

Mark the letter A, B, C or D to indicate the word whose underlined part differs from the other three in pronunciation in each of the following questions.

- Question 1:** A. shift B. client C. bill D. willing
Question 2: A. casual B. subit C. server D. footstep

Mark the letter A, B, C or D to indicate the word that differs from the other three in the position of primary stress in each of the following questions..

- Question 3:** A. vacancy B. candidate C. quality D. department
Question 4: A. order B. bonus C. endure D. diver

Mark the letter A, B, C or D to indicate the correct answer to each of the following questions.

- Question 5:** She is skilled in IT, _____ she decided to explore opportunities in hospitality.
A. yet B. so C. or D. and
Question 6: _____ the work is challenging; the job offers excellent career growth.
A. Therefore B. Despite C. Since D. Although
Question 7: _____ I have a passion for design, I decided to pursue a job in graphic arts.
A. When B. If C. As D. When
Question 8: He is proficient in multiple languages; _____, he is considering a job in translation.
A. but also B. on the other hand C. as a result D. not only
Question 9: The server is _____ our order. We would like some fish and chips.
A. making B. taking C. setting D. doing

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 10 to 15.

POSITION: SALES ASSISTANT

Responsibilities:

- Assist customers (10) _____ finding products
- Handle cash transactions and provide excellent customer service
- Maintain (11) _____ clean and organized store environment
- Monitor and restock inventory as needed

Qualifications:

- Previous retail experience preferred
- Strong communication and interpersonal skills
- Ability to work in a (12) _____ environment
- Flexibility in work schedule

- Question 10:** A. on B. of C. in D. from
Question 11: A. a B. an C. the D. Ø (no article)
Question 12: A. fast-pace B. fastpace C. fast-paced D. fast-pacing

POSITION: CUSTOMER SERVICE REPRESENTATIVE

Responsibilities:

- Respond to customer inquiries via phone and email
- Resolve issues and provide solutions in a timely manner
- Maintain accurate records of customer interactions
- Collaborate (13) _____ other team members to improve customer satisfaction

Qualifications:

- Excellent (14) _____ skills
- Problem-solving abilities
- Previous customer service experience preferred
- (15) _____ in using computer applications

- Question 13:** A. on B. to C. of D. with

- Question 14:** A. communicate B. communication C. community D. communicative
Question 15: A. Proficiently B. Proficient C. Procient D. Procifientation

Read the following passage and mark the letter A, B, c, or D to indicate the correct arrangement of the sentences to make a meaningful paragraph/ letter in each of the following questions.

Question 16:

- a. Firstly, the nature of the work itself plays an important role; individuals often find satisfaction in tasks that match their skills and interests.
 b. Finally, effective communication and recognition for contributions encourage a positive work atmosphere, which reinforces job satisfaction among employees.
 c. Moreover, fair and competitive compensation is a significant factor, as financial security contributes to overall job satisfaction.
 d. Secondly, the work environment is equally crucial, encompassing factors like workplace culture, interpersonal relationships, and organisational policies.
 e. Job satisfaction is influenced by a variety of factors that shape the overall work experience.
- A. e-a-d-c-b B. e-c-d-a-b C. e-c-a-d-b D. e-d-c-a-b

Question 17:

- a. Thank you for considering my application, and I look forward to the possibility of discussing how my skills can benefit your team in more detail.
 b. Firstly, with a degree in Marketing, I am confident in my ability to contribute effectively to your team.
 c. Yours faithfully,
 d. My skills in market research and advertising planning align well with the requirements of the role, and I am eager to bring my skills and experience to your organisation.
 e. Dear Sir/Madam, I am writing to express my strong interest in the marketing officer position advertised on your company's website.
 f. Secondly, I am impressed by your company's commitment to innovation and creativity, and I am excited about the opportunity to contribute to your continued success.
- A. e-f-d-b-a-c B. e-b-d-f-a-c C. e-b-f-d-a-c D. e-d-b-f-a-c

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 18 to 23.

(18) _____, a hybrid work environment also has a significantly positive effect. Overall, those who worked both at the office and at home were most satisfied.

