

GRAMMAR

Complete each sentence (1–6) with the best answer (A, B, C or D). Write the letter of each answer in the space provided.

Meetings which (1)..... too much of managers' time are being blamed for inefficiency and lost revenue, according to a report from the Institute of Managerial Affairs. The report concludes that a lot of meetings which take place in the business world are a waste of time; the decisions made in them could be arrived at by other means or the manager's presence delegated, with a capable deputy standing (2)..... the manager. But it seems this message has not (3).....in yet, for the number of hours devoted to meetings continues to increase annually in most countries of the world. In-house meetings are bad enough, but some companies insist on lavish affairs in hotels or restaurants, (4).....huge bills in the process. With delicious irony, one leading finance company has (5)..... a committee to investigate the new scourge of unnecessary meetings. The number of weekly meetings for the committee has just been (6)..... up from two to three.

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|----------------|--------------|---------------|--------------|
| 1) A run over | B set in | C turn out | D take up |
| 2) A by | B in for | C up to | D for |
| 3) A sunk | B set | C taken | D turned |
| 4) A taking on | B sending up | C working out | D running up |
| 5) A run into | B sorted out | C taken out | D set up |
| 6) A sent | B stepped | C run | D taken |

..... / 6 pts

Complete the sentences with a word of your own which best fits the meaning of the sentence. Write the word in the space provided.

Dear Sam,

Well, this time next week you'll be somewhere in Europe on a train. I'm sure you thought your mum would worry. Actually, you're very lucky. I'd love to (7)..... able to go off around the world. I often wish I (8)..... travelled more when I was younger. I really hope you (9)..... yourself, but do be careful, won't you? You're only 18 after all. Do take care with your money, won't you? And I'd rather you (10)..... spend too many nights in your tent alone. It's so dangerous. I suggest you only use your tent in (11)..... proper camp site. I wish you (12)..... going quite so soon. It's a pity you (13)..... stay until after Dad's 50th birthday. But never mind. I wish Dad (14)..... be at the airport to see you off, but he's got some really important business that day. Suppose we come (15)..... to see you in June?

Love, Mum

- | | |
|-----------|-----------|
| 07) | 12) |
| 08) | 13) |
| 09) | 14) |
| 10) | 15) |
| 11) | |

...../ 9 pts

Total points: / 15 points

V O C A B U L A R Y**Complete each sentence with the correct form of the word in capitals at the end of each line.**

- When Jean was made up for the play, she was **(1)** **RECOGNISE**
- Dave isn't really a friend, only an **(2)** **AQUAINT**
- I thought the test was **(3)** easy, actually. **COMPARE**
- There has been a **(4)** between a lorry and two cars. **COLLIDE**
- The pain became **(5)** during the night, so I called the doctor. **ENDURE**
- The director joined the company in an **(6)** capacity. **ADVICE**
- I can't put up with your **(7)** complaining. **CEASE**
- Visitors complained about the **(8)** in the old museum. **ORGANISE**
- The government has taken a **(9)** decision to ban motorcycles. **CONTROVERSY**
- Mr Don stated that the **(10)** against him were unfounded. **ALLEGE**

..... / 5 pts (0.5pt each)

Complete the sentences (11–20) with the correct word (a–d). Circle the letter of your choice.

Until the early part of this century, there was certainly a distinction between popular music, the songs and dance **(11)** of the masses, and what we have come to call **(12)** music. Up to that point, however, there were at least some points of contact **(13)** the two, and perhaps a general recognition of what made a good voice, or a good song. With the development of **(14)** entertainment, popular music split away and has gradually **(15)** a stronger life of its **(16)** , to the point where it has become incompatible with **(17)** classics. In some respects, it is now dominated by the **(18)** of youth culture, so that a concert by Elton John is just as much a fashion **(19)** , and other artists may be promoting dance styles or social **(20)**

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|-------------------|--------------|----------------|--------------|
| 11) a) halls | b) tunes | c) musicians | d) artists |
| 12) a) rock | b) modern | c) underground | d) classical |
| 13) a) with | b) between | c) by | d) of |
| 14) a) mass | b) live | c) recorded | d) the |
| 15) a) founded | b) lived | c) developed | d) suggested |
| 16) a) supporters | b) self | c) fans | d) own |
| 17) a) other | b) the | c) some | d) further |
| 18) a) promotion | b) discovery | c) tendency | d) survival |
| 19) a) as | b) however | c) event | d) design |
| 20) a) service | b) grace | c) protest | d) science |

..... / 5pts (0.5pt each)

Total points: / 10pts

READING COMPREHENSION

Read the following article from *The Times* carefully. There are two tasks to do on the next page.

A cure for the ill-mannered

Amateur actress Margaret Davies knows what it is to suffer for her art: over the past few years she has played characters with arthritis, severe depressions, thyroid disturbances, and mysterious dizzy spells. Davies is a simulated patient, **1)**..... replayed as authentically as possible to medical students as part of their course in communication skills. The project at Leicester University is in the vanguard of a campaign to put such skills at the centre of medicine rather than at its periphery. As senior lecturer Brian McAvoy explains, 'Good communication is not just the icing on the cake. It's an essential part of being a competent physician.'

Doctors' failings in this area are legendary. It is a rare patient who has never encountered at least one example of impatience, indifference, abruptness, tactlessness, insensitivity or just downright rudeness. All too often, bedside manners are indistinguishable from bad manners.

Dr David Pendleton, editor of the book *Doctor-Patient Communication*, says the problem starts with the selection of students, **2)**..... to the exclusion of other vital qualities. Training makes matters worse: 'If something can't be medicalized, it's not thought to be the doctor's province, so normal communication gets lost.' We then overwork them so badly, it's hard for them to retain what last scrap of humanity might have.'

