

aBUSINESS RESULTS - INTERMEDIATE

End-of-Module Exam | Units 1-4

TOTAL SCORE
81.5 / 100

Student Name:	Accoroni Luciana
Date:	06/24
Level:	<u>INTERMEDIATE</u>
Teacher:	

Vocabulary (10)	Grammar (20)	Reading (15)	Listening (15)	Writing (20)	Speaking (20)
<u>7</u> / <u>10</u>	<u>12</u> / <u>20</u>	<u>14</u> / <u>15</u>	<u>13.5</u> / <u>15</u>	<u>17</u> / <u>20</u>	<u>18</u> / <u>20</u>

PART 1 - VOCABULARY

10 pts

Exercise 1 - Work Vocabulary

Choose the correct word or phrase to complete each sentence. Circle your answer.

- She ___ of planning all our company training courses.
 - works with
 - is in charge**
 - deals in
 - specializes for
- Our employees have to be in the office during ___ hours: from 10 a.m. to 4 p.m.
 - overtime
 - flexitime
 - core**
 - annual
- Last month he worked 60 hours, so he did 20 hours of _____.
 - lunch break
 - unpaid leave**
 - statutory pay
 - overtime**

4. The company ____ in providing IT solutions for small businesses.
 A) specializes
 B) consists
 C) deals
 D) is responsible
5. She took six months of ____ leave to travel the world. She didn't get paid.
 A) annual
 B) paternity
 C) unpaid
 D) statutory

Exercise 2 - Project & Systems Vocabulary (5points) 3/5

Match each word (1-5) with its definition (a-e). Write the correct letter on the line.

WORD	DEFINITION
1. budget <u>B</u>	a. the last day allowed to finish something
2. deadline <u>A E</u>	b. a plan of how much money you can spend
3. milestone <u>D</u>	c. easy to use and understand
4. update <u>E A</u>	d. an important stage completed in a project
5. user-friendly <u>C</u>	e. news about how something is progressing

PART 2 - GRAMMAR

12/20 pts

Exercise 3 - Present Simple or Present Continuous (5 points) 0/5

Complete the sentences with the correct form of the verb in brackets. (1 point each)

1. Carlos usually SITS (sit) in the main office, but today he IS WORKING (work) from home.
2. Our company EMPLOYS EMPLOYEES (employ) over 300 people worldwide.
3. These days, more and more companies ARE OFFERING (offer) flexible working hours.
4. What IS-ARE you WORKING (work on) at the moment? Anything interesting?

5. She DOESN'T KNOW ~~ISN'T WORK~~ (not know) enough about online marketing yet.

Exercise 4 - Infinitive or -ing Form (5 points) 5/5

Complete each sentence with the infinitive (to + verb) or the -ing form of the verb in brackets. (1 point each)

1. They want TO CHANGE (change) to a system of flexitime.
2. Would you like TO JOIN (join) us for the presentation?
3. I really dislike BEING (be) late for meetings.
4. She is responsible for DEVELOPING (develop) a new HR policy.
5. We look forward to SEEING (see) you at the conference next week.

Exercise 5 - Present Perfect or Past Simple (5 points) 2/5

Underline the correct verb form. (1 point each)

1. I booked / have booked the hotel yesterday.
2. Have you ever been / Did you ever go to Japan on a business trip?
3. The sales office closed / ~~has closed~~ down a month ago.
4. We already finished / ~~have already finished~~ the report. It's ready to send.
5. What time did she arrive / ~~has she arrived~~ at the meeting?

Exercise 6 - Comparatives and Modifiers (5 points) 5/5

Complete the sentences using the comparative form of the adjective or adverb in brackets and an appropriate modifier from the box. (1 point each)

much far a bit a lot slightly

1. The new system is FAR MORE EFFICIENT (efficient) than the old one.
2. This software is A LOT MORE ACCURATE (accurate) - there have been far fewer mistakes.
3. Learning to use the app takes A BIT LONGER (long) than we expected.
4. Working from home is MUCH EASIER (easy) to organise than coming to the office every day.
5. The new photocopier is SLIGHTLY FASTER (fast) than the one we had before.

