

## FINAL EXAM

# CENTRUM JĘZYKÓW OBCYCH UG

Egzamin końcowy z języka angielskiego

DD.MM.RRRR.

POZIOM	B2
WYDZIAŁ	Ekonomiczny
KIERUNEK	Ekonomia SSL
SESJA	Letnia
TERMIN	Podstawowy

### Instrukcja dla zdającego:

- Sprawdź, czy arkusz egzaminacyjny zawiera 6 kolejno ponumerowanych stron.
- Sprawdź, czy do arkusza dołączona jest Karta Odpowiedzi (Answer Sheet).
- Wszelkie braki/usterki zgłoś egzaminatorowi przed rozpoczęciem egzaminu.
- Na pierwszej stronie Karty Odpowiedzi (Answer Sheet) wpisz swoje dane **drukowanymi literami**: **IMIĘ**, **NAZWISKO**, numer indeksu oraz dzisiejszą datę.
- Na pierwszej stronie Karty Odpowiedzi (Answer Sheet) wpisz kod **grupy lektoratowej** do której uczęszczasz np. A/013/19 oraz **nazwisko lektora** prowadzącego zajęcia.
- Wszystkie odpowiedzi **przenieś** na Kartę Odpowiedzi (Answer Sheet) w odpowiednie rubryki.
- Niniejszy arkusz nie podlega ocenie, ale aby ułatwić rozwiązywanie egzaminu, posiada on pola, które możesz zaznaczyć.

### W przypadku egzaminu zdalnego:

Kartę Odpowiedzi (Answer Sheet) możesz wypełnić zarówno w programie MS Word (wymagana wersja z min. 2020 roku, do pobrania za darmo → Portal Studenta), jak i ręcznie. Wypełnioną kartę należy następnie odesłać na wskazany przez lektora adres. Jeżeli karta była wypełniona ręcznie należy załączyć jej skan. Jeżeli w programie Word, należy zapisać ją w formacie .pdf, a następnie wysłać na adres mailowy.

## Part I - Listening (15 points)

**Task 1. Listen to two conversations. Decide if the sentences below are true (T) or false (F) and tick (☒) the correct answer on the Answer Sheet. (7 points)**

Conversation 1			Conversation 2		
	T	F		T	F
1. There are several questions concerning the balance sheet for the last financial year.	<input type="checkbox"/>	<input type="checkbox"/>	1. The conference in Newcastle will be held on October 10 <sup>th</sup> .	<input type="checkbox"/>	<input type="checkbox"/>
2. The figures in column A are for current liabilities.	<input type="checkbox"/>	<input type="checkbox"/>	2. The speakers will focus on new approaches to human resources.	<input type="checkbox"/>	<input type="checkbox"/>
3. The assets figures aren't covering the fixed and intangible assets yet.	<input type="checkbox"/>	<input type="checkbox"/>	3. The main speaker is from Cambridge and specializes in incentive schemes.	<input type="checkbox"/>	<input type="checkbox"/>
			4. The conference will include workshops on how people interact in teams.	<input type="checkbox"/>	<input type="checkbox"/>

**Task 2. You will hear Desmond Butler, owner of *Clickset*, talking about his toy company. For each question tick (☒) one letter: a., b. or c. on the Answer Sheet. (8 points)**

