

MUET CEFR READING PAPER PART 5 WORKSHEET

Part 5

*Read an article about the awareness towards Cultural Behaviour in Business. **Six** sentences have been removed from the article. Choose from the **sentences A to G** the one which fits each gap **(21 to 26)**. There is **one extra** sentence which you do **not** need to use.*

A lack of understanding of the cultural norms and practices of our business acquaintances can result in unfair judgments, misunderstandings and breakdowns in communication. (21)____.

Addressing someone

When discussing this topic in a training course, a German trainee and a British trainee got into a hot debate about whether it was appropriate for someone with a doctorate to use the corresponding title on their business card. (22). The German trainee, however, argued that the hard work and years of education put into earning that PhD should give them full rights to expect to be addressed as 'Dr'.

This stark difference in opinion over something that could be conceived as minor and thus easily overlooked goes to show that we often attach meaning to even the most mundane practices. When things that we are used to are done differently, it could spark the strongest reactions in us. While many Continental Europeans and Latin Americans prefer to be addressed with a title, for example Mr or Ms and their surname when meeting someone in a business context for the first time, Americans, and increasingly the British, now tend to prefer using their first names. (23)____.

Smiling

A famous Russian proverb states that 'a smile without reason is a sign of idiocy' and a so-called 'smile of respect' is seen as insincere and often regarded with suspicion in Russia. Yet in countries like the United States, Australia and Britain, smiling is often interpreted as a sign of openness, friendship and respect, and is frequently used to break the ice.

In a piece of research done on smiles across cultures, the researchers found that smiling individuals were considered more intelligent than non-smiling people in countries such as Germany, Switzerland, China and Malaysia. However, in countries like Russia, Japan, South Korea and Iran, pictures of smiling faces were rated as less intelligent than the non-smiling ones. (24)____.

Eye contact

An American or British person might be looking their client in the eye to show that they are paying full attention to what is being said, but if that client is from Japan or Korea, they might find the direct eye contact awkward or even disrespectful. In parts of South America and Africa, prolonged eye contact could also be seen as challenging authority. In the Middle East, eye contact across genders is considered inappropriate, although eye contact within a gender could signify honesty and truthfulness.

(25)____, but it is vital that we also remember that cultural stereotypes can be detrimental to building good business relationships. Although national cultures could play a part in shaping the way we behave and think, we are also largely influenced by the region we come from, the communities we associate with, our age and gender, our corporate culture and our individual experiences of the world. (26)____.

Adapted text from :

<https://learnenglish.britishcouncil.org/skills/reading/advanced-c1/cultural-behaviour-in-business>

A	The knowledge of the potential differences should therefore be something we keep at the back of our minds, rather than something that we use to pigeonhole the individuals of an entire nation.
B	Meanwhile, in countries like India, Argentina and the Maldives, smiling was associated with dishonesty.
C	Having an increased awareness of the possible differences in expectations and behaviour can help us avoid cases of miscommunication
D	The best thing to do is to listen and observe how your conversation partner addresses you and, if you are still unsure, do not be afraid to ask them how they would like to be addressed.
E	The business culture is the same all across the world.
F	The British trainee maintained that anyone who is not a medical doctor expecting to be addressed as 'Dr' was disgustingly pompous and full of themselves
G	Here are three basic areas of differences in the business etiquette around the world that could help stand you in good stead when you next find yourself working with someone from a different culture.

Answer

21G22F23D24B25C26A

Reference

<https://learnenglish.britishcouncil.org/skills/reading/advanced-c1/cultural-behaviour-in-business>

IT IS A TEACHER MADE OWN RESOURCES

MADE BY DARSHENIDEVI A/P CHANDRASEKARAN
Copyright by 2021 DARSHENIDEVI. ALL RIGHTS RESERVED