

Exame Final Nacional de Inglês
Prova 550 | Época Especial | Ensino Secundário | 2018

11.º Ano de Escolaridade – Continuação – bienal

Decreto-Lei n.º 139/2012, de 5 de julho

Duração da Componente Escrita da Prova: 105 minutos. | Tolerância: 30 minutos. **15 Páginas**

A componente escrita da prova é constituída por três partes (A, B e C) e inicia-se com a compreensão do oral.

Apresente apenas uma resposta para cada item.

Responda aos itens, preferencialmente, pela ordem em que se apresentam.

Para cada resposta, identifique a parte e o item.

Apresente as suas respostas de forma legível.

Utilize apenas caneta ou esferográfica de tinta azul ou preta.

Não é permitido o uso de corretor. Risque aquilo que pretende que não seja classificado.

É permitida a consulta de dicionários unilingues ou bilingues, sem restrições nem especificações.

Nas respostas aos itens, não forneça elementos da sua identificação pessoal, como o seu nome.

As citações dos itens encontram-se no final do enunciado da prova.

Nos termos da lei em vigor, as provas de avaliação externa são obras protegidas pelo Código do Direito de Autor e dos Direitos Conexos. A sua divulgação não suprime os direitos previstos na lei. Assim, é proibida a utilização destas provas, além do determinado na lei ou do permitido pelo IAVE, I.P., sendo expressamente vedada a sua exploração comercial.

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ATENÇÃO

Só pode virar esta página quando receber indicação para tal.

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Part A – Listening

Text 1

1. You will hear an interview about the Internet of Things.

For items **1.1.** to **1.7.**, choose the correct option (**A**, **B** or **C**).

On your answer sheet, write only the numbers and the letters.

1.1. According to Dr Kate O'Connor, the near future will bring a world where

- (A) everything is linked to a huge computer.
- (B) wireless machines become independent.
- (C) devices are connected to each other.

1.2. How does Kate feel about the advantages brought by the Internet of Things?

- (A) Enthusiastic.
- (B) Concerned.
- (C) Grateful.

1.3. The interviewer says the Internet of Things may turn into a

- (A) sci-fi movie.
- (B) nightmare.
- (C) puzzle.

1.4. Kate thinks that the loss of privacy can be compensated by

- (A) the increasing amount of data one can track.
- (B) developing better ways of finding criminals.
- (C) gaining access to classified information.

1.5. Initially, major scientific advances are viewed with

- (A) optimism.
- (B) tolerance.
- (C) suspicion.

1.6. Kate believes the Internet of Things can also help by supporting

- (A) the health care system.
- (B) traditional shops.
- (C) the transport industry.

1.7. According to the interviewer, the line between the physical and the digital is becoming

- (A) dangerous.
- (B) illogical.
- (C) unclear.

Text 2

2. You will hear three young people talking about their shopping habits.

Match the names (**Susan**, **Jake** or **Marianne**) in column **A** with the ideas they express in column **B**.

All the ideas apply once.

On your answer sheet, write only the names and the numbers.

COLUMN A	COLUMN B
Susan Jake Marianne	1. For me, shopping means socialising. 2. I avoid shopping in traditional stores. 3. I take a look online before going to the stores. 4. I'd rather shop in retail stores and be able to try things on. 5. Both peers and the media are influential.

Part B – Use of English and Reading

Nowadays, Virtual Reality (VR) and online shopping are increasingly part of young people's lives.

Read the sentences and complete the second sentence so that it has a similar meaning to the first sentence using the word given. You must use between **3** and **5** words, including the word given.

Do not change the word given.

Write only the numbers and the missing words.

1. "Did you go to the VR showroom on Saturday?" Peter asked Maria.

Peter wanted to know _____ the VR showroom on Saturday. (BEEN)

2. Maria sometimes behaves like a VR character.

Maria sometimes acts _____ a VR character. (THOUGH)

3. Advance payment is necessary for every online order.

Every online order _____ in advance. (MUST)

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You are going to read a text about shopping.

The Internet of Things

The rise of connectivity and the Internet of Things is making it possible to buy anything online, for example, tickets, petrol, smart clothes for work or even holidays. Welcome to the world of contextual commerce.

5 An array of emerging technologies are enabling merchants to begin creating a world of seamless shopping in which the barriers to shopping will disappear. Pushing a trolley around a supermarket, once an enjoyable family activity, may soon be a thing of the past; stocking up on the necessities of life is already being achieved with just a few clicks on a smartphone.

10 At the Mobile World Congress, an Internet entrepreneur said that virtual reality (VR) would become a “killer application” because of 5G, the next generation of mobile broadband. Due to launch in 2020, 5G promises download speeds up to 50 times faster. Virtual reality shopping is shaping up to be an effective way to remove the friction from shopping.

15 New technology is having a transformative effect on the retail sector and it will usher in an era where everyday objects become shopping terminals. Connected cars will monitor their owners’ needs and also learn about their shopping habits. At this year’s Consumer Electronics Show in Las Vegas, a new online system was revealed. It notifies the driver when they get close to a fuel pump or parking meter that accepts payments from smart cars. The driver selects the amount of fuel they want or programmes in the parking time. The amount is then displayed on their dashboard screen. They simply press to confirm it. Some companies are making a smart
20 move towards frictionless commerce. For example, a button for a detergent brand is installed next to the householder’s washing machine and the consumer simply presses the button when they need a refill and the system’s one-click ordering process will make sure the product is sent to their home.

