

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

### Convocatoria correspondiente al curso 2023-2024

((Resolución de 3 de diciembre 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.
- Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente).
- La prueba se realizará necesariamente con bolígrafo azul o negro (no se permite lápiz).
- **Las respuestas se contestarán en la hoja de respuestas. Solo se tendrán en cuenta las respuestas marcadas en esa tabla.**
- En caso de que aparezcan varias opciones marcadas no se tendrá en cuenta ninguna de ellas.

### CRITERIOS DE CALIFICACIÓN Y VALORACIÓN

Se evaluará en base a los resultados de aprendizaje y criterios de evaluación expresados en el RD 1584/2011 y Decreto 92/2012. En concreto los siguientes:

#### I. COMPRENSIÓN ORAL:

Se han identificado los puntos de vista y las actitudes del hablante.

Se ha extraído información de grabaciones en lengua estándar, relacionadas con la vida social, profesional o académica.

Se ha comprendido con todo detalle lo que se le dice en lengua estándar, incluso en un ambiente con ruido de fondo.

#### II & III RECURSOS GRAMATICALES Y LINGÜÍSTICOS

#### IV. COMPRENSIÓN ESCRITA:

Interpreta información profesional contenida en textos escritos complejos, analizando de forma comprensiva sus contenidos.

Se ha interpretado la correspondencia relativa a su especialidad, captando fácilmente el significado esencial.

Se han interpretado, con todo detalle, textos extensos y de relativa complejidad, relacionados o no con su especialidad, pudiendo releer las secciones más difíciles de los mismos.

#### V. EMISIÓN DE TEXTOS ESCRITOS:

Elabora documentos e informes propios de la actividad profesional o de la vida académica y cotidiana, relacionando los recursos lingüísticos con el propósito del escrito.

Se han utilizado las fórmulas de cortesía propias del documento que se ha de elaborar.

Se han aplicado las fórmulas establecidas y el vocabulario específico en la cumplimentación de documentos.

Se han redactado informes, destacando los aspectos significativos y ofreciendo detalles relevantes que sirvan de apoyo.

Se ha organizado la información con corrección, precisión y coherencia, solicitando y/o facilitando información de tipo general o detallada

#### VI. PRODUCCIÓN ORAL

Emite mensajes orales claros y bien estructurados, analizando el contenido de la situación y adaptándose al registro lingüístico del interlocutor.

Se ha expresado con fluidez, precisión y eficacia sobre una amplia serie de temas generales, académicos, profesionales o de ocio, marcando con claridad la relación entre las ideas.

Se ha solicitado la reformulación del discurso o parte del mismo cuando se ha considerado necesario.

### CALIFICACIÓN

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## 1. LISTENING

1. Listen to the message and fill in the gaps.

MESSAGE

FOR: <sup>1</sup> \_\_\_\_\_

CALLER: <sup>2</sup> \_\_\_\_\_ DATE/TIME: 12 March / 9.15

REASON FOR CALL: <sup>3</sup> Discuss position

ACTION: <sup>5</sup> \_\_\_\_\_ TEL: 00 <sup>6</sup> \_\_\_\_\_

ACTION DEADLINE: <sup>7</sup> \_\_\_\_\_

COMMENTS: <sup>8</sup> \_\_\_\_\_ if can't call

☐ <sup>4</sup>CALLED

☐ RETURNED  
YOUR CALL

☐ PLEASE CALL

☐ WILL CALL  
AGAIN

2. Listen to a radio interview with Gina Velas, an expert in project management. Choose the correct option a, b or c.

1 What does the interviewer say about failure?

- a It's a good way to learn.
- b You can't afford to fail.
- c It's caused by a lack of experience.

2 What does Gina say about experience and skills?

- a Project managers must train their teams.
- b Teams must evaluate their own skills.
- c Project managers should have relevant training.

3 Project managers should set goals that are

- a challenging.
- b clearly defined.
- c simple.

4 Why does Gina say about changing goals?

- a Clients are unable to assess them.

b It often affects the budget.

c Project managers like making changes.

5 What can poor communication skills lead to?

- a project failure
- b team disappointment
- c weak managers

6 What else can demotivate a team?

- a pressure from other staff
- b not having enough resources
- c losing control

7 What does Gina say about unexpected problems?

- a Risk assessment predicts all problems.
- b Allow extra time for them.
- c Schedules are always flexible.

\_\_\_\_\_/15 points

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## 2. GRAMMAR

### 1. Choose the correct answer.

1. She lived during an age (when / which / where) women didn't have the right to vote.
2. The speaker told the listeners that he'd been in Africa (last month / the following month / the previous month).
3. My eyes are tired. I (have read / have been reading / was reading) for hours.
4. Jack's arm and leg are in plaster. He (could have / must have / should have) had an accident.
5. The wedding invitations (are being printed / are printing / are printed) today.
6. He (hadn't apologised / didn't apologise / wouldn't have apologised) to you if he hadn't felt ashamed.
7. I wish I (wouldn't / didn't / don't ) share a room with my sister because we always fight.
8. Mary asked me when (we will see / we would see / would we see) each other again. \_\_\_\_\_ / 8

### 2. Rewrite the following sentences using the words in brackets so that their original meanings do not change.

1. I haven't got enough money to buy a new car. (If)

.....

