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Level: B1

FINAL MARK: 69/100

VOCABULARY (10pts) 6/10

1) Complete the sentences:

Complete each sentence with the correct word or expression from the box.

**deadline – workload – productivity – customer support – expand – negotiate – hire
– launch – feedback – invest**

1. The company is planning to INVEST its operations into several new international markets.
2. Our team has a very heavy EXPAND month because we are working on several projects at the same time.
3. The company needs to HIRE more employees because the business is growing rapidly.
4. The marketing department is preparing to LAUNCH a new product next month.
5. Good WORKLOAD is essential when customers have problems with a product or service.
6. The manager asked employees for FEEDBACK about the new working conditions.
7. The company is planning to CUSTOMER SUPPORT heavily in new technology and AI tools.
8. We need to finish the report before the DEADLINE on Friday.
9. The two companies are currently trying to NEGOTIATE a new business agreement.
10. The new software has helped employees increase their PRODUCTIVITY and complete tasks more quickly.

GRAMMAR (20pts)

1) Complete the text with the correct form of the verb in brackets.

1pt each (20 pts) 10/20

Use:

- Present Simple
- Present Continuous
- Past Simple
- Past Continuous
- Present Perfect Simple
- Past Perfect

1 point each

A Company Going Through Changes

NovaTech (1) PROVIDES (provide) software solutions for businesses across Latin America. The company normally (2) OPERATES (operate) from three offices, but it currently (3) EXPANDS (expand) its operations into new markets.

The company (4) EXPERIENCES (experience) significant growth since it (5) LAUNCHED (launch) its first international service in 2022. Before that happened, the management team (6) SPENT (spend) several years developing the technology.

Last year, NovaTech (7) DECIDED (decide) to restructure its customer-service department. At the time, employees (8) WERE DEALING (deal) with an increasing number of complaints, and the existing system (9) WAS NOT WORKING (not / work) efficiently.

Since the restructuring, the company (10) IMPROVED (improve) its response times considerably. However, some employees still (11) HAVE NOT BELIEVED (believe) that more changes are necessary.

At the moment, the HR department (12) __IS ORGANIZING__ (organize) additional training sessions. Employees (13) __ARE LEARNING__ (learn) how to use new digital tools, while managers (14) __HAD REVIEWING__ (review) their performance.

Last month, the company (15) __INTRODUCED__ (introduce) a new AI-based customer service system. While the IT team (16) __TESTING__ (test) it, several technical problems appeared. Fortunately, the engineers (17) __ALREADY HAS PREPARING__ (already / prepare) a backup system, so they solved the problem quickly.

Today, most employees (18) __PREFERS__ (prefer) the new system because it (19) __MAKES__ (make) their daily work easier. The company (20) __BECAME__ (become) more efficient since the changes were introduced.

READING (15 pts) 11/15

Bilingualism in the Workplace

15 points

Read the text and complete the activities.

120 words

Being Bilingual in Business

Being bilingual can be a valuable advantage in the workplace. Employees who speak two languages can communicate with a wider range of clients, colleagues and suppliers. This can be especially useful for international companies that operate across different markets. Bilingual employees may also understand cultural differences more easily and help prevent misunderstandings during negotiations. However, speaking two languages does not automatically make someone a better professional. Companies still need employees who have technical knowledge, communication skills and problem-solving abilities. In recent years, many businesses have invested in language training because they have recognized the benefits of multilingual teams. As global business continues to expand, bilingual professionals are likely to have more opportunities to collaborate across borders and build international networks.

Vocabulary in context

5 points 3/5

Find words or expressions in the text that correspond to the following meanings.

1. people you work with → Employees who speak two languages can communicate with a wider range of clients, colleagues and suppliers.
2. people who provide goods or services to a company → Bilingual employees may also understand cultural differences more easily and help prevent misunderstandings during negotiations.
3. working or operating in different countries/markets → This can be especially useful for international companies that operate across different markets. //
4. having knowledge of several languages → As global business continues to expand, bilingual professionals are likely to have more opportunities to collaborate across borders and build international networks.
5. working together with people or organizations → Many businesses have invested in language training because they have recognized the benefits of multilingual teams.



True or False

5 points 4/5

Write **TRUE** or **FALSE** according to the text.

1. Bilingual employees can communicate with a wider range of people. → **TRUE**
2. Bilingualism is only useful for employees working in international companies. → **TRUE**
3. Speaking two languages can help prevent misunderstandings during negotiations. → **TRUE**
4. The text says that bilingual employees automatically become better professionals. → **FALSE**
5. Some companies have invested in language training. → **TRUE**

Exercise 5 — Answer the questions

5 points 4/5

1. Why can bilingual employees be useful to international companies?
2. How can bilingual employees help during negotiations?
3. What other skills do companies need besides language skills?
4. Why have some companies invested in language training?

5. What opportunities might bilingual professionals have as global business expands?

1. Because when **speaks** two languages or more, you can communicate with a wider range of clients, colleagues and suppliers. Also, it's possible to work in more companies and projects in other countries.
2. Companies still need employees who have technical knowledge, communication skills and problem-solving abilities.
3. The text said that is important **have** technical knowledge, communication skills and problem-solving abilities.
4. Because they have recognized the benefits of multilingual teams.
5. As global business continues to expand, bilingual professionals are likely to have more opportunities to collaborate across borders and build international networks.



LISTENING (15 pts) (8/15)

Conceptual mark

WRITING (25 pts) (16/25)

Conceptual mark



SPEAKING (25 pts) (18/25)

Conceptual mark