



**Egzamin ACERT - język angielski biznesowy, poziom C1 ESOKJ
(ACERT Test of Business English at C1 level),
Wydział (Faculty) Zarządzania i Ekonomii, kierunek (field of study).....**

Proszę pisać DRUKOWANYMI literami (Please use CAPITAL LETTERS to fill in this form)

Nazwisko i imię (full name)

Nr indeksu (student no.)

PESEL (personal id number).....

Data egzaminu (date).....

Deklaruję chęć otrzymania certyfikatu ACERT: **TAK / NIE** (zakreślić właściwą odpowiedź)
(I wish to receive ACERT certificate: **YES / NO** – circle the correct answer)

Wyniki egzaminu pisemnego (written exam):

Słuchanie (Listening)	Czytanie (Reading)	Leksyka i gramatyka (Vocabulary and grammar)	Pisanie (Writing)	Liczba punktów (Score)
___/20	___/20	___/20	___/20	___/80

Podpisy egzaminatorów (examiners' signatures)

Wyniki egzaminu ustnego (speaking exam):

Gramatyka i słownictwo (Grammatical and Lexical Resource)	Organizacja wypowiedzi (Discourse Management)	Wymowa (Pronunciation)	Interakcja (Interactive Communication)	Ogólne wrażenie (General Impression)	Liczba punktów (Score)
___/4	___/4	___/4	___/4	___/4	___/20
Podpisy egzaminatorów (examiners' signatures)				Ogólna liczba punktów za cały egzamin (Total score)	___/100
				Ocena końcowa (Final mark)	

PART ONE: LISTENING COMPREHENSION (20 points)

I. You will hear Richard Coats talking about supervising overseas subsidiaries. Listen and decide if the statements are true (T), false (F) or not given (NG). Write your answers in the table below. You will hear the recording twice. (10 points)

- 1. The acquired business prepares a business plan to be talked over. T/F/NG
- 2. A regular management report on financial performance comes in weekly. T/F/NG
- 3. Top-level managers are sent on assignments abroad. T/F/NG
- 4. An acquired business is briefed and supervised through routine communication. T/F/NG
- 5. Management groups from across Europe will participate in conferences held monthly. T/F/NG
- 6. Senior management is responsible for creating the company’s international culture. T/F/NG
- 7. Company culture is developed by recruiting through the European Graduation Programme.
T/F/NG
- 8. The speaker believes that the acquisition of local brands and retaining them is the key to success. **T/F/NG**
- 9. Staying local and not going international is a chance for retailers to remain in the market. **T/F/NG**
- 10. Consumers have low expectations of customer service. T/F/NG

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Points: _____ /10

II. You will hear the Chief Executive of a steel company talking to shareholders about the company’s performance over the last year. For each question, 1-10, write the correct letter (A, B, C or D) in the table below. You will hear the recording twice. (10 points)

- 1. The speaker states that the company
 - A. generated more profits than last year.
 - B. managed to maintain its profits at the same level.
 - C. earned less money than predicted.
 - D. saw its profits drop.
- 2. As recommended by the Board members, the shareholders will
 - A. gain as much in final dividends as last year.
 - B. be paid less in final dividends than last year.
 - C. not receive dividends this year.
 - D. be given an increase in final dividends.

3. The CEO reports that the business expenses
 - A. rose due to staff shortage.
 - B. were badly affected by staff turnover.
 - C. decreased on account of staff reduction.
 - D. covered increased staff retention costs.

4. The company's export figures have been negatively affected by:
 - A. depreciation of the British currency.
 - B. appreciation of the British currency.
 - C. higher selling prices in Germany.
 - D. lower demand for steel in Europe.

5. The American joint venture
 - A. is thirty-five-per-cent owned by the company.
 - B. is likely to exceed its operating capacity this year.
 - C. failed to implement technical improvements during the year.
 - D. is currently running below its capacity.

6. As part of the strategy to effectively handle difficulties, the company
 - A. has set a target of 50% return on investment.
 - B. is flattening its hierarchy.
 - C. has launched a new hiring policy.
 - D. is reducing its margins.

7. The company also intends to improve its
 - A. recruitment process.
 - B. public relations.
 - C. sourcing.
 - D. marketing.

8. Next year, the UK economy
 - A. will deliver a poorer performance.
 - B. will favour the manufacturing sectors.
 - C. is forecast to continue growing at the same pace.
 - D. will face deep recession.

