

## Part A • Grammar, Vocabulary and How to ...

### GRAMMAR

1 Choose the correct options (a, b or c) to complete the sentences.

- In \_\_\_ probability, we'll be home before you leave.  
a every      b all      c each
- For all new employees, it's \_\_\_ that they will submit a report after their first week on the job.  
a obliged      b supposed      c expected
- The company has received extra funding, but it \_\_\_ well need to continue looking for investment.  
a should      b must      c may
- When you turn over the exam paper it's \_\_\_ that you read through all the questions before you start writing.  
a crucial      b inevitable      c required
- It's a \_\_\_ that Katja will get a promotion this year – she has produced some excellent work.  
a chance      b likelihood      c given
- There's a \_\_\_ likelihood that it will rain this afternoon.  
a probable      b highly      c strong
- I'm \_\_\_ to ask you to check this report before I send it.  
a said      b supposed      c thought
- Checking out similar websites will \_\_\_ save you money.  
a inevitably      b unlikely      c guaranteed
- The message \_\_\_ have been sent from this computer – it's not been used for weeks.  
a must      b might      c can't
- One \_\_\_ for all trainees is that they arrive punctually.  
a imperative      b requirement      c need

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2 Complete the sentences with the correct form of the verbs in brackets.

- I left the hotel a day early because I kept \_\_\_\_\_ (disturb) by the noise on the street.
- He dislikes \_\_\_\_\_ (not / able) to use his car while he puts it in for its regular services.
- \_\_\_\_\_ (not / tell) about this problem earlier in the week makes me really cross.
- \_\_\_\_\_ (be) so similar in size to my sister, we are able to borrow each other's clothes.
- He was angry about the cancellation, \_\_\_\_\_ (promise) last month that it would not happen again.
- The new owners \_\_\_\_\_ (find) to have broken the law in building the extension on their house.
- The fossilised bones \_\_\_\_\_ (assume) to have been those of a prehistoric animal for several years, but recent analysis has proved that wrong.
- Two students \_\_\_\_\_ (catch) cheating in the exam.
- There is nothing more \_\_\_\_\_ (say) by anyone on the issue of changing the venue. It has been finalised.
- We would like to speak at the meeting and we expect \_\_\_\_\_ (hear).

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### VOCABULARY

3 Complete the sentences with the verbs in the box. There are two verbs you do not need.

choose    identify    jeopardise    leave    play  
spread    warrant

- Use social media to \_\_\_\_\_ the word that you're looking out for a holiday job.
- Sometimes you need advice on how to \_\_\_\_\_ your strong selling points.
- I've seen a car that I might like to buy and I think it might \_\_\_\_\_ a second look.
- When you're planning a team project, you need people to \_\_\_\_\_ to their strengths.
- Be aware that you must be careful not to \_\_\_\_\_ a problematic digital footprint.

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4 Choose the correct words to complete the sentences.

- This quarter's financial results should **support** / **boost** morale among the staff.
- Sometimes when working remotely it's important to **alleviate** / **engender** boredom by varying activities from time to time.
- Trying to find a solution when your brain is too tired can often only **strengthen** / **aggravate** the problem. Take a break.
- Encouraging too much competition within a team can sometimes **alleviate** / **exacerbate** divisions.
- Socialising outside work can **ease** / **strengthen** bonds between colleagues and should be encouraged.

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5 Complete the sentences with words related to work culture.

- Companies need to p \_\_\_\_\_ sustainability to help the environment.
- I left my last job because of the horrible t \_\_\_\_\_ culture. Everyone was so unhappy there.
- The people I work with have shared v \_\_\_\_\_ and we work together really well.
- The company will increase investments when it recovers a sound financial f \_\_\_\_\_.
- The s \_\_\_\_\_ aspect of work is equally as important as meetings for developing good teamwork.

