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Final Mark: 97/100

Level: B2

Company: Accenture

Vocabulary (10pts total) 1 PT each 10 PTS

Fill in the gaps with the most appropriate word from the box. (1 point each)

outsourcing	innovative	prime	innovative	overheads
reliable	investment	capital	assets	innovative

- Many companies move their call centers abroad to reduce _overheads_____ and save money. ✓
- Bangalore has been identified as a _prime_____ location for IT operations in India. ✓
- Investors usually want to see a clear plan before they commit any _investment_____ to a new project. ✓
- If a piece of software is _innovative_____, it can solve problems in a way that hasn't been done before. ✓
- We need to find a _reliable_____ supplier who never misses a delivery deadline. ✓
- A company's _assets_____ include its cash, equipment, and buildings. ✓
- You need enough start-up _capital_____ to cover your rent and supplies for the first year. ✓
- The company is known for its _innovative_____ approach to marketing, constantly trying new ideas. ✓
- Outsourcing_____ is the practice of contracting a business task to an outside service provider. ✓
- The manager is looking for _innovative_____, not just temporary fixes, to improve team performance. ✓

Grammar (20pts total) 20 PTS

A. Present Perfect vs. Simple Past (10 pts) Complete the sentences with the correct form of the verb in parentheses (Past Simple or Present Perfect). 2pts each

1. We _negotiated_____ (negotiate) the contract last week, but we haven't signed it yet. ✓
2. How many deals _have you closed_____ (you/close) so far this quarter? ✓
3. I _'ve worked_____ (work) for this company for five years, and I still love it. ✓
4. When _did you arrive_____ (you/arrive) at the conference in London? ✓
5. The market _has changed_____ (change) significantly since the new regulations were introduced in 2024. ✓

B. Ability: Present, Past, and Future (5 pts) Rewrite the sentences using the correct form of "can", "could", "be able to", or their negative forms. 1pt each

6. In the past, the software wasn't fast, so we _weren't able to process (not/process) data quickly. ✓
7. Thanks to the new training, I _will be able to speak_____ (speak) Mandarin fluently by next year. ✓
8. Currently, our team __can handle_____ (handle) up to 500 inquiries per day. ✓
9. Before the merger, were you _able to access_____ (access) the internal database? ✓
10. With this new system, we will be able to manage (manage) our inventory much more efficiently in the future. ✓

C. Future Forms (5 pts) Choose the correct option (Present Simple, Present Continuous, will, or be going to) to talk about the future. 1 pt each

11. The board meeting _starts_____ (starts/is starting) at 9:00 AM sharp tomorrow. ✓
12. I have checked the forecast; it _is going to rain_____ (will rain/is going to rain) during the outdoor product launch. (I have evidence). ✓
13. I'm very busy, so I will _____ (will/am going to) call you back later this afternoon. (Instant decision). ✓

14. We are flying (are flying/fly) to Tokyo next Friday for the annual summit; the tickets are already booked. ✓
15. I think the stock prices will drop (will drop/drop) if we don't adjust our strategy. ✓

Reading (15pts total)

Part 1: The Evolution of Outsourcing Outsourcing has transformed from a simple cost-cutting measure into a strategic necessity. Initially, companies outsourced only back-office tasks like payroll and data entry. However, as global markets have become more integrated, businesses are now outsourcing high-level operations, including R&D and digital strategy. Bangalore, India, remains at the center of this shift. Its success is not merely due to lower labor costs, but to massive investment in technical education over the last two decades. While critics point out that cultural differences and communication barriers can hinder collaboration, successful firms have mitigated these risks by establishing robust training programs and local management teams.

Part 2: Challenges in Modern Management Looking forward, the trend is shifting toward "nearshoring"—outsourcing to countries within the same time zone to improve real-time collaboration. This strategy addresses the persistent issue of latency in decision-making that plagued the traditional offshore model. Furthermore, companies are increasingly concerned with ESG (Environmental, Social, and Governance) criteria when selecting partners. It is no longer enough for a vendor to be cheap; they must also demonstrate sustainable practices and ethical labor standards. Firms that fail to adapt their strategy to these new requirements are likely to lose their competitive edge in an increasingly transparent global economy.

