

Anexo 2
Pruebas para la obtención de títulos de Técnico y Técnico Superior

MODELO PARA LA ELABORACIÓN DE LAS PRUEBAS

Convocatoria correspondiente al curso 2025 - 2026

(Resolución de 12 de diciembre de 2025 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial)

DATOS DEL ASPIRANTE			FIRMA
APELLIDOS:			
Nombre:	D.N.I. / N.I.E.	Fecha:	

Código del ciclo: COM SO3	Denominación completa del título: TÉCNICO SUPERIOR EN GESTIÓN DE VENTAS Y ESPACIOS COMERCIALES
Clave o código del módulo: O179	Denominación completa del módulo profesional: INGLÉS

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
▪ Es necesario cumplimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen. ▪ Tener disponible el DNI o documento identificativo equivalente en la mesa. ▪ Antes de entregar la prueba es necesario mostrar el DNI al profesor examinador. ▪ La prueba tendrá una duración máxima de una hora y treinta minutos. ▪ No utilizar recursos ni material de consulta (salvo los expresamente autorizados). ▪ Se aconseja realizar una lectura minuciosa y detallada de las cuestiones planteadas. ▪ La prueba se entrega grapada; no desgrapar. No se facilitan hojas sueltas. ▪ Las respuestas se deben escribir con tinta indeleble azul o negra. ▪ Si se ha de rectificar una respuesta, trazar un aspa o tachar con una línea horizontal. No utilizar líquido corrector (Tippex). ▪ No se resuelven dudas, cualquier consideración o interpretación se hará constar junto al enunciado. ▪ No se permite el uso de ningún tipo de dispositivo electrónico.

CRITERIOS DE CALIFICACIÓN Y VALORACIÓN
- La prueba consta de diferentes cuestiones teórico-prácticas. - La valoración de cada cuestión figura junto a su enunciado. - La puntuación total de la prueba es de diez puntos. - La calificación mínima necesaria para considerar el ejercicio aprobado es de cinco puntos.

(1) Consígnense las denominaciones exactas y los códigos reflejados en el Anexo 3.a o 3.b de las presentes instrucciones.

CALIFICACIÓN
.....

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R. A 1. LISTENING COMPREHENSION. 20 marks.

1. Listen to the interview and complete the form (10 marks):

INTERVIEW FORM
Name: Paul Carter Marital Status: (1)
WORK EXPERIENCE: Work experience: security guard at the Garda Building Responsibilities: (2) Reason for leaving: (3) wants..... Can work: (4) full time / part time Foreign languages: (5)

2. Listen again and answer the questions (10 marks)

1. How long has Paul worked at his current job?

.....

2. Why isn't Paul working full-time at the moment?

.....

3. If Paul gets the job, where will he work?

.....

4. How long is the training course for new security guards?

.....

5. When will Mrs. Jones tell Paul if he got the job?

.....

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R. A 2. READING COMPREHENSION.

Title: Order Confirmation Dispute

James works for a Spanish **retailer** that sells office furniture. He recently contacted a UK **wholesaler** to order 120 ergonomic chairs. The wholesaler initially confirmed that the goods were **in stock**, and James requested a written **quote**.

Two days later, James phoned the wholesaler **regarding** the order because he still had not received any confirmation email. The **line was busy** several times, and when he finally got through, he asked to be **put through to** the sales department. The receptionist said she would connect him, but the call was **cut off** almost immediately.

When James called again, he said, “Sorry, I **didn’t quite catch that** — did you say the chairs were available for immediate **despatch**?” The receptionist replied that she would check with the **supplier** and asked James to wait while she **put him on hold**.

After several minutes, James was finally **put through to** the sales manager, who explained that they had unexpectedly **run out of** the chair model due to a large corporate order. The product was now **out of stock**, and the next delivery from the supplier would take at least three weeks.

James was frustrated because he had already promised next-week **delivery** to his own customers. The sales manager offered an alternative model, but James refused. He asked them to send a pro-forma **invoice** immediately and requested shipping terms. The manager explained that under **FOB**, the buyer arranges and pays for freight, while under **CIF**, the seller covers the cost, insurance and freight to the destination port.

Before ending the call, the manager offered a 3% **cash discount** if James paid within five days. James said he would consider it and asked them to **call him back** later that day with a confirmed despatch date.

However, when James checked the email he later received, the invoice contained different terms and an extra handling fee. He decided to complain in writing.

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1. Read the text and choose the correct answer from the options given (a,b,c,d). 2 points each

1) What is the main reason James contacts the wholesaler?

- A. The delivery arrived damaged
- B. He has not received written confirmation
- C. He wants to cancel the order
- D. He wants a cash discount

2) What does “cut off” imply in the text?

- A. James ended the call intentionally
- B. The receptionist refused to help
- C. The call ended unexpectedly
- D. The line was busy

3) Why did the wholesaler run out of the chairs?

- A. James ordered too many
- B. A large corporate order used up the stock
- C. The supplier stopped production permanently
- D. The chairs were never in stock

4) Which statement is correct about FOB and CIF?

- A. Under FOB the seller pays insurance
- B. Under CIF the buyer pays freight to the port
- C. Under FOB the buyer pays freight
- D. Under CIF the buyer pays customs duties only

5) Why does James decide to complain?

- A. The supplier refused to send goods
- B. The quote was too expensive
- C. The invoice includes different terms and extra fees
- D. The delivery arrived late

Write if the following sentences are TRUE or FALSE according to the text. (2 points each)

1. James received a confirmation email before calling.
2. James wanted immediate despatch.
3. The receptionist put him through to the sales manager immediately.
4. The wholesaler offered an alternative model.
5. James accepted the cash discount offer.