25 This contextual commerce is already happening on mobile devices, social media platforms and aggregator websites. When consumers visit price comparison sites for hotels, flights or other products, they can then easily and quickly purchase the desired product directly on that site rather than being redirected to the merchant’s website. If friends on a messaging app are discussing a band, a button allowing them to buy tickets for the band’s next gig appears. There is no need to search around for dates and tickets – the opportunity opens up as the context arises.

30 Contextual commerce is still in its early days, but with increased connectivity and social media engagement it is forecast to grow. But let’s not forget the leisure shopper. As digital technology makes buying simpler, this will create a space for physical stores to provide shopping as theatre. Stores will be able to offer showrooms for fashion, specialty foods and electronic goods. Retailers will link into consumers’ social media profiles by connecting to their mobiles
35 via beacons and as soon as the customer enters the store, they can access their personal data and use it to recommend goods in-store and make offers, guiding the shopper around the store at a smart pace and turning the trip into an entertainment experience.

40 The trend towards friction-free shopping will require simple, one-click payment methods. Credit card and banking details will be stored on a wide range of connected devices, such as smartphones and smartwatches. Payment will be made with the wave of a hand. Seamless shopping will make life easier. But retailers need to ensure that shopping remains vibrant, gratifying and fun as it grows ever more convenient.

<https://www.theguardian.com> (accessed 18.09.2017) (abridged and adapted).

4. Match each idea in column **A** with the paragraph that conveys it in column **B**. Two of the paragraphs do not apply.

Write only the letters and the paragraph numbers.

COLUMN A	COLUMN B
(a) Everything to please the customer	Paragraph 1
(b) Digital wallets – no cash needed	Paragraph 2
(c) Good old family habits are about to shift	Paragraph 4
	Paragraph 6
	Paragraph 7

5. Choose the correct option (**A**, **B**, **C** or **D**) to complete the sentences according to the text.

Write only the numbers and the letters.

- 5.1. This text is about technological advances that will

- (A) change the way people shop.
- (B) prevent buyers from using the Internet of Things.
- (C) destroy traditional shops.
- (D) help customers to consume wisely online.

- 5.2. In paragraph 3, it is said that

- (A) the rise of VR is killing traditional shopping.
- (B) VR will create additional tension among retailers.
- (C) VR can only work if new technological gadgets are created.
- (D) the dominance of VR will depend on a broadband upgrade.

- 5.3. According to paragraph 4, devices will soon make consumers

- (A) monitor their shopping habits.
- (B) addicted to online products.
- (C) aware of what they need to buy.
- (D) reveal their favourite brands.

5.4. According to paragraph 5, connecting to aggregator pages is

- (A) advantageous.
- (B) necessary.
- (C) compulsory.
- (D) reliable.

5.5. According to the last paragraph, retailers are now

- (A) asking for financial data or bank statements.
- (B) expected to combine ease with pleasure.
- (C) creating lively shopping environments.
- (D) persuaded to make shoppers' lives easier.

6. Match the words in column **A** with the word or expression they refer to in column **B**. Two of the options do not apply.

Write only the letters and the numbers.

COLUMN A	COLUMN B
(a) their (l. 13)	(1) car owners
(b) their (l. 14)	(2) connected cars
(c) their (l. 22)	(3) habits
	(4) the consumer
	(5) the product

7. Match each word in column **A** with the word or expression in column **B** that can replace it in the text. Two of the options do not apply.

Write only the letters and the numbers.

COLUMN A	COLUMN B
(a) smart (l. 2)	(1) quick
(b) smart (l. 16)	(2) clean
(c) smart (l. 37)	(3) automated
	(4) clever
	(5) formal

8. Read the following paragraph. Three sentences have been removed from it.

From the sentences **1)** to **5)**, choose the one which fits each gap **a)** to **c)**. Two of the sentences do not apply.

Write only the letters and the numbers.

Today, brands make it really easy for people to make a purchase on the Internet and have their products delivered directly to their front door. **a)** However, the convenience of being able to sit in their own home and make a purchase in a few clicks doesn't prevent people from still shopping in a physical store. **b)** This is why choosing online or traditional shopping is a trend that depends on several factors. **c)** So, it's up to you to decide which way is best for you.

- 1) In fact, many people still enjoy traditional shopping and use it as a form of social activity with friends or family.
- 2) Some of these are psychological, but others may be economic or even environmental.
- 3) This is the way they have found to attract shoppers to their e-commerce stores.
- 4) This is because recently online shopping has really taken hold of us as consumers.
- 5) Furthermore, there are statistics showing more and more people are making the transition from street to online shopping.

Part C – Written Interaction/Production

1. Look at the following situation.

You ordered something online and three weeks later it still hasn't arrived.

Write an e-mail to the online retailer complaining about the situation.

Include:

- the date of the order
- the item ordered
- the problem
- what you want the retailer to do.

Write your answer in 60-80 words.

Do not sign your e-mail.

2. Would it be better for students of your age to learn at school with a teacher present or at home through a virtual learning environment?

Write an opinion text on the topic for publication in the next issue of your school magazine.

Write your answer in 150-220 words.

Remember to:

- provide three clear reasons, with examples, to support your opinion.

Do not sign your text.

FIM

COTAÇÕES

Parte	Item												Cotação (em pontos)
	Cotação (em pontos)												
A	1.1.	1.2.	1.3.	1.4.	1.5.	1.6.	1.7.	2.					40
	5	5	5	5	5	5	5	5					
B	1.	2.	3.	4.	5.1.	5.2.	5.3.	5.4.	5.5.	6.	7.	8.	70
	5	5	5	8	5	5	5	5	5	7	7	8	
C	1.	2.										50	
	10	40											
D	(Produção/Interação Orais)											40	
TOTAL												200	