



ESCUELAS OFICIALES DE IDIOMAS DEL PRINCIPADO DE ASTURIAS

PRUEBA ESPECÍFICA DE CERTIFICACIÓN DE NIVEL AVANZADO C1 DE INGLÉS CONVOCATORIA 2022

Comisión de Evaluación de la EOI de

COMPRENSIÓN DE TEXTOS ESCRITOS

Calificación	/10 puntos
N.º de respuestas correctas	/25

Apellidos: _____

Nombre: _____

DNI/NIE: _____

LEA LAS SIGUIENTES INSTRUCCIONES

A continuación, va a realizar una prueba que contiene **tres ejercicios de comprensión de textos escritos**.

Los ejercicios tienen la siguiente estructura: se presentan unos textos y se especifican unas tareas que deberá realizar en relación a dichos textos. Las tareas o preguntas serán del siguiente tipo:

- **Opción múltiple:** Se presentan preguntas o frases incompletas, seguidas de una serie de respuestas posibles o de frases que las completan. En este caso deberá **elegir la respuesta correcta** rodeando con un círculo la letra de su elección en la **HOJA DE RESPUESTAS**. **Solo una de las opciones es correcta.**

Ejemplo:

1	<input checked="" type="radio"/> A	B	C
---	------------------------------------	---	---

Si se confunde, tache la respuesta equivocada y rodee la opción que crea verdadera.

1	<input checked="" type="radio"/> A	B	<input checked="" type="radio"/> C
---	------------------------------------	---	------------------------------------

- **Frases de completar:** Se presenta un texto con 10 huecos (numerados del 1 al 10) en los que faltan 10 palabras. Se proporcionan cuatro opciones para completar cada hueco del texto (A, B, C o D). Deberá elegir la opción correcta rodeando con un círculo la letra de su elección en la **HOJA DE RESPUESTAS**. **Solo una de las cuatro opciones es correcta.**

Ejemplo:

1	<input checked="" type="radio"/> A	B	C	D
---	------------------------------------	---	---	---

Si se confunde, tache la respuesta equivocada y rodee la opción que crea verdadera.

1	<input checked="" type="radio"/> A	B	<input checked="" type="radio"/> C	D
---	------------------------------------	---	------------------------------------	---

- **Pregunta de relacionar:** Se presenta un texto con 5 huecos (numerados del 1 al 5) en los que falta una frase. Se proporcionan las frases en un listado (de la A a la G), se incluyen dos frases más de las necesarias. Deberá elegir la respuesta correcta rodeando con un círculo la letra de su elección en la **HOJA DE RESPUESTAS**. **Solo hay una frase correcta para cada hueco.**

Ejemplo:

1	<input checked="" type="radio"/> A	B	C	D	E	F	G
---	------------------------------------	---	---	---	---	---	---

Si se confunde, tache la respuesta equivocada y rodee la opción que crea verdadera.

1	<input checked="" type="radio"/> A	B	C	D	<input checked="" type="radio"/> E	F	G
---	------------------------------------	---	---	---	------------------------------------	---	---

En total, deberá contestar a **25 preguntas**. Cada una de ellas vale **0,4 puntos sobre un total de 10**. La calificación se obtendrá al multiplicar el número de respuestas correctas por 0,4 expresando el resultado con un decimal. Antes de responder a las preguntas, lea atentamente las instrucciones de cada ejercicio.

Dispone de **65 minutos** para responder todas las preguntas de los ejercicios que componen la prueba.

Utilice únicamente **bolígrafo azul o negro** y asegúrese de que su **teléfono móvil** y **dispositivos electrónicos** estén **desconectados** durante toda la prueba.

Trabaje concentradamente, **no hable ni se levante** de la silla. Si tiene alguna duda, levante la mano y espere en silencio a que el/la profesor/a **se acerque a su mesa**. **Espere a que le indiquen que PUEDE EMPEZAR.**

HOJA DE RESPUESTAS

EJERCICIO 1: THE GIRL WHO HATED SOUP

				Espacio reservado para la persona correctora
1	A	B	C	
2	A	B	C	
3	A	B	C	
4	A	B	C	
5	A	B	C	
6	A	B	C	
7	A	B	C	
8	A	B	C	
9	A	B	C	
10	A	B	C	

EJERCICIO 2: BURNA BOY – A VOICE FOR AFRICA

					Espacio reservado para la persona correctora
1	A	B	C	D	
2	A	B	C	D	
3	A	B	C	D	
4	A	B	C	D	
5	A	B	C	D	
6	A	B	C	D	
7	A	B	C	D	
8	A	B	C	D	
9	A	B	C	D	
10	A	B	C	D	

