

EGZAMIN KOŃCOWY Z JĘZYKA ANGIELSKIEGO -EKONOMIA – POZIOM B2

Name:

Written part / 80

Spoken part / 20

Total / 100

Grade

LISTENING. You will hear six pieces of business news. Complete the following exercises.

I. Fill in the gaps

1 World oil prices have continued to today, with US sweet light crude dropping more than \$3 to \$63.20. Several members of OPEC, the-nation producers' group, which is responsible for producing about of the world's total, want to cut output by at least one million barrels a day to prices.

2 US software Microsoft has posted and sales figures well above analysts' The company made a billion profit during the first three months of its financial year, up from \$4.29 billion a year ago, while rose 9% to \$15.06 billion.

II. True or false

3

- Hyundai Motor Company's net profit fell in the third-quarter.
- Global demand for cars is increasing but demand for smaller cars is decreasing.
- Daimler has made a loss this quarter though smaller than last year.

4

- The service sector accounts for 2/3 of the British economy.
- The UK is ranked in the top ten of world's largest manufacturers.
- It is expected to drop significantly within the next 15 years.

III. Choose the correct option.

5

- Forecasts for the airline sector are a) dramatic b) promising
- The current decrease in traffic is expected to a) remain stable b) change

6

- The prices of agricultural products will remain high over the next a) ten years b) 5 years.
- The report was co-written by the a) World Trade Organization b) United Nations

WRITING. Choose **one** of the topics and write **about 120 words**.

A. You are the Marketing Manager of a company. You are organizing a meeting to discuss possible cuts to your department's budget. Write **a memo** to all staff in your department:

- giving them the date, place and time of the meeting
- explaining why some cuts have to be made
- outlining what sort of cuts have to be made
- saying why it is important for all staff to attend

B. As the owner of a company, you are interested in offering your products / services to company ABC. Write **an email** to their owner in which you introduce your company and its line of business or product range and suggest potential benefits of cooperation. Then write **a reply** from ABC either to show interest and accept the suggestion or to reject it politely, giving reasons.

C. You work in the Customer Service Department of a mail-order company. You have been asked to prepare **a short report** for your line manager about complaints. Look at the statistics and your notes below and using all the information write your report.

| |
|--|
| Customer service complaints (2010) January - 300 February - 540* March - 230** |
|--|

* *computer system breakdown*** *improved order system introduced*

| |
|--|
| Reasons for complaints (Jan - March 2010) - Incorrect order delivered - 16%* - Time taken to deliver - 56%** - Product quality unsatisfactory - 28%*** |
|--|

* *fewer in March*** *explain plans to improve delivery**** *say what is being done about this*

MANAGERS NEED A MAKEOVER

What is the way forward for managers during a period of economic recovery? Leadership is a process of social influence: it is concerned with the styles and behaviours of individuals that cause others to follow them. Management is the act of getting people together to accomplish desired goals. In other words, we all need to be leaders and managers. How does this line of thinking help you? For starters, it is interesting to note that almost all the well-known books on management were written from the perspective of the manager, not the employee.

Here is a simple exercise. Ask some colleagues you work with about the last time they felt fully motivated and engaged at work. What were the characteristics of that piece of work? Chances are, they will say some of the following: it was a challenging project, one where they had to stretch themselves; they were given a lot of autonomy; they had an opportunity to work collaboratively with others; and they felt the work was important to the organisation. I am willing to bet there will be no mention of money; instead they will focus on the recognition and kudos they received from doing a project well.

Why is it so hard to do what we know to be right? It turns out that being a good manager is somewhat unnatural. We can do all the above things if we work on

them. But it is easy to lapse back into old habits, and as soon as things get busy or difficult at work we quickly revert to type - which usually means withholding information, telling our employees what to do, and barking at them when they get it wrong. A small minority of people are "naturals" at good management. The vast majority of us have to work very hard to do the job well.

The job of the senior leaders in an organisation is to put in place an overall "management model" that encourages individuals to work more effectively in their management activities. Many companies are experimenting with innovative management models along these lines, and when such innovations work, they can be a real source of competitive advantage. A well-managed company is one that gets the most out of its people. An engaged workforce, in turn, is one that seeks out opportunities to add value in creative and unforeseen ways, which then breeds responsiveness, innovation and resilience. However, one thing is certain: reinventing the practice of management is not going to provide your company with any short-term benefits. But that is the whole point. The road to recovery starts now, and it is therefore a perfect time to put in place the basic changes that will accelerate over time.

