

READING

A Read the article about older people working and answer the questions (1–5). An example (0) has been done for you.

The world needs more managers. This is not perhaps what you would expect to hear, but over the past decade there has been an ever-increasing shortfall in middle management around the globe. One possible solution could be to rehire older people who have already retired. One estimate suggests that soon nearly a quarter of the global workforce will have to be made up of over 55s. In an ever increasingly tech-driven and complex work environment, this seems somewhat counterintuitive.

Evidence suggests that as we get older, our communicative ability increases because we become clearer and more focused on getting the message across rather than how the message is given. Beyond that is the fact that the majority of older workers will not have grown up around emails, social media and texting, but instead will most likely be familiar with face-to-face communication, which is something that younger generations are not as practiced at in business.

Overall, older people know what they want and have different motivating factors than younger people. This means that they are less likely to move jobs as often and are more likely to work because they want to and not for any certain gain, such as promotion or a higher salary. The evidence is clear that older people tend to stay in the same jobs far longer than their younger peers.

In a recent study, 60 percent of people thought that the biggest difference between older and younger people was work ethic. That is to say, generally, it is believed older people think that work is itself of value. It is highly likely that this motivational difference also means older staff are more willing to do a better job and spend more time on things to make sure they are done properly without the requirement of promotion or great praise.

Senior workers have been in the workforce longer and they've had more time to meet people and network along the way. According to a study conducted recently at Boston College, 46.3 percent of employer respondents said that their older employees have stronger professional networks and client networks.

- 0 What will the world need more of in the future?
- 1 What skill develops as we get older?
- 2 Why do older people choose to work?
- 3 What do people think is different between older and younger workers?
- 4 What are older workers generally willing to do to get a job done properly?
- 5 Why do older people often have better professional networks?

Managers.

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Skills Test Units 1–3

B Read about five people describing how they go to work. Match each description (1–5) to a mode of transportation (a–g). There is an extra heading you do not need. An example (0) has been done for you.

Many cities around the world were built long before the car, truck or bus were conceived. Modern cities do much to try and ease the pain of traveling to work for everyone, especially during rush hour. Here are the views of five commuters who each travel to work in different ways.

0 c

I don't have to get up any earlier than if I drove, for example, but I would say I do need to be more focused on what I am doing. We have lanes that are for our use only, but these only cover a small part of the city. Not having to pay really high prices on buses or the subway is a real benefit, and the savings I make are very noticeable.

1 ____

I'm lucky because I live and work fairly close to two stations. I only leave the house five minutes before because they depart every few minutes and I know I won't be late. It takes me about 45 minutes, and during this time I usually read or listen to music since there isn't anything to see through the window. I love the fact that there is never any need to stop for traffic, too.

2 ____

Most of the time, there is some kind of delay. In the city I live in, there are special lanes reserved for us, but they get filled up with taxis and bicyclists that always want to take the quickest route. What I really love is the view. I get to sit and watch the whole city go by, and because I get to sit a little higher than I would in a car, I can see much more.

3 ____

I live in the country, so this is really my only way of getting to work. Thankfully, I work from home two days a week, but the rest of the time I have to be on my way at least two hours before I am due to be in the office because traffic can be a problem. I work in the center of town so I feel very lucky that my firm has a private parking area.

4 ____

I have never taken a bus in my life and I rarely use my car. Although I don't live very close to where I work, there are some nice parks and a river between my house and office. It takes me just over an hour to go the five kilometers to work. I can relax, look at things, say hello to passers-by and generally get myself ready for the day ahead.

5 ____

I work in the city but live out in the country, so I have the best of both worlds. It's much faster than sitting on the highway for two hours, and I would never find a parking space in the city. Unfortunately, there are usually delays on the line and an annual season ticket can be really expensive.

- a subway
- b car
- c bicycle
- d foot
- e train
- f bus
- g scooter

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LISTENING



A Listen to five extracts in which people are talking about how they communicate. Match each extract (1–5) to a statement (a–g). There is an extra statement you do not need. An example has been done for you.

In this extract, a person

- a uses a cheaper way of communicating with their relatives.
- b finds some people uninteresting.
- c only calls when it's absolutely necessary.
- d has observed a difficult situation on the phone at work.
- e only uses one language at work these days.
- f had to make a difficult decision on the phone.
- g is going to check the cost of using their phone.

Extract 1 ___ and g

Extract 2 ___

Extract 3 ___

Extract 4 ___

Extract 5 ___

___ / 5



B Listen to the telephone conversation and circle the correct option (a, b or c) to complete the notes. An example (0) has been done for you.

- 0 What kind of lesson is Colm looking for?
 - a exam preparation
 - b lessons on the internet
 - ☒ c one-on-one lessons
- 1 How many years has Colm studied Spanish in the past?
 - a two years
 - b five years
 - c one year
- 2 Which area(s) of the language does Colm want to improve?
 - a everything
 - b grammar and pronunciation
 - c reading and listening
- 3 How many days a week would Colm like to study?
 - a one
 - b three
 - c two
- 4 How much will his lesson cost each week?
 - a \$36
 - b \$18
 - c \$30
- 5 What is Colm's last name?
 - a Stenhope
 - b Stemhope
 - c Stanhope

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WRITING

A Write an informal email to a friend offering to help them move to a new apartment next month. In your email you should:

- ask your friend where the apartment is and how they found it
- offer to help your friend move their belongings and tell them when you're free
- ask them if there's anything else you can do

Write your email in 150–200 words.

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B Write an email to a store to complain about an item you have recently bought. Include the following:

- what the item was and what was wrong with it
- which store you bought it from and when
- what you would like the store to do

Write your email in 150–200 words.

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Total: ___ / 30