

## Pruebas para la obtención del título de Técnico Superior en Administración y Finanzas

### Convocatoria correspondiente al curso académico 2020-2021

((Resolución de 12 de enero de 2021 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial))

DATOS DEL ASPIRANTE			FIRMA
Apellidos:			
Nombre:	DNI, NIE o Pasaporte	Fecha:	
Código del ciclo: <b>ADGS02</b>	Denominación completa del título: <b>Técnico superior en Administración y Finanzas</b>		
Código del módulo: <b>0179</b>	Denominación completa del módulo profesional: <b>Inglés</b>		

### INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA

- Cumplimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen.
- Tener disponible el DNI en la mesa.
- Señalar y escribir con tinta indeleble, que no sea roja, las respuestas y su desarrollo.
- Si se ha de rectificar una respuesta, trazar un aspa o tachar con una línea horizontal.
- No utilizar líquido corrector (Tippex)
- Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente).
- No se permite el uso de material complementario
- No se permitirá fotografiar el enunciado del examen
- Se responderá a los ejercicios en los espacios reservados para ello
- No se permitirá salir del aula con exámenes ni hojas escritas

### CRITERIOS DE CALIFICACIÓN Y VALORACIÓN

- Se realizará un examen escrito de los contenidos conceptuales de la totalidad del módulo.
- El examen está dividido en las siguientes secciones: Grammar, Vocabulary, Reading Comprehension, Writing y Dialogues. Cada sección, a su vez, está compuesta por uno o más ejercicios. La puntuación de cada ejercicio está indicada al final del mismo.
- La calificación final del módulo será la resultante de dicha prueba (100%).
- Se considerará aprobado el módulo cuando la nota sea igual o superior a 5. Esta calificación se expresa en números enteros, sin decimales. En caso de existir decimales, el redondeo a la nota inmediatamente superior se realizará a partir de 0,6.

### CALIFICACIÓN

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## 1. GRAMMAR.

### A. Correct the mistakes in bold in the sentences below.

- Joe Meyers is the person **which** is in charge of all the shipments.  
.....
- The day **where** we're supposed to meet is not convenient for me.  
.....
- The shoes **which I had ordered them** were handmade.  
.....
- The auditorium **where we are having our presentation there** is not big enough.  
.....
- The woman **who I took her business card** is the Marketing Director of Holmes Fashions.  
.....
- In my opinion, Greg is **the least suitable** for the job than Phil.  
.....
- He **used to worked** here many years ago.  
.....
- If you lived in the city, you **would take** the bus to work?  
.....
- Is there** any messages for me?  
.....
- You **mustn't** use bubble wrap. These items aren't fragile.  
.....
- Debbie is **not organised as** Samantha.  
.....
- Let's to go out** for lunch today.  
.....
- I'd like to ask you **any** questions.  
.....

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14. Dylan Mathews **is called** in for a second interview yesterday.

.....

15. Unless you speak English, you **will get** a job.

.....

16. That severe accident happened while the truck **was loaded**.

.....

17. Mr Thomas isn't busy at the moment. He **can't** come to the meeting.

.....

18. She **sended** him an e-mail.

.....

19. They went to the same restaurant that Mark **had been to it**.

.....

20. **When they loaded** the ship?

.....

\_\_\_\_\_/20 marks

**B. Lee is interviewing Ann for a job. Read the interview and circle the correct answer.**

**Lee:** Hello, Ann. **Can / May** you tell me about your current job?

**Ann:** Well, I **worked / have worked** for Beauti-feel Cosmetics for seven years. I **was starting / started** as a sales representative and now I **have got / am** the sales manager. I work **close / closely** with the CEO.

**Lee:** Why **are you leaving / do you leave** your current job?

**Ann:** I'd like to work in a bigger company **which / where** I could get more experience and have more responsibility. I think a company like yours can offer **me / my** an opportunity to develop my skills.

**Lee:** Why do you think we **must / should** hire you?

**Ann:** I'm energetic, decisive and industrious and I've got **much / a lot of** experience.

\_\_\_\_\_/10 marks

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## 2. VOCABULARY.