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**6 Choose the correct words to complete the sentences.**

- 1 I'm having trouble **keeping** / **levelling** my head above water at the moment with all the extra work.
- 2 If my screen **blocks** / **freezes** one more time I'm going to get extremely angry.
- 3 My brother is a bit of a **damp** / **wet** blanket and always complains about the cost when I make any innovative suggestions about family celebrations.
- 4 The scientist would make a great speaker, but he'd need to **blend** / **water** down his language for a student audience.
- 5 My inbox has been **flooded** / **pouring** with comments about my recent proposal – most of them positive.

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**HOW TO ...**

**7 Choose the correct options (a, b or c) to complete the sentences.**

- 1 So, in \_\_\_ words, you're not going to help me with this?  
a different      b changed      c other
- 2 Please \_\_\_ me if I'm wrong, but it sounds like you're talking about giving up.  
a alert      b correct      c advise
- 3 Are you \_\_\_ that there might be another way round this?  
a suggesting      b offering      c explaining
- 4 Let me \_\_\_ that. I didn't mean to sound so negative.  
a retell      b rephrase      c reconsider
- 5 So, what you're \_\_\_ saying is that we should completely rethink this.  
a absolutely      b principally      c basically
- 6 If I've got this \_\_\_, you agree that the plan is good.  
a right      b accurate      c perfect
- 7 Just to \_\_\_, are you saying that we need another opinion on this?  
a ascertain      b focus      c clarify
- 8 That's \_\_\_ what I mean, and I'm grateful for your clarification.  
a exactly      b essentially      c completely
- 9 You're \_\_\_ my words. I didn't mean that at all.  
a turning      b moving      c twisting
- 10 OK, let me put it another \_\_\_. Who would benefit from a change in policy?  
a form      b way      c angle

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**Total:** /50



Part B • Listening, Reading and Writing

**LISTENING**

- 1 [Audio UT3.01] Listen to an extract from a radio programme about teamwork. Are the statements True (T) or False (F)?
- 1 Anna mentions the quote: 'More we, the less me.' T / F
- 2 Simon writes speeches for motivational speakers. T / F
- 3 Simon includes inventors in his example of original thinkers. T / F
- 4 Simon suggests that people who are unwilling team players may find it difficult to find employment. T / F
- 5 Anna questions how employees of the future will operate. T / F

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- 2 [Audio UT3.01] Listen again. Choose the correct options, A, B or C.

- 1 Anna mentions motivational quotes to
- A promote buying certain mugs.
  - B illustrate the range of attitudes toward teamwork.
  - C query the truth in what they claim.
- 2 Simon's advice for interviewees is
- A to avoid revealing any misgivings about teamwork.
  - B to query the working practices of the company.
  - C give a realistic account of their teamwork experiences.
- 3 According to Simon, humans are more used to
- A deciding as individuals the best way forward.
  - B working for the benefit of the whole group.
  - C being told what to do.
- 4 One problem with teams comprising skilled and confident people together is that
- A there is in-fighting about different roles.
  - B members have different levels of skills.
  - C members are scared of failing.
- 5 Simon would like to see companies
- A have more rules governing teamwork.
  - B be more openminded about how to achieve objectives.
  - C put similar personalities together in teams.

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**READING**

- 3 Read two texts (A and B) about job swaps and choose the correct options. Which text (A or B) ...

- 1 is written in a style that directly engages the reader?
- 2 is written using a planned structure?
- 3 is written for a specific reader or readers?
- 4 is written using features of spoken English?
- 5 is written to convey information, rather than emotions?

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**A Job swap programme February / March**

Extensive feedback from the group involved in the job swap programme that took place earlier this year has now been collated and results indicate that it was a considerable success.

The reasoning behind implementation of such a programme was first outlined at a full meeting with the staff in January and they were all given surveys to complete anonymously to enable us to gauge their reactions to the proposal. The vast majority were in favour of swapping jobs for a short time with employees in different departments, although, as anticipated, there was some concern about lack of skills in the prospective exchange roles. I interpreted this as a lack of confidence, and it reinforced my belief that it would be these people who would benefit most from the programme.

The logistics were then considered, including who would swap with whom in another department, bearing in mind that we were looking to exchange personnel with similar, or comparable skills. Time frames and establishing support systems were also discussed. Each individual was given the opportunity to opt out of the programme, but in fact, eventually, everyone approached expressed the desire to participate.

