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Final Mark: **98/100**

Level: Upper Intermediate

Company: Accenture

Vocabulary (10pts total)

- ☐ Choose the correct option in *italics* to complete the excerpt from a report.

We carried out primary 1 **research** / *market* / *promotion* on our 2 **target** / *objective* / *goal* audience and identified several areas for improvement. We now plan to change further feedback. The next stage will use a combination of online 3 *assessments* / **surveys** / *evaluations* and focus 4 *panels* / *teams* / *groups*. To keep costs as low as possible, the sample 5 **amount** / *quantity* / *size* will be limited. In addition, 6 *primary* / **secondary** / *minor* research will be carried out using existing online sources.

The findings will then be presented in a detailed 7 **report** / *brochure* / *advertisement* for senior management. Based on the results, we will make several 8 **recommendations** / *instructions* / *predictions* to improve customer satisfaction. Before launching the new campaign, we will conduct a small 9 **trial** / *experiment* / *rehearsal* to test its effectiveness. Finally, the marketing team will monitor customer 10 *feedback* / *reaction* / **response** **Incorrect** over the following three months to measure the success of the project.

9pts

Grammar (20pts total)

- ☐ Add a suitable question tag to 1–10. (10pts)

1. You're from London, -----aren't you-----? **Correct**
2. You couldn't give me a lift to the station, -----could you-----?
Correct
3. The bank shuts at 5.00, -----doesn't it-----? **Correct**
4. You didn't see Anna, -----did you-----? **Correct**
5. You haven't seen Joe, -----have you-----? **Correct**
6. You won't tell anyone, -----will you-----? **Correct**
7. Nobody's called, -----have they-----? **Correct**
8. That wasn't easy, -----was it-----? **Correct**
9. She's finished her homework, -----hasn't she-----? **Correct**
10. Let's meet at six, -----shall we-----? **Correct**

10pts

3 Report the following conversations. (10pts)

1

"Where do you buy your clothes?"

"I buy them online."

I asked Kate -----where she bought her clothes-----.

She told me -----she bought them online-----.

Correct

2

"Have you seen my wallet?"

"I don't know where it is."

He asked me -----if I had seen his wallet-----.

I said -----I didn't know where it was-----.

Correct

3

"Do your school shoes still fit you?"

"They fit me perfectly!"

I asked my daughter -----if her school shoes still fitted her-----.

She told me -----me they fitted her perfectly-----.

Correct

4

"How much did you pay for your jacket?"

"It was a bargain."

I asked Oliver ____ **he had paid for his jacket** ____.

He said ____ **it had been a bargain** ____.

Correct

5

"Where are you going tomorrow?"

"I'm meeting some friends."

Sophie asked me ____ **where I was going the following day** ____.

I told ____ **her I was meeting some friends** ____.

Correct

6

"Do you need anything from the shop?"

"I want some chocolate."

I asked John ____ **if he needed anything from the shop** ____.

He said ____ **he wanted some chocolate** ____.

Correct

7

"Did you enjoy your stay?"

"It's been very enjoyable."

She asked us ____ **if we had enjoyed our stay** ____.

We told ____ **her it had been very enjoyable** ____.

Correct

8

"When are you going shopping?"

"I may go on Saturday."

Holly asked me ____ **when I was going shopping** ____.

I said ____ **I might go on Saturday** ____.

Correct

10pts

Reading (15pts total)

4 Read the text and decide if the sentences are true or false.

- a) There are more jobs than people to fill them in Japan. **TRUE**Correct
- b) Some 130,000 permanent and temporary workers are entitled to help if they need to relocate within the company. **FALSE**Correct
- c) The conditions in a new job will most likely be quite different in a new workplace when employees have to relocate for personal reasons. **FALSE**Correct
- d) Most of the dealerships in the programme are not owned or controlled in any way by Toyota. **TRUE**Correct
- e) One reason for the programme is to keep skilled employees from going to work for competitors. **TRUE**Correct
- f) This programme works mostly with women as they are more likely to move or leave. **FALSE**Correct

15pts

Toyota dealerships help relocating employees stay in the family

Rehiring program aims to keep skilled personnel within automaker's Japan dealer network

Toyota Motor dealerships across the country are offering employees who relocate to get married, care for loved ones or for other reasons a chance to work at other locations – an unusually broad-based effort in labor-scarce Japan to retain experienced hands. Rarely has an organization dealt with employee relocation with this goal in mind.

