


Disciplina:	INGLÊS	Nº Questões:	40
Duração:	90 minutos	Alternativas por questão:	5
Ano:	2022		

INSTRUÇÕES

1. Preencha as suas respostas na FOLHA DE RESPOSTAS que lhe foi fornecida no início desta prova. Não será aceite qualquer outra folha adicional, incluindo este enunciado.
2. Na FOLHA DE RESPOSTAS, assinale a letra que corresponde à alternativa escolhida pintando completamente o interior do círculo por cima da letra. Por exemplo, pinte assim .
3. A máquina de leitura óptica anula todas as questões com mais de uma resposta e/ou com borrões. Para evitar isto, preencha primeiro à lápis HB, e só depois, quando tiver certeza das respostas, à esferográfica (de cor azul ou preta).

Leia o texto com atenção e responda às questões que se seguem.

READ THE TEXT BELOW AND ANSWER QUESTIONS 1 - 10

Business Etiquette

The first time I went to dinner with a business partner, I was terrified. What if I accidentally brought up a sensitive subject or committed a **faux pas**? What if it was hard to eat my meal gracefully? What if I made too much eye contact, or equally bad, too little? Fortunately, the dinner went well. Now that I've attended several professional dinners per year, I stay up-to-date with the types of business etiquette and professional norms.

By following the rules of business protocol, you can shore up your professional relationships and networking skills, and potentially close more deals with a wider variety of clients and customers. Business protocol involves following proper protocol and conduct in professional settings and that fosters relationship-building and collaboration, and the positive cultivation of your own or your company's professional brand and image.

Business protocol is made up of a variety of different codes of conduct and manners, and it can vary across different companies, industries and countries. Business etiquette is one of those manners and codes of conduct, and it consists of a set of general guidelines for manners and behaviour in a professional setting that allows professionals to feel comfortable and safe at work or in other professional settings. Let's consider some examples:

Workplace Etiquette

These rules deal with your behaviour at the office. Culture and expectations differ from company to company, so what's rude at one workplace may be normal at another. For instance, in our context some offices may let you tie a *capulana* and go to work. At others, such **attire** may annoy your colleagues, and even get you in **hot water** with management. So, you should figure out what's acceptable and what's not by reading your company handbook, paying attention to how the executives behave (and **following suit**), and sticking by the standard rules.

Professionalism

Being professional means contributing to a pleasant, productive, and inclusive work environment. Professionalism is an entire range of behaviours. The most standard ones include (i) **keeping your word**, i.e., when you make a commitment, whether it's big or small, keep it, and (ii) being punctual, i.e., show up on time (or early).

Phone Etiquette

Don't speak too loudly or too softly. If you are worried about your volume, ask, "*How am I coming across? Do you need me to talk more or less quietly?*" Also, never interact with your phone while you are with someone else. Keep it stashed in your pocket or bag at all times. If you are on a conference call and you are not speaking, mute yourself so the others are not distracted by the outside noise.

Meetings Etiquette

Meetings are an important aspect of business communication that allow teams to share ideas, discuss strategy, and get on the same page about company projects and priorities. Some strategies for maintaining proper meeting etiquette include the need to: (a) send a meeting agenda to participants so they can prepare for the discussion in advance; (b) be mindful of time and the daily schedules of the people you are inviting when setting a time so nobody has to attend a meeting too early or too late in the day; (c) not forget to introduce new team members or first-time meeting attendees to the larger group.

Adapted from 'The 4 Types of Business Etiquette – NCMA (ncmagroup.com)'

1.	When leaving the business dinner that day, the writer... A. felt that she/he had actually eaten the meal without any major issues. B. felt that she/he had behaved much better than she/he had anticipated. C. felt that she/he had learned something about business etiquette. D. felt more hesitant about her/his conduct than when going to it. E. felt more interested in business manners and codes than when going to it.
2.	According to the text, proper business protocol... A. can't be as harmful to people's professional career and skills as you may think. B. can't be as positive to people's professional career and skills as you may think. C. can discourage people's professional career and skills. D. can be in the way of people's professional career and skills. E. can leverage people's professional career and skills.
3.	After reading this text, which of the following will you more likely not do if admitted into University? A. always show up to classes and any other activities at the school B. never be tardy to classes or any other activities at the school C. strive to do what you plead to, no matter what D. discriminate against others E. advance University goals
4.	The writer uses the example of a <i>capulana</i> because... A. she/he wanted to show that <i>capulanas</i> are always accepted as appropriate attire at the workplace. B. she/he wanted to illustrate that rules concerning etiquette may be specific to each workplace. C. she/he wanted to show that you can tie a <i>capulana</i> and go to work in Mozambique. D. she/he needed to show that some of your co-workers may not like <i>capulanas</i> . E. she/he needed to highlight the idea that rules are standard everywhere.
5.	When talking about business etiquette, after reading this text, it is just logical that if admitted into University one of the first things... A. you must do should be to get and read the regulations concerning student life. B. you can do is to find out about the expected code of conduct of a student. C. you would have to do would be to adapt to the place before long. D. you should do is to ask 2 nd Year students the rules they follow. E. you would do would go to the library and study.
6.	"What if I accidentally brought up a sensitive subject or committed a <i>faux pas</i>?" – <i>Faux pas</i> means: A. a violent action B. a misdemeanor C. a common mistake D. an impropriety E. an appropriate conduct