A. Fill in the gaps using the correct word from the box below:

CEO / Confirm / Shipping cost / Recruit / Head of IT / Invoice / Quantity discount /

Postpone / Fire

1. The \_\_\_\_\_ is the head of the company.
2. A price reduction for a large order is called a \_\_\_\_\_
3. The price of sending items to a customer is called \_\_\_\_\_
4. If you \_\_\_\_\_ a meeting, you move it to a later day.
5. Greg was late for work again. I'm sure they'll \_\_\_\_\_ him soon.

\_\_\_\_\_/10 marks

B. Tick (✓) the sentences that are Correct and cross (✗) the sentences that are wrong. Pay attention to words in bold:

- \_\_\_1. The **buyer** makes products.
- \_\_\_2. If people don't make something in one country, they often **import** it from another country.
- \_\_\_3. If the goods are damaged, you can complain to the **supplier**.
- \_\_\_4. If you **export** goods, you sell them to foreign countries.
- \_\_\_5. The **profit** is the money a company makes.

\_\_\_\_\_/10 marks

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### 3. READING COMPREHENSION.

#### Job interviews

Preparation is the key to a successful job interview. Here's how to be ready for some common question types.

Job interviews can be a nerve-racking experience, especially when you don't feel prepared for them. And with the variety of interview questions that can be asked these days, it's hard to know what type of questions you should prepare for.

Here are three types of interview questions that you should practise answering before that important job interview.

#### 1. Common interview questions

*Tell us about yourself.*

*What are your strengths and weaknesses?*

*Why do you want to leave your current job?*

These questions are for the interviewer to get to know you and to see if you're the best person for the job. Don't simply list things like your hobbies, your strengths or your work experience. Instead, give examples and use them to show your personality and the characteristics you have that make you perfect for the job. Your interviewer may want to ask questions about certain areas of your CV, so use this opportunity to link your experience to the job you're applying for.

**Avoid:** Giving a detailed life history or telling long stories that are irrelevant to the job or to the company.

#### 2. Competency questions

*Tell me about a time you had to work as a team.*

*Tell me about a time you had to use your creativity to solve a problem.*

*Tell me about a time when you experienced conflict with a colleague and how you handled that situation.*

Here, the candidate is asked questions about situations they have faced in the past that can demonstrate a particular skill they have. These could include skills like critical thinking, influencing, problem solving or flexibility. Interviewers often want to hear about challenges you've had, not just about times when everything

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went smoothly, so be ready with examples such as how you resolved conflict in your team or dealt with someone who was not working well. This will demonstrate that you can handle difficult situations.

When preparing for the job interview, read the job description carefully for the required skills and abilities and try to recall situations where you had to use these skills. Then use the STAR technique when talking about these examples:

- **Situation** – Give details about the context of your example and what you were trying to do.
- **Task** – Describe your responsibilities and the challenges you faced.
- **Action** – Describe what steps you took to deal with the situation.
- **Result** – Talk about the end result and how you contributed to this outcome.

**Avoid:** Going in unprepared and having to think up examples, or saying you've never faced any challenges at work.

### 3. Hypothetical questions

*What would you do if you had a different opinion from your boss about how to do something?*

*How would you deal with a large volume of work with several staff members off work?*

*What would you do if you had to introduce a new policy that you knew was going to be unpopular in your team?*

Hypothetical interview questions are similar to competency questions except that instead of asking you to talk about an experience you've had in the past, they present you with an imaginary situation that you might face in your new job.

This might seem difficult to prepare for, but remember that your answers are meant to demonstrate the skills needed for the job. When preparing for the interview, consider the qualities that the interviewer might be looking for, qualities like conflict management, time management or people skills. Then think about how you can demonstrate those qualities in a range of situations. Start with situations that you've experienced and move on to other possible situations that you might encounter in the role you're applying for.

**Avoid:** Going off-topic, changing the subject and not answering the original question.

Whatever type of questions they ask; interviewers want to find the right person and are keen to give you the opportunity to demonstrate what you can do. With some preparation, you can show them that you're the perfect fit for the job.

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After reading the text circle if the following sentences are **TRUE** or **FALSE** :

1. The main message in this article is that you should spend time preparing for a job interview if you have one coming up.