- |  |   |
|--|---|
| <p>1. Desmond was not happy about working with his father's company because:</p> <p>a. <input type="checkbox"/> he felt the company could not expand.</p> <p>b. <input type="checkbox"/> the market share was shrinking.</p> <p>c. <input type="checkbox"/> his earning potential was limited.</p> | <p>5. Before establishing <i>Clickset</i>, Desmond:</p> <p>a. <input type="checkbox"/> worked as a salesman in a toy shop.</p> <p>b. <input type="checkbox"/> worked in toy manufacturing.</p> <p>c. <input type="checkbox"/> worked as a purchaser for a toy store.</p>                |
| <p>2. Desmond came up with the idea of <i>Clickset</i> while he was:</p> <p>a. <input type="checkbox"/> researching the toys on the market.</p> <p>b. <input type="checkbox"/> enjoying himself at a party.</p> <p>c. <input type="checkbox"/> producing some plastic connectors.</p>              | <p>6. Before Desmond's presentation, Jim Taylor thought that:</p> <p>a. <input type="checkbox"/> the product is not worth selling.</p> <p>b. <input type="checkbox"/> the business had a lot of potential.</p> <p>c. <input type="checkbox"/> the business plan was unprofessional.</p> |
| <p>3. At the beginning he wanted to use another company to:</p> <p>a. <input type="checkbox"/> market the toy.</p> <p>b. <input type="checkbox"/> supervise the design of the toy.</p> <p>c. <input type="checkbox"/> develop the toy.</p>   | <p>7. Desmond started partnership with <i>Elto</i>:</p> <p>a. <input type="checkbox"/> to design the toys together.</p> <p>b. <input type="checkbox"/> to offer them venture capital.</p> <p>c. <input type="checkbox"/> to sell his products abroad.</p>                               |
| <p>4. When he was creating the prototype, he was:</p> <p>a. <input type="checkbox"/> sure, of his immediate success.</p> <p>b. <input type="checkbox"/> scared of his failure.</p> <p>c. <input type="checkbox"/> determined to continue.</p>  | <p>8. Desmond is convinced that to succeed in business you must:</p> <p>a. <input type="checkbox"/> deliver the best business plans.</p> <p>b. <input type="checkbox"/> delegate decision-making.</p> <p>c. <input type="checkbox"/> be ready to take risks.</p>                        |

*Adapted from: BEC Vantage Cambridge Tests*

## Part II - Reading (15 points)

**Task 3. Read the text below. For each question tick (☒) the correct answer a., b. or c. on the Answer Sheet. (5 points)**

1. When redundancies are announced:
  - a. ☐ managers feel it won't happen to them.
  - b. ☐ employees stop working.
  - c. ☐ both managers and employees get anxious.
2. Managing people who are worried:
  - a. ☐ is now the biggest problem for companies.
  - b. ☐ will have an impact on the bottom line.
  - c. ☐ shouldn't have any financial consequences.
3. TCS:
  - a. ☐ helps companies to reorganise and reduce the number of staff.
  - b. ☐ is going to make its workforce redundant.
  - c. ☐ offers therapeutic consultancy to help companies support the workforce.
4. Ms Bell maintains that, in very stressful situations, leaders should:
  - a. ☐ do their best to motivate workers.
  - b. ☐ help people to understand the economic situation.
  - c. ☐ focus on taking care of the staff.
5. Elysia will use the Grubb Institute to:
  - a. ☐ develop and sell cheap products to customers with moderate income.
  - b. ☐ help employees deal with psychological challenges.
  - c. ☐ help with employing less aggressive staff.

## Helping workers need help to manage bad news

"Anxiety" and "paralysis" were two words that came to mind when Professor Binna Kandola, a business psychologist, visited an engineering professional services organisation that was making redundancies. "Everybody was frozen, the employees and the managers," he remarks.

Such a response is not uncommon, he says. When managers announce redundancies, "people imagine that they'll lose their job, their home, then their marriages will fall apart. Uncertainty is incredibly stressful. A lot of mental energy goes into worry - energy that is diverted from our job." So how can managers support the workforce through an economic downturn? Therapeutic consultancies in the UK, such as the *Grubb Institute of Behavioural Studies* and the *Tavistock Consultancy Service*, offer some intriguing answers and are reporting increased interest in their services.

"Managing a fearful workforce is one of the greatest problems for companies in the current economic climate," says Dr Bruce Irvine, executive director of the *Grubb Institute*. He says that, if organisations do not manage anxiety in tough trading conditions, employees will not work effectively, and performance will suffer at a time when every penny of revenue counts.

"In times of recession, people can behave defensively in order to avoid reality," says Judith Bell, director of the TCS. "We try to get teams to address some of the difficulties that lie under

the surface and prevent people from getting on with the task in hand."

Described as the "coaches in white coats" by one investment bank, TCS draws on therapeutic models to examine employees' behaviour at work. It has worked with organisations ranging from government bodies to Mars, the food group, and Morgan Stanley, the investment bank.