MEANING INTO CONTEXT.**CHOOSE THE OPTION THAT BEST DESCRIBES THE WORDS IN ITALICS EXTRACTED FROM THE TEXT.**

7.	"Such <i>attire</i> may annoy your colleagues". <i>Attire</i> is... A. a company dress code B. women's clothing C. outfit D. offensive clothes E. elegance
8.	"Such attire may annoy your colleagues, and even get you in <i>hot water</i> with management". <i>Hot water</i> means the same as... A. bad conduct B. trouble C. out of place D. criticism E. the opposite of cold water
9.	"... paying attention to how the executives behave (and <i>following suit</i>)". One expression that is not equivalent to <i>following suit</i> is ... A. doing as another one has done. B. buying and wearing a suit. C. succeeding someone. D. following in the footsteps of someone. E. copying or imitating a given behaviour.
10.	"The most standard ones include (i) <i>keeping your word</i> ..." <i>Keeping your word</i> means ... A. remaining silent. B. letting no-one know what you are thinking about. C. helping others when in need of assistance. D. remembering to do what you promised to do. E. never telling anyone secrets.
	CLOZE TEXT FOR QUESTIONS 11 – 31 CHOOSE THE ALTERNATIVE (A, B, C, D or E) BELOW THAT BEST FITS IN TO COMPLETE THIS PASSAGE. Police (11)___ investigating the case of another stolen four-wheel drive vehicle. Last night, Eric and Betty Nkuti went (12)___ with their three children to the Kalahari Hotel to celebrate twenty-five years of marriage. They were using Mr. Nkuti's company car, a red Land Rover Discovery (13)___ they parked in the hotel car park at the (14)___ of the hotel

at approximately 8 o'clock. When they (15) _____ to the vehicle three hours later, it (16) _____ gone. 'I was shocked and surprised that the vehicle had been stolen (17) _____ the hotel car-park', he said. 'I don't understand how it happened. If thieves had (18) _____ into the vehicle, the guards should have seen them.' The two guards on (19) _____ last night both say they saw nothing unusual taking place in the car park; (20) _____ were several Land Rover discoveries in the car park last night, and as it was dark, the colours were not (21) _____ distinguishable. The manager of the hotel, Mrs Ismail, said both men had (22) _____ for her for many years and she supported (23) _____ statements. A police spokesperson said that a large number of four-wheel drive vehicles are (24) _____ every day in all parts of the country. 'Many people think that, in a small town like this crime (25) _____ exist,' said Commander Magoda of the Southern Police, 'But everybody (26) _____ be very careful of their property. Drivers of four-wheel drive vehicles (27) _____ be particularly alert. If you (28) _____ your vehicle in what you think is a safe place, even (29) _____ five minutes without a security lock or alarm, you (30) _____ not find it when you (31) _____ back.

11	A is	B have	C has	D are	E can
12	A out	B back	C after	D in	E on
13	A who	B where	C which	D whose	E when
14	A behind	B back	C next	D near	E after
15	A went	B gone	C return	D moved	E returned
16	A were	B goes	C had	D is	E have
17	A at	B by	C from	D on	E in
18	A break	B broken	C breaking	D broke	E been broken
19	A task	B work	C job	D duty	E leave
20	A there	B they	C it	D their	E that
21	A easy	B easier	C easily	D more	E much
22	A work	B worked	C working	D works	E been working
23	A they	B his	C their	D her	E them
24	A stealing	B stole	C stolen	D steal	E is stealing
25	A isn't	B hasn't	C didn't	D doesn't	E does
26	A can	B has	C might	D must	E should
27	A should	B must	C can	D might	E could
28	A left	B leave	C leaving	D leaves	E have left
29	A since	B in	C for	D until	E at
30	A can	B must	C could	D might	E may
31	A came	B comes	C have come	D come	E didn't come

32.	Mr. Goveia woke up in the middle of the night. He could hear _____ in his garden. A. anything B. everywhere C. someone D. anybody E. nowhere				
33.	Have you ever been to France?" "Yes, I _____ there last August. A. have been B. had been C. went D. were E. did				
34.	She doesn't like _____ television. A. see over B. looking after C. talking about D. watch at E. look after				
35.	This car is more _____ than that one. A. fastest B. modern C. fast D. faster E. easier				
36.	Can we _____ at your house and go to the party together? A. find B. come C. meet D. see E. go				
37.	It's Mrs. Goveia, _____? A. is it B. isn't it C. is not she D. is she E. is Goveia				
38.	This record shop _____ be a book-shop a few years ago. A. used B. use C. used to D. use to E. using				
39.	I think John _____ translate this document. A. will have B. will have to C. has D. have E. have to				
40.	Sometimes in the afternoon I get hungry, so I have a A. lunch B. snack C. tea D. breakfast E. meal				

The End!

BIBLIOTECA EDUSKILLS

Encontre Aqui:

- Livros Escolares - (1ª a 12ª Classe);
- Exames Escolares - (1ª a 12ª Classe)
- Exames de Admissão (Todas Universidades)
- Exames Resolvidos
- Trabalhos feitos.

Acesse mais Conteúdos agora
 www.eduskills.co.mz

ou

CLIQUE AQUIQual livro ou exame procura?  861003535