
Prova Escrita de Inglês

12.º ano de Escolaridade – Continuação - trienal

Prova 850/1.ª Fase

7 Páginas

Duração da Prova: 120 minutos. Tolerância: 30 minutos

2008

Utilize apenas caneta ou esferográfica de tinta indelével azul ou preta.

Pode utilizar dicionários unilingues ou bilingues, sem restrições nem especificações.

Não é permitido o uso de corrector. Em caso de engano, deve riscar, de forma inequívoca, aquilo que pretende que não seja classificado.

Escreva de forma legível a identificação das actividades e dos itens, bem como as respectivas respostas.

Para cada item, apresente apenas uma resposta. Se escrever mais do que uma resposta a um mesmo item, apenas é classificada a resposta apresentada em primeiro lugar.

Responda aos itens pela ordem em que se apresentam, dado que cada um deles se integra numa sequência que contribui para a realização da actividade final. Contudo, não há penalização caso apresente as respostas noutra sequência.

As cotações dos itens encontram-se na página 7.

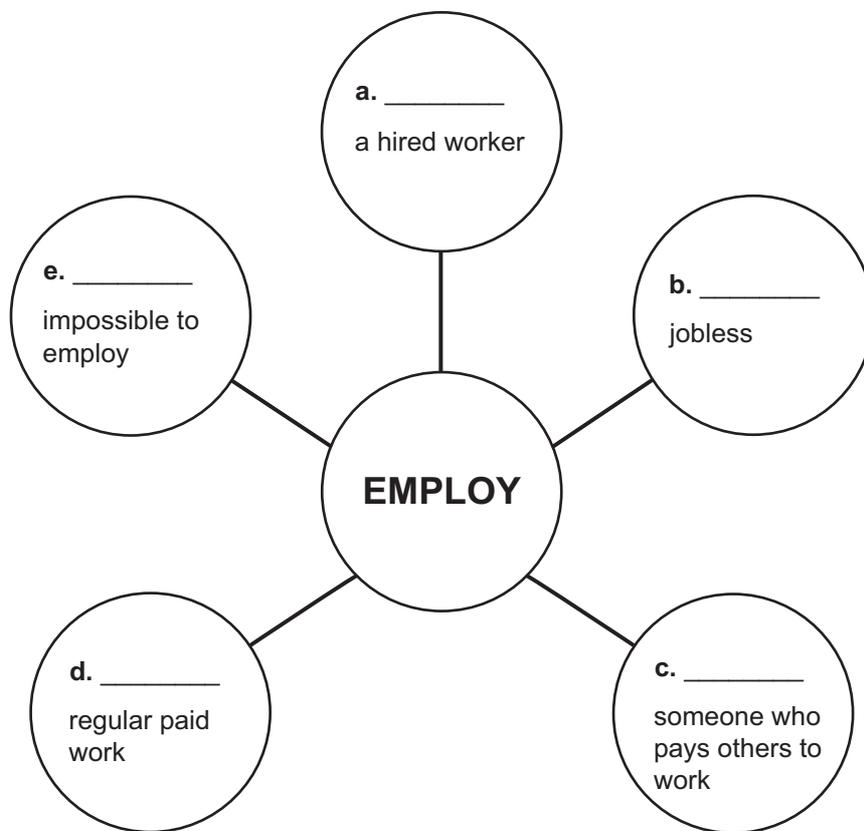
Sugestões de distribuição do tempo:

Actividade A	20 minutos
Actividade B	50 minutos
Actividade C	40 minutos
Revisão geral	10 minutos

The final task you are expected to complete is to write a letter to the editor of an international magazine on the importance of speaking English in a globalised world.
Activities A and B will provide you with input for Activity C.

ACTIVITY A

1. Form new words from the root word “employ”, by adding prefixes and/or suffixes, so that they mean the same as the words/expressions given. Write only the letters and the corresponding answers.



**2. Match the words/expressions in A with the corresponding definitions in B.
Refer only to the numbers and the letters.**

A

1.	accent
2.	call centre
3.	miscommunication
4.	globalisation
5.	outsourcing
6.	proficiency
7.	asset

B

a.	failure to express ideas or intentions clearly
b.	place where manual work is done, especially manufacturing or repairing
c.	to use labour from outside the company or business
d.	distinctive way of pronouncing words in a language
e.	something that gives you an advantage
f.	the established language usage of educated native speakers
g.	process of integration of economic, cultural, political and social systems worldwide
h.	level of skill or competence
i.	a place where people ask customers questions and/or receive their questions by telephone
j.	the usage of vocabulary that is characteristic of a specific group of people

**3. Below are two examples of contexts in which speaking English is important in the world of work.
Write three more examples.**

- international meetings
- working for a multinational company

ACTIVITY B

Read the following text.

