

I. VOCABULARY - GRAMMAR

Put the verb into the correct form. Number 1 has been done for you as an example.

1. I didn't see you when you passed me in the street. If *I'd seen* (I/ see) you, *I would have said* (I/ say) hello.

2. I wanted to send you an email, but I didn't have your email address. If (I/ have) your address, (I/ send) you an email.

3. If the computer factory closed down, many people (lose) their jobs.

4. A. How was your trip? Was it good?

B. It was OK, but (we/ enjoy) it more if the weather (be) better.

5. I wouldn't mind living in England if the weather (be) better.

6. Do you wish (you / study) English instead of French in university?

7. What would you do if you (be) if a lift and it (stop) between floors?

8. If I were you, (I/not/wait). (I/ go/ now).

9. We don't need a car at present, but we would need a car if (we/ live) in the country.

10. I wish (I/ know) Jennifer's email address.

II. READING

Millennials in the workplace

Background

Millennials (those born between the early 1980s and the early 1990s) make up a huge part of our workforce but they seem to lack loyalty to the companies and the leaders they work for. Multinational companies are noticing larger turnover rates of millennials as employee retention rates fall. This report looks at the findings of two large-scale surveys on the mindset of the millennial generation and explores how organisations can strive to address these needs, increase employee engagement and encourage retention.

Research

In a global survey conducted by PricewaterhouseCoopers (PwC), more than 40,000 millennial (born between 1983 and 1993) and non-millennial responses were collected on the topics of workplace culture, communication and working styles, pay structure, career development, work-life balance, etc.

In a separate global survey conducted by Deloitte, more than 10,000 millennials participated in a study about their perceptions of the threats and opportunities in the complex world of work.

Key findings

- Millennials are as committed to their work as their more senior colleagues.
- Millennials value interesting work and a good work-life balance. They do not believe that excessive work demands are worth sacrifices in their personal lives.
- Millennials want flexibility in their working hours and are willing to give up pay increases and promotions for a flexible working schedule. They believe

that success should be measured by productivity and not by the number of hours they are seen in an office.

- Millennials want to feel supported and appreciated by their company and their superiors.
- Millennials want more opportunities to develop their skills. These include technological skills, teamwork and interpersonal skills.
- Millennials believe that businesses and business leaders should contribute to the improvement of society and they are more likely to be loyal to a company with strong ethics.

Recommendations

Organisations and managers wanting to retain millennials should consider:

- monitoring their workload and satisfaction levels with their work-life balance
- creating a flexible work culture where employees have more control over their working hours and their work location
- providing meaningful work and interesting opportunities
- offering help and support in continuing professional development
- changing the organisation's goals from being mainly about profit-making to motives that address social concerns and solve wider societal problems.

1. This report is based on the findings of how many surveys?

- two
- six
- forty thousand
- fifty thousand

2. This report was done for organisations that want to ...

- get rid of millennial employees.
- have higher turnover rates.
- prove that millennials are more difficult than non-millennials.
- increase the job satisfaction of the millennials who are working for them.

3. According to the report, which of the following would millennials be happy to do?
- give up family time on weekends to finish a work project
 - sacrifice pay so that they can work shorter hours
 - be left to find their own developmental opportunities
 - be committed to their companies' profit-making motives
4. According to the report, millennials believe that it is important to ...
- be appreciated for the work you do.
 - measure your productivity.
 - show your bosses how long you are working in the office.
 - work for a company that is bringing in a lot of money.
5. If managers want to keep their millennial employees happy, they should ...
- avoid giving them feedback on the work they're doing.
 - give them options to work from home.
 - have them develop the technological skills of the non-millennials.
 - promote the importance of remaining loyal to the company.

III. LISTENING

Listen to a business interview and choose the correct answer to each question.

1. Anna ...
- Top of Form
 - didn't start the company but manages it now.
 - started the company and manages it now.
 - started the company but doesn't manage it any more.

2. The app ...

- Top of Form
- is for parents to learn from.
- is for students to learn from.
- is for students who want to find a tutor.

3. Many parents ...

- Top of Form
- don't have the time or knowledge to help with their children's homework.
- think that schools should help with their children's homework.
- don't want to help with their children's homework.

4. The app ...

- Top of Form
- has student exercises on it.
- is only for people in remote areas.
- offers live online support from tutors.

5. On the app, tutors who live in remote areas ...

- Top of Form
- often charge lower rates.
- often charge higher rates.
- don't like to work too much.

6. The app ...

- Top of Form
- is new and not many people know about it.
- is already popular.
- is not very successful.

IV. WRITING

Write an essay on **the importance of effective customer service in business success**. Give reasons for your answer and include any relevant examples from your own knowledge or experience. Write about 200 words.