



ESCUELAS OFICIALES DE IDIOMAS DE LA REGIÓN DE MURCIA  
PRUEBA ESPECÍFICA DE CERTIFICACIÓN  
INGLÉS  
NIVEL C2  
CONVOCATORIA ORDINARIA 2022

**PRUEBA DE COMPRENSIÓN DE TEXTOS ESCRITOS**

**TAREAS:** La prueba de Comprensión de Textos Escritos consta de TRES textos y TRES tareas.

**DURACIÓN TOTAL: 90 minutos**

**INDICACIONES:**

- TODAS las respuestas se escribirán en la **hoja de respuestas**.
- No escribir en las zonas sombreadas
- Emplear tinta permanente azul o negra. No usar lápiz.
- Corregir ~~tachando~~ el texto. No usar correctores líquidos o cintas.
- Puntuación total: **26 puntos**. “Apto”  $\geq 13$

**TASK 1 ➤ Read TEXT 1, “Best Cities”. Choose the sentence (A-K) that best matches each paragraph (1-8). There are THREE sentences that you DO NOT need. The first sentence is an example. Write the corresponding letters (A-K) on the answer sheet, in spaces 1 to 8.**  
**8 points**

(EXAMPLE) An idyllic yet overcrowded city. ✓

- A. A city of stars that will shine no more.
- B. A scary example of things to come.
- C. Climbing the success ladder the right way.
- D. Criteria get blurry.
- E. It no longer shows concern for its citizens.
- F. Its inhabitants have welcomed major transformations.
- G. Making its way back to grandeur.
- H. More perils await here than before.
- I. Proven ability to innovate connectivity and pedestrians’ well-being.
- J. The city of hyperbole that shifted its target.
- K. Visitors are hopelessly enchanted.

*Adapted from Best Cities (<https://bit.ly/3EtE3ki>)*

**TASK 2 ➤ Read TEXT 2, “Can Human Resources Save the Restaurant Industry From Its Own Toxicity?”. For each gap, choose the best item (9-18) from the table below. There are TEN items that you DO NOT need. The first item is an example. Write your final answers on the answer sheet, in spaces 9 to 18.**

**10 points**

(EXAMPLE) IMPLEMENTING ✓

ACCEPTABLE	ALLURE	AMENABLE	ANY	ASSUMING
BANTER	COUNSELLING	DESPITE	EARLY	FAILURE
FORERUNNER	HAZARD	IF	INTO	LIABLE
MISSTEP	PRIOR	RECALLING	REMORSE	SCANT

*Adapted from Vice (<https://bit.ly/3yHRQSS>)*

**TASK 3 ➤ Read TEXT 3, “Op-Ed: Are scooters a transit solution or a Trojan Horse for big tech to colonize our public spaces?”. Choose the sentence (A-K) from the list below that best completes each gap (19-26). There are THREE extra sentences that you DO NOT need. The first one is an example. Write the corresponding letters (A-K) on the answer sheet, in spaces 19 to 26.**

**8 points**

(EXAMPLE) As the vehicle’s fan base grows, however, so do the frustrations that provoke other urbanites to detest them — abandoned scooters left on walkways and even scooter-pedestrian collisions ✓

- A. A playbook seems to be taking shape
- B. All three services tamper with neighborhood norms in ways that are annoying at first and deeply disturbing upon further inspection
- C. But soon it won’t just be scooters anymore
- D. Eight states have recently passed legislation that will allow delivery robots to roam the sidewalks
- E. However, some of the criticism seems largely unjustified
- F. It is perturbing for a jogger or cyclist to come upon an abandoned scooter blocking their path.
- G. Scooters (and dockless e-bikes) inhabit cities like few other consumer products ever have
- H. The former is a prominent spokesperson in the new tech field
- I. This is a sensible procedure to launch an innovative product
- J. Very few riders are choosing to share trips with other passengers and rates of car ownership in the city remain steady
- K. When people howl, let your early adopters fight the battle for you — use them as a shield whenever critics speak ill of your business model

*Adapted from Los Angeles Times (<https://lat.ms/3FVX7bm>)*

# Text 1: Best Cities

## **EXAMPLE - BARCELONA**

The defiant Catalan capital was the poster child of global overtourism—and its solutions. That is, before the pandemic. Barcelona is an almost ideal European city, one with near-perfect weather year-round, miles and miles of beaches, iconic parks, striking architecture and colorful neighborhoods that march to their own beat—artistic, sophisticated, bohemian. No wonder it ranks at the top of our category, which measures both the natural and built environments of a city.

