

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.

WORKING ISSUES

Working issues can refer to a wide range of problems that people may face in their jobs. Some common examples include lack of job satisfaction, difficulty dealing with coworkers, and stress related to workload or deadlines.

One issue that many people face is feeling undervalued or unappreciated in their jobs. This can happen when an employee feels that their contributions are not being recognized, or when they are not being given the same opportunities for advancement as their coworkers. This can lead to feelings of frustration and dissatisfaction, which can negatively impact an employee's performance and motivation.

Another common issue is difficulty dealing with coworkers. This can include conflicts with other employees, feeling excluded from team activities, or experiencing bullying or harassment. These issues can create a toxic work environment and make it difficult for employees to feel comfortable and engaged in their jobs.

Stress is also a common problem in the workplace. This can be caused by a variety of factors, such as tight deadlines, heavy workloads, or long hours. Stress can lead to physical and mental health problems, and can also negatively impact an employee's productivity and overall job performance.

To address these issues, employees can take a number of steps. For example, they can talk to their managers or human resources representatives about their concerns, and try to find ways to improve their working conditions. They can also seek support from their coworkers, or seek out counseling or therapy to help them cope with stress and other emotional issues. Additionally, employees can focus on building positive relationships with their coworkers, and try to create a more positive and supportive work environment.

Overall, working issues can be challenging, but with the right approach, they can be overcome. By being open and honest about their concerns, and working together to find solutions, employees can improve their working conditions and create a more positive and productive work environment.

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 are some common examples of working issues?**
 - a) Lack of job satisfaction or difficulty dealing with coworkers
 - b) Stress related to salary
 - c) Health, safety, salary and benefits

- 2. Workers can feel undervalued when...**
 - a) their career progresses more than their coworkers
 - b) they suffer from stress
 - c) their work contributions are not taken into account

- 3. What are the consequences for the company of having some workers who feel undervalued or unappreciated?**
 - a) The whole company feels frustration and dissatisfaction
 - b) It can negatively impact on those workers' performance and motivation
 - c) Both A and B

- 4. Bullying and harassment are problems related to...**
 - a) Difficulty dealing with coworkers
 - b) Limited benefits and compensation
 - c) Lack of training and development opportunities

- 5. How can difficulty dealing with coworkers affect an employee?**
 - a) It can create a toxic work environment
 - b) It can make it difficult for employees to feel comfortable and engaged in their jobs
 - c) Both A and B

- 6. What is a common problem in the workplace that can lead to stress?**
 - a) Having work overload
 - b) Salary benefits
 - c) Health problems

- 7. How can stress negatively impact an employee?**
 - a) It can lead to arguments between workers
 - b) It affects his physical and mental health and also his or her performance.

c) Both A and B

8. What steps can employees take to address working issues?

- a) Address your concerns with managers or HR representatives
- b) Ask for support from coworkers or go to therapy
- c) All of the above

9. What is the overall message of the text?

- a) There is always a way to address working problems, no matter how difficult they may be.
- b) Employees should look for outside counseling to deal with their problems.
- c) Companies are not interested in investing on workers wellbeing.

10. Which is the definition of the word harassment in the text?

- a) it refers to the amount and type of work that may cause stress, negatively impacting an employee's productivity and overall job performance.
- b) it refers to the behavior that employees may experience from their coworkers, such as bullying or unwanted attention, which can create a toxic work environment and make it difficult for employees to feel comfortable and engaged in their jobs.
- c) it refers to creating a work environment that is conducive to employees feeling comfortable, engaged, and able to perform well, through building positive relationships with coworkers, providing assistance and understanding, and creating an atmosphere where employees feel valued and appreciated.

11. Which is the best synonym for the word overcome in the text.

- a) Looked for
- b) Resolved
- c) Caused

12. Find in the text the evidence for the following statement: "certain issues can negatively affect the work environment and the well-being of employees."

| QUESTIONS | ANSWERS- Write A, B or C | TEACHER ONLY |
|----------------------------------------|--------------------------|--------------|
| 1 | | |
| 2 | | |
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| TOTAL (12 X 0,5 marks) _____ / 6 marks | | |

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

Receptionist Wanted:

We are looking for an experienced and friendly receptionist to join our team at Reasc Inc. As a receptionist, you will be responsible for answering phone calls, scheduling appointments, and greeting guests. You will also assist with administrative tasks and maintain a clean and organized reception area. B1 level of English is a must. Prior experience in customer service is a plus.

For further details contact: info@reascinc.com

Delivery Driver Wanted:

We are looking for a reliable and detail-oriented delivery driver to join our team at Deliveries Inc. Responsibilities include safely delivering products to customers, loading and unloading the vehicle, and maintaining the vehicle in good condition. B1 level of English is required. Prior experience in a similar role is a plus.

For further details contact: info@deliveriesinc.com

Cashier wanted:

Pilgrim Cleaners is looking for a friendly, outgoing person to work at our customer service counter. If you enjoy working with people, and have great customer service skills, then this could be the perfect job for you! No experience necessary! Your primary duties will include greeting customers and helping them with their orders, assembly of orders and operating a cash register.

For further details contact: info@pilgrimcleaners.com

You have just arrived to Bristol to finish your Vocational training course in Finances and Management and are looking for a part-time job. This is your personal profile:

- You speak Spanish and English
- B1 level of English
- Customer service certification by Corte Inglés, for which you worked for 3 years.
- Good organizational and time management skills.
- Pizza Hut delivery driver for 1 year.
- Full Driving License, category 'B', clean.

OPTION A: ASKING FOR MORE INFORMATION ON THE JOB

You would like to apply for one of the jobs above. But you would like to work part-time while you finish your vocational training course in Finances and Management. You write a formal letter to the company you are interested in to ask for further details on the job. (125 – 150 words)

- **Part-time option**
- **Shift hours and weekend hours**
- **Salary**
- **Paid training**
- **Location**

From:
To:
Subject:

Dear sir/madam,

Yours faithfully,

(Signature)

OPTION B: A close friend worked in one of the companies above and you would like to ask for advice and to know if it would be a good opportunity for you taking into account your profile. Ask him information about the job environment and the benefits and tell him about your profile so that he can value if you would be a good candidate. (125 -150 words)

From:

To:

Subject:

Dear _____

Kind regards,

(Signature)