(19) _____, hybrid is a terrific solution, offering the opportunity for people to work where they work best whether they are focusing, collaborating, learning or socialising during their workday. (20) _____, hybrid allows for plenty of connection to colleagues and the broader purpose of the organisation.

With hybrid, best practice is to provide clear expectations and guardrails for why and when people should be in the office, (21) _____. Encourage awareness and planning so teams can coordinate (22) _____. Emphasise intentionality about the types of work which will optimise the office or home.

Be creative about providing flexibility. (23) _____, ensure equity in how you're applying policies and practices for where and when people work.

Adopted from: <https://www.forbes.com/sites/tracybrower/2023/06/04/job-satisfaction-is-rising-whats-behind-the-surprising-trend/>

- Question 18:** A. On terms of job satisfaction B. On term of job satisfaction
 C. In terms of job satisfaction D. In term of job satisfaction
- Question 19:** A. When implemented effectively B. When implementing effectively
 C. Implementing effectively D. To implement effectively
- Question 20:** A. So done well B. If done well C. If doing well D. So doing well
- Question 21:** A. appropriate with autonomy combined B. appropriate with combined autonomy
 C. combining with appropriate autonomy D. combined with appropriate autonomy

- Question 22:** A. despite collaborating in the office
B. although they're in the office in collaborating
C. when they're in the office to collaborate
D. because they're in the office in collaborating

- Question 23:** A. Since not all work can be done remotely
B. Due to not all work can be done remotely
C. Despite not all work can be done remotely
D. So not all work can be done remotely

Read the following passage and mark the letter A, B, C, or D to indicate the correct option that best fits each of the numbered blanks from 24 to 28.

Globalisation has turned the world economy into (24) _____ giant, interconnected web. This has made job markets fiercely competitive and talent and opportunities in the labour market more diverse and digitally accessible.

Jobs can be widely publicised and explored online and are no longer tied to your city of birth. We now live in a world (25) _____ the skills you learned yesterday might not be enough for today's job market.

The job market is transforming, with new careers emerging as automation and artificial intelligence (AI) (26) _____. Risks and price policies can be efficiently assessed using AI, making insurance underwriters redundant (27) _____ advanced software in banking and finance mean data analysis can be automated.

Online booking has reduced demand for travel agents and desktop publishers (28) _____ by user-friendly software, which allows people to create their own materials. These changes highlight the need for professionals to update their skills and adapt to a technologically evolving job market.

Adapted from: <https://theconversation.com/forget-about-a-job-for-life-todays-workers-need-to-prepare-for-many-jobs-across-multiple-industries-222753>

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|---------------------------------|-----------------|-------------|-------------------|
| Question 24: A. the | B. an | C. a | D. Ø (no article) |
| Question 25: A. who | B. which | C. whom | D. where |
| Question 26: A. advances | B. demands | C. careers | D. experience |
| Question 27: A. although | B. while | C. despite | D. so |
| Question 28: A. replace | B. are replaced | C. replaced | D. replacing |

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 29 to 33.

EVERYBODY knows - or at least thinks he knows - that a millennial with one job must be after a new one. Today's youngsters are thought to have little loyalty towards their employers and to be prone to "job-hop". Millennials (ie, those born after about 1982) are indeed more likely to switch jobs than their older colleagues. But that is more a result of how old they are than of the era they were born in. In America at least, average job tenures have barely changed in recent decades.

Data from America's Bureau of Labour Statistics show workers aged 25 and over now spend a median of 5.1 years with their employers, slightly more than in 1983. Job tenure has declined for the lower end of that age group, but only slightly. Men between the ages of 25 and 34 now spend a median of 2.9 years with each employer, down from 3.2 years in 1983.

It is middle-aged men whose relationship with their employers has changed most dramatically. Partly because of a collapse in the number of semi-skilled jobs and the decline of labour unions, the median job tenure for men aged 45-54 in America has fallen from 12.8 years in 1983 to 8.4. That decline has been offset by women staying longer in their jobs and higher retirement ages, which is why the overall numbers have barely changed.