EJERCICIO 3: CUSTOMER SERVICE

								Espacio reservado para la persona correctora
1	A	B	C	D	E	F	G	
2	A	B	C	D	E	F	G	
3	A	B	C	D	E	F	G	
4	A	B	C	D	E	F	G	
5	A	B	C	D	E	F	G	

EJERCICIO 1

THE GIRL WHO HATED SOUP

Adapted from The Economist, October 17th, 2020 by Bello

You are going to read an article. For questions 1-10 choose the correct option A, B or C. Only ONE answer is correct. **DO NOT FORGET TO TRANSFER ALL YOUR ANSWERS TO THE ANSWER SHEET.**

Mafalda and the power of political satire in Latin America

The comic strip appeared for just nine years, between 1964 and 1973, in Argentina. Yet Mafalda occupies a unique and lasting place in Latin American popular culture. That showed in the acclaim and affection bestowed on her creator, Joaquín Lavado, who died on September 30th. The strip's heroine was a dumpy, mop-haired, rebellious six-year-old girl. With the implacable logic of children (but rather more sophistication than most), she interrogated domestic life, her country and the world, and usually found them wanting.

Mafalda was more political than Peanuts and more modern than Asterix, but similarly doted on. Mr Lavado, who drew under his childhood nickname of Quino, syndicated the strips across Latin America and southern Europe. They were translated into 26 languages and are still republished today. Mafalda has sold more than 20m books as well as T-shirts, mugs and other memorabilia. The original comic strips reflect a particular milieu and time: middle-class Argentina in the turbulent 1960s and 1970s. But much of Mafalda's wit is universal and feels fresh even today. She plays a prominent role in a long and continuing tradition of political satire in Latin America.

Umberto Eco, an Italian writer, was an early fan. Mafalda, he wrote, is "an irate heroine who rejects the world as it is... defending her right to continue to be a girl who doesn't want to take charge of a world spoiled by adults". She was a born rebel – and she hated soup. In one strip she reads a newspaper recipe for vegetable broth. She wants to put the ingredients on trial for "illicit association".

Mafalda was an early feminist. "The bad thing about the human family is that everyone wants to be a father," she says. If her mother hadn't dropped out of university to get married, "you would have a degree in your hands and not a pile of shirts," she tells her. She drives her father, a mild-mannered office worker whose hobby is potted plants, to distraction with her questions. The space race, The Vietnam war, the Beatles, wash-and-wear suits and inflation -already a growing problem in Argentina- all make an appearance.

Mafalda despairs at the state of the world. After a military coup in Argentina in 1966, she contemplates a graffito stating: "Basta de censu...(ra)". Quino promptly introduced a new member to her group of friends in the strip, a girl called Libertad who is a dwarf. But Mafalda is no raging leftist. In perhaps her greatest political put-down she asserts that "soup is to childhood what communism is to democracy". But she is also merciless about the failings of the establishment and the Argentine state. She calls her pet tortoise "Bureaucracy". When she and her friends decide to play at being the government, she tells her mother, "Don't worry, we're going to do absolutely nothing." She is at bottom a progressive liberal, mistrusting power of all kinds.

It is perhaps this suspicious scorn of the state that made Mafalda such a hit in a region that has too often been misgoverned. In Latin America, as elsewhere, satire has long been a weapon against the abuse of power. Mafalda was part of its golden age. The 1960s and 1970s were “a good time” to be a cartoonist, Quino reflected much later, because “there was so much conflict”.

That still applies. Humour may be more globalized: stand-up comics have appeared in the region and memes on social media relay satire from the United States. But more traditional forms still provoke official wrath, recently that of autocrats of the left. In 2011 Hugo Chávez’s regime in Venezuela shut down a satirical magazine and arrested its staff. The government has repeatedly fined TalCual, a newspaper, for its lampoons. Rafael Correa, when Ecuador’s president, organized a fine against a newspaper over a cartoon. In Nicaragua threats from the regime of Daniel Ortega forced Pedro X Molin, a cartoonist, to flee in 2018. Mafalda would have sentenced such despots to a lifetime of soup.