True False

2. If the interviewer asks you about yourself, you should make sure all the information you give is relevant to the job.

True False

3. You should avoid talking about personal things like your hobbies.

True False

4. If the interviewer asks you about an item on your CV, you can give more detail and say how it is connected to the job you're applying for.

True False

5. The STAR technique can be used to organise your story when answering competency questions.

True False

6. You should never talk about difficulties you've experienced at work.

True False

7. You can't prepare for hypothetical interview questions.

True False

8. It helps to think about the skills and qualities that the interviewer is looking for when answering interview questions.

True False

9. It is advisable to change the topic to show you are the perfect fit.

True False

10. Competency questions are designed to present you with an imaginary situation that you might face in your new job.

True False

\_\_\_\_\_/10 marks

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#### 4. WRITING.

Circle the correct option to complete each opening to a business letter. In each case there is only one correct answer.

- Thank you for your letter of March 24. I am \_\_\_\_\_ hear that our new product has been successful in your market.  
a. please to      b. pleased to      c. pleased for      d. pleasure in
- I am writing \_\_\_\_\_ your email of November 12th.  
a. to reply to      b. to answer for      c. in reply to      d. in answer for
- I have just \_\_\_\_\_ your letter of March 11th.  
a. supplied      b. received      c. taken      d. had
- We are writing to \_\_\_\_\_ the terms agreed during our meeting of May 16th.  
a. confirm      b. contain      c. affirm      d. concern
- I am \_\_\_\_\_ that you have experienced some problems with our office cleaning.  
a. delighted to know      b. sorry to hear      c. interested in knowing      d. pleased to say

\_\_\_\_\_/10 marks

#### 5. DIALOGUES

**A. Match the sentences halves to complete the conversations. Write the letter (a-e) at the end of the corresponding sentence (1-5):**

- Are you enjoying the conference so far? \_\_\_\_
- Haven't we met somewhere before? Your face looks familiar \_\_\_\_
- I've heard a lot about you. It's great to finally put a name to a face \_\_\_\_
- I work in Solutions, and do quite a bit of travelling \_\_\_\_
- It's very warm in here, isn't it? I think they need to turn up the air conditioning \_\_\_\_



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- Do you? And how do you find that?
- Possibly. I was at the Paris branch last spring. Were you working there?
- Absolutely. Either that or provide some iced water.
- Likewise. It's very good to meet you.
- Yes, very much. I got a lot from the presentation this morning. How about you?

\_\_\_\_/10 marks

**B. TELEPHONING. Choose the missing words from the box.**

Through/ see /after / back / calling /hold the line / in / moment / reach / ring up

- Hello, who's \_\_\_\_\_?
- Just a \_\_\_\_\_, please.
- I'll get the information you want, \_\_\_\_\_, please.
- I'll \_\_\_\_\_ if she's here.
- You asked me to \_\_\_\_\_ when I was in town again.
- Sorry, he's not \_\_\_\_\_ at the moment.
- You can \_\_\_\_\_ him any evening \_\_\_\_\_ six o'clock
- Well, I can ring \_\_\_\_\_ later if it's convenient.
- Could you put me \_\_\_\_\_ to Finance Department, please?

\_\_\_\_/10 marks

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**C. SPEAKING. What would you say in the following situations?**

1. Diga a un proveedor que quiere hacer un pedido de 200 ordenadores.
2. Llaman por teléfono y piden hablar con su jefe, que no está. Ofrezcase a coger un mensaje.
3. Llame a la oficina central y pida que le envíen el contrato de IBM nº 3498201 por correo electrónico a la siguiente dirección [bbc.co.uk@gmail.com](mailto:bbc.co.uk@gmail.com)
4. Alguien llama pidiendo una cita. Dígale que va a mirar su agenda, una vez lo haya hecho, dígale que está ocupado el 2 de julio, pero que pueden quedar el 3.
5. Llame a su cliente y dígale que su pedido no le llegará hasta dentro de dos meses debido a un problema con su proveedor. Ofrezcase a devolverle su dinero.

\_\_\_\_\_/10 marks