Pendleton would like to see a selection process that taps into motivation, for example, without forfeiting academic excellence, plus more career guidance within the profession so that those who are neither interested in nor good with people could be directed towards the laboratory rather than the surgery.

Doctors are well aware of the communication problems. For his doctorate Pendleton carried out a study in the Oxford region and found that doctors thought there was a barrier in about a quarter of their consultations. Key factors included the patient being a lot younger than the doctor, the patient being very tense, confused or shy, and the patient being of a lower social class. The sex of either party **3)**, nor did the length of the doctor's experience.

In McAvoy's sessions a student's tutor and peers can comment on his approach and the 'patient' can step out of role and join the discussion. Davies and her fellow actors are briefed in the character's personality as well as medical history. In this way students can encounter aggression, reticence, and garrulousness. Sessions are replayed on video later. McAvoy believes the feedback from a simulated patient is invaluable. 'Real patients may be afraid or embarrassed to say, for instance, that the spontaneous hand on the shoulder was very much appreciated or that they disliked the way the doctor wouldn't look them in the eye.'

His course in the Department of General Practice is rare in being compulsory. Many schools make communication an optional extra if they offer it at all. There is, however, growing awareness of its importance. The UK Network for Communication in Health Care was founded recently by interested professionals to push for more and better teaching at every level. Penny Morris is the network's convenor and a research and teaching fellow in communication skills at Cambridge University attached to Addenbrooke's Hospital. 'Of course there are those who believe that though this sort of thing is important, it can't actually be taught. But on the whole, there is now an enormous amount of goodwill among doctors to learn. People are not fooled by a smooth manner. They don't want to be reassured and fobbed off, they want information.'

Good communication is not just about being nice and charming, **4)**..... and still be a disaster. Nor is it about teaching doctors manipulation skills. Simple things such as courtesy and patience are important because they are about valuing people. They imply a basic respect. And we like to stress that doctors who do these things have a better time, the difficulties are more bearable, the job more enjoyable.'

READING COMPREHENSION

There are 4 phrases missing from the article. Write the letter of the phrase into the numbered spaces provided below. There is one extra phrase.

- A) did not seem to matter
- B) because you can have bags of charm
- C) who tests medical students
- D) her role based on real case histories but
- E) when a certain kind of academic prowess is emphasised

1) _____ 2) _____ 3) _____ 4) _____ extra phrase _____

..... / 4 pts

Based on what you read, circle the letter (a – d) of the best answer to complete the statement.

5/ Margaret Davies is able to help with the project at Leicester University because

- a/ she trained as a medical student.
- b/ she has had personal experience of several illnesses.
- c/ she is a skilled teacher.
- d/ she can play the role of a patient realistically.

6/ Examples of doctors' poor communication skills

- a/ are greatly exaggerated.
- b/ are widely known.
- c/ are the subject of many jokes.
- d/ are rarely encountered.

7/ Dr Pendleton believes that the situation could be improved by

- a/ raising the academic standards of medical courses.
- b/ attracting more people to join the medical profession.
- c/ improving the selection process of medical students.
- d/ making medical students work in laboratories more.

8/ Research has shown that doctors find difficulty in communicating with a patient when

- a/ the doctor is extremely tired.
- b/ the doctor is relatively inexperienced.
- c/ there is a big age gap between doctor and patient.
- d/ the patient is in pain.

9/ Actors are particularly useful in the training sessions because they

- a/ are able to discuss their reactions to a doctor's approach openly.
- b/ can replay the same consultations more than once.
- c/ are not embarrassed about discussing their medical symptoms.
- d/ can show stronger emotions than real patients.

10/ According to Penny Morris, improved communication skills can lead to

- a/ more patients attending doctors' surgeries.
- b/ increased job satisfaction for doctors.
- c/ a higher success rate in treating disease.
- d/ greater respect for doctors from the public.

..... / 6 pts

Total points: / 10pts

LISTENING COMPREHENSION

You will hear someone giving a presentation about a product. Listen carefully and decide which statement (A – C) is true. Circle the letter of the best answer.

- 1) A – They have designed a new modern product.
B – They have redesigned an old product.
C – They have designed a useful and appealing product.
- 2) A – The product is aimed at men and women who like hiking.
B – The product is aimed at men and women aged 18-30.
C – The product is aimed at men aged 18-40.
- 3) A – The new design means you don't need two hands to use it.
B – The new design means you can open it easily with both hands.
C – The new design means you can use a smartwatch on it.
- 4) A – There's only one bottle size now.
B – Another bottle size will be produced in a month.
C – They have two sizes of the bottle ready to produce.
- 5) A – The product is a drinking bottle made of metal.
B – The product has a digital gadget on it.
C – The product is a drinking bottle with a digital print.
- 6) A – The presenter is talking about features like size and colour.
B – The presenter is talking about features like size and timeline for production.
C – The presenter is talking about the timeline for production and usage.
- 7) A – The bottles are small.
B – The bottles are regular-sized.
C – One bottle is convenient for travelling.
- 8) A – The bottle has an ergonomic shape and is comfortable to hold.
B – When buying the bottle, you can get other tech devices free.
C – You don't need to squeeze the bottle while drinking.
- 9) A – They are starting the marketing campaign next week.
B – The marketing campaign is starting right now.
C – The marketing campaign starts next month.
- 10) A – The presenter has run out of time so there is no space for questions.
B – The presenter finished the presentation with enough time to be asked some questions.
C – People who are interested can email the presenter some questions.

Total points:/ 5pts (0.5 pt each)

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Olympiáda v anglickom jazyku – celoštátne kolo 2019/2020

Vydal: IUVENTA – Slovenský inštitút mládeže, Bratislava 2020