## **1. LONDON**

As the “capital of capitals”—still waist-deep in an opaque pandemic slurry—negotiates the uncharted, perilous terrain of a post-Brexit world, London continues to reign the planet’s best cities for the sixth year running. Its position at the top, however, has never been more tenuous. Since we first began ranking the world’s best cities, we’ve had a firm, data-driven idea about what “best” is—prosperity and opportunity; the magnetic aspects of cities that draw talent and visitors; growth. But as the pandemic grinds on, our clear understanding of “best” is losing some of its definitiveness.

## **2. PARIS**

Paris attacked the pandemic not only with its doctors and health-care workers, but also with its urban planners. For all the talk of learning from the pandemic, one city appears to be going all-in on the hard lessons it gave and their application to molecular urban change. While the face of Paris’s pandemic evolution is Mayor Anne Hidalgo and her aggressive empowerment of self-propelled mobility—from a city-wide speed limit of 30 km/h in August to the addition of more than 30 miles of bike paths reaching across most arrondissements—it’s the citizenry’s embrace of this boldness that is changing the city’s fabric for good.

## **3. NEW YORK**

If New York City forgot about how bad life can get for its citizenry, the past 18 months were a hellish reminder. The greatest city in America—lauded and crowned in our ranking for the past six years and in countless others for many more—was a ghastly reminder during the pandemic of the vulnerability of even the colossal and seemingly all-powerful; we saw here what awaited the rest of the country. And the world. As early cases spiked, Gotham became the nation’s nightmarish coronavirus core. Statewide, more than 18,000 COVID-19 patients were in hospitals at one point. Daily deaths peaked at 799 in April 2020, totaling more than 53,000 by mid-May 2021. There have been more than two million infections in this city alone.

## **4. MOSCOW**

Russia’s beguiling capital is a cultural gold mine fighting for its life. Any traveler to Russia will tell you that Russian influence—at least over visitors to the country’s capital—is a very real thing: you’ll fall under the spell of Moscow the minute you set foot in this endlessly fascinating and dynamic destination. Curiosity about Russia has increased as the political intrigue grows, which might explain why Moscow was the 15th-most on-the-rise city over the past year in our Google Trends ranking. The worldwide fascination has as much to do with the spectacular international events—from the 2018 FIFA World Cup at Moscow’s Luzhniki Stadium in the city’s 360-acre Olympic complex to cultural showcases—as with the Kremlin’s global ambitions.

## 5. DUBAI

An alluring blend of over-the-top experiences, Arab heritage and luxury shopping, Dubai is so over the pandemic. Dubai is a city of superlatives: you can ride the elevator to the top of the world's tallest building for a bird's-eye view, bet on the ponies at the world's richest horse race and pose for photos in front of the world's tallest choreographed fountains. These experiences are not by accident: the city reinvented itself yet again throughout the 2010s, growing from a sterile playground for a handful of ultra-rich Emiratis to an international tourism and business destination.

## 6. TOKYO

The futuristic metropolis is tapping its ancient feudal roots by investing in street-level livability and resident well-being—in the wake of the Olympics. Despite earthquakes, tsunamis and typhoons, Tokyo has long held on to its top spot as the safest metropolis on the planet. For the past six years in our global ranking, Tokyo ranked no lower than Top 3 in our Safety subcategory, including #1 last year. But in a year that has sideswiped Tokyo like few other cities, given the massive investment and subsequent uncertainty around the Summer Olympic Games, the Japanese capital has plummeted by 46 spots for Safety and now sits middle-of-the-pack among our Top 100.