Adapted from: <https://jobs.economist.com/article/https-www-economist-com-news-finance-and-economics-21730440-millennials-it-turns-out-are-loyal-and-boring-previous>

Question 29: What would be the best title for the passage?

- A. Millennials: The Job-Hopping Generation
- B. Job Trends Among Different Age Groups
- C. Stability in Job Tenures Across Generations
- D. The Impact of Semi-Skilled Job Decline on Middle-Aged Workers

Question 30: The word “they” in paragraph 1 refers to _____.

- A. tenures
- B. jobs
- C. employers
- D. millennials

Question 31: According to the passage, who is more likely to switch jobs?

- A. millennials
- B. middle-aged men
- C. women
- D. retired people

Question 32: How has the median job tenure for men aged 45-54 changed from 1983 to the present?

- A. It has increased.
- B. It has remained the same.
- C. It has slightly decreased.
- D. It has significantly decreased.

Question 33: Which of the following is NOT true according to the passage?

- A. Millennials are more likely to switch jobs than their older colleagues.
- B. Average job tenures in America have significantly decreased in recent decades.
- C. The median job tenure for men aged 45-54 has increased from 1983 to the present.
- D. Women staying longer in their jobs has offset the decline in job tenure for middle-aged men.

Read the following passage and mark the letter A, B, C or D to indicate the correct answer to each of the following questions from 34 to 40.

There was a time, not too long ago, when employers were in such a rush to hire workers that they were doing anything they could to make it easier for people to apply. That time has passed.

Job hunting was becoming more miserable even before the pandemic, as the amount of time companies took to hire stretched out and as they asked candidates to undergo more and more interviews. Labour shortages during the pandemic gave a temporary relief, but now, as fears about a recession grow, companies are going back to their old habits of putting candidates through a gruelling process.

“It’s frustrating and tiring—job hunting has never been this hard,” says Michael Cook, who was laid off from a gaming company in December after more than a decade in the professional labour market, and who has applied to hundreds of jobs since. One company had him go through six rounds of interviews over multiple months; another asked him to create a project that they then used on their website but didn’t pay him for his work; others sent him take-home tests or asked him to record videos of himself answering pre-set questions. He has not received any offers.

Part of the difficulty comes from a tightening labour market especially in fields like tech that have had hundreds of thousands of layoffs in the last nine months. There is now, on average, one job opening for every two applicants on LinkedIn, a big change from early 2022, when there was one job opening per applicant on average.

But it’s not just the economy causing companies to change their hiring processes in ways that make them take longer, says Peter Cappelli, a management professor at the Wharton School of the University of Pennsylvania. The pandemic increased the use of one-way video interviews, in which applicants are asked to record a video of themselves answering a list of pre-set questions, because interviews couldn’t be done in person. But these interviews just give companies a lot more content to sort through.

Adapted from: <https://time.com/6287012/why-finding-job-is-difficult/>

Question 34: What would be the best title for the passage?

- A. The Job Market in Changing Times
- B. Evolution of Hiring Practices: A Challenging Shift
- C. The Job Hunt Problem: A Personal Perspective
- D. Job Hunting in the Technology Field

Question 35: What is one reason mentioned for the increased difficulty in job hunting even before the pandemic?

- A. lack of job opportunities
- B. long hiring processes
- C. decreased number of applicants
- D. increased use of one-way video interviews

Question 36: The word “they” in paragraph 2 refers to _____.

- A. companies B. candidates C. interviews D. shortages

Question 37: The word “gruelling” in paragraph 2 is CLOSEST in meaning to _____.

- A. comfortable B. exhausting C. meaningful D. interesting

Question 38: The phrase “laid off” in paragraph 3 is CLOSEST in meaning to _____.

- A. fired B. accepted C. refused D. promoted

Question 39: How has the labour market changed in fields like tech in the last nine months?

- A. increased job openings B. one job opening for every two applicants
C. decreased layoffs D. job hunting becoming easier

Question 40: It can be inferred from the passage that _____.

- A. The pandemic led to a decrease in job opportunities.
B. The hiring process was challenging for applicants not too long ago.
C. The pandemic made the hiring process faster for companies.
D. The pandemic caused changes in the interview process.