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Final Mark: 95/100

Level: C1

Company: Accenture

**Vocabulary (10pts total) 10/10**

1. Complete each sentence with the correct word or phrase from the box. Use each option only once.

make a difference – gain recognition – feel part of – have a say – take pride in  
– see a future – bottom line – worthwhile contribution – supportive  
atmosphere – opportunities

- a) Employees tend to perform better when they **have a say** in important decisions that affect their work. ✓
- b) Working in a friendly and **supportive atmosphere** can have a positive effect on employees' wellbeing. ✓
- c) She has worked extremely hard this year and has finally begun to **gain recognition** for her contribution to the company. ✓
- d) Good managers make their employees **feel part of** the team rather than making them feel isolated. ✓
- e) Many young professionals want to work for a company where they can **see a future for** themselves and develop their careers. ✓
- f) Employees who **take pride in** their work are generally more motivated and committed. ✓
- g) Volunteering may not make you rich, but it can certainly **make a difference** in other people's lives. ✓
- h) The company offers plenty of training and career **opportunities** to ambitious employees. ✓
- i) Although the project took months to complete, the team felt that they had made a **worthwhile contribution** to the community. ✓
- j) The company's **bottom line** is that it needs to increase sales if it wants to survive. ✓

**Grammar (20pts total) 20/20**

1- Write a question to each of these answers. (4pts) 4/4

- a. For how long has Sarah worked for the company? ✓  
Sarah has worked for the company for almost ten years.
- b. Why did the company introduce a new policy? ✓  
The company introduced the new policy because productivity had fallen.
- c. Who organized the meeting? ✓  
The HR manager decided to organise the meeting.
- d. When are they going to launch the new product? Or When is the new product going to be launched? ✓  
They are going to launch the new product next month.

2- Complete each question with the correct words. (4pts) 4/4

- a. Could you tell me **when** the new employees will start? ✓
- b. You weren't expecting such a positive response, **were** you? ✓
- c. **Would** you say that the company's working conditions have improved? ✓
- d. I wonder if (or whether or not) the manager has already spoken to the employees. ✓

3- Complete the sentences with the correct form of the verbs in brackets. (7pts) 7/7

- a. If employees **feel** (feel) valued, they tend to be more motivated. ✓
- b. If the company **raises** (raise) salaries next year, it will probably attract more experienced employees. ✓
- c. If I **were** (be) in charge of the company, I would introduce a four-day working week. ✓
- d. If they had listened to their employees, they **would have avoided** (avoid) the problem. ✓
- e. If we **don't invest** (not / invest) in staff training, productivity will probably decline. ✓
- f. If she had accepted the promotion, **she would work** (work) for the company now. ✓
- g. If people **don't have** (not / have) a say in important decisions, they often become less engaged with their work. ✓

**Reading (15pts total) 15/15**

Read the following text:

**The Impact of Artificial Intelligence on the Modern Workplace**

Artificial Intelligence (AI) is transforming the modern workplace, bringing both opportunities and challenges. As companies increasingly integrate AI into their operations, it's important to understand its potential impact on various aspects of work.

AI can significantly enhance productivity by automating repetitive tasks. For instance, AI-powered software can handle data entry, scheduling, and even customer service inquiries through chatbots. This automation allows employees to focus on more complex and creative tasks, thereby increasing overall efficiency.

Moreover, AI can improve decision-making processes. By analyzing large datasets quickly and accurately, AI systems can provide insights that might be missed by human analysts. This capability is particularly valuable in areas such as marketing, where understanding consumer behavior and trends can lead to more effective strategies.

However, the rise of AI also raises concerns about job displacement. While AI can create new roles, particularly in tech development and maintenance, it may render certain jobs obsolete. For example, roles that involve routine tasks are at high risk of being automated. Companies need to invest in retraining programs to help employees transition to new roles that require more advanced skills.

Another challenge is ensuring ethical AI use. AI systems can perpetuate biases present in the data they are trained on, leading to unfair treatment of individuals or groups. It's crucial for companies to implement ethical guidelines and regularly audit AI systems to mitigate these risks.

