

## Nivell 3 / Nivel 3

Convocatòria 2022 / Convocatoria 2022

Prova escrita / Prueba escrita

**Competència Clau: Anglès / Competencia Clave: Inglés**



Primer cognom / <i>Primer apellido</i>	
Segon cognom / <i>Segundo apellido</i>	
Nom / <i>Nombre</i>	
DNI – NIE – PASSAPORT/ <i>DNI – NIE - PASAPORTE</i>	
Signatura / <i>Firma</i>	

Durada / <i>Duración</i>	1 hora.
Descripció de la prova / <i>Descripción de la prueba</i>	La prova té 13 preguntes. La prova es qualifica sobre un total de 10 punts. / <i>La prueba tiene 13 preguntas. La prueba se califica sobre un total de 10 puntos.</i>
Materials que poden emprar/ <i>Materiales que puede utilizar</i>	Bolígraf blau o negre. / <i>Bolígrafo azul o negro.</i>
Respostes a les preguntes / <i>Respuestas a las preguntas</i>	Responga a les preguntes en la mateixa fulla de la prova / <i>Responda a las preguntas en la misma hoja de la prueba.</i>

**Read the text and answer the questions.**

## **THE HYBRID MODEL**

As hungry as we all are for stability, 2022 will be the year many companies go through another monumental change, from working fully-remote to hybrid. Hybrid is the new normal, at least for now, with the majority of employers in support of this new model. But is it a sustainable change?

There needs to be a clear intention to change routines and to support equality, so that any organization can be successful and sustainable as a hybrid team. Based on case study research of veteran hybrid organizations like Microsoft, Dell, and GitHub, here are some habits that all hybrid teams should be building to ensure equality and unity, wherever the workplace is located.

First of all, a more accurate measurement system for performance is needed to track productivity. We need to move on to project management systems to assign tasks and monitor results. Presence can no longer measure productivity.

It is also necessary to standardize meetings. It is better if all workers meet on the same platform to equalize participant experience, and if key meetings or events are required to be face-to-face, companies need to coordinate schedules of hybrid workers to be on-site on the same days. Recreating interpersonal communication online is also important, this can be done through public communication channels, such as Microsoft Teams or Slack.

Resources have to be digitized so that they are accessible to all and help workers to solve problems independently. Also, to ensure all employees are equally informed, the company will need to repeat news and announcements on at least three virtual channels (i.e. email, chat platform, project management tool) to confirm knowledge transfers.

Finally, it is key to create a secure communication channel where employees can share any concerns about the workplace model; companies should increase the frequency of feedback surveys to at least quarterly.

It may feel inevitable that the future of work is hybrid, so companies need to change daily habits and show the ability to promote a culture of connection, equality and empathy if they want to make progress.

Adapted from: <https://www.forbes.com/sites/laurelfarrer/2022/01/20/10-habits-to-ensure-equality-in-your-hybrid-team/?sh=6674e6861d96>

**Choose the correct option (0,5 points each) and write the appropriate letter in the answer box at the end of the exercise:**

**1. What is the new way of working in 2022, according to the text?**

- a) Fully-remote.
- b) Hybrid.
- c) Face-to-face.

**2. According to the second paragraph, what two objectives should a hybrid team have?**

- a) sustainability and productivity.
- b) being veteran and successful.
- c) equality and unity.

**3. According to the text, how did we use to measure productivity in the past?**

- a) By being at the workplace.
- b) By showing a report of your work.
- c) By the number of tasks you did.

**4. According to the text, what is the best way to have an equal participation of workers in the meetings?**

- a) All the team needs to meet in the same platform.
- b) If some meetings need to be at the office, then everyone in the team needs to have the same on-site schedule.
- c) Both answers a) and b) are correct.

**5. According to the text, public communication channels help workers...**

- a) communicate with their colleagues.
- b) hand in their tasks.
- c) organize meetings.

**6. What are the advantages of digitizing all the company's resources?**

- a) Bosses have access to all the documents and can track productivity.
- b) It is a virtual channel to keep everyone equally informed.
- c) Everyone in the company has easier access to the resources and that helps employees to make decisions on problems.

**7. Why does the writer suggest using different virtual channels to send news and announcements?**

- a) Because the company cannot post them on paper.
- b) Because it is important that everyone gets those messages.
- c) Because workers never go to the office.