The Toyota Dealer Association, a Tokyo-based group overseeing 394 operators of dealerships, has created a rehiring support network covering about 130,000 full-fledged workers at some 7,000 locations.

Workers whose circumstances require them to move – say, when their spouse has a job transfer – can choose to receive a list of human resources managers for Toyota

dealerships in the part of Japan where they will relocate. Not only will their work experience be taken into account in the rehiring process, but also any network-wide accreditation they have, thus making it easier for them to be rehired at terms similar to their old workplace.

Toyota does not own equity stakes in most of these auto sellers. Until now, dealership employees looking to be hired at another independent outlet would need to go through the entire employment process from scratch.

The program aims to prevent work-ready talent going to competing automakers' dealership networks or other industries. Little has been done in the past to retain female employees who are more



likely than men to leave work for marriage or a spouse's job relocation. Women make up more than a tenth of the employees covered by the program.

'It is becoming harder every year to secure workers,' said Kanetaka Hisatsune, head of the Toyota Dealer Association, 'especially young ones.'

Listening (15pts total)

5 Listen to a podcast about managing a company relocation and choose the correct option.

1. Which type of relocation is the main focus of the podcast?

- a. An organisation relocating to a different base along with most of the staff.
- b. Small groups of workers moving as part of a short-term contract.
- c. Individual employees moving to another country for their company. **Correct**

2. According to Alyn, the chance to work and love in another country...

- a. is every employee's ambition.
- b. may not excite every employee. **Correct**
- c. presents a lot of problems for employees.

3. Alyn says that companies may lose good staff if...

- a. employees are sensitive to changes.
- b. the employee's point of view is unclear.
- c. the relocation is not managed well. **Correct**

4. To ensure successful relocation, companies should...

- send employees with their partners and/or families.
- check that everyone knows what to expect. **Correct**
- have a flexible relocation strategy.

5. Alyn thinks that, when relocating staff, companies should...

- a. prioritise single people.
- b. only send people with a good support network.
- c. choose the employee best suited for the role. **Correct**

15pts

Writing (20pts total)

6 Write an email about relocation using the following instructions:

Main Writing Task

Situation

Your company plans to relocate several employees to another country for 12 months. Management wants feedback from staff before making a final decision.

Task

Write an email to the HR department (180–220 words) in which you:

- give your opinion about employee relocation
- explain possible benefits and challenges
- suggest ways the company can support employees
- say whether you would personally accept relocation

Dear HR team,

I am writing to give my opinion about the proposed employee relocation programme. I think it's a great opportunity for both the company and its employees.

Working in another country allows employees to develop professional and personal skills. They can improve their language abilities, learn about different cultures and gain valuable international experience.

However, a relocation can also present some challenges. Employees may find it difficult to adapt to a new environment, especially if they have families or do not speak the local language. Being away from friends and relatives for a long period may also affect their well-being.

To make the relocation successful, I suggest that the company provides accommodation support, language training and cultural orientation before employees move.

I also think that employees should receive regular support during their stay abroad. It's important to have someone from HR they can contact if they have any questions or issues. This would help them feel more comfortable and focused on their work.

Personally I would be happy to accept a 6 month relocation. I believe it would be an excellent opportunity to grow professionally, gain international experience and improve my career prospects while contributing to the company's success.

Kind regards,

Aida

20pts

Speaking (20pts total)

 Discuss the following questions:

Discussion: Relocation

Ask students to discuss these questions:

- a. Would you accept a job relocation abroad? Why / Why not?
- b. What problems might employees face when moving to another country?
- c. What support should companies provide to relocated workers?
- d. Is relocation easier for younger employees than older employees?
- e. How can relocation affect family life?

Coherence	5pts
Fluency	5pts
Pronunciation	5pts
Grammar	4pts

19pts