LOST IN TRANSLATION

Poor English skills threaten the Philippines' dreams of becoming a new call center magnet in Asia.

With one out of ten citizens unemployed, many of the country's best and brightest gone off to work elsewhere in Asia and the Middle East, and millions still living in poverty, the Philippines can boast few economic bright spots. One that the government has touted for years is outsourcing: officially, at least half of all Filipinos speak English, and low labor costs have given a boost to the so-called business-process-outsourcing (BPO) industry. Five years ago, there were 10 call centers in the Philippines; today there are 108 employing 200,000 Filipinos, mostly in their mid-20s. Last year, the industry generated \$2.3 billion in revenues – up about \$1 billion over 2004 – and analysts expect an additional \$1 billion jump in sales this year.

In a recent speech, President Gloria Macapagal Arroyo predicted that up to 2 million Filipinos will be employed in such places by 2010. That bullish projection – a tenfold increase over current numbers and some 2 percent of the entire population – struck even industry advocates as breathtaking in its ambition. “We have proven that fiber optics not only transmit data or voice, but also Filipino hospitality”, Arroyo said, harping on the country's oft-quoted advanced rival. “Because it's not yet possible to download a handshake or e-mail a hug, the next best substitute is a Filipino call center employee.”

What Arroyo didn't mention is that down in the trenches, the burgeoning BPO industry is already encountering growing pains – serious ones. The problem: many call centers can't keep up with demand because they can't find enough employees who speak “proper” English. “For every 100 people that apply to the call centers only three to five are accepted”, says Mitch Locsin, executive director of the Business Processing Association of the Philippines. Most are rejected because of their poor English communication skills – a sad situation for a country that was an American colony for 50 years and is a bastion of English in Asia. “Almost all Filipinos understand English, but when we test the applicants with simulated phone calls, they take a while to reply because they translate the words into Tagalog [the local language] in their minds first”, Locsin says. Weak English is an issue for even the largest call centers, which traditionally attract the most promising talent from the country's best schools.

Now, to become more globally competitive, the government is scrambling to promote English among young people as the ticket to a good career. Three years ago, the Department of Education reinstated English as the primary language of instruction in schools. Various business groups, including both the US and European chambers of commerce, are sponsoring public-relations programs lauding the career benefits of English; one of the campaigns is called “English is cool” and is designed to break young people of their habit of speaking “Taglish” – a mix of English and Tagalog. In addition, Arroyo has promised to set aside \$9.6 million to help put so-called near hires – an industry euphemism for applicants rejected due to a weak command of English – through a 100-hour English refresher course. The grant was made after an aggressive campaign by the industry lobby group, which was getting worried about call centers losing business to countries like India.

Newsweek, May 28, 2006
(abridged and adapted)

1. Give two reasons why call centres in the Philippines have become profitable and popular with the outsourcing industry.
2. Find evidence in the text for the notion that the Filipinos are friendly.
3. “Call center” is spelt differently in British English. Reread paragraphs 1 and 2 and identify another word that would also be spelt differently.
4. In your own words, briefly describe the difficulty in staffing call centres in the Philippines.
5. List three measures taken in the Philippines to respond to the challenges of an increasingly globalised world.
6. Almost all Filipinos understand English, but when we test the applicants with simulated phone calls, they take a while to reply.

Rewrite the sentence above beginning it as indicated without changing its meaning.

Despite _____

ACTIVITY C

An American magazine with a wide international circulation is organising a competition for secondary school students from Europe. The prize is a week visiting their offices. To enter the competition, you must write a letter to the editor giving your opinion on the importance of speaking English in a globalised world.

Write the letter using between 180 and 250 words.

You may use the input provided by activities A and B.

DO NOT SIGN YOUR LETTER.

FIM

COTAÇÕES

Actividade A

- | | |
|---------|-----------|
| 1. | 10 pontos |
| 2. | 15 pontos |
| 3. | 15 pontos |

40 pontos

Actividade B

- | | |
|---------|-----------|
| 1. | 15 pontos |
| 2. | 15 pontos |
| 3. | 10 pontos |
| 4. | 15 pontos |
| 5. | 15 pontos |
| 6. | 10 pontos |

80 pontos

Actividade C

..... 80 pontos

80 pontos

TOTAL 200 pontos