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Final Mark: **91/100**

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* **Incorrect** 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* 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, ---isn't it-----? **Incorrect**
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, ----did they-----? **Incorrect**
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**

8pts

3 Report the following conversations. (10pts)

1

"Where do you buy your books?"

"I buy them online."

I asked Kate where she bought her books.....

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 they fitted her perfectly_____.

Correct**4**

"How much did you pay for your jacket?"

"It was a bargain."

I asked Oliver how much he had paid for his jacket_____.

He said it ~~was~~ **had been** a bargain_____.

Correct - Incorrect**5**

"Where are you going tomorrow?"

"I'm meeting some friends."

Sophie asked me where I was going the next 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 ~~was~~ **had been** very enjoyable_____.

Incorrect**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

8pts

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. **T Correct**
- b) Some 130,000 permanent and temporary workers are entitled to help if they need to relocate within the company. **F 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. **F Correct**
- d) Most of the dealerships in the programme are not owned or controlled in any way by Toyota. **T Correct**
- e) One reason for the programme is to keep skilled employees from going to work for competitors. **T Correct**
- f) This programme works mostly with women as they are more likely to move or leave. **F Correct**

15pts

NIKKEI
ASIAN
REVIEW

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. **Incorrect**
- c. Individual employees moving to another country for their company.

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. Aylin says that companies may lose good staff if...
- employees are sensitive to changes.
 - the employee's point of view is unclear.
 - 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...
- prioritise single people.
 - only send people with a good support network.
 - choose the employee best suited for the role. **Correct**

12pts

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'm writing to you regarding the possibility of employees relocation. First of all, I know it's a big expense for the company, but if the employee is worth it, it would be a great idea to make that sacrifice, because you already know them, instead of - probably- needing to teach to another person, which makes you ~~loosing~~ lose time.

I think it is a big opportunity ~~to~~ for all of us professionally, because we will be able to experience a new culture and maybe even learn a new language. It is also a big challenge which opens your mind since you are not going to be in your comfort zone, that is why when the time of relocation arrives, the company should support employees offering culture and language - if necessary - training, and help with the paper work.

Personally, I would accept the relocation because I believe it would be an excellent opportunity for my professional and personal growth. It would be hard being away from my family but I know that the experience would be ~~worthy~~ worthy.

Kind regards,
Ludmila

20pts



Speaking (20pts total)

 Discuss the following questions:

Discussion: Relocation

Ask students to discuss these questions:

- Would you accept a job relocation abroad? Why / Why not?
- What problems might employees face when moving to another country?
- What support should companies provide to relocated workers?
- 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

