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Final Mark: **86/100 --- 9 (nine)**

Level: B1

Company: Accenture

Vocabulary (10pts total) – 9 points

- 1) Complete the sentences with the words from the box. There are some words you do **not** need. (5 points – 1 point each) – **4 points**

make up your mind – deal with – reach – invite – evaluate – ignore – prioritize – delegate – avoid

- a) Before choosing a candidate for the position, the manager needs to **EVALUATE** their skills and experience.
- b) We have several important tasks to complete, so we need to **PRIORITIZE** the most urgent ones.
- c) If you have too much work, you should **delegate** some tasks to other members of your team.
- d) The manager needs to **make up your mind** **reach** a decision before the end of the meeting.
- e) Good managers know how to **deal with** difficult situations professionally.

- 2) Choose the correct option (5 points – 1 point each) – **5 points**

- a) The company is looking for a more **innovative / traditional** way to reduce production costs. **INNOVATIVE**
- b) The new online platform was the **brainchild / obstacle** of the company's young marketing director. **BRAINCHILD**
- c) Our research team needs to **come up with / deal** with new ideas for our next advertising campaign. **COME UP WITH**
- d) Lack of funding can be a major **catalyst / obstacle** for small businesses that want to expand. **OBSTACLE**
- e) The new technology could **revolutionize / ignore** the way companies communicate with their customers. **REVOLUTIONIZE**

Grammar (20pts total) – 17 points

- 1) Comparatives and Superlatives (10 points – 1 point each) – 8,5 points
- a) Our new office is **MORE SPACIOUS** than the old one. (*spacious*)
 - b) This is the **MOST CHALLENGING** project our team has worked on this year. (*challenging*)
 - c) Working from home is often **MORE CONVENIENT** than working in a busy office. (*convenient*)
 - d) Sarah is **THE MOST EXPERIENCED** employee in the sales department. (*experienced*)
 - e) The new software is **EASIER** to use than the previous version. (*easy*)
 - f) Monday is usually **BUSIER** the *busiest* day of the week for our customer service team. (*busy*)
 - g) The second proposal is **MORE EFFECTIVE** than the first one because it offers a better solution. (*effective*)
 - h) Our latest advertising campaign was **MORE SUCCESSFUL** than we expected. (*successful*)
 - i) This supplier offers the **MOST COMPETITIVE** prices in the market. (*competitive*)
 - j) Communication between the two departments is **BETTER** now than it was last year. (*good*)
- 2) Complete the sentences with the correct form of the verbs in brackets. Use Type 0, Type 1, Type 2, Type 3, or a mixed conditional. (10 points – 1 point each) – 8,5 points
- a) If employees **FEEL** (feel) valued, they usually **WORK** (work) more effectively.
 - b) If we **FINISH** (finish) the report today, I **WILL SEND** (send) it to the client tomorrow.
 - c) If I **WERE** (be) the manager, I **WOULD CHANGE** (change) the company's working hours.
 - d) If the company **HAD INVEST** (invest) more in training last year, employees **WOULD HAVE** (have) better skills now.
 - e) If you **DON'T BACK UP** (not back up) your files, you **RISK** (risk) losing important information.
 - f) If our sales team **HAD PREPARED** (prepare) better for the meeting yesterday, we **WOULD HAVE** (have) a better chance of getting the contract now.
 - g) If the company **OFFERED** (offer) flexible working hours, more employees **WOULD APPLY** (apply) for positions there.
 - h) If they **HAD LISTENED** (listen) to the customer's complaints, they **WOULD NOT HAVE LOST** (not lose) such an important client last month.

- i) If I **HAD KNEW** *had known* (know) how stressful this job would be, I **WOULD NOT ACCEPT** *ACCEPTED* (not accept) the position last year.
- j) If our company **HAD NOT EXPANDED** (not expand) so quickly over the past few years, we **WOULD NOT HAVE NEEDED** *wouldn't need* (not need) so many new employees today.

