

VOCABULARY

1 Read the text and choose the correct word for each gap. The first one is done for you.

Advice for silver surfers

Many older people are joining the (0) A community today, but it can be a confusing and sometimes hostile environment for any novice. Email can be extremely useful for contacting both friends and support agencies, but it has its drawbacks: while junk emails and (1) _____ can be irritating, you need to be more wary of (2) _____ emails that set (3) _____ to part people from their money. I can't (4) _____ that home too forcefully. However, the first time that you (5) _____ a tweet successfully will be (6) _____ – you'll feel that you've really (7) _____ it in the digital environment – but do keep in mind that social media is a fertile breeding ground for (8) _____ who criticize and ridicule the writers of any tweets they take offence to, and worse, that (9) _____ don't only target teenagers; they rejoice in making anyone's life a misery. If anything unpleasant like this happens, try not to (10) _____ it personally – they don't know you. It may sometimes feel like every other person on the Internet is out to cheat or undermine, but with care it can provide a lifeline for elderly people, especially those confined to their homes.

- | | | | | |
|----|-------------|----------------|----------------|----------------|
| 0 | A online | B selfie | C offline | D live |
| 1 | A sales | B circulars | C spam | D waste |
| 2 | A angling | B selling | C mining | D phishing |
| 3 | A out | B on | C up | D in |
| 4 | A beat | B force | C hit | D drum |
| 5 | A put | B send | C post | D communicate |
| 6 | A elevating | B breathtaking | C intoxicating | D exhilarating |
| 7 | A done | B made | C succeeded | D got |
| 8 | A demons | B spies | C trolls | D monsters |
| 9 | A robots | B cyberbullies | C oppressors | D hacks |
| 10 | A take | B feel | C think | D absorb |

Marks (out of 10): _____

2 Read the text and choose the correct preposition/adverb from the box for each gap. There are three words you do not need to use. The first one is done for you.

back	down	for	in	into	of	of
on	on	on	out	out	up	up

Is a desire for success always a good thing? Success and ambition go hand in hand, but is it better for young people to set their hearts (0) on a specific aim when they start out in life, or is it better to be flexible? Any college or university will be able to list the students who stand (11) _____ in the first year because of their drive and desire, often fixated (12) _____ getting a particular level of qualification which may not be within their abilities, and they end up close to breaking (13) _____. Some of these students consequently drop (14) _____ of their course with the result of messing (15) _____ their plans and being unable to realize their ambitions. It would be better for such idealists to take a more flexible point (16) _____ view, appreciating that having a less defined aim would not necessarily hold them (17) _____ from achieving success. On the contrary, setting their sights (18) _____ lesser targets, i.e. making their goals more achievable and immediate, focusing on one step at a time, is more likely to lead to a focused plan and less likely to end with them throwing (19) _____ the towel. This argument applies not only to students, but holds (20) _____ people striving for success in all walks of life.

Marks (out of 10): _____

GRAMMAR

3 Complete the text with a suitable adverb from the box in each gap. The first one is done for you.

completely	desperately	distinctly	extremely	fully	greatly
painfully	radically	rather	sincerely	utterly	

My report now focuses on the complaints made about the staff in the customer service department. We have received a number of complaints from (0) *extremely* annoyed customers who say that replies from customer service are (21) _____ slow in coming and (22) _____ unresponsive to their complaints when they do arrive. In fact, I (23) _____ remember discussing this issue with the department manager some months ago, at which point she readily agreed that there were problems, that departmental systems were (24) _____ in need of an update and response times and procedures needed to be (25) _____ rethought. (Cf the memo attached dated 13.06.16.) In fact, having examined the complaints and discussed the issue with various staff members, I believe the majority of the complaints to be (26) _____ exaggerated, and indeed some of them to be (27) _____ ridiculous and even totally false, coming in great part from a small number of (28) _____ disgruntled individuals. While everyone in the standards team (29) _____ appreciates the constant need to monitor performance, I (30) _____ believe that it would be wrong to take any action in this instance.

Marks (out of 10): _____

4 Complete the second sentence so that it means the same as the first. Use between three and eight words and do not change the word given. The first one is done for you.

- 0 'It's great that you passed your driving test first time. Well done!' said my aunt. **on**
My aunt *congratulated me on passing* my driving test first time.
- 31 The editor of the newspaper denied having known anything about the payments. **that**
The editor of the newspaper _____ anything about the payments.
- 32 I was determined that I wasn't going to accept an inferior replacement. **not**
I was determined _____ an inferior replacement.
- 33 The orchestra and soloists performed quite beautifully last night. **a**
It was _____ the orchestra and soloists last night.
- 34 'I know it was you who scratched my new car,' I said to my neighbour's child. **of**
I _____ my new car.
- 35 The author was delighted about being put forward for a literary award. **have**
The author was delighted _____ for a literary award.

