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Final Mark: **68,5**/100

Level:

Company: Accenture

Teacher's notes and corrections in orange.

Wrong answers in red.

Vocabulary (10pts total) (8 pts)

- 1) Complete the text with the words from the list:
(10 pts - 1 pt each)

OVERTIME – VOLUNTEER PROGRAMMES – DEAL WITH – UNPAID LEAVE – RESOURCES –
DEADLINE – SPECIALIZE IN – FLEXTIME – ANNUAL LEAVE – IN CHARGE OF

Many companies today offer benefits that help employees develop professionally and maintain a good work-life balance. Some organizations encourage staff to participate in **(1) VOLUNTEER PROGRAMMES** ☒, which allow them to contribute to local communities while gaining valuable experience.

In project teams, managers are often **(2) DEAL WITH** ☐ (in charge of) coordinating activities and making sure tasks are completed before the **(3) DEADLINE** ☒. To achieve their goals, they must use company **(4) RESOURCES** ☒ effectively and communicate regularly with team members.

Employees often have different responsibilities depending on their role. For example, some consultants **(5) _ SPECIALIZE IN** ☒ marketing or employment law, while customer service representatives **(6) _ IN CHARGE OF** ☐ (deal with) enquiries from clients every day.

Many workers also value flexible working conditions. Some companies offer **(7) FLEXTIME** ☒, allowing employees to choose when they start and finish work. During busy periods, staff may need to work **(8) OVERTIME** ☒ to complete

important projects. Employees can take **(9)** ____ **ANNUAL LEAVE** ☒ each year for holidays, and in special situations they may request **(10)** ____ **UNPAID LEAVE** ☒ if they need extra time away from work.

Grammar (20pts total) (14 pts)

- 1) Complete the dialogue. Put the verbs in brackets into the present simple or present continuous. (6 pts - 1 pt each) (5 pts)

Mia: Hi Lucas! Where **1) are you going (you/go)** right now? ☒

Lucas: Hey Mia! I **2) am driving (drive)** to the mountains for a weekend trip. ☒

Mia: That sounds amazing! How often **3) you travel (you/travel)** to the mountains? ☐ (do you travel)

Lucas: I **4) go (go)** there every few months. I love hiking and camping! ☒

Mia: Right now, I **5) am sitting (sit)** by the water and **6) I am drinking (drink)** a cup of tea. ☒

Lucas: That sounds relaxing!

- 2) To + infinitive OR -ing: rewrite the sentences using the words given. (7 pts - 1 pt each) (4 pts)

1. The company wants to hire more people.

(plan)

→ The company plans to hire more people. ☒

2. I like talking to customers.

(enjoy)

→ I __ enjoy talking to customers. ☒

3. We use online meetings because we want to save time.

(to)

→ ____ ☐ (We use online meetings to save time)

4. The manager made the decision to change suppliers.

(decided)

→ The manager _decided to change suppliers. ☒

5. She feels ready. She can lead the project.

(ready)

→ She is ready to lead the project. ☒

6. First, they finished the presentation. Then they sent it.

(after)

→ First, they finished the presentation after sending it ☒ (After finishing the presentation, they sent it)

7. He studies English because he wants to work abroad.

(to)

→ He studies English _____. ☒ (He studies English to work abroad)

- 3) **Past simple vs present perfect:** complete the email with the correct form of the verbs in brackets.

(7 pts - 1 pt each) (5 pts)

Dear Team,

This month we (1) signed (sign) ☒ (have signed) several important contracts. We (2) have received (receive) ☒ positive feedback from our customers so far.

Last week, our sales team (3) met (meet) ☒ with a major client in Brazil. They (4) discussed (discuss) ☒ future opportunities and (5) have agreed (agree) ☒ (agreed) on several projects.

We (6) have already begun (begin) ☒ preparing for the next quarter and we (7) have just launched (launch) ☒ a new marketing campaign.

Best regards,

Management

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 call 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) (7,5 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 X ☒ (c)
- B. Spanish
- C. German
- D. French

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

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

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

- A. Better in listening than speaking
- B. Better in speaking than listening X ☒
- 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. X ☒
- 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?" X ☒
- D. "Can you explain the grammar?"

6. What do people often do when they repeat something? ☒ (D)

- 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. X ☒ (A)
- C. Use a dictionary.
- D. Change the topic.

8. In which situation does Gabriella say understanding is very important? ☒ (C)

- 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. X ☒
- C. Translate every word.
- D. Ask the person to speak English.

10. According to Gabriella, what happens when you ask smaller questions? ☒ (C)

- 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 100 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.

Dear Manager,

I hope this email finds you well. I am writing regarding details the information requested **(the details of the information requested)** about the upgrade project.

This week the security team finished security tests, they executed all transactions. Next week, the **developer (development)** team **begins to create (is going to start creating)** new programs requested for the project. We think that in August **the team tests in the test environment (not clear)**. Finally in November **we have go-live to production. (rewrite)**

Please find attached the task plan for the upgrade project. The document has the details of all tasks for each the team, **times for task (schedule?)** and responsibilities.

Tomorrow we can validate the plan together. I will send the meeting **invite (invitation)** for 3 pm for the Team Upgrade.

Let me know if you need more information and I **will** send it.

Thank you

Florenzia

Speaking (20pts total) (13 pts)

Accuracy	3/5 pts	Comments - Some grammar mistakes were found. - Pronunciation was quite on point! - You answered all the questions and expressed yourself successfully, despite some mistakes. - We should continue working on the acquisition of vocabulary as you often deviate to Spanish. - Too many pauses that cut the flow of speech, we have to continue polishing this.
Pronunciation	4/5 pts	
Fluency	3/5 pts	
Vocabulary	3/5 pts	