Reading (15pts total) – 15 points

Reading text: **A Four-Day Working Week**

For many years, working five days a week has been considered normal. Most employees work from Monday to Friday, usually for around eight hours a day. However, some companies are now questioning whether employees really need to work five days a week. They are experimenting with a four-day working week, in which employees work one day less but receive the same salary.

One company that tried this system is Bright Solutions, a small technology company with 45 employees. Before the experiment, employees worked from Monday to Friday, from 9 a.m. to 6 p.m. The company decided to close its offices on Fridays for six months. Employees continued to receive their normal salaries, but they had to organise their work differently during the four working days.

The idea came from the company's manager, Daniel Harris. He believed that employees could be more productive if they had more time. "People often spend the last few hours of the week feeling tired and waiting for the weekend," he explained. "We wanted to see what would happen if they had an extra day to relax."

Not everyone was convinced. Some managers were worried that employees would have too much work to complete in only four days. They were also concerned that customers might be unhappy if the company was closed on Fridays. For this reason, Bright Solutions informed its customers about the change several weeks before the experiment started.

During the first month, employees had to make some important changes. Meetings became shorter, and some meetings were replaced with emails. Employees were also encouraged to organise their tasks more carefully and avoid spending too much time on activities that were not essential.

At first, this was difficult for some workers. "I was used to checking my emails several times an hour," said marketing assistant Laura Green. "I realised that this was taking a lot of my time. I started checking my emails at specific times instead, and I was surprised by how much more work I could finish."

After three months, the company carried out a survey. Most employees said that they felt less stressed and had a better balance between their professional and personal lives. Many employees also said they had more energy during the working week.

The company also looked at productivity. Surprisingly, the amount of work completed by employees did not decrease. In some departments, productivity actually increased. Employees were completing their main tasks more quickly because they were more focused during working hours.

However, the experiment was not completely successful. The sales department experienced some difficulties because several important customers wanted to contact the company on Fridays. To solve this problem, Bright Solutions created a small team that answered urgent customer questions on Friday mornings. Employees took turns working these hours, so no one had to work every Friday.

Another problem was communication between different departments. Because everyone was working fewer hours, it sometimes took longer to get an answer from a colleague. The company solved part of this problem by using an online communication system where employees could leave messages and clearly indicate when something was urgent.

At the end of the six-month experiment, the company asked employees and customers for their opinions. The majority of employees wanted to continue with the four-day week. Most customers were also satisfied, although some preferred having access to the company on Fridays.

Daniel Harris decided to continue the system but with a few changes. The company would remain closed on Fridays, except for urgent customer support. Employees would also have more flexibility to decide when they completed certain tasks.

According to Harris, the experiment taught the company an important lesson: working longer does not always mean working better. He believes that companies should focus more on results than on the number of hours employees spend at their desks.

Other businesses have also started experimenting with shorter working weeks. However, this system may not work for every company. Businesses such as shops, restaurants and hospitals need employees to be available throughout the week. For these companies, reducing working hours may require different solutions.

For Bright Solutions, however, the experiment has been successful. The company has kept its employees' salaries at the same level while improving job satisfaction and maintaining productivity. "We don't know if this model will work forever," Harris says, "but for now, our employees are happier, and our business is doing well."

- 1) Choose the correct answer: **A, B, C or D.** (8 points – 1 point each) – **8 points**

