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Final Mark: 86/100

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** __ 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) 18/20

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

a. How many years has Sarah worked **FOR THE COMPANY?** ✓

Sarah has worked for the company for almost ten years.

b. Why did the Company introduce this new policy? ✓

The company introduced the new policy because productivity had fallen.

c. Who has decided to organise the meeting? ✓

The HR manager decided to organise the meeting.

d. Do you know when the new product is going to launch? ✓

They are going to launch the new product next month.

2- Complete each question with the correct words. (4pts) 2.5

a. Could you tell me when the new employees will start? ✓

b. You weren't expecting such a positive response, where you? 1/2

c. Why have you say that the company's working conditions have improved? ✗ **WOULD**

d. I wonder if the manager has already spoken to the employees. ✓

3- Complete the sentences with the correct form of the verbs in brackets. (7pts) 6.5

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 dont invest (not / invest) in staff training, productivity will probably decline. ✓

f. If she had accepted the promotion, she would be working (work) for the company now. ✓

g. If people DON'T ~~desnt~~ have (not / have) a say in important decisions, they often become less engaged with their work. ½

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)
- 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?

According to the text we can say that AI helps marketing, providing insight the human can miss or don't give the importance they feel. With this idea i want to mention that sometimes, humans don't pay attention to the trends, and it can help you to be more effective at the moment of deciding strategies ✓

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

A suggested way to address job displacement is investing more in retraining programs to their employees in order to bring more tools or information, for the moment their roles changes and have to use more advanced skills ✓

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

It is important for companies to regularly audit the systems, because these systems are not human and don't know about ethics, compliance or moral decisions. In order to avoid unfair treatments or political ethics problems they must have ethical guidelines to support and control the decisions they take. ✓

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

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

True ✓

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

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

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

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

Listening (15pts total) 11/15

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

6/8

- a. Who is leading the project meeting?
 - a) Akiko
 - b) John (A) ✓
 - c) Matteo
 - d) Barbara -
- b. What is the main topic of discussion in the meeting?
 - a) Budget allocation
 - b) Project timelines (A) ✗
 - 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 (A) ✓
 - c) Email surveys
 - d) Phone interview
- d. Why can't John design the customer survey questionnaire?
 - a) He is busy with financial management (A) ✗
 - 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 (A) ✓
 - 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 (A) ✓
 - 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 (A) ✓
 - 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 (A) ✓
 - 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) 5/7
- 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. True X
 - e. Matteo is the one who proposes using an online survey tool. False ✓
 - f. Barbara has some capacity at the moment to help Matteo. False X
 - g. Akiko will lead the design of the customer survey questionnaire. True ✓

Writing (20pts total) 15/20

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, how are you?

First of all, I have to apologise for this email. I know we had agreed that the deadline for the presentation is this Friday, but/**HOWEVER** we found some issues with the Software you gave us, and we won't be able to **MEET THE DEADLINE** ~~achieve the objective for the deadline.~~

Last week we discovered that there were two big problems, the first one was that certain information we needed was incomplete. The software you gave us shows all the products that have been sold until June but **DOES** not include ~~d~~ July and August.

The other big/**MAJOR** problem was that all the products that are in the line of "Sea Blue", were**N'T** being detected by the software so we had to install some new drivers that were outdated.

This missing information and problem with the Sea Blue line caused ~~us~~ a delay, because the campaign we generated was affected by **THESE ISSUES** ~~this problem~~.

Despite this problem, I want to communicate to you that the project is in the final stage and we **COULD** ~~can~~ find new interesting metrics that you will see in the final presentation., ~~and in order to reward~~ **FURTHERMORE, TO COMPENSATE** you because of this problem, we will give **YOU** ~~us~~ a discount on the final price of the project.

I hope that you can forgive us for this problem and delay and accept next Friday as the new delivery date.

Thanks,

Facundo Elena

Facu, this email is clear and well organised, and you successfully communicate the problem, its consequences, and your proposed solution. The tone is generally appropriate for a business email, and you use some good linking language such as "first of all," "despite this," and "in order to." The main area to improve is accuracy and naturalness. There are a few grammar and word-choice errors, such as "doesn't include" instead of "not included," "give you a discount" instead of "give us a discount," and "meet the deadline" instead of "achieve the objective for the deadline.". There are also some sentences that are quite long and would be clearer if broken up. Focus on making your writing more precise and natural rather than simply using more complex vocabulary. You also sometimes use expressions that seem to be translated directly from Spanish, which can make the writing sound less natural even when the meaning is understandable.

Speaking (20pts total) 17/20

Present a topic given.

End of Module Oral Evaluation	
Topics:	Accuracy: 5
Pair discussion	Pronunciation: 5
Topic 5	Fluency: 4
furtherenglish.com Grammar: 3	
Final Grade: 17	

Facu, your presentation was fluent and your ideas were well developed, with good explanations and enough detail to support your points. You were able to speak continuously and communicate your ideas clearly. The main area to improve is accuracy and natural word combinations. Some expressions were understandable but not natural in English, such as "as another people" → "like other people," "reaching your achievements" → "achieving your goals," "a talent guy" → "a talented guy/person," "footballist player" → "football player," "being a talent people" → "being a talented person," "working by remote" → "working remotely," and "if you were with that idea" → "if you agreed with that idea."

Keep working on collocations and common English expressions rather than translating directly from Spanish. Overall, your fluency and development of ideas are strong.