Marks (Two marks per question. Total marks out of 10): _____

READING

5 Read the article and choose the correct answers A, B, C or D, according to the writer. The first one is done for you.

THE CONVERSATION

www.theconversation.com/managing-across-generations-will-deliver-more-productive-workplaces-46987

Managing across generations will deliver more productive workplaces

by Martin Klaffke and Robyn Johns, University of Technology Sydney

Generation Y workers are “more demanding”. Generation Z workers want “more flexibility, autonomy and recognition”. And both groups want to be “creative”. Should managers worry about these increasingly accepted trends in the multi-generational workforce?

The answer is yes, and lies in demographic transition and the subsequent change in conditions for business.

5 Economic growth depends heavily on having sufficient and productive labour. However, most OECD* populations are facing a demographic shift as a result of declining fertility rates along with increasing life expectancy.

Take Germany, where the Federal Statistical Office projects the working-age population, those aged 15 to 64 years, will shrink by six million until 2030 and will skew sharply older until 2020.

10 The situation in Australia is not as extreme. The working-age population is projected to grow moderately in the next 50 years, but ageing nevertheless represents a challenge with a proportionally larger increase in those aged 65 and over.

The wrong focus

To date organisations have largely focused on considering the work values of Gen Y employees and the
15 “wellbeing” of elderly employees. Recent research suggests at least three reasons why this is not enough.

First, preserving physical and psychological health is indisputably the basis for work ability. Yet it is not sufficient for maintaining lifelong high performance levels. Studies by the Finnish Institute of Occupational Health suggest team leadership and management practices are critical elements in keeping high levels of active performance until retirement.

20 Second, we tend to assume age diversity in the workplace offers advantages, such as increased problem-solving and decision-making capacity or in-depth responses to clients. But empirical evidence is mixed. Recent studies suggest diverse attitudes and behaviours of employees of different ages can cause conflict, and a deterioration of productivity. Age diversity requires strong leadership from managers.

Third, tensions among employee groups can affect an employer’s ability to attract talent. Surveys of young German
25 professionals suggest a cooperative and pleasant working environment is especially important to attract and retain young talent. However, if junior employees discover that employer branding is all tinsel and glitter, and expectations are not met by reality, they might soon leave as they tend to be less willing to patiently endure job pain.

Tips for managing multiple generations

1. Don't assume older workers are not interested in development and promotion opportunities. All workers capable
30 of active performance benefit from opportunities to upgrade their skills and knowledge.
2. Tackle generational conflict with workshops. Offer practical information to assist in understanding the distinctive perspectives, motivations and expectations of each generation employed in the organisation. Help create greater respect and understanding of generational differences and commonalities as well as anticipate common generational clash points and how these may affect communication and teamwork.
- 35 3. Individualise human resource practices. Organisations should shift from the traditional approach, which is fundamentally based on standardisation, to provide employees with the individual opportunity to negotiate work arrangements.

Why there's conflict

Clashes between people of different ages can be purely age related, linked to career or life cycle aspects, or
40 generational differences. Although values might change over time, early imprint is how people filter and perceive experiences throughout their lives.

For example, an experienced employee who learnt as a graduate 30 years ago that hard work and adaptation were key to career progression might not easily understand the younger generation's desire for individual treatment and work-life balance. They might become annoyed when in a job interview a Gen Y candidate
45 turns the table on the interviewer and asks for good reasons to accept a job offer.

For the younger generation, a lack of openness for change and for new ways of living can be a major turn-off. Similarly a lack of both appreciation and feedback are major irritants.

Whereas elder employees expect respect for seniority experience alone, Gen Y employees are reluctant to bow to sheer age, and tend to base praise on current performance levels.


- 50 Gen Y employees want to be treated on a par by senior colleagues, who in turn count experience and expertise as a necessary requirement for equal recognition. Gen Y's older peers often don't understand **their** expectation that a supervisor function as service provider, helping to quickly boost their young colleagues' development and career advancement.

These are just some of the reasons why organisations should adopt management strategies to address the differences in values and expectations of each employee group. Generation management is a facet of diversity management which focuses on respect and taking advantage of individual differences.

