



**APELLIDOS / COGNOMS:** \_\_\_\_\_

**NOMBRE/ NOM:** \_\_\_\_\_

**D.N.I o PASSAPORT / D.N.I. o PASAPORTE:** \_\_\_\_\_

**Nº EXPEDIENT / Nº EXPEDIENTE** \_\_\_\_\_

**LLOC D'EXAMEN / LUGAR DE EXAMEN:** **E.O.I.** \_\_\_\_\_

PROVA PER A L'OBTENCIÓ DEL / PRUEBA PARA LA OBTENCIÓ DEL

## **CERTIFICAT DE NIVELL AVANÇAT – IDIOMA ANGLÉS**

## **CERTIFICADO DE NIVEL AVANZADO – IDIOMA INGLÉS**

DELS ENSENYAMENTS OFICIALS D'IDIOMES / DE LAS ENSEÑANZAS OFICIALES DE IDIOMAS

<b>READING COMPREHENSION</b>		DURACIÓ / DURADA:
PUNTUACIÓ / PUNTUACIÓ TOTAL: <b>40</b>		<b>70 min.</b>
60% = <b>24</b> 50% = <b>20</b>		
<b>NOTA:</b> _____		
<input type="checkbox"/> APTA / APTO	<input type="checkbox"/> APTA / APTO CONDICIONAL	<input type="checkbox"/> NO APTA / NO APTO
<b>Corrector/a</b>		



**USE THE ANSWER SHEET TO WRITE YOUR ANSWERS**

**TASK 1**

**Read** Workplace Etiquette: How to Avoid Conflict in the Workplace. **Match headings A-I with paragraphs 1-6. Write the appropriate LETTER in the boxes on the answer sheet. There are two extra headings. Paragraph 0 is an example. (6 x 2 = 12 marks)**

**A SIT, WAIT, THINK AND ACT WHEN CORRECT.**

**B YOU SHALL NOT OVERREACT. EVER.**

**C STAY IN THE DRIVER'S SEAT.**

**D DOCUMENT, DOCUMENT AND DOCUMENT AGAIN.**

**E GOOD FENCES MAKE FOR GOOD WORK RELATIONSHIPS**

**F ZIP IT.**

**G PLAY YOUR CARDS WELL.**

**H CORDIALITY AND FRIENDLINESS.**

**I WHAT YOU SEE IS WHAT YOU GET.**



## Workplace Etiquette: How to Avoid Conflict in the Workplace

- 0** *Whenever you have issues in the workplace, you're better off thinking through your words before you voice complaints, thoughts or suggestions. Whether you're a business owner, supervisor, manager or employee, the workplace can sometimes become a tinderbox for conflict.*
- 1** Learn to think before you speak. Bite your tongue before that provocative remark comes out of your mouth and you find yourself embroiled in a fight.
- 2** Create boundaries and set limits in the workplace. Know how much contact you can take and how much will ignite your internal nuclear bomb. Also, keep in mind that you don't know which one of your co-workers will be easily ignited, offended or wounded; another reason why keeping clear, but cordial, boundaries is another way of protecting and preserving yourself.
- 3** Take control of potentially volatile work situations and take charge of managing them. For example, if you work for an individual who needs ample amounts of admiration and appreciation, give it to them. Work actively to make your work life smoother and to protect your employment and chances of rising on the career ladder. Remember that the best defence is a good offense. Strategize and evaluate the personalities you contend with and apply good people management techniques to the cast of characters you live with during your workday.
- 4** If you want to win the war (keep your job and progress up the career ladder), sometimes it's strategically advantageous to lose the battle. Assess a work situation carefully. Strategize and assess your gains and losses in a situation. If your supervisor or manager needs to act as if he or she came up with an idea that was actually yours, don't argue with them.
- 5** When co-workers feel neglected, they often will create a scenario that invites you to react more emotionally than it's justified. Excessive reactions cause all out wars and can get you fired. Don't do it! Assess a dispute with your co-worker. Is it really worth fighting over? Repeat to yourself, "They're only words and I WANT my job."
- 6** Make every effort to be kind and warm. Ask co-workers and supervisors about how they are; notice changes in their appearance in a complimentary way; comment upon the quality of their (good) work. Being popular can only make work life easier.

## TASK 2

**Read this EMAIL. Decide if the statements (1-10) below the text are True or False. Write your answers on the answer sheet. There is an example (0). (10 x 1 = 10 marks)**

To: Nobuhiko Sakamoto (snobu@djint.jp)  
From: **Hostyourcom Customer Care** (noreply@hostyourcom.com)  
Sent: Tuesday, May 26th 2009 9:31:28  
Subject: Hostyourcom - All servers transferred to a new data center.