9. Demand for steel in the world is forecast to
 - A. decline as business globally slows down.
 - B. improve reflecting a positive outlook for economic growth.
 - C. shrink despite high consumer spending.
 - D. be maintained at the same level in the US.

10. Despite some uncertainty, the company hopes that the Middle East
 - A. will raise competitiveness in Europe.
 - B. can offer good prospects for expansion of business.
 - C. can create opportunities for acquisitions and mergers.
 - D. will heavily invest in the European steel industry.

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Points: _____ /10

PART TWO: READING COMPREHENSION (20 points)

I. Read the article about different energy sources. Match each sentence (A-I) with the paragraph (1-7) and write your answers in the table below. There are two extra headings that you don't need. (7 points)

- A** Many past booms have been energy-fed: coal-fired steam power, oil-fired internal-combustion engines, and electricity.
- B** The market of energy is huge.
- C** Compressed Air Energy Storage system is one method of storing system during periods of low demand, releasing the energy and generating electricity at periods of high demand.
- D** Wind-and solar-powered alternatives no longer look so costly by comparison.
- E** Scale is one of the important differences between the coming energy boom and its recent predecessors – particularly those that relied on information technology.
- F** That, however, requires innovation.
- G** Some complain that many existing forms of renewable energy rely on subsidies or other forms of special treatment for their viability.
- H** But developing countries are also taking more of an interest in renewable energy sources.
- I** Technology CAES consumes less than 40% of the gas used in conventional gas turbines to produce the same amount of electricity.

Most booms happen on the back of technological change. The world’s venture capitalists, having fed on the computing boom of the 1980s, the Internet boom of the 1990s and the biotech and nanotech boomlets of the early 2000s, are now looking for the next one. They think they have found it: energy.

(1) _____. But the past few decades have been quiet on that front. Coal, natural gas and oil have been cheap and the one real novelty, nuclear power, has gone spectacularly off the rails.

Now all that has changed. There is concern that the supply of oil may soon peak as known supplies run out and new reserves become hard to find. The idea of growing what you put in the tank of your car no longer looks like economic madness. Nor does plugging your car into an electric socket instead.

(2) _____. The future price of these resources – zero – known. That has economic value even if the capital cost of wind and solar power stations is, at the moment, higher than that of coal-fired ones.

(3) _____. At present, the world’s population consumes about 15 terawatts of power, a business worth \$6 trillion a year – about a tenth of the world’s economic output. And by 2050, power consumption is likely to have risen to 30 terawatts.

(4) _____. Another difference is that new information technologies tend to be disruptive, forcing the replacement of exciting equipment, whereas, say, building wind farms does not force the closure of coal-fired power stations. Any transition from an economy based on fossil fuels to one based on alternative energy is therefore likely to be slow. On the other hand, the scale of the market provides opportunities for alternatives to prove themselves.

(5) _____. However, the whole energy sector is riddled with subsidies, so subsidies offered to renewable sources of power such as wind turbines often just level the playing field. If the world were rational, all of these measures would be swept away and replaced by a proper tax on carbon – as is starting to happen in Europe. If that occurred, wind-based electricity would already be competitive with fossil fuels and others would be coming close.

(6) _____. It is true that China is building coal-fired power stations but it also has a large wind-generation capacity and is the world’s second-largest manufacturer of solar panels.

Brazil, meanwhile, has the world’s second-largest biofuel industry, which should soon supply 15% of its electricity. These countries, and others like them, are prepared to look beyond fossil fuels. So if renewables and other alternatives can compete on cost, the poor and the rich world alike will adopt them.

(7) _____. And if the planet happens to be saved on the way, that is all to the good.

1.	2.	3.	4.	5.	6.	7.

Points: _____/7

II. Read the article about workplace abuse and decide if statements 1-7 are TRUE (T), FALSE (F) or NOT GIVEN (NG) according to the text. Write the correct answers in the table below. (7 points)

Workplace harassment can be defined as a situation where an employee is being subjected to unwelcome, threatening or offensive behaviour by a co-worker or co-workers. It is a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA). This includes disagreeable conduct that is based on race, colour, religion, sex, national origin, older age, disability, or genetic information - including family medical history. Offensive behaviour may encompass, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance.

