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Final Mark: **77/100**

Level: Upper-intermediate

Company: Accenture

Teacher's notes and corrections in orange.

Wrong answers in red.

Vocabulary (10pts total) (5 pts)

- 1) Complete the text with the words from the list:

(10 pts - 1 pt each)

INCENTIVE – ENTHUSIASM – IMPRESSION – ONLINE PROFILE – RELATIONSHIP – SELF-MOTIVATION – PERFORMANCE – REWARD – REPUTATION – OPINION

Many graduates begin their careers through internships. Although these positions are often unpaid, employers see them as an excellent opportunity for candidates to demonstrate their **(1)** performance ☒ (self motivation) and willingness to learn. Some organizations even offer a financial **(2)** incentive ☒ to attract talented applicants.

During an internship, managers pay close attention to a person's **(3)** enthusiasm ☒ (performance) and attitude. Interns who show genuine **(4)** self motivation ☒ (enthusiasm) for their work are more likely to receive positive feedback. In some cases, their efforts may even be recognized with a formal **(5)** reward ☒ or recommendation letter.

However, professional success is not only about what happens in the workplace. Nowadays, creating a good **(6)** impression ☒ online is equally important. Recruiters frequently check social media accounts and company websites before making decisions. A business that has a strong **(7)**

_online profile_____ ☒ (reputation) is generally more attractive to potential customers and employees.

Job seekers should also manage their (8) _reputation_____ ☒ (online profile) carefully. Research suggests that people often form an (9) _opinion_____ ☒ about someone within seconds of viewing their online presence. A professional digital image can also be the first step in building a positive (10) _relationship_____ ☒ with future employers or clients.

Grammar (20pts total) (13 pts)

1) Complete these sentences with the present simple or present continuous for of the verbs in brackets. (10 pts - 1 pt each) (9 pts)

1. A stockbroker is someone who buys (buy) and sells (sell) shares. ☒
2. The M40 goes (go) from London to Birmingham. ☒
3. What time does (do) the last flight to New York / leave)? ☒
4. Because of the roadworks, it takes (take) me much longer to get to work. ☒ (is taking)
5. I'm afraid Leon is out at the moment. He is having (have) lunch with a client. ☒
6. I can give Anne your letter. I 'm seeing (see) her tomorrow afternoon. ☒
7. Tell Heinrich I'll get in touch when I get (get back) next week. ☒
8. We are developing (develop) a new anti-malaria drug, and hope to start trials in a couple of years. ☒
9. Our company is expanding (expand) into the Asian market at the moment. ☒
10. The conference begins (begin) at 9.00 a.m. tomorrow. ☒

2) Choose the correct forms to complete the questions below. (5 pts - 1 pt each) (3 pts)

1. I'd like to know ____a___. ☒ (B)
 A) how can I contact her.
 B) how I can contact her.
 C) how do I contact her.
2. I was wondering ____a-c___ the recipe. ☒
 A) where you found
 B) where did you find
 C) where you found
3. Could you tell me ____c___? ☒
 A) what are you afraid
 B) what you are afraid
 C) what you are afraid of
4. Do you know ____b___? ☒
 A) if is he going to come
 B) if he is going to come
 C) whether is he going to come
5. Would you mind telling me ____c___? ☒
 A) how much did the sofa cost
 B) how much cost the sofa
 C) how much the sofa cost



3) Complete the statements with the proper question tag. (5 pts - 1 pt each) (1 pt)

1. You should apologize to her, __don't you?_____ ☒ (shouldn't you?)
2. Your parents have been here before, __haven't they? ☒
3. They arrived in the morning, __did they?_____ ☒ (didn't they?)
4. Jill isn't working now, __does she?_____ ☒ (is she?)
5. I don't think anyone will accept it, _____xx_ ☒ (will they?)

Reading (15pts total) (15 pts)

The Importance of Clear Communication in Business

Communication is one of the most important skills in the business world. Companies rely on effective communication to share information, solve problems, and build strong

relationships with customers and employees. When communication is clear, people understand their responsibilities and can work together more efficiently.

Many businesses use different communication channels every day. Employees send emails, participate in meetings, make phone calls, and use messaging applications to stay connected. Each channel has advantages and disadvantages. For example, emails are useful for sharing detailed information and keeping a written record, while meetings are often better for discussing complex issues and making decisions as a team.

Poor communication can create serious problems. Employees may misunderstand instructions, miss deadlines, or make mistakes. In some cases, customers may become dissatisfied if they do not receive clear information about products or services. As a result, businesses can lose time, money, and opportunities.

Good communicators pay attention not only to what they say but also to how they say it. They listen carefully, ask questions when something is unclear, and adapt their message to their audience. For example, a manager speaking to new employees may use simpler language than when discussing technical details with experienced specialists.

