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Final Mark: 95/100

Level: C1

Company: Accenture

Vocabulary (10pts total) (10 PTS)

1.a. Replace the words / phrases in bold with the adjectives from the list. Two are extra. (1 pt each)

"low key" "down to earth" "outspoken" "run of the mill"

"out of the way" "open minded" "tedious"

1. Sam is very practical and sensible. down to earth which helps us keep things in perspective when there are problems in the office.

2. DDM's new office building is **out of the way** but it's quite difficult to get to. run of the mill and doesn't have good transport links.

3. I was open and honest outspoken in my criticism of the plan and this offended my hosts.

4. I don't like to attract a lot of attention so my restaurant is low key and not extravagant.

5. The position they offered was not particularly interesting. In fact it was rather ordinary run of the mill.

1.b. Complete the text with a suitable phrase from the list (1 pt each)

"stay ahead of" "come up with" "play the part of" "burnt out from" "stand out from"

Are You A Patchworker?

Do you have the energy required to complete all of the initial startup tasks? Can you come up with the ideas? Are you too burnt out from your current or past job to do the work? Are you willing to put in the time and effort to help you stand out from the crowd? If there is one thing that being a Patchworker requires to stay ahead of the game, is the ability to multitask. Can you play the part of CEO, secretary, accountant and driver all in a single day? More importantly, are you willing to?

Grammar (20pts total) (20 PTS)

2.a. Complete the second sentence so that it has a similar meaning to the first sentence, using the word given. Do not change the word given. (2 pts each)

Example:

The last time he flew a plane was in 1988. (since)

He hasn't _____ 1988.

Answer: flown a plane since

1. None of the phones were left when we got to the shop. (TIME) ✓

_____ **By the time we got to the shop** _____ the shop the phones had been sold.

2. I didn't know it was Carl until he took off his hat. (WHEN)

Only _____ when he took off _____ his hat did I recognize Carl.

3. Don't waste your time asking Bryan to come with us. (WORTH) ✓

It's _____ **not worth asking Bryan** _____ to come with us.

4. Perhaps John heard the story from Pippa. (HAVE) ✓

Pippa might _____ **have told** _____ the _____ story.

5. Until they fire me as manager here, I'll run the company my way. (LONG) ✓

_____ **As long as I am** _____ the boss, I'll run the company my way.

2.b. Correct the use of tenses in these sentences below. (2 pts each)

1. We are completing the second phase by the end of April next year. ✓

We will complete the second phase by the end of April next year

2. We have originally hoped to commission Meyer for the redesign, but their books are full until next year. ✓

We had originally hoped to commission Meyer for the redesign, but their books are full until next year.

3. As the project nears completion, I'd like to thank all those who had been working on it and are here today. ✓

As the project nears completion, I'd like to thank all those who have been working on it and are here today.

4. I take questions at the end of this presentation, if you don't mind waiting till then. ✓

I will take questions at the end of this presentation, if you don't mind waiting till then.

5. I wanted to show a short video now, but there's seeming to be some kind of technical fault, so bear with me. ✓

I wanted to show a short video now, but there seems to be some kind of technical fault, so bear with me.

Reading (15pts total) (12 PTS)

Cultural behaviour in business

Much of today's business is conducted across international borders, and while the majority of the global business community might share the use of English as a common language, the nuances and expectations of business communication might differ greatly from culture to culture. A lack of understanding of the cultural norms and practices of our business acquaintances can result in unfair judgements, misunderstandings and breakdowns in communication. Here are three basic cultural differences in the business etiquette around the world that could help you to get on more smoothly when you next find yourself working with someone from a different culture.

- Addressing someone

When discussing this topic in a training course, a German trainee and a British trainee got into a hot debate about whether it was appropriate for someone with a doctorate to use the corresponding title on their business card. The British trainee maintained that anyone who wasn't a medical doctor expecting to be addressed as 'Dr' was disgustingly pompous and full of themselves. The German trainee, however, argued that the hard work and years of education put into earning that PhD should give them full rights to expect to be addressed as 'Dr'.

This stark difference in opinion over something that could be conceived as minor and thus easily overlooked goes to show that we often attach meaning to even the most mundane practices. When things that we are used to are done differently, it could spark the strongest reactions in us. While many Continental Europeans and Latin Americans prefer

to be addressed with a title, for example Mr or Ms and their surname when meeting someone in a business context for the first time, Americans, and increasingly the British, now tend to prefer using their first names. The best thing to do is to listen and observe how your conversation partner addresses you and, if you are still unsure, do not be afraid to ask them how they would like to be addressed.

- Smiling

A famous Russian proverb states that 'a smile without reason is a sign of idiocy' and a so-called 'smile of respect' is seen as insincere and often regarded with suspicion in Russia. Yet in countries like the United States, Australia and Britain, smiling is often interpreted as a sign of openness, friendship and respect, and is frequently used to break the ice. In a piece of research done on smiles across cultures, the researchers found that smiling individuals were considered more intelligent than non-smiling people in countries such as Germany, Switzerland, China and Malaysia. However, in countries like Russia, Japan, South Korea and Iran, pictures of smiling faces were rated as less intelligent than the non-smiling ones. Meanwhile, in countries like India, Argentina and the Middle East, smiling is associated with dishonesty.

- Eye contact

An American or British person might be looking their client in the eye to show that they are paying full attention to what is being said, but if that client is from Japan or Korea, they might find the direct eye contact awkward or even disrespectful. In parts of South America and Africa, prolonged eye contact could also be seen as challenging authority. In the Middle East, eye contact across gender is considered inappropriate, although eye contact within a gender could signify honesty and trustfulness.