Normally, you would expect such ill treatment to be brought to the attention of senior managers who could then take appropriate action. However, a recent survey of more than 1,000 British workers has revealed that almost one third of the workers interviewed said they felt that they would be unable to challenge unacceptable behaviour. More surprising is that more than three quarters of the companies and organisations selected for the survey openly support a policy of diversity in the workplace. But how should employees react when they feel that they are being victimised by their colleagues or bosses? According to Naomi Agnew, an HR consultant, there are only really two options: making a direct request for the behaviour to cease or threatening to have the issue referred to a senior manager or HR department.

However, she also points out that, in some cases, neither of these approaches guarantees that the harassment will be brought to an end. 'I've seen situations where employees have been rendered non-functional by this sort of behaviour and my advice to them was to look for a healthier work environment. If you are being humiliated on a daily basis, then you have to think of your own well-being and it may be best for you to leave your job before your boss gets you sacked.

Definitely, prevention is the best tool to eliminate harassment in the workplace. Employers are encouraged to take appropriate steps to prevent and correct unlawful actions. They can do this by establishing an effective complaint or grievance process, providing anti-harassment training to their managers and employees, as well as taking immediate and appropriate action when an employee complains. On the employers' part is creating an environment in which employees feel free to raise concerns and are confident that those concerns will be addressed.

1. Workplace mistreatment includes any hostile conduct towards another person in the workplace, and is against the law. **T/F/NG**
2. The practice mentioned in the text is willingly reported to the top management. **T/F/NG**
3. British workers were forced by the management to participate in a survey. **T/F/NG**
4. The majority of employees are inclined to be impartial to culture diversity in their workplace. **T/F/NG**
5. According to Naomi Agnew, it is better to disregard threatening behaviour by co-workers. **T/F/NG**
6. An HR consultant recommends referring openly to the management about offensive and unacceptable behaviour as the most successful option to cease being victimised at work. **T/F/NG**
7. Complaining is the most appropriate option when other steps do not work. **T/F/NG**

1.	2.	3.	4.	5.	6.	7.

Points: _____/7

III. Read the advice that Paul Keene from the National Gallery in London gives corporations on how to start a successful arts sponsorship. For each question 1-6, select (A, B, C or D) and write your answer in the table below. (6 points)

Corporate sponsorship of the arts is growing and is up about 50% on ten years ago. There are lots of advantages to it. You can get to people who would normally be impervious to your advertising, you can leave a permanent reminder of your company's existence in a high-class public place, for example a theatre bar might be named after you or have the company logo in it. And you can associate yourself with some really high-class art, music or theatre which does no end of good for your company image. For big organisations that seems to be vital.

The elitist events, such as opera or ballet, tend to attract people with money who are likely to put money into the stock exchange. You may not sell more product, but you bring your company name to people who invest and this way your share price may go up. European governments used to subsidise the arts much more than they do nowadays, that is why most arts institutions have to find backers. Then you read in the papers about Barclays Bank sponsoring the National Theatre. Also, music concerts have always been popular with arts patrons, although not so much currently, because they are quite one-off. Exhibitions, on the other hand, go on for months and have people strolling around and taking their time. That can be especially beneficial for corporate image.

Some big arts organisations are really successful in attracting money. Nowadays, what seems to be crucial is the fact that they have full time fund-raisers, sometimes as many as twenty or thirty working for them. They're able to put a professionalism into it that smaller organisations find hard to compete with. It also helps to be located in big cities like London, Milan or Barcelona. Places out in the provinces are at a disadvantage unless they're really well-known such as the Salzburg Festival.

Smaller businesses can also benefit from funding the arts. They can do it on a modest scale and still reap the benefits. Particularly, their employees feel that they're working to put something back into the local community and that the profits are not just going to the shareholders. It makes them feel more motivated and more closely tied to the company. Companies may hope that they'll get more favourable treatment from the local politicians. But it's good to remember that politicians are a changeable lot.

If an organisation, a theatre or orchestra, was going to apply to a company for funds, flooding it with glossy brochures, videos and the like wouldn't be too effective. Company decision-makers see hundreds of them. The personal approach is a better option- one of the executives should go along and give a presentation accompanied by a two-page executive summary explaining goals, needs, budgets and activities.

In conclusion, the main objective of the company interested in sponsoring arts should be ensuring that the event is compatible with the way you want people to see your company. What the newspapers say doesn't matter because they're not going to mention your sponsorship.