2. They haven't chosen the team yet. (The team)

.....

3. "Let's invite the Smiths over this evening." (Jane suggested)

.....

4. It's a shame that you can't come to our wedding. (I wish)

.....

5. I waited for two hours and then I left. (After)

.....

6. They were angry because you didn't apologise. (If)

.....

\_\_\_\_\_/6

### 3. Complete the passage with the correct form of the verbs in brackets.

Most of us 1. .... (never / be) close to snakes except in zoos, where they 2. ....

(keep) safely in cages. If we saw one anywhere outside a cage, we 3. .... (be) terrified. But Graeme

Gow from Australia isn't scared of snakes. If he was, he 4. .... (not do) his job. Gow is a researcher

whose job 5. .... (involve) handling all kinds of snakes, even poisonous ones. He 6. ....

(say) to be Australia's greatest snake expert. Incredibly, Gow 7. .... (bit) 146 times. Some of the bites

weren't too serious, but others 8. .... (can / be) fatal. Luckily, the doctors identified the types of poison. Gow explained that if they 9. .... (not identify) the poisons, they wouldn't have been able to treat his bites. Gow 10. .... (tell) us that one of his few fears is being bitten one day by an unfamiliar snake. That could put a very nasty end to his career.

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

#### 4 Rewrite the sentences in reported speech.

1. "These goods are damaged," Ellen complained.  
.....
2. "We can't solve this problem now," the assistant manager said.  
.....
3. "We'll reschedule the meeting for next month," Sam promised.  
.....
4. "It has been a good year for business," the CEO reported.  
.....
5. "I received my largest order last week," Craig said.  
.....
6. "Your coworkers want to make you a going-away party," my boss told me.  
.....

\_\_\_\_\_/6

#### 5 Complete the sentences with the correct form of the verbs in brackets. Use the Passive.

1. Snacks ..... (not provide) at tomorrow's meeting.
2. Wheelchair assistance ..... (always / offer) at the airport.
3. Fortunately, nothing ..... (steal) from the warehouse during the break-in last week.
4. .... any important decisions ..... (make) earlier today?
5. I'm so upset. My car ..... (steal) last night.
6. Employees now feel more secure because security cameras .....(install) around the building recently.

\_\_\_\_\_/6

### 3. VOCABULARY

**1. This exercise has a broad range of general terms, ones that are often heard in an office setting. Choose the correct response for each of the sentences.**

1. When someone "brings something to the table", it means that he/she \_\_\_\_\_.

- has something to offer
- has nothing to offer
- buy everyone lunch

2. HP is one of Dell's main \_\_\_\_\_.

- computers
- competitors
- controllers

3. It's pretty hard to \_\_\_\_\_ against big, established companies.

- compete
- complete
- competition

4. James \_\_\_\_\_ last year.

- changed his jobs
- changed jobs
- made a change in jobs

5. It's not good to \_\_\_\_\_ yourself entirely to your career.

- denigrate
- detonate
- dedicate

6. Bill, I need your \_\_\_\_\_ on this. What do you think of this design?

- intake
- install
- input

7. I thought you \_\_\_\_\_ at the conference.

- did a really good job
- really did a job
- did really a good job

8. P1: We've got a meeting in 10 minutes. P2: Do I have to \_\_\_\_\_? P1: Yes, you do.

- atone
- attend
- attain

9. I'd like you to do a little \_\_\_\_\_ on investment strategies.

- present
- presenting
- presentation

10. He's away \_\_\_\_\_ at the moment, but he'll be back in an hour.

- from his desk
- from a desk
- from the desk

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

### 2 Match the sentences in A to the responses in B.

#### A

1. I didn't know Luke had a bachelor's degree.
2. You can pay your premium in six interest-free monthly payments.
3. Where is the fitness centre?
4. We're running low on paper.
5. My mobile phone is broken.
6. I've been under a lot of pressure recently.
7. Tom is knowledgeable and hard-working.
8. There'll be a lot of prospective customers at the exhibition.

#### B

- ..... a. You should try to take some time off.
- ..... b. Isn't it still under warranty?
- ..... c. But has he got the managerial skills required for the job?
- ..... d. Then it's important to create a positive impression.
- ..... e. It's on your right when you come out of the lift.
- ..... f. I placed an order for 10 boxes last week.
- ..... g. And do you offer a no-claims discount?
- ..... h. Yes, he got it at Stanford University.

