O trabalho final de English for Business será avaliado em função das seguintes variáveis:

1. **Listening (30%):** A compreensão do aluno será avaliada através da resolução de perguntas de forma oral, escrita e pela escuta de um áudio com 4 minutos de duração.

2. **Writing (40%):** Será avaliado a capacidade de escrita por parte do aluno, a gramática, o léxico e o uso de conectores.

3. **Speaking (30%):** Será avaliada mediante a gravação de um áudio por parte do aluno respondendo às perguntas expostas. Neste ponto são avaliadas a pronuncia, a fluidez e o uso do idioma.

WRITING

1. O aluno deverá escolher uma opção para cada bloco.

BLOCO A

1. O aluno deverá escrever uma carta (mínimo 400 palavras) queixando-se sobre o estado das instalações do hotel onde está hospedado durante o fim de semana.

2. O aluno deverá escrever uma carta de resposta à queixa de um cliente sobre a subida de preço de um determinado produto em relação ao ano anterior – imagine que você é responsável de uma cadeia de restaurantes afetado por essa subida de preço (mínimo 400 palavras).

Roma Hotel

Avenida de Roma, 33

1749 - 074 Lisboa - Portugal.

Jorge Novais

Odivelas – Portugal

Dear Sir/Madam,

This email serves as a complaint to notify you that my stay at Hotel Roma did not go smoothly, due to negative aspects.

I expected more from your hotel, as a friend had recommended your services to me. The problems started on the first day of my stay, and were extended throughout the week.

Point 1: The cleaning of my room was not 100% due to dust I found on top of the shelves. Given your hotel's reputation, it is incomprehensible that there are cleaning problems. I recommend that you establish responsibilities with your cleaning teams.

Point 2: I didn't always get hot water in my showers. By all indications, it could be a technical problem with the accumulator. It can be a one-off problem and only affect one or 2 rooms, but if customers pay for the services, they expect that there are no such problems. I recommend the assessment and repair.

Point 3: Rooms should be better soundproofed, due to noise caused by other customers passing in the corridor. Customers place great value on their rest, and expect no noise at night. I recommend you bet on soundproofing your hotel rooms.

Point 4: Poor organization of the restaurant. Orders are placed but take a long time to come out. Some customers who arrived after me were served first. I recommend that you have training and planning for your staff so that kind of situation not happen again.

Point 5: Some old-fashioned restaurant equipment. Both the decoration and the tables and chairs are old-fashioned, some in poor condition, compromising the safety of customers. I recommend immediate replacement of this type of furniture to a new one.

Point 6: The pool had some broken tiles, meaning little safety for its users, as it could cause deep cuts on their feet. It is urgent to renovate the pool to avoid dangerous injuries to customers using the pool.

Point 7: Children's playground was degraded. The swings had rust on the seat and support chains, and the slide had a broken step. Obviously I didn't take my son to that playground, because it doesn't have safety conditions.

I hope that with my complaint, the necessary and urgent measures are taken, in order to improve your infrastructure and services provided to your customers. Naturally, my complaint is intended to alert you in order to protect your future customers, and ensure the proper functioning of your hotel.

With no other topic at the moment, I subscribe with my best regards.

Jorge Novais

BLOCO B

1. O aluno deverá escrever um artigo de opinião, incluindo vantagens e desvantagens de *realizar estudos online*. O artigo deve possuir um mínimo de 600 palavras e um máximo de 850. Avaliaremos o uso de conectores, a estrutura do artigo e o uso de tempos verbais complexos.

2. O aluno deverá escrever um artigo de opinião incluindo as vantagens e desvantagens da *conciliação familiar e laboral no século XXI*. O artigo deve possuir entre 600 a 850 palavras. Avaliaremos o uso de conectores, a estrutura do artigo e o uso de tempos verbais complexos.

Advantages and Disadvantages of Conducting Online Studies

This article will reveal my opinion about the advantages and disadvantages of online studies.

What are online studies and how are they processed?

Distance learning is simply the opportunity to learn school content, through online platforms, using devices such as desktop computers, laptops, tablets and smartphones.

Online education has been around for several years. However, due to the Covid-19 pandemic, it has grown enormously due to security measures and school closures in periods of confinement.

Therefore, distance learning has brought immense benefits, but also some negative points that we will discuss below.

The advantages

With the growth of online education, more and more schools are joining this type of education. The advantages for students are many.

More economical

The online study proves to be more economical than the conventional study. Allows the student to save money if traveling to the educational institution and the student worker, by choosing to combine studies with their job.