Ms Bell says that, in highly stressful conditions, people often believe that "aggressive or bullying behaviour is justified". In fact, she suggests, leaders may need to take more care to understand why people are not performing well and work harder to motivate them.

Sebastian Parsons, chief executive of Elysia, the UK distributor of Dr Hauschka beauty products, will be using the *Grubb Institute* to help him motivate his staff and survive the downturn. The challenge is to come up with new ways of marketing to customers with less money to spend. Aggressive methods may be counterproductive and lead to suspicion of management - many of his employees have left companies that "treated them like a machine". Encouraging staff creativity is key. "I can't simply ask my employees to work harder and become automatons. It won't help the company."

*Adapted from:*

<https://www.ft.com/content/139332bc-acd9-11dd-971e-000077b07658>

**Task 4. Read the text below. Decide if the statements 1-10 are true (T) or false (F) and tick (☒) the correct answer on the Answer Sheet. (10 points)**

	T	F
1. The tourist tax in Edinburgh cannot be implemented without the agreement of the Scottish parliament.	<input type="checkbox"/>	<input type="checkbox"/>
2. The tourist tax in Edinburgh is going to be a percentage of the hotel bill.	<input type="checkbox"/>	<input type="checkbox"/>
3. Some people claim that tourists should pay taxes because they use services paid for by the city's inhabitants.	<input type="checkbox"/>	<input type="checkbox"/>
4. Asia is the second most popular tourist destination.	<input type="checkbox"/>	<input type="checkbox"/>
5. The author doesn't think that Britain's place in the ranking is a success.	<input type="checkbox"/>	<input type="checkbox"/>
6. People who live in popular destinations think that it's time tourists started visiting other parts of the world.	<input type="checkbox"/>	<input type="checkbox"/>
7. The belief that rich countries don't need tourists is a reasonable one.	<input type="checkbox"/>	<input type="checkbox"/>
8. Tourism creates business in a larger number of sectors than many people would think.	<input type="checkbox"/>	<input type="checkbox"/>
9. In the discussion about taxes tourists are generally perceived as a problem.	<input type="checkbox"/>	<input type="checkbox"/>
10. The overall opinion expressed in the text is that tourism is much needed and shouldn't be discouraged.	<input type="checkbox"/>	<input type="checkbox"/>

## Tourist taxes are a gamble with a vital sector

Edinburgh councillors last week voted to be the first city in the UK to impose a tourist tax. The vote, which requires legislation by the Scottish parliament before it takes effect, called for a £2 per night charge on all paid accommodation for the first week of a visitor's stay.

Edinburgh's move follows Venice's plans to impose an entry charge on day-trippers, which prompted Gian Marco Centinaio, the Italian tourism minister, to ask: "Do we want to become a tourist-repelling country?"

Tourist taxes are not new. Many cities around the world have levies on hotel rooms. These vary from flat-rate charges, as Edinburgh proposes, to percentages of the accommodation bill to bands of charges based on the class of hotel.

Proponents of tourist charges usually advance two arguments for them: either that the place is overrun by visitors, as in Venice's case, or that tourists use facilities and should share the burden of paying for them.

It is true that tourists use parks, litter bins, free or subsidised museums and take up police time — all services provided by local residents' taxes. There is, in the debate about what taxes to impose on tourists, a sense that the visitors are a nuisance. They block pavements and train doors, hang around aimlessly, often do not know where they are going and generally make a mess. Venice says it needs tourist tax money to pick up all the rubbish the visitors leave behind.

International tourism is growing fast. In 2017, there were 1.3 bn international tourist arrivals, an increase of 7 percent on the year before. More go to Europe than anywhere else — 51 per cent in 2017. Asia and Pacific destinations were the next most popular with 24 per cent. Sixteen per cent went to the Americas. Just 4 per cent went to the Middle East and 5 per cent to Africa.

Among individual countries, France, Spain and the US were the top three international destinations. The UK was seventh. This was behind China, Italy and Mexico, but is a creditable performance for a country with unreliable weather and little in the way of beach or ski resorts.

People in the most-visited countries may think that this is good enough and tourists should now begin to make for the African and Middle Eastern destinations that really need them. But while tourism, managed well, can be a spur to development, the idea that richer countries can do without tourists, or far fewer of them, is horribly complacent.