- a) What was Bright Solutions testing?
- a. A. Working from home every day
 - b. B. A shorter working week**
 - c. C. Longer working hours
 - d. D. A new salary system
- b) Why did Daniel Harris support the experiment?
- a. A. He wanted to reduce employees' salaries.
 - b. B. He thought employees might be more productive if they had more time to rest.**
 - c. C. He wanted the company to spend less money.
 - d. D. He wanted to employ fewer people.
- c) What did employees have to do during the experiment?
- a. A. Work on Fridays.
 - b. B. Work longer every day.
 - c. C. Organise their work more efficiently.**
 - d. D. Attend more meetings.
- d) What did Laura change about her working habits?
- a. A. She stopped using email.
 - b. B. She checked for emails less often.**
 - c. C. She worked fewer hours every day.
 - d. D. She stopped communicating with colleagues.
- e) What happened to productivity?
- a. A. It decreased significantly.
 - b. B. It stayed exactly the same in every department.
 - c. C. It increased in some departments.**
 - d. D. Nobody measured it.
- f) What problem did the sales department have?
- a. A. Customers wanted to contact the company on Fridays.**
 - b. B. Employees didn't want to speak to customers.
 - c. C. Sales fell because employees worked from home.
 - d. D. Customers didn't like the company's products.
- g) How did the company deal with urgent Friday requests?
- a. A. It hired a new manager.
 - b. B. It asked all employees to work Fridays.
 - c. C. It created a small rotating support team.**
 - d. D. It stopped answering customers.
- h) What is Daniel Harris's main conclusion?
- a. A. Employees should always work five days a week.
 - b. B. Companies should focus on results rather than simply working hours.**

- c. C. Four-day working weeks are suitable for every business.
- d. D. Employees should have longer working days.

2) True, False or Not Given (7 points – 1 point each) – 7 points

- a. Bright Solutions has more than 50 employees. **FALSE**
- b. Employees received the same salary during the experiment. **TRUE**
- c. Customers were informed about the experiment before it started. **TRUE**
- d. All employees found the new system easy from the beginning. **FALSE**
- e. Productivity increased in every department. **FALSE**
- f. Some customers wanted to contact the company on Fridays. **TRUE**
- g. Employees had to work every Friday morning. **FALSE**

Listening (15pts total) – 15 points

Listen to the conversation and choose the correct option: A, B or C. (15 points – 1,5 points each) – 15 points

1. Why is Marvin visiting HYB Electronics?
 - ☐ A. To attend a training course.
 - ☐ B. To meet a client.
 - ☒ C. To have an appointment with Ms. Ross.
2. What does Jacinta say about meeting Marvin?
 - ☐ A. She has met him several times.
 - ☒ B. It is the first time they have met in person.
 - ☐ C. She has spoken to him on the phone that morning.
3. How was Marvin's journey?
 - ☐ A. It was difficult because he got lost.
 - ☒ B. It was quite good, although there was a lot of traffic.
 - ☐ C. It was delayed because of bad weather.
4. What does Jacinta offer to do for Marvin?
 - ☐ A. Show him where his car is.
 - ☐ B. Make a phone call for him.
 - ☒ C. Take his coat.
5. What does Jacinta offer Marvin to drink?
 - ☐ A. Tea.
 - ☒ B. Coffee.
 - ☐ C. Water.
6. What is Aruna Singh going to do?
 - ☐ A. Introduce Marvin to the team.
 - ☒ B. Take Marvin on a tour of the facility.
 - ☐ C. Have lunch with Marvin.

7. When will Jacinta introduce Marvin to the team?
 - ☐ A. Before the tour.
 - ☐ B. At lunchtime.
 - ☒ C. After lunch.
8. Why can't Marvin meet Dilip Patel that morning?
 - ☐ A. He is showing another visitor around the facility.
 - ☒ B. He has another appointment.
 - ☐ C. He is attending a team meeting.
9. What does Marvin need in order to move around the site?
 - ☒ A. An ID card.
 - ☐ B. A visitor's pass.
 - ☐ C. A registration form.
10. What does Jacinta say she will do about Marvin's car?
 - ☒ A. Arrange parking for it.
 - ☐ B. Drive it to the staff car park.
 - ☐ C. Check its registration number.

Writing (20pts total) – 13.5 points

Task: Write an Email to Your Manager

Your company is considering introducing a four-day working week. Your manager has asked employees to give their opinions before making a decision.