Despite these challenges, AI offers significant benefits for employee collaboration. Tools like AI-driven project management software can streamline communication and coordination within teams, especially in remote work settings. These tools can assign tasks based on individual strengths, track progress, and predict project outcomes, making team collaboration more efficient and effective.

In conclusion, while AI is set to revolutionize the modern workplace, its successful integration requires careful planning and consideration. Companies must balance the benefits of increased efficiency and improved decision-making with the challenges of job displacement and ethical concerns. By doing so, they can harness the power of AI to create a more dynamic and productive work environment.

1. Choose the correct answer for each question. (7pts) 7/7
  - a. What is one way AI can enhance productivity in the workplace?
    - a) By hiring more employees
    - b) By automating repetitive tasks** ✓
    - c) By reducing work hours
    - d) By increasing salaries
  - b. How can AI improve decision-making processes?
    - a) By reducing the need for meetings
    - b) By analyzing large datasets quickly and accurately** ✓
    - c) By hiring data analysts
    - d) By automating customer service
  - c. What is a potential negative impact of AI mentioned in the text?
    - a) Increased work hours
    - b) Job displacement** ✓
    - c) Lower productivity
    - d) Decreased innovation
  - d. What is crucial for companies to implement to ensure ethical AI use?
    - a) Higher salaries
    - b) Ethical guidelines** ✓
    - c) More meetings
    - d) Longer work hours
  - e. What kind of roles are at high risk of being automated according to the text?
    - a) Creative roles
    - b) Routine task roles** ✓
    - c) Management roles
    - d) Research roles
  - f. How can AI-driven project management software benefit teams?
    - a) By reducing salaries
    - b) By streamlining communication and coordination** ✓
    - c) By increasing work hours
    - d) By hiring more team members
  - g. What do AI systems need to avoid unethical outcomes?
    - a) More data
    - b) Ethical guidelines and audits** ✓
    - c) Higher budgets
    - d) More employees

2. Answer the following questions based on the text, using your own words.

(3pts)

a. How does AI help in marketing according to the text?

AI can help a marketing area by analysing large volumes of data to better understand the market, including consumer preferences and behaviours which allows companies to take better decisions. ✓

b. What is a suggested way to address job displacement caused by AI?

Since repetitive and predictive tasks may be replaced by AI, like tech development and maintenance, a suggested way to address this is by creating programmes for those employees to acquire advanced and soft skills. ✓

c. Why is it important for companies to regularly audit AI systems?

It's important because AI Systems are likely to show biases and partiality against specific individuals or groups which could compromise the company's ethical obligations. ✓

3. Determine whether the following statements are true or false. (5pts)

a. AI can handle data entry, scheduling and customer service inquiries.

T ✓

b. AI always eliminates the need for human analysts. F ✓

c. Companies do not need to invest in retraining programs for employees affected by automation. F ✓

d. AI can streamline communication and coordination within teams, especially in remote work settings. T ✓

e. AI systems can perpetuate biases present in the data they are trained on. T ✓

### Listening (15pts total) 14/15

1. Listen to the audio and choose the correct answer for each question. (8pts)

a. Who is leading the project meeting?

a) Akiko

b) John ✓

c) Matteo

d) Barbara

b. What is the main topic of discussion in the meeting?