## 7. SINGAPORE

Asia's financial powerhouse turns its ambitions to elevated infrastructure and homegrown innovation. Singapore's 50-year rise from politically unstable, resource-poor and unskilled ex-colony to talent- and capital-hungry shipping hub (the world's busiest) and, subsequently, Asia's wealth management capital, is place-brand engineering at its most ambitious. Small wonder, then, that the city has never finished out of the Top 10 in our six years of this ranking. Singapore's reinvestment into research, talent and corporate headquarters recruitment ensures it will be home to a sustainably wealthy citizenry for decades to come. It's why the city-state continues its ascent among the planet's most prosperous cities (ranking #12 for 2022), with a growing cluster of Global 500 companies (ranking 43rd).

## 8. LOS ANGELES

The City of Angels fell from great heights. But Angelenos are helping LA take flight once more. In a city famous for hyperbole, it's not an overstatement to declare that LA teetered on the verge of the COVID-19 abyss multiple times in 2020 and early 2021. But given the pent-up demand to get past this nightmare and on with California dreaming, breaking tourism records and rolling out one multibillion-dollar infrastructure project after another, LA will not be down for long. The city was on a culinary trajectory like few others in America and the momentum has returned.

*Adapted from Best Cities (<https://bit.ly/3EtE3ki>)*

## Text 2: Can Human Resources Save the Restaurant Industry From Its Own Toxicity?

More and more restaurants are **-EXAMPLE-** HR. But whether it's a fig leaf or meaningful change remains to be seen.

Amanda, a self-described restaurant lover, was excited to join a young and growing New York City restaurant as the Human Resources director in 2016. "From the outside, I'm like, this place is cool—like everyone's having fun, everyone's happy, they're so chill, they're busting out these cool food and drinks," she said, **-9-** her eagerness to enter the restaurant world. "And then when you kind of go behind the curtain, you're like, none of that is true." Just a few months **-10-** her role, the owners told Amanda, who is using a pseudonym due to employment concerns, that she was "too employee-friendly."

Her **-11-** surfacing a complaint from a worker who felt they were being spoken to more aggressively by a manager and treated differently than other workers. Amanda's excitement about her new job withered into disillusionment as she discovered rotten, **-12-** familiar, patterns: complaints about verbal and sexual harassment, staff drinking on the job, unpaid and underpaid labor, and managers who turned a blind eye to those issues.

The restaurant industry—long a preserve of borderline lawlessness steeped in hard-partying antics and its reliance on marginalized populations with **-13-** paper trails—seems ripe for a radical administrative overhaul. In a normal (non-pandemic) year, it employs approximately 15 million people, generating nearly \$900 billion in sales, according to the National Restaurant Association, and encompasses bored teenage workers at Taco Bell drive-thrus, salty waitresses in exurban diners, and college-educated professionals offering literary **-14-** at fine-dining establishments. But cutting across class and county lines are endemic issues of labor abuses. In 2019, 25 workers in 20 cities filed sexual harassment complaints against McDonald's—the world's second-largest private employer—through the US Equal Employment Opportunity Commission. Two years **-15-**, as a wave of #MeToo claims came crashing down, celebrity chefs Mario Batali and Johnny Iuzzini were both accused of gross sexual misconduct, and more recently, one of Seattle's most famous chefs Edouardo Jordan faced accusations from 15 women.

Human Resources has existed in certain corners of the restaurant industry, mainly for larger operators, for decades. "The timing of the adoption of HR departments occurred at about the same time as the expansion of restaurant chains—in the 1950s and 60s," said Allen Z. Reich, professor at Northern Arizona University's W.A. Franke College of Business and author of *Management of Hospitality Human Resources*. McDonald's, established in the mid-20th century, was a **-16-** in terms of restaurants with professional HR departments, he said, a key element enabling its huge global success.

However, fine-dining restaurants would seemingly be more **-17-** to professionalization than fast-food jobs. But many were built on hierarchical French brigade systems that entrenched a culture in which aggression was normalized, lewd jokes were considered camaraderie, and abuse was obfuscated by the **-18-** of chefs as auteurs. In many restaurants, enduring abuse is considered just part of the job. As New York City restaurant owner Leah Campbell wrote for VICE in 2017: "We can't change the restaurant industry without improving HR." So, how do you bring HR into an industry where bad behavior and a sense of lawlessness has long gone unchecked and even encouraged?

