

**READING COMPREHENSION**

**Task 1: Read the text carefully. Complete the task on the next page.**

**CULTURE SHOCK**

Every person has a culture that has been acquired from his or her own cultural group. People tend to regard their own culture as correct and use the standards of their own culture to judge people in other cultures. When someone travels to another country and encounters a new culture, there is an immediate need to make adjustments if he or she is to function well in that society. Problems of personal adjustment to a foreign environment are referred to as *culture shock*. Culture shock has various effects on an individual as he or she goes through its stages.

Culture shock is a common experience for a person learning a second language in a new culture. It is usually brought on by the sudden loss of familiar surroundings. The effect that culture shock has on an individual ranges from mild irritability to deep psychological panic and crisis.

Cross-cultural business consultant Pierre Casse believes that individuals adjusting to a new culture pass through several stages.

Stage 1, also known as the honeymoon stage, is the phase of happiness or euphoria due to the newness of the surroundings. According to Casse, predetermined ideas of what the new culture will be like has a tremendous impact on the way one reacts when first joining a new cultural environment. The higher the expectations, the greater the chance one has to be disappointed. Psychologists have identified these first reactions as falling on different points on a spectrum. Reactions depend on the individuals, their personalities, and their cultural backgrounds.

In Stage 2, full-blown culture shock emerges as the individual begins to become aware of more and more cultural differences. In this stage, the individual is deeply disillusioned and in a state of crisis. After the initial reactions, the individual makes his or her first attempt to adjust to the new cultural setting. The person receives demands on his or her behaviour from the new environment. The situation can indeed be embarrassing since the person does not know what to do or how to respond to new cultural situations.

In Stage 3, the person begins, slowly but surely, to accept and adjust to the differences in thinking and feeling of those around him or her. The newcomer then begins to become empathetic with people in the new culture; that is, to some extent, to view the world the way its members see it. Emotional reactions can sometimes become too extreme and lead to what psychologists call an identity problem. The individual feels very strongly the need to prove something, not only to others but also to him- or herself.

In Stage 4, people who experience some kind of anxiety have two options to recover or control the situation. Casse characterizes these options as either dysfunctional or functional. The functional reactions include withdrawing, becoming assertive, and making adjustments. Dysfunctional reactions involve fleeing from the new culture, becoming aggressive toward it, and giving up.

Successfully passing through Stage 4 means that the individual has, to some extent, adapted to the new culture.

## READING COMPREHENSION – TASK

**Task:** Based on what you have read in the article, complete the statements below. You have to fill in one or two words (the number of missing words is indicated). The statements do not follow in the same order as the information appears in the article.

1. If people's ..... in a new country are high, they may become frustrated. (1 word)
2. The way every person responds to a new environment is determined by their personalities and ..... (2 words)
3. If people in a new environment try to prove themselves too much, they can face a/an ..... (2 words)
4. In the third phase, a person starts to feel ..... towards his new fellow men. (1 word)
5. A person can often be ..... in unknown cultural situations. (1 word)
6. One of a person's dysfunctional reactions in the final phase is ..... from the new country. (1 word)
7. People have a tendency to apply the ..... of their own culture when assessing people of different cultures. (1 word)
8. Extreme results of culture shock can be ..... and ..... of the individual. (2 words)
9. Culture shock is caused by the ..... of a person's close environment. (1 word)
10. Every person has to undergo the process of ..... when he or she experiences a new culture. (1 word)

..... / 10 pts

**V O C A B U L A R Y**

**Task 1: Read the text and decide which option (A, B, C or D) best completes each collocation or fixed phrase. Circle the letter representing the correct option.**

**THE DIGITAL AGE**

So what exactly are people worried about when they raise **(1)** ..... to the digital age? Some critics believe that computers isolate people by encouraging them to spend hours **(2)** ..... to the screen, chatting to strangers or playing online games. Others worry that computers can become addictive and that we have all got into the **(3)** ..... of just looking online for no reason.