Dear customers,

We would like to inform you that, due to increasing problems and emergency situations arising with AlphaRed - our data center, and in order to provide higher quality hosting service to all our prospective and existing clients, our Administrators Department has decided to move all servers and current hosting accounts to a new data center, which guarantees better performance and robust server configuration, and cancel therefore our contract with AlphaRed.

The transferring of all current accounts, and respectively all our existing customers' hosting data, will begin today and the whole process will take about a week to be entirely completed. Here is more information about all stages:

- \* All customers' websites will be working during the bigger part of the period and will be offline only during the hours of the physical transfer of the servers to the new Data Center.
- \* The Web Hosting Control Panel will be disabled in the next 24 hours and will remain offline about 5 - 7 days.
- \* During the whole transfer period FTP, FrontPage extensions and other server file exchange utilities will not be operational.
- \* The e-mail services will remain available. However, all clients need to back up (save) all mails received during the period, as our system will not be able to retrieve those e-mails after the transfer.
- \* As the ticketing system in your control panels will not be accessible and you will not be able to contact our support department, you should follow our posts on the server transfer in the Forum and ask there your questions. Any new details on the transfer will be published there, and this will be the only available way for our support team to assist you.

We guarantee that all customer data will be safely transferred and intact during the procedure. We would like to kindly ask you, however, to restrain from making updates to your websites during the whole week, as our administrators will not be able to do backups and restore your updated information next week, after the servers have been moved to the new location.

Each valued client of ours will enjoy, in a week's time, all the benefits of our new state-of-the-art data center located in Fremont, California, which is a class A earthquake proof facility and is owned by the famous US company Peer1 (formerly HostCentric). The Peer1 data center is equipped with various high capacity connections to multiple carriers to ensure



uptime and speed consistency and redundancy. Our network of servers will include main production servers, backup servers, as well as administrative, spare and dedicated servers, working in perfect synchronicity with our web hosting software.

Thank you very much for your understanding in this matter. Please, mind that all this procedure is undertaken to ensure better service and hosting platform and no future hassling situations.

With Best Regards,  
Hostyourcom Support Team



#### Are these statements True or False?

- 0 *There have been increasing problems and emergency situations in the Administrators Department lately.*
- 1 AlphaRed will provide higher quality hosting.
- 2 Mr Sakamoto's website will not be working for about a week.
- 3 The physical moving of servers to a new location will take hours.
- 4 The Web Hosting Control Panel will remain disabled about 24 hours.
- 5 While some utilities will not be working, Mr Sakamoto will be able to receive and send emails.
- 6 The support team have provided a way to assist their customers, although Mr Sakamoto won't be able to contact the support department.
- 7 Customers are asked to do backups and restore updated information the following week.
- 8 Hostyourcom are not the owners of the new data centre.
- 9 Different kinds of servers will be operating at the same time in the Peer1 data centre.
- 10 Hostyourcom are begging understanding from their customers.



### TASK 3

**Read the following article carefully. The questions are on your answer sheet. Decide which of the options (A, B or C) best answers questions 1-9 and write the letter in the boxes provided. An example (0) has been done for you. (9 x 2 = 18 marks)**



## Love That Book? Then Set It Free

By MICHELLE SLATALLA

THE mission began at dusk, in a light rain. I carried the package under my arm, hoping not to attract attention. As my husband and I approached the target – a large hospital – from the south, I whispered, “Try to look normal.”

“How can I look normal when I’m soaking wet?” he asked. “This is ridiculous.”

“Sweep the perimeter and stop skulking,” I hissed as I surveyed the lobby.

Empty waiting room. Darkened gift shop window. Good. Casually, I wandered to a seating area and laid the package – a hardcover copy of “The Wind in the Willows,” the children’s classic by Kenneth Grahame – on an end table.

Minutes later, my husband came back empty-handed. That wasn’t part of the plan.

“Where is the other book?” I asked.

“It wasn’t there,” he said. “Can we please go home now?”

On the three-block walk to the car, I tried to figure out where the operation had gone wrong.

After all, the idea behind BookCrossing.com is simple. You drop off a book in a public place. Or pick up one someone else left behind. Eventually the whole world becomes one big, free library. More than 600,000 people engage in “catch and release” missions worldwide. I wanted to be one.

BookCrossing.com seemed like poetic justice. The Internet, which threatens to replace good, old-fashioned books with soulless bits of downloadable information that readers have to click through, instead was extending the lives of my paper friends.