**8. What word in the text means “precise”?**

- a) frequency
- b) daily
- c) accurate

**9. What two words in the text are used as synonyms?**

- a) support and research
- b) tool and platform
- c) routine and habit

**10. What is the meaning of “quarterly” in the text?**

- a) Every three months.
- b) Every month.
- c) Every six months.

**11. At the end of the text the writer says that...**

- a) companies are not ready for the change.
- b) companies must want to change.
- c) companies are working hybrid very well.

**12. Find in the text the evidence for the following statement “workers need a space where they can talk about problems at work”**

<b>QUESTIONS</b>	<b>ANSWERS- Write A, B or C</b>	<b>TEACHER ONLY</b>
<b>1</b>		
<b>2</b>		
<b>3</b>		
<b>4</b>		
<b>5</b>		
<b>6</b>		
<b>7</b>		
<b>8</b>		
<b>9</b>		
<b>10</b>		
<b>11</b>		
<b>12</b>		
<b>TOTAL (12 X 0,5 marks) _____ / 6 marks</b>		

### **13. Read the following job advertisements: (4 points)**

#### **1. Customer service specialist (phone and email)**

Firstsource is a people centric company and a vibrant place to work, serving over 100 global clients. We have a professional, high performing and dedicated work force. Our values are integral to our success and they are what make us different from the rest.

**Job Type:** Full-time, Permanent

**Salary:** £19,760.00 per year / £9.50 an hour

**Additional pay:** Performance bonus (extra 50p an hour)

**Benefits:** Work from home

**Schedule:** 8 hour shift, day shift, Monday to Friday 09:00 – 17:30.

**Experience:** Customer service: 1 year (preferred), or Call centre: 1 year (required)

#### **2. Hotel Receptionist – Grand Jersey Hotel & Spa - Channel Islands**

We are looking for both a Permanent Hotel Receptionist to join our Hand Picked team at Grand Jersey Hotel & Spa in St Helier, Jersey

**Job type:** Full-time, Permanent.

**Salary:** £10.50 an hour.

**Additional pay:** £500 end of season bonus.

**Benefits:** Live in accommodation (with en-suite bathroom) for between £69-£79 per week, all meals provided and life insurance.

**Schedule:** 40 hours per week over 5 days to include a mixture of early shifts from 7 - 3.30pm and late shifts from 3pm to 11.30pm. This will include weekends on a rota basis.

**Experience:** You will need to have experience in the hospitality industry and be passionate about providing high standards of service.

### **3. Personal care assistant**

Right at Home is a home care company, which assist people in the community in their daily living.

**Job type:** Full time and part time contracts available.

**Salary:** £11.50-£23.00 per hour.

**Additional pay:** Bonus scheme and Commission pay.

**Benefits:** flexible schedule, sick pay.

**Schedule:** Day shift, Monday to Friday, Weekend availability. Part-time hours: 20 per week.

**Experience:** not required, you just need to pass an interview.

**You have just arrived to Southampton and are looking for a job. This is your personal profile:**

- You speak Spanish and English
- Your telephone number: 023 8083 6972
- Your address: 71 Cherry Court, SO53 5PD, Southampton
- NVQ Level 1 in Health and Social Care
- Customer service certification by Disney Store, for which you worked for 2 years.
- Bartender at NH Hotel for 1 year.
- Full Driving License, category 'B', clean.

**OPTION A: APPLYING FOR A JOB**

**You would like to apply for one of the jobs above. You go to the job centre and they ask you to fill in the following application form:**

JOB APPLICATION FORM	
1. VACANCY DETAILS	
Job type:	
Availability:	
2. PERSONAL DETAILS	
Surnames:	
Name:	
Address:	Postcode:
Email address:	
Telephone number:	
3. EDUCATION AND WORKING EXPERIENCE (describe in 50-60 words using the given information)	
4. PERSONAL DESCRIPTION: interests, hobbies... (30-40 words)	



5. REASONS TO APPLY FOR THIS JOB (40-50 words)

I would like to apply for this job because...

**OPTION B: You got one of the three jobs above and you want to share it with a friend. Write an informal email to your friend and tell him or her about the job. Talk about the following information: (125 -150 words)**

- Company and type of job
- Salary and benefits
- Working schedule/ timetable
- When you are starting
- How you feel about this opportunity.

From:

To:

Subject:

Dear \_\_\_\_\_

Kind regards,

(Signature)