

INTERNATIONAL VOCATIONAL ENGLISH EXAMINATIONS

English for Call Centers Examination: General Description

<p>PART 1 Listening (approx. 10 minutes)</p>	<p>Task type: Multiple choice Format: ten unrelated dialogues of about 30 seconds' duration, each followed by a 3-option multiple choice item</p> <p>The candidates listen to a short dialogue, then choose the correct statement from three that are based on the dialogue. The recordings are dialogues between two interacting speakers (conversations, interviews, discussions, etc.).</p> <p>Task Focus: <i>identifying detail, understanding and interpreting information, specific information, gist, detail, main idea, function, purpose, attitude, opinion, etc.</i></p> <p>Marking Scheme: 10 items x 2 points = 20 points</p> <p>NOTE: Each part is heard twice.</p>
<p>PART 2 Knowledge of Linguistic Means (20 minutes)</p>	<p>Task type: Multiple choice Format: 18 4-option multiple choice sentences Task Focus: <i>lexical</i></p> <p>Marking Scheme: 18 items x 2 points = 36 points</p> <p>Topic areas: call center layout; tools and equipment; work hours; skills and qualities of representatives; basic actions; phone communication; call types; leaving messages; transfers; taking payments; answering services; training; conversation cycle; inbound and outbound calls; technology; metrics; performance evaluation/incentives; scheduling; time management; language barriers; handling difficult and angry customers/unusual situations; customer relationship management; customer satisfaction survey; customer privacy; online support; managing stress; health; outsourcing; careers</p>
<p>PART 3 Knowledge of Language Functions (15 minutes)</p>	<p>Task type: Multiple choice Format: 16 2-option multiple choice exchanges Task Focus: <i>lexico-grammatical</i></p> <p>Marking Scheme: 16 items x 1 point = 16 points</p> <p>Functions: giving directions/reassurance/reminders/warnings; estimating time; agreeing with a suggestion; expressing surprise/relief/preferences/confidence/sympathy/uncertainty/hope/concern/opinions/doubt; asking for details/advice/opinions/more information; asking about experience; identifying an error; making an apology/a recommendation/a suggestion/an offer/an admission/a generalization; stressing a point; changing mind; confirming/adding information; discussing pros and cons/options; describing skills/traits/possible events/work experience/progress/relationships/results/degree/features/feelings/new technology; checking for understanding/knowledge; showing understanding/interest; offering assistance/comfort; providing reassurance; stating requirements; reacting to good news; pointing out a misconception</p>
<p>PART 4 Reading (10 minutes)</p>	<p>Task type: Multiple choice – True/False/Doesn't say Format: Three short texts (60-100 words each) containing factual information related to the call center field; the first two texts are followed by two 3-option multiple choice questions each, while the third text is followed by two True/False/Doesn't say questions. Task Focus: <i>understanding detail, specific information, implication, attitude, reference and meaning</i></p> <p>Marking Scheme: 6 items x 3 points = 18 points</p> <p>NOTE: All the texts are related to the specific field of study.</p>
<p>PART 5 Writing Awareness (5 minutes)</p>	<p>Task type: A gapped or jumbled text of approx. 200 words Format: Gapped text – a text with five gaps to be filled with either one sentence from a choice of three or, one pair of sentences from a choice of six or, an appropriate word or, information from two short texts. Jumbled text – seven or eight paragraphs, of which five are to be organized into a text. Task Focus: <i>Recognition of writing features and language as required in their field of studies.</i></p> <p>Marking Scheme: 5 items x 2 points = 10 points</p> <p>NOTE: The candidate may be asked to complete instructions, an order form, an evaluation form, a feedback form, a memo, a résumé, a job listing, notes, a summary, a report, an incident report; a survey, a cover letter, an advertisement, a brochure, a worksheet, an email, a recommendation, a poster, a schedule or an assessment. This task is based on elements of writing that the candidates will need to produce in the call center field for professional purposes.</p>
<p>Duration: 60 minutes</p>	<p>Marks: TOTAL: 100 points</p>