UNIVERSIDADE EDUARDO MONDLANE

Direcção Pedagógica
Departamento de Admissão à Universidade (DAU)
Exame de admissão de Inglês

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 *capulana* because…

A. she/he wanted to show that *capulanas* 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 *capulana* and go to work in Mozambique.
D. she/he needed to show that some of your co-workers may not like *capulanas.*
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 2nd 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 *faux pas*?" – *Faux pas* 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 *attire* may annoy your colleagues". *Attire* 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 *hot water* with management". *Hot water* 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 *following suit*)". One expression that is **not** equivalent to *following suit* 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) *keeping your word* …" **Keeping your word** 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. Choose the alternative that best fits blank (11).

A. is **B.** have

C. has **D.** are

E. can

12. Choose the alternative that best fits blank (12).

A. out **B.** back

C. after **D.** in

E. on

13. Choose the alternative that best fits blank (13).

A. who **B.** where

C. which **D.** whose

E. when

14. Choose the alternative that best fits blank (14).

A. behind **B.** back

C. next **D.** near

E. after

15. Choose the alternative that best fits blank (15).

A. went
B. gone
C. return
D. moved
E. returned

16. Choose the alternative that best fits blank (16).

A. were
B. goes
C. had
D. is
E. have

17. Choose the alternative that best fits blank (17).

A. at
B. by
C. from
D. on
E. in

18. Choose the alternative that best fits blank (18).

A. break
B. broken
C. breaking
D. broke
E. been broken

19. Choose the alternative that best fits blank (19).

A. task
B. work
C. job
D. duty
E. leave

20. Choose the alternative that best fits blank (20).

A. there
B. they
C. it
D. their
E. that

21. Choose the alternative that best fits blank (21).

A. easy
B. easier
C. easily
D. more
E. much

22. Choose the alternative that best fits blank (22).

A. work
B. worked
C. working
D. works
E. been working

23. Choose the alternative that best fits blank (23).

A. they
B. his
C. their
D. her
E. them

24. Choose the alternative that best fits blank (24).

A. stealing
B. stole
C. stolen
D. steal
E. is stealing

25. Choose the alternative that best fits blank (25).

A. isn’t
B. hasn’t
C. didn’t
D. doesn’t
E. does

26. Choose the alternative that best fits blank (26).

A. can
B. has
C. might
D. must
E. should

27. Choose the alternative that best fits blank (27).

A. should
B. must
C. can
D. might
E. could

28. Choose the alternative that best fits blank (28).

A. left
B. leave
C. leaving
D. leaves
E. have left

29. Choose the alternative that best fits blank (29).

A. since
B. in
C. for
D. until
E. at

30. Choose the alternative that best fits blank (30).

A. can
B. must
C. could
D. might
E. may

31. Choose the alternative that best fits blank (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

Respostas

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1	B	**2**	E	**3**	D	**4**	B	**5**	A	**6**	D
7	C	**8**	B	**9**	B	**10**	D	**11**	D	**12**	A
13	C	**14**	B	**15**	E	**16**	C	**17**	C	**18**	B
19	D	**20**	A	**21**	C	**22**	—	**23**	C	**24**	C
25	D	**26**	—	**27**	—	**28**	B	**29**	C	**30**	—
31	D	**32**	C	**33**	C	**34**	C	**35**	B	**36**	C
37	B	**38**	C	**39**	B	**40**	B				

As soluções passo a passo de cada questão estão em admitela.com/exames/uem/ingles-2022/