1. Find the following expressions in the first paragraph.
 - a. a period when business is improving (2 words)
 - b. the way that people change because of what they see in others (2)
 - c. what people typically do in particular situations (1)
 - d. to reach particular objectives (1)
 - e. a particular way of reasoning (3)
 - f. the way you look at something (1)

2. Which alternative could **NOT** be used to replace the expression in *italics* from the second paragraph so as to keep a similar meaning?
 - a. 'Ask some colleagues you work with about the last time they felt *fully* motivated and engaged at work.'
 - a) completely
 - b) partly
 - c) totally
 - b. '... it was a challenging project, one where they had to *stretch themselves*...'
 - a) work nearer the limits of what they were capable
 - b) try harder than they normally did
 - c) employ new people to help them
 - c. '... they were given a lot of *autonomy*...'
 - a) independence
 - b) freedom
 - c) advice
 - d. '...they had an opportunity to work *collaboratively* with others ...'
 - a) together with
 - b) towards the same goal as
 - c) in parallel with
 - e. "... instead, they will *focus on* the recognition ...'
 - a) concentrate on
 - b) talk about
 - c) emphasise

3. Read the third paragraph to decide if these statements are TRUE or FALSE.

- a. Being a good manager is a normal thing to be able to do.
- b. It's possible to apply all the advice given all the time.
- c. Managers can go back to their previous behaviour when under pressure.
- d. Two examples of typical behaviour of managers under pressure are given.
- e. There are a small number of people who are good managers without advice or training.
- f. Others can be good managers with just a little effort.

4. Replace the words in *italic* with nouns from the last two paragraphs.

- a. [*They* =] have a big role to play in improving managers' skills in their organisations.
- b. Many companies are introducing [*them* =] to give managers an idea of what to follow to improve their management skills.
- c. [*This* =] can really be improved in relation to other firms if managers' skills get better.
- d. [*This* =] helps to make people perform as well as they can.
- e. [*This* =] means employees who are looking for ways to contribute in new, productive ways that haven't been predicted.

VOCABULARY. Circle the most appropriate alternative: a, b or c, to complete the sentences. (20 points)

III. Vocabulary. Circle the most appropriate alternative: a, b or c, to complete the sentences. (20 points)

- 1. In any business, you should prepare a ... plan in case of emergency, a natural disaster, or even temporary problems.
a. consignment b. contingency c. vulnerable
- 2. A ... or daughter company is a company that is completely or partly owned and wholly controlled by another company, called parent company.
a. subsidiary b. subsidy c. secondment
- 3. In a/an ... takeover, one company buys another against its will. a. hazard b. hostile c. leverage
- 4. Cooperative interaction between merged parts of a corporation, that creates an enhanced combined effect (when the result is greater than the sum of their individual capabilities) is ... a. sabbatical b. synergy c. diligence
- 5. A/an ... package = the pay and benefits an employee receives when they leave employment at a company, typically when they are laid off or they retire. a. performance b. severance c. inventory
- 6. A bank ... is when someone has withdrawn (taken) more money from their bank account than what was actually in their bank account. a. collateral b. overdraft c. instalment
- 7. ... benefits = compensation in addition to wages or salaries, such as company car, medical insurance, paid holidays, etc.
a. Venture b. Golden c. Fringe
- 8. ... = a loan to finance the purchase of real estate. a. Mortgage b. Commission c. Backup
- 9. Press ... = an announcement of an event, performance, or other newsworthy item that is issued to the press.
a. rapport b. release c. buzzword
- 10. *To think outside the box* means: a. to be disloyal towards one's company
b. to think unconventionally or from a new perspective c. to disclose confidential information
- 11. ... is a management practice of sharing information and power with employees so that they can take initiative and make decisions to solve problems and improve performance. a. Infringement b. Accomplishment c. Empowerment
- 12. HR department stands for Human ... department. a. Resources b. Research c. Remuneration
- 13. Interest ... is the yearly price charged by a lender to a borrower in order for the borrower to obtain a loan. This is usually expressed as a percentage of the total amount loaned. a. return b. rate c. raise
- 14. Corporate ... Responsibility is a company's sense of responsibility towards the community and environment in which it operates. a. Entity b. Human c. Social
- 15. Misconduct means: a. wrong, improper behaviour b. unskillful management c. lack of leadership
- 16. IPO stands for Initial ... Offering a. Private b. Public c. Portfolio
- 17. Any form of audiovisual commercial communication which includes a product, a service or the trade mark so that it is featured within a programme is product ... a. recall b. placement c. retention.

18. Taking industrial action means a. litigation b. redundancy c. strike
19. ... on investment is the benefit to the investor resulting from an investment of some resource.
a. Replenish b. Refund c. Return
20. The responsibility of a manufacturer of goods to compensate for injury caused by defective merchandise is product
a. liability b. plaintiff c. punitive damages