Write an email to your manager in which you:

- explain whether you support or oppose the idea;
- give at least two reasons for your opinion;
- mention one possible problem with a four-day working week;
- suggest a way to solve or reduce this problem.

Write 180–200 words.

Dear Manager

Regarding your question about our opinion on working four days a week, I would like to share my conclusions below:

In my opinion, this could be a problem because as you know we work every day with some people from ~~others~~ (GR) other countries and this will be a problem because they work from Monday to Friday.

I think that we could talk with ~~they~~ (GR) **them** and organize it, but the reality is that we have issues every day and ~~same~~ (WW) **some** of them need to be resolved immediately. So I believe this could ~~became~~ (GR) **become** a big problem.

Another problem is that we need to pay taxes, and **it** (GR) is possible that we need to process an urgent payment on these days, and this could be a big problem.

I believe that we can ~~resolved~~ (GR) **resolve** ~~this issues~~ (GR) **these issues** if we divide the team so ~~always is someone working~~ (WO) **there is always someone working**. We could rotate the day off, allowing everyone to work four days a week.

Although not everyone would be working on the same days, we would still ensure coverage for any urgent situations that may ~~appears~~ (AGR) **appear**.

In conclusion, I support the idea. I believe that as a team we can ~~de~~ (COLL) **make** some changes and ~~resolved~~ (GR) **resolve** it.

Best Regards,

Caio.

Criterion	Codes	Descriptor	Max. Points	Points Obtained
Grammar	GR / AGR / T	Accurate use of grammatical structures, verb tenses, subject-verb agreement and sentence structures.	6	3/6
Vocabulary & Collocations	VOC / COLL / WW / MW	Appropriate, varied and precise use of vocabulary, including correct word combinations and expressions.	4	2.5/4
Coherence & Cohesion	COH / REF	Ideas are logically organised and appropriately connected. References are clear and easy to follow.	3	2.5/3
Word Order & Register	WO / REG	Words are arranged correctly and the language is appropriate for the purpose, audience and context.	3	2/3
Spelling &	SP / P	Accurate spelling and	3	2.5/3

Punctuation		appropriate use of punctuation marks.	understandable, with some punctuation and capitalisation issues.		
Overall Task Achievement	—	The text fulfils the task, addresses the main points and maintains an appropriate format and purpose throughout.	The response addresses the proposal, identifies potential problems and suggests a practical way to organise the team.	1	1/1
TOTAL				20	13.5/20

Speaking (20pts total) – 16.5 points

You work for a small company that wants to improve the way employees work. The manager has asked you and another colleague to discuss how to make the working week more effective.

In pairs, discuss the following options:

- Four-day working week
- Working from home two days a week
- Flexible working hours
- Longer lunch breaks
- Fewer meetings

Your task

Discuss the advantages and disadvantages of the different options and decide which two changes would be best for your company.

Criterion	Max. Points	Points Obtained	Descriptors	Notes / Observations
Clarity and Fluency	5	3.5 / 5	Continuous speech, with natural pauses and without excessive hesitation or blocking.	Speaks clearly and is generally easy to understand. Some hesitation and pauses occasionally affect the flow.
Grammatical Accuracy and Verb Tenses	5	3.5 / 5	Correct and varied use of grammatical structures and verb tenses.	Good general control of grammar. Some errors with verb tenses and sentence structure are noticeable.

Vocabulary Use	4	3 / 4	Variety and accuracy of vocabulary. Includes repetition, false cognates, and limited or inappropriate vocabulary.	Uses appropriate vocabulary for the topic. Some repetition and limited variety are noticeable.
Topic Development and Knowledge	4	4 / 4	Relevant arguments, sufficient content, and appropriate development of the task.	Develops the topic well and provides relevant and coherent ideas. Shows good knowledge of the subject.
Appropriateness of Register / Discourse	2	2.5 / 2	Appropriate use of formal or informal language according to the situation.	Appropriate register and effective communication throughout the task.
TOTAL	20	16.5 / 20		Good overall performance, with some areas for improvement.