A. True, False, or Not Given (10 pts)

Decide if the following statements are True, False, or Not Given based on the text. 1 PT each.

1. Companies nowadays only outsource low-level tasks like payroll. (False) ✓

2. Bangalore's popularity as an outsourcing hub is primarily due to its low costs.
(__False__) ✓
3. Hybrid management teams have been effective in reducing communication risks.
(__True__) ✓
4. Nearshoring is becoming less popular due to time zone differences.
(__False__) ✓
5. Companies now prioritize sustainable practices when choosing a new partner.
(__True__) ✓

B. Comprehension Questions (10 pts)

Answer the following questions based on the text. 2pts each

6. How has the scope of outsourced tasks changed over time? ✓

It has changed in the way that It's not only includes basics tasks like back-office, payroll and data entry it is also including high-level operations, R&D and digital strategy for example.

7. What specific action by Bangalore contributed to its long-term success? ✓

The specific action is that its success is not merely due to lower labor costs, but to a massive investment in technical education over the last two decades.

8. What is "nearshoring," and why has it emerged as a better alternative to offshore models? ✓

Nearshoring is outsourcing to countries within the same time zone to improve real-time collaboration. This strategy addresses the persistent issue of latency in decision-making that plagued the traditional offshore model

9. According to the text, what does it mean to be competitive in the current economy beyond just being "cheap"? ✓

They must also demonstrate sustainable practices and ethical labor standards.

10. What is a potential consequence for firms that do not adapt to ESG criteria? ✓

Firms that fail to adapt their strategy to these new requirements are likely to lose their competitive edge in an increasingly transparent global economy.

Listening (15pts total) 15 PTS

Listen to the conversation between two business partners discussing a job application and underline or **highlight** the correct information. (3 pts each)

Job applied for	car salesman ✓	car mechanic	carpet filler
Qualifications	degree	A levels ✓	O levels
Current Position	permanent	temporary ✓	unemployed
Qualities	reliable ✓	mature	cheerful
Enclosures	CV ✓	references ✓	Photo



Writing (20pts total) 20 PTS

Instructions: Choose one of the following tasks (approximately 100–150 words).

Task A: Formal Letter Write a formal letter to a business partner outlining a proposal for a joint venture. Describe the benefits for both parties, the resources you can contribute, and the expected outcomes.

Task B: Memo Write a memo to all staff announcing a new company policy on remote work. Explain the reasons for the change, provide details on the new guidelines, and a point of contact for questions.

Task B: Memo

New policy on remote work

According to the recent changes in our internal policies, we are communicating a few changes in our way of working, basically regarding remote ones.

First, beginning in August we will be coming to the office every Friday unless of course that day is a holiday.

Second, the rest of the week you must work remotely, you cannot come to the office due to not having enough space for all the team.

Finally, remote does not mean you can work outside the limits of the country, you can move to other states for a non-permanent period and of course you can work at the place you have registered on Workday.

We believe this is the best way for the whole team to perform their daily routines. We hope you all understand. Any exceptions must be submitted in advance and will be analyzed by your People Lead.

Thanks

The Company.



Speaking (20pts total) 17 PTS

1. Can you describe a challenging project you've worked on and what you learned from it?
2. In your opinion, what is the most important skill for a business professional to have in the modern workplace?
3. How do you manage your workload and prioritize tasks, especially when facing tight deadlines?
4. Tell me about a time you had to deal with a difficult client or colleague. How did you handle the situation?
5. What do you think are the main advantages and disadvantages of working from home?
6. How do you keep up with the latest trends and changes in your industry?
7. Do you think technology has made communication in the workplace better or worse? Why?
8. What motivates you in your job, apart from your salary?
9. Describe a situation where you had to give a difficult presentation. What did you do to prepare?
10. In your view, what is the role of a leader in a successful team?

