORRECT**
10. He SAW (see) that film last year. **CORRECT**

Use the **COMPARATIVE** form of the following adjectives to complete the sentences (two points each):

- 1 Jake's room is SMALLER than Larry's room. (small) **CORRECT**
- 2 The blue car is NICER than the black car. (nice) **CORRECT**
- 3 This exercise is MORE BORING than the other one. (boring) **CORRECT**
- 4 His pullover is DARKER than his jeans. (dark) **CORRECT**
- 5 Gold is MORE EXPENSIVE than silver. (expensive) **CORRECT**

Reading (15pts total) 15/15

Instructions: You are going to read an extract from an article. Then decide if the following statements are true or false

What does it mean to be innovative in business?

In order for a business to survive in today's world, it is important that we regularly review what we are doing and how we are doing it. By considering new ideas and new ways of doing things, and trying to innovate, we can improve on our products/services, increase sales, reduce costs and make our processes more effective and efficient. Innovation is key to increasing profits.

There are several ways a company can be innovative with their products and services. Today we will look at four of them.

1. Using the latest technology to improve your product/service

When we think of innovation, we often think of new technologies. While they might be impressive, we should not use new technologies just because they are available. It is important to consider how the technology can improve our product/service and make a difference to our customer. Companies that produce cars, toiletries, household appliances, etc. often have a large R&D department to work on making their products better.

2. Responding to customer demands by changing what is on offer

By listening to customer feedback, we can get their opinions on how we are doing and find out about what it is that they want. We also need to be aware of changes in customer demands and keep up with the times. When fast-food restaurant McDonald's realised that the market wanted healthier choices, they introduced fruit and salads, while removing the 'super size' option from their menus.

3. Offering a new product/service to reach new customers

Your business might be doing well, but there is no growth or development and there is a risk that your competitors might take away some of your customers. Innovation sometimes means developing a new product that targets a different market. Although video games were often played by boys, in 2006, video games giant Nintendo introduced the game console Nintendo Wii, successfully targeting girls and older customers with games like Cooking Mama and Brain Training.

4. Changing the way you provide a service

By looking at the changes to the customer's lifestyle and needs, we sometimes realise that there might be better ways to serve them. Customers who do not have a lot of time might prefer to have their food or their shopping delivered to their homes, or they might like to do their banking online rather than in an actual bank.

Not all innovation will bring success to our businesses, but it can give us the opportunity to grow and learn more about what we do and what our customers might want.

1. We innovate because we want to increase the amount of money our businesses make.

True **CORRECT**

2. Being innovative is all about using the newest technologies in your business.

False **CORRECT**

3. Customers often don't know what they want.

False **CORRECT**

4. McDonald's have not changed their menu since they started.

False **CORRECT**

5. If you always target the same customers, you might lose them to your competitors.

True **CORRECT**

Listening (15pts total) 12/15

Listen to a radio interview about maintaining a good work-life balance then choose the correct answer.

1. How popular is Chris Svensson's book?

a. Not very popular

b. Very popular x CORRECT

c. It's new. People don't know it yet.

2. What is the work-life balance like in traditional workplaces?

a. Work lives and private lives are clearly divided. X CORRECT

b. People work too much overtime and so they have no private life.

c. People are free to manage the balance themselves.

3. How often do people do overtime?

a. Often

b. Sometimes x **CORRECT**

c. They don't.

4. In traditional workplaces, do people work at weekends or when on holiday?

a. Yes, it's normal. x **INCORRECT**

b. No, never.

c. Usually, they don't.

5. How has technology helped people work with more flexibility?

a. They can send and receive emails from their phones from home. x **CORRECT**

b. Their working hours can be easily tracked.

c. Robots can do their work for them.

Writing (20pts total) 16/20

Write an email inviting someone to an interview. Write between 90 and 120 words.

Remember to include information about:

-What position the interview is for and what will be discussed at the interview.

-When the interview will take place.

-Who to contact if there is a problem, who will be interviewing them and who the candidate should ask for when they arrive.

-Where the interview will be.

-How long the interview will last.

-What to bring – IDs (proofs of identity), references, etc.

Good morning, Sahir Khan.

We **ARE** grateful to receive your application for the Systems Engineer position, we **can** saw your CV and we want to invite you for interview on May 29 at 17:00 pm at our Accenture office in Delhi.

We will discuss your capabilities in managing services and security, leadership of the teams and tracking the works, even months planification.

If you have any problem or doubt, you can contact me through this mail. The director from the project **IS** going to do the interview, the interview duration will be 1 hour.

When you arrive this day, you need **TO** show your identification and mention the system department.

Regards, Pam Jolie, **RRHH. (HR)**

Accenture, India.

Speaking (20pts total) 16/20

What do you do in an average workday?

What are some of the advantages of remote work?

What are some of the disadvantages of remote work?

How has the quarantine changed the communication methods in your job?

Do you prefer meetings to be virtual or in person?

Write an article for a business magazine discussing how remote work has affected business productivity. 150-200 words.