EJERCICIO 2**BURNA BOY – A VOICE FOR AFRICA**

Adapted from Time. October 19, 2020, Next Generation Leaders, Burna Boy by Andrew R. Chow

You are going to read an article. For questions 1-10, choose the right option (A, B, C OR D) as in example 0. Only ONE answer is correct. DO NOT FORGET TO TRANSFER ALL YOUR ANSWERS TO THE ANSWER SHEET.

“THE REAL AFRICA HAS NOT BEEN SHOWN. FOR a long time, the world has only seen videos of little kids and their ribs, asking for donations,” Burna Boy says with a bitter laugh. The Nigerian superstar sits in a London studio, sporting a crisp marbled button-down and immaculately coiffed dreadlocks **(0)** while serenely holding a cup of Hennessy and Coke, presenting a very different image **(1)** _____.

No one person can represent an entire continent. Yet, sometimes, it seems as **(2)** _____ Burna Boy is expected to. At the 2020 Grammys, the Beninese legend Angélique Kidjio dedicated her trophy for the Best World Music to her fellow nominee, **(3)** _____ he was “changing the way our continent is perceived.” And Burna Boy, born Damini Ogulu, is not shying away from the responsibility. **(4)** _____ his career took off in 2012, he has released a string of hits that have earned him hundreds of millions of streams and a growing list of admirers, from Kidjio to Beyoncé to Barack Obama. Last year, he sold out London’s Wembley SSE Arena.

(5) _____ to January’s Grammy’s, the 29-year-old began writing songs for *Twice as Tall*, his fifth studio album, released in August to critical acclaim. The work spearheads a conception of Africa **(6)** _____ more expansive than the tired stereotypes of starving children and more complex than the utopian reveries of Beyoncé’s *Black Is King* or Marvel’s *Black Panther*; it teems with mercenaries and protectors, Nigerian Afrobeats and British grime, terror and grace. “If I don’t live in or love my home,” Burna boy asks over Zoom, “then who will?”

BURNA BOY’S STORY sprawls **(7)** _____ the geographical and cultural confines of his continent. He grew up in Port Harcourt, Nigeria, and went to university in the U.K. Not only **(8)** _____ he listen to his idol, the Nigerian pioneer Fela Kuti (his grandfather was Kuti’s manager), but also to American hip-hop acts like Naughty by Nature. By his early 20s, he was a robust freestyler and a genre-crossing songwriter, when songs like his jubilant “Like to Party” started garnering attention, first in Lagos and then the world.

(9) _____ his success, perhaps it’s unsurprising that he carries himself with an unflappable confidence that **(10)** _____ might perceive as hubris. Last year, he made headlines for chastising Coachella over his low billing on its lineup: “I am an AFRICAN GIANT and will not be reduced to whatever that tiny writing means,” he wrote in an Instagram story.

That larger-than-life personality was on show when he turned up on set in London for a shoot for TIME – but quickly disappears when Burna Boy sits down to discuss his commitment to his homeland.

EJERCICIO 3

CUSTOMER SERVICE

Adapted from <https://www.theguardian.com/money/2020/jan/19/customer-service-good-bad-goods-services>

You are going to read an article. FIVE PHRASES have been removed. Choose the sentence (A-G) which best fits each gap. There are TWO EXTRA PHRASES you do not need to use. 0 is the example. Only ONE answer is correct. DO NOT FORGET TO TRANSFER ALL YOUR ANSWERS TO THE ANSWER SHEET.

Going the extra 860 miles ... let's hear it for great customer service.

When things go wrong with goods or services, it's more about a resolution than the issue itself.

Anna Tims

His story shone like a beacon in the midst of consumer gloom. Mark McKergow wrote into Your Problems to relate how he had ordered two suitcases online from Bagcraft.co.uk after his luggage was stolen in South America. It was shortly before Christmas. **(0)** _____

The Belgian supplier dispatched the cases to Bagcraft, which has a store in Leigh-on-Sea, Essex, but one had a flaw. **(1)** _____ By the time the correct cases arrived, Christmas was pending and there was the risk that the order might not reach McKergow on time and intact.

The day after Boxing Day, Bagcraft's owner, Gary Elman, loaded the cases into his car and drove 430 miles from Leigh-on-Sea to McKergow's home in Edinburgh, then back again the next morning after a hotel stopover "I've ordered from the store several times over the last 20 years because of the personal service and expertise, but I never expected this," says McKergow. **(2)** _____, so, when the owner turned up, I was flabbergasted."

I was flabbergasted, too, not just by the novelty of a company going quite literally that extra mile, but by how the story brightened my day.