* Organization for Economic Cooperation and Development

- 0 What are the trends in the workforce referred to in line 3?
- A workers becoming more demanding ☐
 - B the desire for more flexibility, autonomy and recognition ☐
 - C the drive towards more creativity ☐
 - D all of those mentioned above ☒
- 36 What is causing a change in the population of OECD countries?
- A People are having more children and living longer lives. ☐
 - B People are having fewer children and living shorter lives. ☐
 - C People are having fewer children and living longer lives. ☐
 - D People are having more children and living longer lives. ☐
- 37 In the next few years, Germany is predicted to be
- A in a worse position than Australia. ☐
 - B in a better position than Australia. ☐
 - C in the same position as Australia. ☐
 - D in a much easier position than Australia. ☐
- 38 What does *this* refer to in line 15?
- A three reasons for the wrong focus ☐
 - B recent research ☐
 - C the different focuses on generations ☐
 - D the focus on wellbeing of elderly employees ☐
- 39 What do *recent studies* (line 22) suggest about diversity in the workplace?
- A It offers only advantages. ☐
 - B It can increase productivity. ☐
 - C It may cause problems between generations. ☐
 - D It results in strong leadership. ☐
- 40 What general point is made in Tip 2?
- A Managers need to understand the different generations. ☐
 - B Younger workers need to respect their elders. ☐
 - C The differences between the generations should be removed. ☐
 - D It is essential to help the generations appreciate their differences. ☐
- 41 What approach does Tip 3 suggest that Human Resources departments should take?
- A They should renegotiate all the contracts. ☐
 - B They should focus their practice on the individual. ☐
 - C They should standardize practice across the board. ☐
 - D They should focus more on traditional approaches. ☐
- 42 What does the expression *turns the table on* (line 45) mean in this context?
- A The candidate might sit in the interviewer's chair for a particular question. ☐
 - B The interviewer might ask why the company should employ the candidate. ☐
 - C The candidate might question the interviewer. ☐
 - D The candidate might become angry about a particular question. ☐
- 43 How might Generation Y employees appraise their older colleagues?
- A on the way they are currently performing ☐
 - B out of respect for their age alone ☐
 - C on the number of years they have been working ☐
 - D on a mixture of the above points ☐
- 44 What does *their* refer to in line 51?
- A experience and expertise ☐
 - B senior colleagues ☐
 - C Generation Y's older peers ☐
 - D Generation Y ☐
- 45 What is the main argument that the writers are making about workplace diversity?
- A that it results in higher productivity ☐
 - B that it needs careful management ☐
 - C that it always involves conflict ☐
 - D that it is a consequence of population change ☐
- Marks (out of 10): _____

LISTENING

6  **59** You will hear someone talking about how to produce a video that goes viral. For questions 46–55, complete the sentences with a word or short phrase. The first one is done for you.

- 0** Brad says one way of making a humorous video is get a friend involved in a practical joke and film it.
- 46** He reminds the audience that you can't post a video of people without getting _____.
- 47** If you don't include language in your video, you'll get a larger _____.
- 48** Brad says that funnier than just animals or just babies are _____.
- 49** If you can't think of original ideas, Brad suggests taking a _____ that's already out there and changing it.
- 50** This should be done before the original has stopped _____ to ensure that there's an audience.
- 51** Brad uses the adjective _____ to describe the kind of talent that can be shown off.
- 52** Another popular type of video, according to Brad, is the _____, which teaches others a skill.
- 53** With this type of video you need to observe two _____, those of simplicity and clarity.
- 54** A further advantage to showing off a real talent is the possibility of a _____ arising from a music agent seeing the video.
- 55** When making a video, be sure to keep in mind that the _____ of the viewer is likely to be quite short.

Marks (out of 10): _____

SPEAKING

7 Read the statement below, then work in pairs to carry out the instructions.

While it is essential today to have an online presence, especially in a professional environment, it is equally essential to reveal as few important details about yourself online as you can.

Step 1

Take a few minutes to prepare your thoughts on the statement. Then briefly present your ideas on it to your partner. Remember to use appropriate language for giving and explaining your opinions, and answer any questions your partner may have. When you have finished, your partner will give their opinions. Ask him/her to explain anything you are unsure of. At this stage, just present your opinions, don't try to change each other's minds.

Step 2

You now have ten minutes to decide together exactly which information you feel you should/shouldn't reveal on social media websites. You should reach agreement within ten minutes.

Marks (out of 10): _____

WRITING

8 You work in the Human Resources Department in the local branch of a large multinational newspaper publisher. Read the following information about a report you have been asked to produce.

The company has pledged to pursue the aim of increasing ethnic diversity in the workforce, to reflect or go further than the distribution of ethnic minorities in your country. You have been asked to produce a report that details the current situation with regard to the breakdown of ethnicity in the workforce and in which jobs the different ethnic minorities currently appear, i.e. management, editorial, sales and marketing, clerical, catering, cleaning and maintenance. Provide your preliminary findings giving statistics, details and your initial recommendations.

Write your report in about 300 words.

Marks (out of 10): _____