



MINISTÉRIO DOS NEGÓCIOS ESTRANGEIROS

CONCURSO EXTERNO DE INGRESSO NA CARREIRA DIPLOMÁTICA – 2015

Prova escrita de língua inglesa – 27 de junho de 2015

Nº Prova				

This test consists of two parts. Each part is worth 50% of the overall mark. The first part will test your vocabulary, grammar and reading comprehension. The second part is a written composition. You have 1 hour and 30 minutes to complete both parts.

Part 1

Read the following text and complete the numbered spaces with **ONE** word only. Write your answers on the answer sheet provided. The first one (0) has been done for you as an example.

Building a new international organisation

One of the principal indicators of a successful organisation is (0) presence of a common ethos or organisational culture, in other words, a set of standards of behaviour and performance accepted (1) all. However, (2) an organisational culture does not automatically appear. It has to (3) actively encouraged.

In a new international, multicultural organisation, (4) is the added complication of deciding whose cultural standards should form the basis of (5) is or is not acceptable behaviour. In reality, the only way this can be achieved is for the organisation, along with the full co-operation of its staff, to create (6) own, individual culture. This requires both patience and time and, (7) its importance, will normally have to be undertaken in parallel with its normal activities rather than be dealt (8) separately.

The Technical Secretariat came into being in 1997. The sheer volume of work that had to be completed to set it up forced staff rapidly to establish working relationships and to trust and depend (9) each other. People simply had to be prepared to compromise. Gradually, many came to realise that the breadth of experience available in working with people from different cultures and backgrounds was a distinct advantage. Fortunately, there was (10) shortage of new ideas and different approaches (11) solving the many problems that arose.



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As time **(12)** , working relationships and behaviour patterns gradually began to evolve which were acceptable to the majority of the staff. As everyone had access **(13)** a networked terminal, **(14)** of the primary means of communication within the Secretariat was email. The problem is that people will often write things in an email or adopt a manner or tone that they would not use in a face-to-face conversation. **(15)** in some cultures this may not cause too many difficulties, in a multicultural organisation it can **(16)** to serious misunderstanding. It was, therefore, necessary to alert staff to **(17)** problem and constantly remind them of the importance of avoiding the pitfalls associated **(18)** badly or inappropriately worded emails.

Later, **(19)** management team was established to improve the Secretariat's operation and culture. An effective two-way communication process was created between the senior management and the staff. Management became better informed of the issues that were of concern for the staff and staff came to appreciate some of the constraints under **(20)** the management had to operate.



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Part Two

Composition

Please use the lined paper provided to plan and write a composition answering the question below. Your composition should be approximately 250 words in length. Your response will be judged using the following criteria:

- Communicative ability
- Relevance
- Range of vocabulary
- Grammatical accuracy
- Use of organisational features

“The education of our future diplomats is no laughing matter. However, it is essential that they have a sense of humour.”

To what extent do you agree?



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Use the boxes below to record your answers. The first one has been done for you as an example.

Part 1

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