

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](http://ncmagroup.com))'



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	A is	B have	C has	D are	E can
12	A out	B back	C after	D in	E on
13	A who	B where	C which	D whose	E when
14	A behind	B back	C next	D near	E after
15	A went	B gone	C return	D moved	E returned
16	A were	B goes	C had	D is	E have
17	A at	B by	C from	D on	E in
18	A break	B broken	C breaking	D broke	E been broken
19	A task	B work	C job	D duty	E leave
20	A there	B they	C it	D their	E that
21	A easy	B easier	C easily	D more	E much
22	A work	B worked	C working	D works	E been working
23	A they	B his	C their	D her	E them
24	A stealing	B stole	C stolen	D steal	E is stealing
25	A isn't	B hasn't	C didn't	D doesn't	E does
26	A can	B has	C might	D must	E should
27	A should	B must	C can	D might	E could
28	A left	B leave	C leaving	D leaves	E have left
29	A since	B in	C for	D until	E at
30	A can	B must	C could	D might	E may
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

The End!