I've been delving into the murky world of customer services for more than 20 years. **(3)** _____ defective goods, failed deliveries, mysterious debits and, when the customer attempts to secure what they've paid for, breathtaking indifference. It can take the prospect of a headline to get companies to admit a failing and stump up. Sometimes, even that fails.

Those high street names – and, less commonly, small traders – who have darkened the Cash pages over the years have failed to grasp a crucial truth. **(4)** _____ It's how they address the issue.

As goods and services become increasingly uniform and the market increasingly competitive, **(5)** _____ – something that smaller, independent firms tend to understand better than big chains.

The latest customer service satisfaction index published by the Institute of Customer Service (ICS) shows that companies who scored at least one point higher than average recorded average sales growth of 6.9% compared to 1.5% for those with a lower-than-average ranking.

Only 60% of customers surveyed by ICS were satisfied with how customer services dealt with complaints. Automated helplines and tightly scripted responses are partly to blame as companies seek to cut costs and end up losing goodwill. As the man I overheard in a checkout queue lamented: "There are no humans anymore!"

EJERCICIO 1**THE GIRL WHO HATED SOUP**

0 Joaquín Lavado ...

- A** was popularly honoured with fondness and emotion
- B** gained praise among satirical columnists and cartoonists
- C** received unique and universal recognition only after his death

1 The strip's heroine is described as ...

- A** grumpy
- B** chubby
- C** cranky

2 Mafalda questioned her country and the world and found them both ...

- A** flawless
- B** lacking
- C** decent

3 The comic was ...

- A** as well liked as Peanuts and Asterix
- B** nowhere as well-known as Peanuts and Asterix
- C** more celebrated by far than Peanuts and Asterix

4 Quino traded ...

- A** his books in 26 countries
- B** Mafalda's merchandise all over the world
- C** the comic strips in Latin America and Southern Europe

5 According to the text, ...

- A** the comic strips intend to represent middle-class Argentina in the 60s and 70s
- B** Mafalda's sharp scorn still provokes a contemporary and engaging feeling on readers
- C** Quino's political satire enjoyed a prominent position during the nine years it was published

6 A crossed Mafalda suggests vegetable soup ingredients association should be ...

- A** tested
- B** outlawed
- C** taken to court

7 Mafalda’s worries and queries focus ...

- A on feminism, gender equality and freedom
- B on Argentina’s middle-class struggles and injustices
- C on anything from culture and economy to war and science

8 Mafalda’s assertions ...

- A show her deep aversion for communism
- B reflect her support to left ideologies against military coups
- C proof her disregard for her country’s deficient governance

9 The writer believes the comic strips might have found its breeding ground on the fact that ...

- A South American States were deeply despised
- B regional governments were held in high regard
- C Latin American countries were ruled by law-abiding governors

10 According to the article, ...

- A “Satire has traditionally drawn attention to abuse of power.”
- B “Satire is no longer a mighty means against the establishment.”
- C “Satire was entirely directed against autocrats of the left in Latin America.”

EJERCICIO 2

BURNA BOY – A VOICE FOR AFRICA

- | | | | | |
|----|--------------|--------------|--------------|----------------|
| 0 | A meanwhile | B when | C whereas | D <u>while</u> |
| 1 | A even | B indeed | C though | D yet |
| 2 | A although | B long | C though | D unless |
| 3 | A asserting | B disclosing | C mumbling | D uttering |
| 4 | A as | B since | C when | D while |
| 5 | A ensuing | B followed | C subsequent | D successive |
| 6 | A a long way | B far | C far away | D further |
| 7 | A ahead | B away | C beyond | D further |
| 8 | A does | B did | C is | D will |
| 9 | A attending | B for | C given | D judging |
| 10 | A all | B it | C none | D some |

EJERCICIO 3

CUSTOMER SERVICE

REMOVED SENTENCES (Remember: <u>two</u> sentences are not needed)		QUESTIONS				
	he needed them for his next trip at new year	0				
A	“I assumed it would be a courier delivery”	1	2	3	4	5
B	the problem is not that something goes wrong	1	2	3	4	5
C	“I’ll never forget how I felt receiving those gifts”	1	2	3	4	5
D	my inbox exposes corporate Britain at its worst	1	2	3	4	5
E	it’s not just that we are a nation of complainers	1	2	3	4	5
F	it’s customer service that can make a company stand out	1	2	3	4	5
G	the shop reordered them and this time the wrong sizes were sent	1	2	3	4	5

DL: AS-0329-2022