1. What, according to Paul, is the main advantage of arts sponsorship for large companies?

- A. They have parts of buildings named after them.
- B. They improve their reputation.
- C. They reach a wider audience.
- D. They meet high-end clients in theatres.

2. Why, according to Paul, do companies sponsor operas?

- A. Members of the board enjoy them.
- B. It is good for the brand image.
- C. They hope it will boost their share values.
- D. Executives of big companies are not in favour of other forms of arts.

3. Companies nowadays are more interested in sponsoring ...

- A. art exhibitions.
- B. classical music concerts.
- C. theatre.
- D. opera.

4. The main reason large arts organisations tend to attract more sponsorship is because ...

- A. they are situated in the capital city.
- B. they are more widely known.
- C. they are more business oriented.
- D. they employ more people to obtain finance for their activities.

5. What, according to Paul, is the main advantage of arts sponsorship for smaller businesses?

- A. It promotes staff motivation and loyalty.
- B. It ensures better treatment by local authorities.
- C. It enables staff to participate in art events.
- D. It improves their image in their local communities.

6. According to Paul, an organisation needing patronage should approach businesses with ...

- A. a personal letter from their chief executive.
- B. a folder containing high-quality publicity material.
- C. a brief statement of their aims and financial requirements.
- D. a financial analysis of the company's recent performance.

1.	2.	3.	4.	5.	6.

Points: _____/6

PART THREE: VOCABULARY AND GRAMMAR (20 points)

I. Choose the best option to fill the gap in each sentence. Match the letter of the selected option to the corresponding question number. Write the correct answers in the table below. (10 points)

1. Business cards are basic marketing tools, great for business _____ and relatively inexpensive.
 A. networking B. skills C. channelling D. detachment
2. He served his _____ at Mayo Hospital before he became a full-fledged physician.
 A. vacancy B. employment C. internship D. qualification
3. The burden of a/an _____ on the emissions of greenhouse gases would fall most heavily on energy-intensive industries.
 A. emission tax B. carbon tax C. renewable energy tax D. fossil fuels tax
4. A memo went around the office reminding the staff of the new, more formal _____. No more casual Fridays!
 A. dress code B. company culture C. management style D. interpersonal relations
5. _____ marketing is invasive and turns off consumers meaning that the marketing campaign has accomplished the opposite of its aims.
 A. Restrained B. Offensive C. Intrusive D. Reclusive
6. _____ means countries can exchange goods and services without restrictions.
 A. Fair trade B. Free trade C. Liberated trade D. Unrestrained trade
7. The proportion of a loan that is charged to the borrower is called _____. It is typically expressed as an annual percentage of the loan to be paid back.
 A. a debt price B. a credit cost C. a loan percentage D. an interest rate
8. _____ refers to the high level of skill or knowledge in a particular field that you learn by training or practice.
 A. Experience B. Agility C. Acquaintance D. Expertise
9. In project management, _____ refers to a relationship in which a task relies on other tasks to be performed before it can be done.
 A. scheduling B. dependency C. milestone D. tolerance
10. If you don't know how to _____ tasks to other members of the team, you'll never be a good project manager.
 A. take over B. hold back C. withhold D. delegate

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.

Points: ____/10

II. Complete the second sentence in each pair so that it has approximately the same meaning as the first sentence. Use between TWO and SIX words, including the word given. Do not change the word given. (10 points)

1. He is still recovering from the shock of being made redundant.

OVER

He _____ the shock of being made redundant yet.

2. It was wrong of Mike not to submit the report on time.

HANDED

Mike should _____ on time.

3. Tom wished he had had a better relationship with his accountant.

GETTING

Tom regretted _____ with his accountant.

4. The company was hiring graduate trainees for two months last year.

TAKEN

Graduate trainees _____ by the company for two months last year.

5. Steve told the boss about the incompetence of the accountant.

HOW

It was Steve _____ the accountant was.

6. I didn't realize our clients were dissatisfied and I didn't make any changes to the project. **WOULD**

If I had realized our clients' _____ some changes to the project.

7. It is time some redecoration of our office was carried out.

BE

Our office _____ at last.

8. Where would you go if you could take a week's holiday?

OFF

Supposing _____ work, where would you go?

9. 'Yes, I can lend you my calculator,' said Monica.

FROM

Monica said I _____ her.

10. Hardly had the train left when there was a gas explosion at the station.

TRAIN'S

Just _____ there was a gas explosion at the station.

Points: ____/10