The job swap trial ran for two months, and at the end of the period all employees completed detailed feedback forms on their experience. It appears that the majority found the swap both challenging and enjoyable. A large percentage seem delighted to have acquired new skills and feel that they now benefit from improved communication with their colleagues in other departments, and what comes up consistently in the feedback is that participants now feel better able to look at their own roles from different perspectives. The new skills they have acquired have increased their confidence and they feel less challenged by new demands, all of which benefits them personally and professionally.

During this period the productivity of the company did not suffer in any way, and it is my belief that we should continue to run such programmes on an annual basis.

## B To swap or not to swap

At first, I was ... mmm, I'm not too sure about this. I've been in my current role in the company for two years and I'm relatively content – you know, secure in knowing that what I do, I do well. I know my strengths, and what I do plays to them. So, I was rather thrown when the idea of job swapping was first suggested. I must point out, it wasn't presented to us as a done deal – it was up for discussion, to see how we felt about exchanging roles with someone from another department for a limited period. And yes, my first reaction was hesitancy. I guess I'm not the world's most confident person and thoughts started to race through my head. Suppose I couldn't adapt to the new role, or acquire the necessary skills quickly enough? I could be an abject failure! And maybe worse still, what if the person taking my role did it a whole lot better than I did? They might make management sit up and realise that I could have been doing a far better job all along? So, I wasn't at all enthusiastic about the idea. Then I thought about it more carefully. Job swapping was presented to us as an opportunity to develop new skills, which would both help our own personal growth and benefit the company overall. Our hours or location wouldn't change and there would be a support framework. The idea was sold to us as a win-win situation and I could see the benefits, although I was still lacking in confidence and concerned about my own job security! Now, I'm in the new role and I am *so* glad I agreed. I've learnt tons, made new friends and my confidence has come on in leaps and bounds. If you've got the chance and you're hesitating – I say, go for it, you won't regret a thing. Getting out of your comfort zone really does work.

## 4 Read the texts again. Are the statements True (T) or False (F)?

- 1 Writer A mentions that staff were asked openly about their views on the programme. **T / F**
- 2 Writer A thought that the scheme would most help those with strong self-belief. **T / F**
- 3 According to Writer A, participation in the programme was mandatory. **T / F**
- 4 According to Writer A, the job swap roles were allocated randomly. **T / F**
- 5 Writer B has completed her period of job swapping. **T / F**
- 6 According to Writer B, there was consultation before implementation of the scheme. **T / F**
- 7 Writer B feared initially that she might lose her current job. **T / F**
- 8 Writer B regrets not taking up the offer sooner. **T / F**
- 9 Both Writer A and Writer B include a recommendation. **T / F**
- 10 Writer A disagrees with Writer B on the benefits of job swapping. **T / F**

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## WRITING

### 5 Choose the correct words to complete sentences from a cover letter.

- 1 I am accustomed to working to **tight / close** deadlines.
- 2 Your company has an excellent **footing / reputation** in the field of graphic design.
- 3 **Sections / Aspects** of my background which I believe are relevant are as follows:
- 4 I feel that my previous experience and skill sets would be an **acquisition / asset** to the company.
- 5 **As / Like** requested, I am attaching my CV and references from previous employers.

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### 6 Read the advertisement for a translator. Write a cover letter for the job in 200–300 words.

Melvin Translations are looking for translators fluent in at least three languages to work for a video gaming company. Work is home-based and temporary for three months, but could lead to a permanent position. Send your CV with a cover letter, detailing qualifications and experience and outlining suitability for the position. Please indicate availability.

/15

Total: /50



## Part C • Speaking

### SPEAKING

- 1 Describe and compare the pictures showing people working in different environments. How might the working environment affect the people's work?



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- 2 Answer your partner's question.

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- 3 Listen to your partner talk about their pictures.  
Ask: Do you think these people usually feel this way at work? Why / Why not?

Total: /20