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Final Mark: /100

Level: A1

Company: Accenture SRL

**Vocabulary (10pts total) 9/10**

**Grammar (20pts total) 17/20**

**Reading (15pts total) 13/15**

**Writing (20pts total) 15/20**

**Listening (15pts total) 12/15**

**Speaking (20pts total) 17/20**

**83/100: WELL DONE, FABRI! You did really well in most areas, especially Vocabulary and Speaking, that's great!**

**For Writing, just remember to include all the points from the task and check small grammar details. For Listening and Reading, keep practicing to improve your accuracy.**

**Overall, you are doing a great job and making very good progress.**

**Keep going, you're on the right track!**

### Vocabulary (10 pts.)

A. Complete the employee profile with the words in the box.

stock      delivery      email      confirm      order

From: emily @ planning.center Templates

Subject

**B I H % \$ {}**

Dear Mr. Collins,

Thank you for your \_\_\_ email \_\_\_\_ (1). **X ORDER**

Sorry, one product is not in \_\_stock \_\_\_\_ (2) **✓**

We have a new \_\_delivery \_\_\_\_ (3) **✓**

Please \_\_confirm \_\_\_\_ (4) **✓** you can by \_\_ email \_\_\_\_ (5) **✓**

Kind regards,

Customer Service

cancel Send Email

B. Choose the BEST option (A, B or C). **1**

1. You answer the phone in a company.

A. Who are you?

**B. Hello, this is TechCorp. How can I help you? ✓**

C. Say your name.

2. A customer wants to buy something.

A. I want your product.

B. Give me this.

**C. I'd like to order this item, please. ✓**

3. You didn't understand the speaker.

A. Repeat.

**B. Could you say that again, please?** ✓

C. Say again fast.

4. You want to speak to a person on the phone.

A. Give me Mr. Brown.

**B. Can I speak to Mr. Brown, please?** ✓

C. I talk Mr. Brown.

5. You finish a conversation politely.

A. Finish.

B. Bye.

**C. Goodbye. Have a nice day.** ✓

**Grammar**

**A.** You are organizing information for a company profile. Each line has jumbled elements. Reorder them to make ONE correct sentence. (7 pts) **6/7**

1. always / Maria / in the IT department / work

Maria \_always\_ works \_in the IT department\_. ✓

2. emails / usually / she / checks / in the morning

She usually checks emails in the morning ✓

3. manager / does / the / check / reports / every day / ?

Does THE manager check reports every day? ✓

4. don't / we / on weekends / work

\_\_\_We don't work on weekends \_\_\_ ✓

5. office / the manager's / is / on the second floor

\_\_\_The manager's \_\_\_\_ **X THE MANAGER'S OFFICE IS ON THE SECOND FLOOR.**

6. have / do / international clients / they / ?

\_\_Do they have international clients? \_\_ ☒

7. meetings / sometimes / we / don't / have / on Monday

\_\_Sometimes we don't have meetings on Monday \_\_\_ ☒

**B.** You are helping set up a new Accenture office. Read the information and write correct sentences using *there is / there are / there isn't / there aren't*. (6 pts.) **6/6**

Write 6 sentences for your report. Try to include extra information (e.g. location: on the second floor, near reception, in the building).

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Office description:

**The new office is modern and well equipped.**

- ~~1 reception area at the entrance~~
- **3 meeting rooms** on the second floor
- **no cafeteria** in the building
- **2 printers** near reception
- **no computers** in the training room
- **1 manager** in the main office
- **5 employees** in the IT department

e.g. There is a reception area at the entrance.

There are three meeting rooms on the second floor. ☒

There isn't any cafeteria in the building ☒

There are two printers near reception ☒

There aren't any computers in the training room ✓

There is a manager in the main office ✓

There are five employees in the IT department ✓

C. Complete the story with the past simple form of the verbs in brackets. (7 pts.) **5/7**

Accenture \_\_started\_\_ (START) as part of a large company many years ago. ✓

At the beginning, it \_\_did\_\_ **X WAS** (BE) a small business and it \_\_had\_\_ (HAVE) only a few employees.

The team \_\_worked\_\_ (WORK) on different projects for international clients. ✓

Over time, the company \_\_became\_\_ **X BECAME** (BECOME) a global organization.

It \_\_changed\_\_ (CHANGE) its name in 2001 and \_\_opened\_\_ **X OPEN** (OPEN) offices in many countries. ✓

### Reading (15 pts)

Read the three employee introductions.

#### Profile 1: Sofia (Marketing)



Hi everyone! I'm Sofia and I work in the marketing team in Buenos Aires. I usually start work at 8:30 a.m., and I often have meetings in the morning. In the afternoon, I work on presentations and reply to client emails. I also sometimes travel for work, especially to Brazil.

Yesterday was a busy day. I had a team meeting and prepared a presentation for a new client.