Tourists don't just support hotel and restaurant jobs. They create employment among food, drink and cutlery suppliers and makers of bed and table linen. Theatres and taxi drivers notice immediately when the tourists stop coming.

*Adapted from:  
The Financial Times, Pearson Business English Lessons B2, April, 2019*

Part III - Use of English (20 points)

**Task 5. Choose the phrase that best completes each sentence and tick (☒) the correct answer on the Answer Sheet. (15 points)**

1. After thinking hard about what to study Sara finally \_\_\_\_ geology.  
a. ☐ settled on                      b. ☐ ended up                      c. ☐ examined                      d. ☐ reconsidered
2. The campaign was successful and resulted \_\_\_\_ sales boost.  
a. ☐ from                      b. ☐ of                      c. ☐ in                      d. ☐ to
3. We noticed a marginal increase \_\_\_\_ unemployment figures.  
a. ☐ in                      b. ☐ of                      c. ☐ for                      d. ☐ with
4. He was charged \_\_\_\_ two counts of fraud.  
a. ☐ for                      b. ☐ with                      c. ☐ of                      d. ☐ to
5. Hugo Bonanzo is our Maintenance engineer. He checks all our equipment regularly and is \_\_\_\_ of all repairs.  
a. ☐ responsible                      b. ☐ in charge                      c. ☐ involved                      d. ☐ liable
6. A product \_\_\_\_ is when a company pays for its products to be seen in films and TV programmes.  
a. ☐ positioning                      b. ☐ placement                      c. ☐ mix                      d. ☐ lifecycle
7. Robert Lewandowski is one of the celebrities who take part in the product \_\_\_\_.  
a. ☐ placement                      b. ☐ positioning                      c. ☐ endorsement                      d. ☐ loyalty
8. The brand \_\_\_\_ of our customers is incredible. Some of them wear nothing but a product with our name on it.  
a. ☐ loyalty                      b. ☐ awareness                      c. ☐ recognition                      d. ☐ image
9. Here's our brochure with the new \_\_\_\_ of products for next year.  
a. ☐ segment                      b. ☐ range                      c. ☐ feature                      d. ☐ structure
10. \_\_\_\_ are paid to domestic producers to sell their goods more cheaply.  
a. ☐ Tariffs                      b. ☐ Quotas                      c. ☐ Subsidies                      d. ☐ Customs
11. Many aspects of modern living pose a \_\_\_\_ to the environment.  
a. ☐ threat                      b. ☐ change                      c. ☐ solution                      d. ☐ demand
12. A salesman is paid a \_\_\_\_ on the goods he sells.  
a. ☐ commission                      b. ☐ percentage                      c. ☐ equity                      d. ☐ fee
13. Borrowed money that has to be paid back constitutes a \_\_\_\_.  
a. ☐ deposit                      b. ☐ debt                      c. ☐ fund                      d. ☐ subsidy
14. I opened a \_\_\_\_ account as I want to have access to my money without any restrictions.  
a. ☐ savings                      b. ☐ term deposit                      c. ☐ current                      d. ☐ credit
15. An arrangement between a bank and a customer for the bank to pay a fixed amount of money regularly from the customer's bank account to another account is called a \_\_\_\_.  
a. ☐ direct debit                      b. ☐ bank transfer                      c. ☐ standing order                      d. ☐ money order
16. Because of that cyberattack our company's computer system came to a \_\_\_\_.  
a. ☐ standstill                      b. ☐ stop                      c. ☐ stoppage                      d. ☐ pause
17. We don't have enough \_\_\_\_ to guarantee our bank loan.  
a. ☐ gains                      b. ☐ collateral                      c. ☐ interest                      d. ☐ accounts
18. While you are on a business trip, you are given a daily \_\_\_\_ towards meals and accommodation.  
a. ☐ reward                      b. ☐ fine                      c. ☐ permit                      d. ☐ allowance
19. We hope that the harder we work, the more our account will stay \_\_\_\_.  
a. ☐ in the black                      b. ☐ in the red                      c. ☐ in debt                      d. ☐ in the white
20. Thank you for your recommendations. Now we need to decide how to \_\_\_\_ them.  
a. ☒ delegate                      b. ☐ implement                      c. ☐ retain                      d. ☐ allocate

