

KJF Language Examination Centre



MONOLINGUAL EXAM

ENGLISH C1

LISTENING COMPREHENSION

	Exam papers:	Maximum score:	Required minimum:
Task 1	Multiple Choice (7 items)	14 points (2 points/item)	--
Task 2	Questions and Answers (8 items)	16 points (2 points/item)	--
Total score:		30 points	12 points

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**Task 1: Team Building**

You are going to listen to a text. Choose **the correct answer** according to what the text says.

An example has been given for you:

0. Team building is ... used by enterprises.

- a) rarely
  - b) often
  - c) never
- 

1. According to the speaker, corporate team building ...

- a) is beneficial only for SMBs.
- b) helps customers understand the company's goals better.
- c) can contribute to the collaboration of people with different personality traits.

2. Participants of team building ... after the activities.

- a) can concentrate better ...
- b) will be inspired to perform better ...
- c) Both a) and b) are true.

3. Team-building is important for ...

- a) sometimes does not help employees relieve tension.
- b) does not affect employees' decision-making skills.
- c) is highly important for employees in executive positions.

4. According to the speaker, an outcome of a successful team building can be ...

- a) increased efficiency.
- b) employees co-operating in order to achieve the same objectives.
- c) Both a) and b) are true.

5. What is **NOT** part of a team building?

- a) Team members competing with each other.
- b) Setting different goals.
- c) Analysing the members' results.

6. Successful corporate team building may result in ...

- a) team members being satisfied with the company's achieved goals.
- b) reducing difficulties in organizing work.
- c) more communicative information channels.

7. The trainers of the team building activities can be ...

- a) someone from an outside organization.
- b) present employees of companies.
- c) retired employees from other companies.

**Task 2: Intranets in the Hospitality Industry**

You are going to listen to a text. Answer the questions **IN ENGLISH**. The number in brackets indicates the pieces of required information.

An example has been given for you:

0. What has provided the means of sharing knowledge 'in-house'? (1)

\_\_\_\_\_ **the age of technology** \_\_\_\_\_

1. What did intranets prove to be during the 1990s? (1)

\_\_\_\_\_

2. Who has doubts in connection with the uses of intranet? (1)

\_\_\_\_\_

3. What kind of information can be shared among departments? (2)

a) \_\_\_\_\_

b) \_\_\_\_\_

4. What kinds of intranet services are important for hotels to find? (1)

\_\_\_\_\_

5. What can employees get from an intranet if they want to take a day off? (1)

\_\_\_\_\_

6. In the past from where were printed documents sent to subsidiaries? (1)

\_\_\_\_\_

7. What characterizes an intranet when it is used as a central library in a company? (1)

\_\_\_\_\_

8. What can happen to great concepts with the help of intranets? (1)

\_\_\_\_\_

**For the Assessors only!**

Task 1:

Maximum points: 7 x 2 = 14

Achieved points: \_\_\_\_\_ x 2 = \_\_\_\_\_

Task 2:

Maximum points: 16

Achieved points: \_\_\_\_\_

Total points:  Required minimum: 12 points

First Assessor (code and signature): \_\_\_\_\_

Second Assessor (code and signature): \_\_\_\_\_

**KEYS AND TAPESCRIPTS****Task 1: Team Building**

1. c
2. c
3. c
4. c
5. b
6. b
7. a

Nowadays corporate team building is often used and equally valuable to small, medium and large enterprises. Corporate team building is the process of enabling a corporate team to achieve specific goals in the business environment. Team building requires bringing together dissimilar personalities and working in harmony as a team.

Bringing people together does not automatically form a team. Corporate team building begins with making the people in a team understand each other. This leads to the development of interpersonal relationships, which thereby creates team spirit.

The benefits of team building include improved management skills, increased profit, successful customer service, motivated employees and better understanding of the work environment. Other advantages are the development of concentration and decision-making and the reduction of stress.

Team building is used in work organizations and is one of the most important parts of an employee's life for those who are senior-level managers. Team building skills are necessary for the efficient work of a company and a better understanding of teamwork can help a manager and an employee become more productive in the corporation.

A team building success is when your team is able to do some great projects and work more and more effectively. There are two important factors for building a high performance team. The first element is to reach a common goal of the team. The second is the skills. It means people use their strong points to achieve the goal of their company. This depends on the organizational culture, communication in the team and the work of a manager who can create a cooperative atmosphere. Team building activities help workers to compete against each other, but also work together for the same goal. There may be many puzzle games, quizzes and physical games, all of which focus on the creative thinking abilities of the team members. Every activity is followed by an analysis of the performance of team members.

In reality, teamwork success does not happen without hard work. The team goals should be clear and should be accepted by everyone because nobody needs unnecessary conflicts. In order to

achieve these results every organization needs a good leader who is able to deal with all teamwork issues.

The effectiveness of a company's team building is seen in the timely achievement of a goal, overall team effectiveness, satisfaction in relation to the quality of information exchanged between team members, and the decreased number of problems in coordinating work activities.

There are many organizations which specialize in providing team-building activities in chosen locations and provide training in team development and teamwork. These organizations have highly-qualified specialized trainers. It could also happen that if the company needs team building training programmes, they do not seek outside help, but they hire one of their own retired corporate employees who is an expert in this field.

### **Task 2: Intranets in the Hospitality Industry**

1. a powerful communication tool
2. hospitality companies
3. a) experiences  
b) events
4. affordable
5. an administration form
6. from the headquarters
7. it is cost-effective
8. they will become action plans

The technology age has provided the means for sharing knowledge and providing regular up-to-date information 'in-house'.

During the 1990s, it became evident that alongside email, intranets are a powerful communication tool. However, whilst many industries are enjoying the benefits of intranets as an internal communication system, hospitality companies are still questioning some of their uses.

The benefits of having an intranet are simple: various departments can inform each other about their experiences and events. An intranet enables individual hotels and staff to learn from one another and display collected data regardless of geographic location. That is why hotels have searched the internet for viable information about intranet solution providers. It is essential for hotels to find affordable intranet services.

An intranet enables inter-department, inter-hotel and inter-group information to be displayed. Staff members are able to download an administration form, for instance, if they want to take a

day off. Besides this, other useful information such as staff job descriptions, news on developments, business reports, customer feedback, and socializing events are all accessible.

An important advantage of an intranet site is the speed in which information can be updated. In the past printed documents were sent from the headquarters to subsidiaries and offices in thousands of locations worldwide, which took weeks to do and cost the company thousands of pounds a year. From an intranet site documents can be downloaded in no time and free of charge. When it is used as a central library for company information, an intranet is very cost-effective.

A further reason for using an intranet is the powerful impact on staff. Many companies using intranets have seen a positive increase in staff motivation. Being connected gives the staff a greater sense of belonging and of being part of a team. Installing an internal communication system can contribute to building a common corporate culture.

Communication gurus agree that communicating via intranets enables great concepts to become action plans.