Technology has changed business communication significantly. Today, many teams work remotely and communicate through video calls and online collaboration tools. While these technologies make communication faster and more convenient, they can also create challenges. Without face-to-face interaction, it may be more difficult to understand emotions or build personal connections.

For this reason, successful businesses encourage employees to develop strong communication skills. Training programs, regular feedback, and open discussions can help workers communicate more effectively. In the long term, good communication contributes to better teamwork, higher productivity, and stronger business performance.

1) True or false. Write T or F next to each statement according to the article.

(15 pts – 1,5 pts each)

1. Communication is considered an important skill in business. __t ☒
2. Emails are always the best option for making team decisions. __f ☒
3. Businesses use several communication methods to stay connected. __t ☒
4. Poor communication can cause employees to miss deadlines. __t ☒
5. Customers are never affected by communication problems. __f ☒
6. Good communicators ask questions when they do not understand something. __t ☒

7. Managers should always use the same language with every audience. __f ☒
8. Technology has had no impact on business communication. __f ☒
9. Remote communication can make it harder to understand emotions. __t ☒
10. Good communication can improve teamwork and productivity. __t ☒

Listening (15pts total) (15 pts)

- 1) Listen to an English teacher talk about listening to practise and improve your listening skills. For questions 1–10 **choose** the correct answer. (15 pts – 1,5 pts each)

1. What language is the presenter learning?

- A. English
- B. Spanish
- C. German** ☒
- D. French

2. Which language skill does the presenter find most difficult?

- A. Reading
- B. Writing
- C. Speaking
- D. Listening** ☒

3. According to Gabriella, how do most people usually perform in exams?

- A. Better in listening than speaking
- B. Better in speaking than listening** ☒
- C. Better in writing than speaking
- D. Better in grammar than vocabulary

4. Why is listening in an exam difficult?

- A. The speakers use difficult vocabulary.
- B. Students cannot ask questions.** ☒
- C. The recordings are too long.
- D. Students must write while listening.

5. What does the presenter often say when he doesn't understand?

- A. "Can you speak English?"
- B. "Can you write that down?"



C. "Sorry, can you repeat that, please?" ☒

D. "Can you explain the grammar?"

6. What do people often do when they repeat something?

A. They speak more slowly.

B. They change the information.

C. They write it down.

D. They repeat it just as fast. ☒

7. What is Gabriella's first strategy?

A. Pretend to understand and leave the conversation. ☒

B. Ask for a translator.

C. Use a dictionary.

D. Change the topic.

8. In which situation does Gabriella say understanding is very important?

A. Talking to a friend.

B. Talking to someone at a bus stop.

C. At a government office or a bank. ☒

D. Buying a coffee.

9. What is Gabriella's second strategy?

A. Take notes.

B. Summarise and ask questions. ☒

C. Translate every word.

D. Ask the person to speak English.

10. According to Gabriella, what happens when you ask smaller questions?

A. The conversation ends more quickly.

B. The other person becomes confused.

C. The other person naturally starts answering them. ☒

D. The other person repeats the whole conversation.

Writing (20pts total) (11 pts)

Your manager wants to know how the project is going and requests you to send him an email with the details. Write an email of around 140 words in which you:

- Explain the reason why you are writing.
- Provide the most important information your manager needs about the project.

- Offer further assistance if needed.

Hi Sayari, how are things going! *(a question mark?)* Glad *(I am glad...)* you had reached out to me; It's *(it is)* been a while since our last connectu *(not clear)*. As you know, I try my best to solve this task autonomously, but I know I can raise my hand and I'll *(I will)* get your support immediately. Sayari, regarding your comments and questions on your last email, I will try to give you a full scope in few words. The Project is behind schedule, as we already knew before signing in *(joining)*. I don't *(do not)* think that would be an inconvenient *(inconvenience)* to you or to our client *(for you or for our client)* at this phase; However, improvements and deliverables had *(have)* been successful and the client is satisfied. I will need some assistance for the go-live instance, but we are still far from there yet *(yet is used only for negative or question forms)*. Economics and Risk are according to plan. Please tell me if something else is needed, I will be happy to help. Fede

Teacher's notes:

- Remember that omission of subject, whether a speaking form or a too informal structure to use in this kind of emails. Contractions are also considered too informal. Consider that you are writing to a manager.
- Also consider polishing the structure of the email. You shall separate the information and the greetings/closing remarks into different paragraphs.

Speaking (20pts total) (18 pts)

Accuracy	4/5 pts	Comments
		I would like to point out only two mistakes I detected: • "at job" instead of "at work".

Pronunciation	5/5 pts	“I never take...” instead of “I have never taken...” or “I never took...”. You were not referring to a regular action.
Fluency	4/5 pts	You used a wide range of vocabulary appropriately. I consider that in terms of pronunciation, there are no aspects to correct or pay attention to.
Vocabulary	5/5 pts	All the questions were answered successfully. Your ideas were well developed and you spoke fluently with very little hesitation.