a) Budget allocation

b) Project timelines

c) Customer survey design ✓

- d) Employee performance review
- c. What tool does John suggest using for designing the customer survey questionnaire?
- a) Paper forms
- b) Online survey tool ✓
- c) Email surveys
- d) Phone interviews
- d. Why can't John design the customer survey questionnaire?
- a) He is busy with financial management
- b) He lacks experience
- c) His line manager assigned him other tasks ✗
- d) He is managing the entire project
- e. Who agrees to take on the task of designing the customer survey?
- a) Matteo
- b) Barbara
- c) Akiko ✓
- d) John
- f. How is the issue of Matteo's workload addressed?
- a) His targets are reduced
- b) Barbara offers to help with his regular work ✓
- c) Akiko takes over his responsibilities
- d) The project is postponed
- g. What is Barbara's main contribution to solving the workload issue?
- a) Designing the customer survey
- b) Helping Matteo with his regular work ✓
- c) Leading the project meeting
- d) Managing project finances
- h. By when does Matteo agree to complete the new designs?
- a) By the end of the week
- b) By the end of the month ✓
- c) In a couple of weeks
- d) In three months
2. Listen to the audio and determine whether the following statements are true or false. (7pts)
- a. Matteo agrees to complete the designs by the end of the month. True ✓
- b. Akiko has experience with online survey tools from a marketing and PR course. False ✓
- c. Barbara is unwilling to help Matteo with his regular work. False ✓
- d. John suggests reducing Matteo's targets to free up his time. False ✓
- e. Matteo is the one who proposes using an online survey tool. False ✓
- f. Barbara has some capacity at the moment to help Matteo. True ✓

- g. Akiko will lead the design of the customer survey questionnaire. True ✓

### Writing (20pts total) 18/20

Choose **ONE** of the following options. Write between 200-250 words.

- A. Write an email to a client explaining a delay in the delivery of a software update. Include reasons for the delay, an apology, and the new expected delivery date.
- B. Write the minutes of a team meeting where the main topics discussed were the upcoming product launch, marketing strategies, and task assignments. Summarize the key points and action items.
- C. Write a job performance review for a team member, highlighting their achievements, areas for improvement, and setting goals for the next quarter.

Hi Agustina,

I wanted to take some time to share feedback on your performance OVER this last quarter.

First, congratulations on your excellent work. In particular, your worthwhile contribution TO and initiative IN the automated Supplier Set Up process has saved significant time and improved quality of results, so thank you on behalf of the team. In addition to that, your programming skills are positioning you as a key asset for the company. And it ALSO looks like many people are aware of your good performance, because I can see in our records that you have received positive feedback recently.

As you know, the company is constantly encouraging us to adopt AI in our everyday work. That's why I'd like you to start looking into how to build or use AI agents on your deliverables. This will help you remain competitive as the role requires.

Finally, aiming to LOOKING AHEAD TO the next fiscal year and with the goal of preparing you for the next level, you will need to focus more on your soft skills in the next months. Specifically, I encourage you to take more ownership and speak up more during team or client meetings. Also, take advantage of the learning opportunities the company offers.

Overall, it's been a strong quarter for you and I'm sure that if you **CONTINUE TO DEVELOP** ~~build~~ these strengths mentioned, you'll be well positioned to grow ~~th~~ within the company.

Best Regards

**Cami, your email is well organized, clear, and uses a good range of professional and workplace vocabulary. You communicate your ideas effectively and maintain an appropriate tone throughout. The vocabulary and structure are strong for an Advanced level. Most of the changes suggested are not actual mistakes, but improvements to make your writing sound more natural and polished. In particular, focus on collocations, prepositions, and word choice (e.g. "initiative in automating," "looking ahead to the next fiscal year," "develop these strengths"). There are only a few genuine grammar/word-form errors, so your main goal is to make your already strong writing sound more precise and natural.**

**Speaking (20pts total) 18/20**

Present a topic given.

| End of Module Oral Evaluation |                           |
|-------------------------------|---------------------------|
| Topics:                       | Accuracy: 5               |
| Pair discussion               | Pronunciation: 5          |
| Topic 3                       | Fluency: 4                |
|                               | Vocabulary and Grammar: 4 |
| Final Grade: 18               |                           |

**Cami, your presentation was clear, but you need to work on fluency, confidence, and development of ideas. There were quite a few hesitations and fillers such as "um", which made your presentation sound less confident, and it was too short for the task. Try to develop each point further by explaining your ideas, giving examples, or considering a different perspective.**

There were also some grammar and word-choice errors to work on, such as “we are position” → “we are positioned,” “I haven’t think” → “I haven’t thought,” and “offer a one day off” → “offer one day off.” Focus on slowing down slightly and taking brief pauses instead of filling the silence with “um.” This will give you more time to organize your thoughts and make your delivery sound more confident and natural.