Freedom of choice

With the growth of online education, more and more schools and universities are choosing to offer a wide range of courses, postgraduate and master's degrees. There are plenty of choices of different courses and different prices. The hardest part is choosing.

Saving time and money

In face-to-face classes, the student would have to travel to the Educational Institution, which would mean having to spend money on public transport, with the consequence of the time spent to get to school. With online studies, the student has more time available, less stress, and also manages to save money studying at home.

Flexibility

Online studies allow the use of any mobile device with an internet connection, anywhere and at any time of day. It is flexible in timetables, as it allows students to choose the most suitable timetables depending on their family life.

Easy access to content

Students have the ease of being able to access both new content and older content on the virtual campus of their favorite online university.

Various formats

Online education encompasses text, graphics and video. Students can participate in virtual classrooms and video conferencing. Exams are carried out using online forms.

The benefits are not just for students. They are also for teachers. With the online teaching method, teachers can prepare relevant content with more time available to their students, reaching a greater number of students online.

They can also teach from home instead of going to educational institutions, thus saving a lot of time.

Disadvantages

lack of socialization

There is practically no contact with other students, unlike traditional education, where bonds of friendship and cooperation in studies between students are born.

lack of focus

The facilities that online education offers, namely in terms of timetables and their length, compromise the focus of students. Therefore, due to the freedom of schedules, it makes students focus on other subjects instead of their studies. It takes self-discipline and time management to overcome this difficulty.

The disadvantages also apply to teachers, as they are forced to learn to use online tools, including Word and Excel, in order to create content for their courses.

Conclusion

At present, distance learning is a valuable tool for students who want to learn at their own pace with different schedules, with all the comfort at home or anywhere, with the advantage of being able to study through mobile devices.

The pandemic greatly reinforced the online study, due to the need to avoid contacts that could spread the virus without control.

Of course there are some disadvantages described in this article, but the advantages of online education are more than the disadvantages and they are well worth it.

SPEAKING

O exercício de expressão oral *(speaking)* dentro do *Business English Program* consiste na entrega de uma gravação de áudio (arquivos reproduzíveis: mp3, mp4...etc.) que responda as perguntas em um discurso contínuo, sem pausas entre as perguntas relacionadas com o exercício de compreensão oral *(listening)* que fazem referência a uma entrevista de trabalho. Não leia um texto previamente escrito, no entanto, você pode preparar um esquema para argumentar suas respostas.

Não considerarmos válidos arquivos que contenham cortes (a gravação deve ser única e contínua) e gravações que possuam uma duração inferior a 2 minutos ou que superem os 3 minutos de gravação.

O aluno pode escolher entre responder as perguntas do bloco A ou do bloco B.

BLOCO A

- Que estudos você fez? Descreva de uma forma geral sua educação e sua trajetória profissional.
- Quais são seus pontos fortes? ¿E quais são os débeis? Mencione pelo menos três de cada um.
- Descreva uma situação de estresse em que você não conseguiu executar um projeto em algum momento da sua vida. Como você resolveu a situação? Você teve ajuda dos seus superiores ou companheiros?

BLOCO B

- Em que escola você estudou? Quais eram as suas disciplinas favoritas? Quais das disciplinas ajudaram a sua trajetória profissional?
- Qual seria o seu trabalho ideal? Porquê?
- Explique de forma precisa, por que você aceitaria ou não um trabalho no exterior e, quais seriam as condições necessárias para que você aceitasse o trabalho.

LISTENING

No apartado *listening* serão avaliadas as habilidades do aluno mediante a escuta de um áudio de uma entrevista de trabalho formal. Para poder avaliar as habilidades de compreensão e de síntese, o aluno deverá responder com suas próprias palavras (não superando o máximo de 5-6 líneas por pergunta, com o devido formato e fonte indicados) às seguintes perguntas:

1. What kind of company did the candidate work previously for? Which position did he hold?

The candidate worked for 3 years as an administrator in a fish importing company. He is also experienced in marketing techniques.

2. In the candidate's opinion, which are the traits that a Regional Manager should posses?

The candidate states that the main qualities that a regional manager must have are leadership, being charismatic and knowing how to encourage his team to achieve goals.

Webgraphy

• ezTalks (2021). Advantages and Disadvantages of Online Learning. Recuperado de: eztalks.com

• Federal Trade Comission (2021). Sample Customer Complaint Letter. Recuperado de: Consumer.ftc.gov