

# Direcção Pedagógica

# Departamento de Admissão à Universidade (DAU)

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

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

7.	"Such attire may annoy your colleagues".	"Such attire may annoy your colleagues". Attire is						
	A. a company dress code	<b>B.</b> women's clothing	C. outfit					
	<b>D.</b> offensive clothes	E. elegance						
8.	"Such attire may annoy your colleagues, a	"Such attire may annoy your colleagues, and even get you in hot water with management". Hot water means the same as						
	A. bad conduct	<b>B.</b> trouble	C. out of place					
	D. criticism	<b>E.</b> the opposite of cold water	·					
9.	" paying attention to how the executive	s behave (and following suit)". O	ne expression that is not equivalent to following					
	suit is							
	<b>A.</b> doing as another one has done.							
	<b>B.</b> buying and wearing a suit.							
	C. succeeding someone.							
	<b>D.</b> following in the footsteps of someone	s.						
	E. copying or imitating a given behaviou							
10.	"The most standard ones include (i) keeping	"The most standard ones include (i) keeping your word" Keeping your word means						
	A. remaining silent.							
	<b>B.</b> letting no-one know what you are thin	l ~						
	C. helping others when in need of assista	C. helping others when in need of assistance.						
		<b>D.</b> 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 a	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

	0									O
	at approximate	ly 8 o'clock. Wł	nen they (15)	to t	he vehicle	three hours late	er, it (16)	gone. 'I wa	as shocked a	and
	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						lf			
	thieves had (18) into the vehicle, the guards should have seen them.' The two guards on (19) last night both say									
		ng unusual takin								
	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 ma	ny years and she	e suppor	ted (23)	statements.	A police sp	okesperson sa	id that a lar	ge
		-wheel drive vel								small
		rime (25)								e very
	careful of their	property. Driver	rs of four-wheel	drive ve	ehicles (27)	be p	articularly a	lert. If you (28	8) you	r
		you think is a s	afe place, even (	(29)	_ five minu	ites without a s	ecurity lock	or alarm, you	(30)	not
	find it when yo		back.				T			
	11 <b>A</b>		B have		C has		D are	;	E ca	
	12 <b>A</b> o		B back		C after		<b>D</b> in		E on	
		who	<b>B</b> where		C which		<b>D</b> whose		E when	
		behind	B back		C next		<b>D</b> near		E after	
	15 <b>A</b>	went	<b>B</b> gone		C return		<b>D</b> moved		E returned	
	16 <b>A</b>	were	B goes		C had		<b>D</b> is		E have	
	17 <b>A</b>	at	<b>B</b> by		C from		D on		E in	
	18 <b>A</b>	break	B broke	en	C bro	eaking	D br	oke	E been broken	
	19 <b>A</b>	task	B work		C jol	)	D di	ıty	E lea	ve
	20 A	there	B they		C it		<b>D</b> their		E that	
	21 <b>A</b> ea	asy	B easier		C easi	ly	D more		E much	
	22 <b>A</b> w	ork	B worked		C working		D works		E bee	n working
	23 <b>A</b> th	iey	B his		C their		<b>D</b> her		E them	
	24 <b>A</b> st	ealing	B stole		C stolen		D steal		E is ste	aling
	25 <b>A</b> is	n't	B hasn't		C didn't		<b>D</b> doesn't		E does	
	26 A ca	an	B has		C might		D must		E should	
	27 <b>A</b> sh	ould	B must		C can		D might		E could	,
	28 <b>A</b> let	ft	B leave		C leaving		D leaves		E have left	
	29 <b>A</b> sir	nce	B in		C for		<b>D</b> until		E at	
	30 A ca	n	B must		C could		D might		E may	
	31 <b>A</b> car	ne	B comes		C have	come	D come		E didn	t come
32.	Mr. Goveia w	oke up in the m	niddle of the nig	ht. He	could hear	j	n his garde	n.		
	A. anything			C. som		<b>B.</b> anybod		nowhere		
33.		been to France					<b>-</b>			
		<b>B.</b> had	been C	. went		<b>D.</b> were	E.	did		
34.		ке								
	A. see over	B. look	ing after C	. talking	g about	D. watch a	nt E.	look after		
35.	This car is mo		than that one.							
	A. fastest	B. mod		. fast		<b>D.</b> faster	<b>E.</b>	easier		
36.	Can we	at your h	ouse and go to	the par	ty together	?				
	A. find	B. con	ne (	C. meet		<b>D.</b> see	E.	go		
37.	It's Mrs. Gove	eia,	?							
	A. is it	B. isn't	t it C	is not	she	<b>D.</b> is she	<b>E.</b> :	is Goveia		
38.	This record sh	ор	be a book-she	op a few	years ago					
	A. used	<b>B.</b> use					<b>E.</b>	using		
39.	I think John _	trans	slate this docur	nent.						
	<b>A.</b> will have	<b>B.</b> will	have to C	. has		<b>D.</b> have	<u>E</u> .	have to		
40.	Sometimes in	the afternoon I	get hungry, so	I have a	ı					<del></del>
	A. lunch	B.	snack	C. tea	l	<b>D.</b> breakf	ast I	E. meal		