PART 3 - READING

14/15 pts

Exercise 7 - Read and Answer

WORK-LIFE BALANCE: A CHANGING CONCEPT

Chris Svensson is the author of *No More Nine to Five*, a best-selling book about work-life balance in the modern workplace. In this article, based on a recent interview, he explains how the concept of work-life balance has changed over the years.

The Traditional Model

In more traditional workplaces, people's working lives and their private lives were clearly divided. Employees would typically work from nine in the morning until five or six in the evening. Staying late in the office or working in the evenings was considered overtime – something that happened occasionally, not every day.

In this model, it was not common for people to work at the weekend or while they were on holiday. Employees could clearly separate their professional and personal lives. Their evenings, weekends, and holidays were free to focus on non-work areas of life: hobbies, interests, sports, family, and friends. According to Svensson, this kind of balance was important and healthy, as it allowed people to spend time on activities that were not related to their job.

How Things Have Changed

Today, however, the situation is very different. Most people can now access their work emails directly from their mobile phones. As a result, they are much more likely to quickly reply to an important message in the evening or at the weekend. The same applies to laptops: it has become easier to access work from home or even from a hotel room when travelling on business or on holiday.

As Svensson points out, this can sometimes mean all work and no balance. The traditional line between professional and personal life is becoming less and less clear.

The Benefits of Flexibility

Nevertheless, Svensson argues that this new mobility also brings important advantages. More people are now able to work flexibly. For example, if an employee needs to leave the office early one afternoon to spend time with their family, they can catch up on that work later from home or from another location. In this way, employees have more freedom to manage their own time and responsibilities.

So, while traditional divisions between work and life are slowly fading, many employees today have greater freedom to do their work from different locations and at different times. The challenge, Svensson believes, is learning to use that flexibility wisely – so that work enhances life, rather than replacing it.

Exercise 7A - True or False (5 points) 4.5/5

Read the passage again. Circle TRUE or FALSE. If the statement is FALSE, write the correct information on the line below. (1 point each)

1. In traditional workplaces, working late every evening was normal and expected.
TRUE / FALSE

Correction (if false): It was considered overtime. This happened occasionally, not every day.

2. In the traditional model, weekends and holidays were free for non-work activities.
TRUE / FALSE

Correction (if false): _____

3. Thanks to mobile phones and laptops, it is now harder to access work emails from home. **TRUE / FALSE**

Correction (if false): It is ~~more easier~~ easier to access work and emails from home or other locations.

4. Svensson believes that the new way of working only has disadvantages. **TRUE / FALSE**

Correction (if false): Svensson believes that this new mobility also brings important advantages and benefits, such as flexibility.

5. Svensson thinks that flexibility can be positive if employees use it in the right way. **TRUE / FALSE**

Correction (if false): _____

Exercise 7B - Choose the Correct Option (5 points) 5/5

Circle the correct answer (A, B, C, or D).

1. In the traditional working model, what did overtime mean?

- A) Working from home in the evenings regularly.
- B) Occasionally staying late or working outside normal hours.
- C) Working every weekend without extra pay.
- D) Accessing work emails on a mobile phone.

2. According to the text, why is the traditional work-life divide disappearing?

- A) People prefer to spend more time at the office.
- B) Companies no longer allow employees to take holidays.
- C) Mobile phones and laptops make it easy to access work at any time.
- D) Employees are working fewer hours than before.

3. What does Svensson say about mobile phones and laptops in relation to work?

- A) They make people work better and more efficiently at the office.
- B) They allow employees to reply to important messages even in the evenings or at weekends.
- C) They should not be used outside of working hours.
- D) They have made the traditional nine-to-five model stronger.

4. What example does Svensson give of how flexibility benefits employees?

- A) Employees can choose not to answer emails at the weekend.
- B) Employees can leave work early and catch up on their tasks from home later.
- C) Employees can work only from hotels when travelling.