*Adapted from Vice (<https://bit.ly/3yHRQSS>)*

### Text 3: Op-Ed: Are scooters a transit solution or a Trojan Horse for big tech to colonize our public spaces?

Summer is here and the electronic hum of scooters is filling city sidewalks all over the world. From L.A. to D.C., many American downtowns have hit their one-year anniversary with scooters, and European capitals have begun to allow them.

The benefit is obvious: Scooters provide on-demand, affordable mobility to any able-bodied smartphone user. **-EXAMPLE-** Paris Mayor Anne Hidalgo says escalating tensions are leading to “anarchy” on her city’s boulevards and footpaths. And an even bigger issue looms over arguments for and against this revamped child’s toy. Scooters may well be the Trojan Horse with which big tech colonizes the world’s public space.

**- 19 -** Through location-tracking and app-based transactions, scooter barons oversee their business from a distance while storing their entire inventories on our streets and sidewalks for next to nothing. When in use, scooters generate revenue for Bird, Lime or some other “micro-mobility” company. When not in use, they just sit there, wherever there happens to be: a bike lane, a doorway, a neighbor’s front yard. Citizens have no lawful recourse, leading some to resort to micro-vandalism.

Scooters’ success in spite of the persistent backlash is a warning about whether tech can succeed in leveraging public space. **- 20 -** First, identify a point of friction in urban life (such as “the last-mile problem” in public transportation). Next, develop a profitable solution and deploy it in cities and ask for permission later. **- 21 -** Finally, push aggressive expansion while voicing support for sensible regulations that are essentially unenforceable.

Like Uber and Airbnb before them, scooter companies aim to satisfy their customers with little regard for how their businesses affect our cities’ ecosystems. **- 22 -** Via Airbnb, for instance, a quaint bungalow surrounded by family homes suddenly becomes a bachelor party pad replete with fresh groups of drunken idiots each weekend. Annoying. But what’s far more worrisome is recent data indicating that Airbnb is worsening the housing crisis in cities like Los Angeles and New Orleans. Landlords love Airbnb: Why lease a place to lower-income tenants for \$900 a month when you can earn double by renting it out here and there to well-off tourists? When residential units are converted into the equivalent of chic motels, the pool of long-term housing decreases and rental prices rise.

As for Uber and other ride-sharing apps, originally framed as a solution to urban congestion, they are instead putting more cars on the road, making traffic worse. A San Francisco study found that bumper-to-bumper delays soared 62% from 2010 to 2016, and roughly half of this increase was caused by ride-sharing vehicles. **- 23 -** The big loser has been public transit, particularly buses, whose ridership has decreased nearly 13% — a drop that presents grave challenges to a service that is both more affordable and energy efficient than Uber’s fleet of vehicles.

Now, as big tech monetizes curbs and doorways and sidewalks, we’re seeing the marginalization of non-motorists who, by choice or necessity, traverse the city on their own power. Scooters at rest and in motion create barriers for parents with strollers, frail elderly pedestrians and especially the disabled. **- 24 -** That this happens regularly to wheelchair users and the visually impaired is unconscionable. Decades of activism and legal battles to secure ADA accommodations in the built environment are being causally brushed aside in the name of enhancing mobility for those who can easily walk.

Granted, it’s early days for scooters; perhaps a solution will emerge. **- 25 -** In Amazon’s office parks and Google’s test towns, drone services are being readied to pick up and drop off items at a slab of concrete near you. Even Georgia Tech’s library is using drones to fly books around campus to students too busy to swing by the stacks. **- 26 -** Meanwhile, wannabe Zuckerbergs that no one yet knows about are learning from scooters and dreaming up the next big thing they can plop all over the place.

The scooter experiment proves how difficult it is to establish a retroactive ban after some residents have already fallen in love with a new disruptive gadget. Absent better laws anticipating the takeover, the next battles, too, are likely to be lost on Day 1.

*Adapted from Los Angeles Times (<https://lat.ms/3FVX7bm>)*