Having an increased awareness of the possible differences in expectations and behaviour can help us avoid cases of miscommunication, but it is vital that we also remember that cultural stereotypes can be detrimental to building good business relationships. Although national cultures could play a part in shaping the way we behave and think, we are also largely influenced by the region we come from, the communities we associate with, our age and gender, our corporate culture and our individual experiences of the world. The knowledge of the potential differences should therefore be something we keep at the back of our minds, rather than something that we use to pigeonhole the individuals of an entire nation.

3.a. True Or False Or Doesn't Say (1pt each)

1. When doing business internationally, there is a possibility that we might misinterpret what each other is saying even though we are speaking the same language. ✓

a. True

b. False

c. Doesn't say

2. To the German trainee, having a PhD is equivalent to being a medical doctor. ✗

b. True

b. False

c. Doesn't say

3. Sometimes, the smallest things can trigger a huge emotional response in us, especially when they are things we are not used to. ✓

c. True

b. False

c. Doesn't say

4. In the research done on the perceptions of smiles, people from different countries were asked to rate photos of smiling faces and non-smiling ones. ✗

d. True

b. False

c. Doesn't say

5. Making eye contact can be interpreted in different ways in different cultures but is almost always a positive thing. ✓

e. True

b. False

c. Doesn't say

3.b. Answer the following questions. (2pt each)

1. How did the British trainee feel towards the people who wanted to be addressed as 'Dr'?

He felt they were pompous and full of themselves, especially as they were not medical doctors.

2. If you are not sure how to address someone, what should you do?

You should listen and observe how they address you, and if you are still unsure, ask them how they would like to be addressed. ✓

3. Why might there be a misunderstanding if an American smiles at a Russian business associate? ✓

Because in Russia smiling without reason is often seen as insincere or a sign of idiocy, while Americans smile to show friendliness and openness

4. How might the Japanese, South Koreans and Iranians interpret a smiling face? ✓

They might interpret a smiling face as less intelligent.

5. Why do Americans and British people sometimes use eye contact? ✓

They use eye contact to show they are paying full attention to what is being said.

Listening (15pts total) (15PTS)

https://www.youtube.com/watch?v=3ank52Zi_S0&t=26s

4.a. True or False (1pt each)

1. Martin Luther King Jr. was born in February 1929. ✓

a. True

b. False

2. His father and grandfather were Baptist ministers. ✓

a. True

b. False

3. Martin Luther King Jr. was 15 when he graduated from high school. ✓

a. True

b. False

4. He studied psychology at college. ✓

a. True

b. False

5. The Montgomery Bus Boycott began in 1955. ✓

a. True

b. False

4b. Answer the following questions. (2pt each)

1. Where did Martin Luther King move to after he got married? ✓

King and his family settled in Montgomery Alabama

2. How long did the Montgomery bus boycott last for? ✓

The boycott last 381 days

3. What did the US supreme court rule on December 20th 1956? ✓

The Supreme Court ruled segregated buses to be unconstitutional

4. How many times was Martin Luther King Jr. Jailed?

He was jailed over 20 times

5. How many speeches did Martin Luther King Jr. give between 1957 and 1968? ✓

He delivered 2500 speeches

Writing (20pts total) (20PTS)

Welcon has supplied receptionists and doormen for your company's headquarters for over five years. Recently the standard of service they give has declined sharply. Visitors have complained about rudeness, being kept waiting and being misdirected. Write an email to the company. Minimum of 200 words. You must include:

- The emphasis on the good relation you've had in the past
- Description of the unacceptable behavior of their staff recently
- The changes that must be made immediately

Subject: Concern About Reception Service Standards

Dear Sir or Madam,

I am writing to raise some concerns regarding the reception and doorman services that Welcon has been providing at our company's headquarters. We have worked with your company for over five years, and during this time we have generally enjoyed a very positive and productive relationship. Your staff has usually been professional and reliable, which is why we have valued your services and continued working with you.

However, over the last few weeks, the level of service has declined noticeably. We have received several complaints from visitors about the behavior of reception staff. In some cases, visitors reported that they were spoken to in an unfriendly or rude manner. Others mentioned being left waiting for long periods without any clear explanation, and a number of visitors were sent to the wrong departments due to incorrect information. These issues have caused frustration and have had a negative impact on our visitors' first impression of the company.

As receptionists and doormen represent the first point of contact for our organization, it is essential that they always maintain a high standard of professionalism.

We expect immediate action to be taken to improve the situation. This should include reinforcing customer service standards, providing additional training where necessary,

and ensuring that staff are closely supervised. We would also appreciate being informed of the specific steps you plan to take to prevent these problems from occurring again.

We hope that this matter can be resolved quickly and that our long-standing business relationship can continue on a positive basis.

Best regards,

Candela Rios.

Speaking (20pts total) (17PTS)

1. What type of child were you? Were you a naughty child? Quiet child? Clever child?
2. If you have siblings, what kind of children were they?
3. Who did you respect the most in your family when you were a kid and why? Did you always listen to that person? Why or why not?
4. Did you behave differently at school than at home when you were a child? Why or why not?
5. Did you ever get into trouble when you were a kid? What is something you did? What happened?
6. Would you consider yourself a troublemaker as a teenager? Why or why not?
7. When you were younger, were your classmates a good or bad influence? Why?
8. How should parents deal with misbehaviour?
9. What do you think teachers should do with misbehaving children? Why?
10. Actress Julie Walters said, "It seems that when you get to a certain age you almost give yourself permission to misbehave and say what you think. People allow it, with very old people." What do you think about this quote? Do you agree? Why or why not?