D) Managers allow employees to work fewer hours per week.

5. What is Svensson's main message at the end of the article?

A) Employees should stop using mobile phones for work.

B) The traditional nine-to-five model should come back.

C) Flexibility is good as long as it improves life rather than replacing it.

D) Work and life should always remain completely separate.

Exercise 7C - Answer in Your Own Words (5 points) 4.5/5

Answer the following questions in complete sentences. Use your own words as much as possible. (1 point each)

1. What was work-life balance like in traditional workplaces? Give TWO details.

In the past, work and private life were separate. People worked from nine to five and they did not work on weekends.

2. How have mobile phones and laptops changed the way people work today?

The devices allow people to access their jobs from anywhere at any time.

3. Why does Svensson say that the traditional division between work and life is 'fading'?

He uses that word "fading" because people can now work from anywhere at any time, so it is hard to separate work from personal life.

4. What is one advantage of flexible working that Svensson mentions?

Workers have more freedom. For example, they can leave the office early and finish their work later at home.

5. In your opinion, is it possible to have a good work-life balance today? Why or why not?

Yes, I think it is possible if you set limits. You need to turn off your phone and disconnect from work when you are at home.

PART 4 - LISTENING

13.5 / 15
pts

Exercise 1 - Fill in the Gaps (5 points) 4/5

Listen to Track 4.4 and Complete the sentences with ONE word from the box.

accurate | automatically | adjust | payroll |
convinced | **SYSTEM**

1. The main benefit of the new software is the **PAYROLL** feature.

2. The new system is a lot more **AUTOMATICALLY ACCURATE** because it knows how many hours you've worked each month.
3. You don't have to **ADJUST** your settings – the software can do this for you.
4. C is not **CONVINCED** that it's possible to log on from a hotel every time she's abroad.
5. After a few weeks, you'll find it much easier to use than the current **ACCURATE SYSTEM**.

Exercise 2 - Choose the Correct Option (5 points) 5/5

Listen to Track 4.4 again. Circle the correct answer (A, B, C, or D).

1. What does speaker A say is the main benefit of the new software?

- A) It lets you log on from anywhere in the world.
- B) It automatically tracks how many hours you have worked.**
- C) It replaces the need for a payroll department.
- D) It is cheaper than the current system.

2. What happens with the CURRENT system when a manager fills in a form?

- A) It sends the hours directly to payroll.
- B) Employees have to sign the form.
- C) It is time-consuming and easy to make mistakes.**
- D) The manager does it automatically.

3. What TWO options does speaker A offer for logging on and off?

- A) Using a mobile app or calling the manager.
- B) Logging on/off manually or having the computer do it when you switch on or off.**
- C) Setting an alarm or using a timer.
- D) Asking IT support or adjusting the settings yourself.

4. What can the software do if you tell it which system you prefer?

- A) It will send an email to your manager.
- B) It will log your hours automatically without you needing to do anything different.**
- C) It will change the settings on all computers in the office.
- D) It will require you to fill in a form each week.

5. What does speaker A say about the mobile app?

- A) You can only use it in Europe.
- B) You log in on your phone and it sends a message.
- C) Your manager must approve it first.
- D) It only works when you are connected to the office Wi-Fi.

Exercise 3 - True or False (5 points) 4.5/5

Read the statements about Track 4.4. Circle TRUE or FALSE. If the statement is FALSE, write the correct information on the line below. (1 point each)

1. With the current system, the software fills in the form automatically for each employee. **TRUE** / **FALSE**

Correction (if false): With the current system, the manager has to fill in the form manually for each employee

2. Speaker B is worried that forgetting to log on in the morning means she won't get paid. **TRUE** / **FALSE**

Correction (if false): _____

3. Speaker B says she is very good with computers and has no concerns about adjusting the settings. **TRUE** / **FALSE**

Correction (if false): Speaker B says it's not ideal for those who aren't good with computers and asks if they will have to adjust the settings

4. Speaker C asks what happens when she is overseas and wants to log on from a hotel. **TRUE** / **FALSE**

Correction (if false): _____

5. Speaker A admits there will never be any problems with the mobile app abroad. **TRUE** / **FALSE**

Correction (if false): Speaker A admits that sometimes there might be a problem with the app abroad.

