

## INSTRUCCIONES GENERALES Y VALORACIÓN

Después de leer atentamente los textos y las cuestiones siguientes, el alumno deberá escoger una de las dos opciones propuestas y responder en INGLÉS a las cuestiones de la opción elegida.

**CALIFICACIÓN:** Las cuestiones 1ª, 2ª y 4ª se valorarán sobre 2 puntos cada una, la pregunta 3ª sobre 1 punto y la pregunta 5ª sobre 3 puntos.

**TIEMPO:** 90 minutos

### Angry Senders Beware

When Marcus Wood hit *Send*, little did he know that the e-mail he was sending to colleagues would make headlines around the world. In it, Wood – who is the boss of a recruitment company in Australia – used offensive language to accuse his employees of not being good enough. According to Wood, they were playing games while they should have been at their desks, they didn't wear the correct attire in the workplace and they took too many days off sick.

He gave his workers an ultimatum: if they didn't improve their performance in three months, they would be fired. His employees got their revenge by putting the e-mail on Twitter. Their tweets were shared globally, and news of the e-mail appeared in newspapers from Australia to the UK. The “worst work e-mail ever”, as some called it, had gone viral. After his e-mail had become famous, a repentant Wood apologised, and said: “I am becoming an online sensation for how not to communicate ...”

But Marcus Wood wasn't the first to have sent such an e-mail. Since e-mails became the communication tool of choice in offices worldwide, workers have been sending messages they later wished they hadn't. Take Richard Phillips, for instance. In an e-mail, the lawyer demanded five euros from his secretary to pay for dry-cleaning after she had accidentally spilled ketchup on his suit. Four days later when he still hadn't received the money, Phillips, who is believed to have earned 200,000 euros a year, sent another e-mail asking for the cash. But his secretary was out of the office looking after her ill mother. On her return, she couldn't believe what she was reading and forwarded the e-mails to her colleagues. Embarrassed, Phillips resigned from his position at the London law firm.

What should furious bosses and angry workers do before they e-mail their colleagues? They should take a deep breath, calm down and think before they send. “Write your e-mail a couple of hours before you send it,” advises Lily Herman, an expert in e-mail etiquette. She says that this allows you to change your message when you are likely to be less angry. By doing this, you won't put your hard-earned reputation at risk from a not-so-carefully worded e-mail.

## QUESTIONS

**1. Are the following statements TRUE or FALSE? Copy the evidence from the text. No marks are given for only TRUE or FALSE.**

- a) Wood's employees got their revenge through social media.
- b) Richard Phillips refused to leave his job after sending angry e-mails to a colleague.

(Puntuación máxima: **2 puntos**)

**2. In your own words and based on the ideas in the text, answer the following questions. Do not copy from the text.**

- a) Why was Marcus Wood unhappy with his employees?
- b) Why do you think the writer mentions Phillips' salary?

(Puntuación máxima: **2 puntos**)

**3. Find the words in the text that mean:**

- a) pressed (paragraph 1)
- b) apologetic (paragraph 2)
- c) by mistake (paragraph 3)
- d) relax (paragraph 4)

(Puntuación máxima: **1 punto**)

**4. Complete the following sentences. Use the appropriate form of the word in brackets when given.**

- a) I wish I ..... (send) that e-mail because everyone is now angry ..... me.
- b) She wanted to know if I ..... (read) the e-mail ..... was posted on Twitter.
- c) It's important ..... (wear) the correct attire ..... work.
- d) **Complete the following sentence to report what was said.**  
“You must work harder today.”

Our boss told us ... .

(Puntuación máxima: **2 puntos**)

**5. Write about 150 to 200 words on the following topic.**

What are the advantages and disadvantages of e-mail correspondence?

(Puntuación máxima: **3 puntos**)