21. When a company cannot pay its debts, we say it is \_\_\_\_\_.  
a. ☐ default      b. ☐ unsecured      c. ☐ insolvent      d. ☐ floating
22. They have a very good idea and business plan, now they have to find a(n) \_\_\_\_\_ to help them.  
a. ☐ entrepreneur      b. ☐ business angel      c. ☐ borrower      d. ☐ principal
23. Sometimes it is important to \_\_\_\_\_, i.e. to give someone responsibility for doing something instead of you.  
a. ☐ delegate      b. ☐ subordinate      c. ☐ approve      d. ☐ rotate
24. In Greece, the Rion-Antirion bridge opened four months ahead of \_\_\_\_\_ and within its \$930m budget.  
a. ☐ timetable      b. ☐ schedule      c. ☐ agenda      d. ☐ deadline
25. After the \_\_\_\_\_ of Mitsubishi Tokyo Financial Group and UFJ Holdings, they have become the world's biggest bank.  
a. ☐ merger      b. ☐ acquisition      c. ☐ joint venture      d. ☐ takeover
26. If you tell a retailer you want to buy something from them, you \_\_\_\_\_ an order.  
a. ☐ offer      b. ☐ place      c. ☐ take      d. ☐ reach
27. A payment that someone such as a writer or musician gets each time their work is sold or performed is called \_\_\_\_\_.  
a. ☐ salary      b. ☐ wage      c. ☐ royalty      d. ☐ commission
28. A company that owns another company is called a(n) \_\_\_\_\_.  
a. ☐ subsidiary      b. ☐ branch      c. ☐ daughter company      d. ☐ parent company
29. They \_\_\_\_\_ him the task of analysing computer records to look for signs of fraud.  
a. ☐ admitted      b. ☐ provided      c. ☐ assigned      d. ☐ subscribed
30. Because of the crisis and not enough orders the company had to \_\_\_\_\_ 400 employees.  
a. ☐ attend      b. ☐ hire      c. ☐ retire      d. ☐ lay off

**Task 6. Supply the correct derivative of the ROOT word in capital letters and write it on the Answer Sheet in the space provided. (5 points)**

- |  |                        |
|--|------------------------|
| <p><b>Example</b> The recent takeover bid generated a lot of <b>publicity</b> in the media.</p>  | <p><b>PUBLIC</b></p>   |
| <p>1. Every two years employees are given a(n) <input type="text"/> interview.</p>   | <p><b>APPRAISE</b></p> |
| <p>2. We need to build brand <input type="text"/> before launching this product onto the market.</p>   | <p><b>AWARE</b></p>    |
| <p>3. I have been working for a(n) <input type="text"/> company for many years; it's fascinating how people from different countries work towards a common goal.</p> | <p><b>NATIONAL</b></p> |
| <p>4. This product will be offered at a(n) <input type="text"/> price to make it accessible to everyone.</p>   | <p><b>AFFORD</b></p>   |
| <p>5. To encourage citizens to switch to public transport, it should be <input type="text"/>.</p>  | <p><b>SUBSIDY</b></p>  |

## Part IV - Writing (20 points)

Task 7. Choose one of the two topics below by ticking (☒) A or B on the Answer Sheet.

Write either a report or an email of 180-220 words in the space provided on the Answer Sheet.

- A. You are dissatisfied with the poor service that has recently been provided by the shipping company responsible for delivering your products to customers. Write to the company:
- informing them of the fall in the standard of their service
  - explaining why you are dissatisfied (e.g. delays in deliveries, damaged packaging, damaged goods)
  - describing the bad effect, the service has had on your business (complaints from your customers, e.g. returns of consignment, demands for refunds, threat of resignation from your services)
  - detailing what action, you intend to take if the service does not improve (e.g. changing to another company)
- B. You want to launch a small business in your town. Write a report in support of your request to the bank for the loan. Outline what you intend to do and provide some details of what you need the loan for. Think about:
- type of business and its name
  - products/services and prices
  - location, premises, design
  - why this is a good idea
  - how the business would be competitive