PART 4 - WRITING

17/20 pts

Exercise 8 - Write a Work Profile (10 points) 8/10

Write a short professional profile (60-80 words) about yourself or a person you know for a company website. Include:

- your job title and main responsibilities
- the area(s) of business you work in
- one current project or task you are doing

- one thing you like or dislike about your working hours/conditions

Hi! I am Luciana and I work as a Data ~~Eng. Mgmt~~ Engineering Management and Governance Associate in the cloud data sector. My main responsibility is to manage user access in GCP. Currently, I'm providing ~~provide~~ access through Data Platform Services and uService. I love working from home because there ~~is~~ is no strict schedule. However, I sometimes get bored alone because I prefer working with people.

Exercise 9 - Project Update Email (10 points) 9/10

You are managing a small project. Write a short email (70-90 words) to your manager with an update. Include:

- what you have already completed
- what you haven't done yet and why
- what you plan to do next week
- a request for help with one task

Hi Melisa,!

I am writing to you to confirm that I have already verified all access for today's existing tickets. There is nothing left for the rotation to the India and Manila teams.

However, I haven't finished the object decommissioning for another ticket yet because we are waiting for the client's reply. Next week, I plan to update the Data Platform Services. Could you please help me check the GCP permissions tomorrow?

Best Regards,
Luciana.

PART 5 - SPEAKING

20 pts

The speaking assessment will take place individually or in pairs with the teacher. You will be assessed on:

CRITERION	SCORE (0-6)
Fluency and coherence	4 /4
Vocabulary range and accuracy	4 /4
Grammar range and accuracy	3 /4
Pronunciation and intelligibility	4 /4
Communication strategies (networking, delegating)	3 /4

Speaking Task 1 - Personal Introduction (10.5 points)

Give a short personal presentation (2-3 minutes). Talk about:

- your job, role, and main responsibilities
- the area of business you work in and who you work with
- your company's working hours and conditions (overtime, home-working, leave, etc.)
- a current project or task you are working on

Overall, it was a very good speaking experience. You proved you can communicate your ideas efficiently and understand other people's questions, as well as keeping a conversation flowing. Also, you provided a very good description of responsibilities using plenty of vocabulary from the unit. I would like to recommend you use more linking words, such as "regarding", "as regards" to introduce other topic; "in addition", "moreover" to add similar information, etc. There were only a few mistakes to check, but they did not cause any trouble in understanding what you wanted to mean:

"At the Accenture company": the correct preposition is "in" or "for" (you were talking about working IN the company or FOR the company)

"Get up and make coffee when I need it" : Get up means leaving your bed, but not leaving the chair like the verb stand up.

Tranquility: pronunciation /tran'kuiliti/

"Work from home is much better than go to the office: Working...than going

Maybe I can prefer working in company (talking about being alone in home office)

"When they speak, her accent is difficult to hear": Their accent (it refers back to the pronoun they)

Speaking Task 2 – Roleplay: Networking Conversation (5 points)

Work with a partner. Roleplay a networking conversation at a business event. You must:

- introduce yourself and exchange greetings
- ask about and describe your partner's job and responsibilities
- exchange contact details (phone number, email, company website)
- close the conversation politely

Speaking Task 3 – Roleplay: Project Meeting (10 points)

Work with a partner. Roleplay a project update meeting. Student A is the project manager; Student B is a team member. You must:

- ask for and give updates on two tasks (use present perfect + past simple)
- discuss a problem and delegate a task
- compare two options for solving a problem (use comparatives)
- agree on the next steps and close the meeting