- |                |                |          |             |
|----------------|----------------|----------|-------------|
| 1. A questions | B objections   | C doubts | D criticism |
| 2. A attached  | B concentrated | C glued  | D fixed     |
| 3. A rule      | B manner       | C custom | D habit     |

..... / 3 pts

**Task 2: Fill each blank space in the article below with the correct form of the word in capital letters.**

**SHARING AT THE WORKPLACE IS NECESSARY**

Luckily, workplaces have changed since I was last in one 15 years ago. "A **(4)** ..... to be vulnerable is **(5)** ..... recognised as positive," says social researcher Brené Brown. Even the leaders of traditionally male-dominated environments talk about the importance of sharing. But showing **(6)** ..... – which Brown defines as **(7)** ....., risk and emotional **(8)** ..... – is difficult, especially at work. Coach Roxanne Hobbs explains that in order to build trusting teams, create and be **(9)** ....., we need to take off the armour. She makes me feel better about my frequent **(10)** ..... for assistance from my colleagues.

**WILL****INCREASE****VULNERABLE****CERTAIN****EXPOSED****INNOVATE****REQUIRE**

..... / 7 pts

..... / 10 pts

**GRAMMAR**

**Task 1: Fill each of the numbered blanks in the passage with one suitable word.**

**THEIR BUSINESS EXPERIENCE**

EXAMPLE: (0) the

Starting your own business could be **(0)** ..... way to achieving financial independence. On the other hand, it could just as well land you in debt for the rest of your life. **(1)** ..... least, that is the view of Charles and Brenda Leggat, a Scottish couple **(2)** ..... last week saw their fish farm business put into the hands of the receiver. “We started the business at a time when everyone was **(3)** ..... encouraged by the banks to borrow money. As a result, we fell into the same trap and asked for a big loan. Nevertheless, at the time we were sure that we **(4)** ..... make it into a going concern,” said Charles Leggat, a farmer from the Highlands. “The bank analysed the proposals we put **(5)** ..... and they agreed that it would be highly profitable business.” Sure enough, within five years the Leggats were exporting trout and salmon products to hotels all over Europe, and what’s more, they took **(6)** ..... over fifty employees.

However, **(7)** ..... the advent of the recession, they began to lose grounds as orders dried **(8)** ..... . “To make matters worse,” said Brenda Leggat, “the business has now been valued by the bank at a fraction of **(9)** ..... true worth. If they had left us to work our way **(10)** ..... of our difficulties, as opposed to virtually bankrupting us, I am sure that we could **(11)** ..... gone back into profit.” Charles and Brenda **(12)** ..... feel that their bank has not treated them fairly.

..... / 12 pts

**Task 2: Rewrite each sentence beginning as shown so that the meaning stays the same.**

**13.** They blamed the fire on an electrical failure.

An electrical failure was said ..... of the fire.

**14.** In the end we had to walk to the railway station.

We ended up ..... to the railway station.

**15.** On this ship, passengers cannot get onto the bridge.

Passengers have ..... the bridge of this ship.

..... / 3 pts

...../ 15 pts

**LISTENING**

*You will hear Saskia Nelson talking about her new business idea. Below, you can read ten statements which summarize the information. In the gaps provided, fill in the missing words (the number of missing words is indicated).*

***I Help People Find Their Soulmate***

1. Saskia's business idea was born at a time when she was ..... (2 words)
  2. In her future business, Saskia would use her photography abilities and .....  
..... (2 words)
  3. Saskia was surprised that people hadn't done any ..... in this branch before. (1 word)
  4. Before launching her business, Saskia focused on preparing a business plan and .....  
her ..... (2 words)
  5. While creating her website, Saskia tested various clothes, ..... and .....  
..... (2 words)
  6. Saskia's aim in her new business is to take ..... shots of her clients. (1 word)
  7. Saskia's ex-colleague assisted her in designing her ..... (1word)
  8. Saskia placed several ..... posts on dating websites. (2 words)
  9. Featuring on the ..... was an important moment in Saskia's business  
career. (2 words)
  10. Saskia's former employee established a/an ..... (2 words)
- ..... / 5 pts**

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