<p>Profile 2: Lucas (IT)</p> 	<p>Hello! My name is Lucas and I'm part of the IT team. I live in Córdoba and I usually work from home, but I sometimes go to the office. I start work at 9 a.m., and I always check my emails first. During the day, I help colleagues with technical problems.</p> <p>Yesterday, I fixed a computer problem and installed new software.</p>
<p>Profile 3: Emma (HR)</p> 	<p>Hi! I'm Emma and I work in Human Resources in Santiago, Chile. I usually start work at 9:30 a.m. I often organise meetings and talk to new employees. I also work with international clients, so I sometimes have meetings in English.</p> <p>Yesterday was productive. I interviewed two candidates and wrote a report.</p>

A. Read the sentences and write T (True), F (False) or NG (Not Given).

6/8

- Sofia spends most of her afternoon in meetings. **FALSE** ✓
- Sofia travelled to Brazil yesterday. **FALSE** ✓
- Lucas sometimes works in a different place from his home. **FALSE** X  
**TRUE He sometimes goes to the office**
- Lucas helps people outside his team. **NOT GIVEN**
- Emma uses English in all her meetings. **TRUE** X **FALSE Only SOMETIMES**
- Emma's job includes meeting new people. **TRUE** ✓
- All three employees worked with clients yesterday. **FALSE** ✓
- Sofia and Lucas both completed a task related to technology yesterday. **FALSE** ✓

B. **Who is it?** Read the profiles again. Write the correct name: **Sofia**, **Lucas** or **Emma**. **7/7**

1. Works on presentations regularly **SOFIA** ✓
2. Helps people solve problems **LUCAS** ✓
3. Talks to new employees **EMMA** ✓
4. Sometimes travels for work **SOFIA** ✓
5. Checks emails first thing in the day **LUCAS** ✓
6. Works with international teams **EMMA** ✓
7. Installed software recently **LUCAS** ✓

**Writing (20 pts) 15/20**

1. **A new colleague has joined your Accenture team in Buenos Aires.**

Write an email to **introduce yourself** and your work.

In your email, include:

- your job and department at Accenture
- your daily work routine (present simple + adverbs of frequency)
- what you did yesterday at work (past simple)
- **a short description of the Buenos Aires office (use there is / there are) ???**
- ONE question for your colleague

(Write your response here)

Hi Camila,

How are you?

Welcome to Payables.

**My name is Fabrina and I work in the Payables department at Accenture.**

My routine day in the office is, ~~sends~~ **sending** emails every day. I usually have ~~a~~ meetings**s**. On Mondays, I always process invoices and then send reports ~~for~~ **to** my team lead.

I always ~~meeting~~ with my team on Fridays at 11 am and I will add you ~~to~~ **our next meeting.**

Yesterday, I sent some emails ~~for~~ **to** you with documents and ~~formulary~~ **forms**.

~~Please return this response.~~ **Please check them and reply.**

**In our Buenos Aires office, there are many desks and computers. There is also a meeting room and a small kitchen where we can have coffee and relax. I'm sure you will love it.**

~~Can you help anymore?~~ **Do you have any questions?** Please contact me.

Regards,

Fabrina.

**Just a quick note to help you improve a few things:**

**everyday** = adjective (e.g. everyday activities)

**every day** = frequency (e.g. I go to the gym every day)

**We say send a document to someone**

**Also: send something to someone**

**formulary** isn't used in this context, you can say **forms**

**We say reply to an email, not return a response**

**Anymore** is used in negatives (e.g. I don't work anymore)

**Moreover**, you omitted a couple of points from the instructions.

**Remember that you also needed to:**

- clearly mention your job and department at Accenture
- include a short description of the Buenos Aires office using **there is / there are**

**Try to always check that you include all the required points from the task, as this is very important in exams**

**You're doing great, just small details to polish your writing.**

**Listening (15pts)**



Listen to these 3 people talking about problems at work. (9 pts.) **6/9**

A. Put the three sentences for each person in the correct order.

Leonora

- a. I called the IT specialist. C ☒
- b. I checked the paper. A ☒
- c. I turned it off and on. B ☒

Rob

- a. I telephoned the client. C ☒
- b. I arrived an hour late. B ☒
- c. I went by metro. A ☒

Ali

- a. I sent more and more e-mails. B ☒
- b. The client sent the documents. A ☒
- c. I called the client. C ☒

B. Listen again. Match each person (Leonora, Rob, Ali) with the correct problem and Solution. (6 pts.)

Leonora: \_\_\_3 c ☒ ☒ \_\_\_1B ☒ ☒ Ali: \_\_\_2A ☒ ☒

**Problems:**

1. Had difficulties with a client and a deadline
2. Had transport and communication problems
3. Had technical problems with a device

**Solutions**

- A. Changed the meeting time
- B. Finished the task just before the deadline
- C. Solved the problem with help from IT