I love a treasure hunt. But bookcrossing turned out to be a lot harder than I had expected.

That’s partly because when you release a book, you can’t attract attention. Drop a paperback on the condiments bar at Peet’s, and the last thing you want is to hear, “Hey, lady, you forgot your copy of ‘Ulysses’ and somebody just sprinkled cinnamon on it.”

More complications: All the books I tried to catch were mysteriously gone by the time I reached their release sites, even as the books I dropped disappeared without a trace. You would think that, with 260,000 registered bookcrossers nationwide – 2,119 in San Francisco – one of them could spare the time to stop by a hospital lobby to pick up a perfectly good copy (hardcover!) of “The Wind in the Willows” and then log in to report the finding.

You’d be wrong. The next day, after the 400th time I checked the BookCrossing.com site for news, I said to my husband, “Maybe someone else took it.”

“Took what?” he asked, distracted by his e-mail.

“The book,” I said.

He replied, “Why don’t you go check on some of your other drops?”

Even if he was trying to get rid of me, it was a good idea. I went to spy on the two novels – a James Joyce book and a mystery by Sandra Scoppettone – that I had released in my town (Mill Valley, Calif., home to 69 registered bookcrossers).

A quick tour of the drop-off sites – a bin at a laundry and a shelf at a coffee shop – reassured me that both were gone.



Still, no bookcrossers had posted to say the copies had been “caught.”

“I’m owed something,” I told my husband after I got home. “Some acknowledgment.”

Meanwhile, BookCrossing.com’s interactive Catch and Release Map taunted me with news flashes every five minutes announcing other bookcrossers’ successes: “Year of the Tiger” by Jack Higgins, caught in Birmingham, Ala., and “Last Bus to Woodstock” by Colin Dexter, caught in Britain.

Determined not to give up, I released two more books, a Tom Wolfe novel at another coffee shop and a P. D. James mystery (another hardcover!) at a Wells Fargo branch. I believed that giving away books would create good karma to enable me to catch one. Wouldn’t it?

No.

By the next day, I was starting to think BookCrossing was a huge hoax. Then, I got a message from my friend Bonnie Cohen: “I see you joined the BookCrossing group on Facebook and it reminded me – I was in Flat Rock, N.C., once in a grocery store and found a book tucked into a peach bin! It was from BookCrossing. It was really cool.”

I also phoned Scott Soroachak, the chief executive of BookCrossing, for pointers.

“It’s all about serendipity,” he said. “I can’t promise you that your books are going to get picked up today or tomorrow or even next month,” Mr. Soroachak said. “It’s frustrating, but it will also be exciting, some day, when you’ll suddenly get an e-mail during the bad part of your day, and you’ll read that your ‘Anna Karenina’ just got picked up at a Starbucks somewhere and ‘Thanks so much, I always wanted to read Tolstoy.’”

Only about 33 percent of the books released “in the wild” are picked up by bookcrossers within 30 days, he added.

“Not to sound Type A or anything, but I want to catch one now,” I said.

“O.K., there’s a way,” he said, explaining that some people create official BookCrossing zones. “They basically set up a bookshelf and have a little placard to announce it, and then there are 30 to 200 books on the shelf to take or give.”

The zone closest to me was at the El Cerrito Recycling Center, 29 miles from my house. I got driving directions from MapQuest and left a note for my husband: “I know it’s my turn, but can you make dinner? And don’t forget to pick up Ella. XOXOXO”

At the recycling center, I found shelves of books but no hint that I was at an officially designated zone. Grimly, I drove home.

“Good news, you’re in time to make the tomato sauce,” my husband said.

“Can’t,” I said, surveying the shelves for more books to release. “Maybe if I give away current best sellers, I’ll have more success.”

“Stop,” he said, grabbing a copy of Cormac McCarthy’s “No Country for Old Men” from my hands. “You can’t give away my favorite books.”

That night we ate takeout. In silence.

The next morning, I sat morosely in front of the Catch and Release Map. Then a news flash caught my eye: “Let’s Hear It for a Beautiful Guy” by Bruce Jay Friedman had been released in Mill Valley. Serendipity?

I clicked on the box and read, “Released about 2 hrs ago at City Hall parking lot ... RELEASE NOTES: behind the Ernest Bloch memorial rock.”

That was only two blocks away.

I rushed out the door. In the parking lot, I saw a bit of red cover peeking out from under a pile of leaves. Excited, I grabbed the book.

I opened it. A note fell out. “I hope this gives you the peace you yearn for,” the note said. “P.S.: Still your turn to make dinner.”

SOURCE:<http://www.nytimes.com/2007/12/20>