\_\_\_\_\_/8

### 3 Complete the sentences with the phrases below.

interest rate ♦ broader perspective ♦ registered post ♦ retirement benefits ♦ returns policy ♦ waiting list  
opening remarks ♦ standing order

1. The salary is not great, but the job offers good .....
2. I pay all my bills by ....., so they are always paid on time.
3. Mr Matthews will be making the ..... at the conference.
4. Please send this order by ..... It's very important.
5. Jack's experience in the business gave him a ..... of the industry.
6. According to our ....., customers can send back goods that they aren't satisfied with within 30 days.
7. I'm afraid there are no seats on flight HW383, but we can put you on the .....
8. The ..... on the loan is 2.5%.

\_\_\_\_\_/8

### 4 .DIALOGUES – SPEAKING

WHAT WOULD YOU SAY? WRITE A DIALOGUE ACCORDING TO THE FOLLOWING SITUATIONS. USE NO MORE THAN 50 WORDS PER DIALOGUE.

- TASK 1. You are the receptionist at the Grand Hotel. Pick up the phone and answer to a customer. She is asking you to send her a copy of the invoice. Tell her you will send it to her but you need her personal information, email account, phone number.. before.
- TASK 2. You are the IT department receptionist in your company. Sarah Smith is calling from the front desk to get help to fix some computer problems. Tell her you will send a technician as soon as possible.
- TASK 3. You are the manager's secretary in Fillmore company. A client is calling to get an appointment for next week, but it is impossible, so you have to postpone for another week.

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## 5. READING COMPREHENSION

### Customer service start-up aims to take pain out of complaints

By Malcolm Moore

A Los Angeles start-up wants to save people from waiting on hold on customer service helplines by resolving their complaints for them.

'The idea for the company was me wasting too much of my time dealing with customer service,' said Michael Schneider, the founder of Service. 'If you deal with it yourself, you feel you are losing your time. If you do not do anything, you feel like you have been ripped off.'

Service, which has raised almost \$4 million in seed funding, asks customers to <sup>1</sup>\_\_\_\_\_ on its website or app. It then tries to negotiate a settlement with the poorly performing company.

'We are more efficient. Customers are often not the most articulate and can often be emotional. That makes the job more difficult at the other end. We are not emotional; we are matter-of-fact,' said Mr Schneider.

Service processes more than 100 requests a day and recovers just under \$300 on average for customers. 'The biggest area is travel, with the lion's share being airline delays and

2\_\_\_\_\_, "he said. "Travel makes up half our cases. Then there is retail: Amazon, Home Depot and Best Buy and telecoms companies, with queries over cable and mobile phone bills.'

Mr Schneider said Service planned eventually to make money by charging either consumers or the offending companies. 'My goal is to go to these companies and say not only are we saving you money by having people not call your call centre but we are <sup>3</sup>\_\_\_\_\_ by preventing the angry Twitter storm or the one-star TripAdvisor review.'

A number of failed technology start-ups have in the past attempted to name and shame bad customer service by giving consumers a place to vent their rage online. In recent years, several companies have focused on using <sup>4</sup>\_\_\_\_\_ such as Twitter to respond to unhappy customers.

Service only employs eleven staff but said it would take on another person <sup>5</sup>\_\_\_\_\_. 'Our eventual goal is to have the software do most of the work,' said Mr Schneider. 'Every time we solve a case, the software gets a bit smarter. The first time we called British Airways we had no idea what we were doing,' he said. 'Now we have mapped most large companies so we know the quickest way to resolve problems. Some companies are easy, some are more difficult.'

**1. Read the article again and complete the gaps (1–5) with these phrases (a–f). There is one extra phrase you don't need to use.**

- a social media sites
- b saving your branding
- c cancellations and lost bags
- d during the holiday period
- e before making a complaint
- f fill in a form

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## 2 Decide if the statements about Michael Schneider and Service are true (T) or false (F).

- 1 Michael Schneider had the idea for the company after personal experience of waiting for his complaints to be dealt with by customer services.
- 2 He thinks that customers usually explain the problem well when they deal directly with customer services.
- 3 Service charges customers \$300 to help with their complaint.
- 4 Complaints about travel make up about fifty percent of Service's business.
- 5 Start-ups which have not succeeded gave customers a place to complain about service but did not try to solve the problem.
- 6 Service aims to have a large workforce in the future.
- 7 As Service gains more experience, it learns to solve complaints more quickly.
- 8 So far, all of the problems have been difficult to solve.

\_\_\_\_\_/8

## 3 Put the steps in the correct order (1–4) to make a complaint using Service.

- a Service explains the problem to the company.
- b The customer gets the money.
- c The customer completes a form online.
- d Service and the company negotiate and agree an amount.

\_\_\_\_\_/4

## 6. WRITING

You are the secretary in BASKRISE a basketball company. The manager has asked to get a quotation request for 30 laptops for the company. Write to DELL, your supplier, including the following information:

- Price per unit
- Payment conditions
- Delivery Schedule
- Ask for possible promotions, discounts...
- Process of removal of old laptops, possibility of recycling them

Use different paragraphs and between 130 and 160 words. Contact information at DELL:

Roger Williams : rogerwilliams@gmail.com

\_\_\_\_\_/19

**TOTAL POINTS 130**



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