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R. A 3 Skills (20 marks).

1. *SKILLS. What would you say in the following situations? (5 marks, 1 mark each)*

1. Diga a un proveedor que quiere hacer un pedido de 200 ordenadores.

2. Pregunte si hacen descuentos por pedidos de más de 50 unidades.

3. Pida a su cliente su número de tarjeta de crédito y fecha de caducidad de la misma.

4. Llame a su cliente y dígame que su pedido no le llegará hasta dentro de dos meses debido a un problema con su proveedor. Ofrezcase a devolverle su dinero.

5. Pregunta a un proveedor en qué colores están disponibles los artículos.

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2 Match the statements (26–30) with the replies (a–e). (5 marks, 1 mark each)

- | | |
|---|-------------------------------------|
| 1 Nice to see you again, Sam. | a) Nice to meet you. |
| 2 Alex, this is Natalie. | b) Not too bad, thanks. |
| 3 I don't think our strategy is working. | c) Maria, how are you? |
| 4 How are you? | d) No problem. |
| 5 Could I call him and mention your name? | e) Let's consider another approach. |

3 Complete the conversation with the appropriate phrases (a–e). (5 marks, 1 mark each)

- a) hang on a minute, please
- b) think of Mumbai
- c) think that's relevant
- d) start, please
- e) divide my talk into three parts

Sanjay So, what do you _____¹?

Beatta I really like it. There's so much to see and do.

Carlos Right, can we _____²? The purpose of this meeting is to talk about the takeover next month. We're going to begin with a short presentation from Dino. Dino?

Dino Thanks, Carlos. I'm going to _____³. First, I'm going to talk about the timeline of the takeover. After that, I'll talk about how it will affect human resources. Finally, we'll talk about how exchange rates may affect business after the takeover.



Sanjay And what about travel budgets? I really think –

Carlos Could you just _____⁴? I don't _____⁵ to this meeting. Dino,
continue.

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DIALOGUE. Match the sentences halves to complete the conversations: (1 mark each)

1. Are you enjoying the conference so far?
 2. Haven't we met somewhere before? Your face looks familiar
 3. I've heard a lot about you. It's great to finally put a name to a face
 4. I work in Solutions, and do quite a bit of travelling
 5. It's very warm in here, isn't it? I think they need to turn up the air conditioning
-
- a. Do you? And how do you find that?
 - b. Possibly. I was at the Paris branch last spring. Were you working there?
 - c. Absolutely. Either that or provide some iced water.
 - d. Likewise. It's very good to meet you.
 - e. Yes, very much. I got a lot from the presentation this morning. How about you?

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R. A 5 VOCABULARY AND GRAMMAR (20 marks)

VOCABULARY

A Choose the best words to complete these sentences. (10 marks)

- We've built two new _____ because we want to increase our stock of materials.
a) outlets b) warehouses c) service centres
- We have staff in our _____ answering the telephone and dealing with customer's questions twenty-four hours a day, seven days a week.
a) call centre b) distribution centre c) subsidiary
- The _____ department carries out research in their laboratory.
a) R&D b) customer services c) IT
- Our _____ are in central London but we manufacture our products all over the country.
a) factories b) headquarters c) plants
- The _____ department deals with payroll and all other money-related matters.
a) legal b) production c) finance
- When high _____ are charged on imports, the market isn't really free.
a) barriers b) tariffs c) quotas
- _____ of foreign goods is driving domestic companies out of business.
a) Regulation b) Customs c) Dumping
- We can _____ the candidates, then interview five of them.
a) train b) shortlist c) advertise
- I had to take a _____ to assess my mental ability.
a) probationary period b) psychometric test c) résumé
- I filled out the _____ and gave it to the interviewer.
a) curriculum vitae b) application form c) covering letter

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GRAMMAR. (10 MARKS)

A Complete the article using the correct form of the verbs in brackets (2.5 marks)

JD steps across the Channel to buy Chausport

By Samantha Pearson

JD Sports Fashion kicked off its plans for international expansion by _____¹ (buying / to buy) Chausport, a French sportswear chain, for €8m cash, or roughly £7m.

The UK's third-biggest sportswear retailer by turnover said it would acquire all 78 stores and share capital of Chausport, which _____² (is based / bases) in northern France, and inherit its net debt of €2m.

Young shoppers – less affected by the recession than their parents – _____³ (did continue / have continued) to queue for popular brands of trainers and tracksuits in the downturn, allowing JD _____⁴ (performing / to perform) better than some on the British high street.

The company _____⁵ (was saying / said): 'This strategic acquisition gives JD the opportunity for further growth by entering a new and sizeable European market outside of its established bases in the UK and Ireland.' **FT**

B Find and correct the error in each sentence. (2.5 marks)

- 1 You shouldn't to ask for a discount.
- 2 We decided outsource the design work to a firm in India.
- 3 Where do you go right now?
- 4 I'm leaving now and I give you a lift if you like.
- 5 I don't know if we will be hire a new sales assistant this quarter.

C. Choose the correct words to complete each sentence. (2.5 marks)

- 1 You (don't have to / mustn't) smoke here. It's dangerous.
- 2 I (have to / should) get a visa before I go to Libya. I can't get in without one.

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- 3 You (must / should) learn about a country's culture before you try to do business there. Otherwise, you may not understand what's going on.
- 4 You (don't have to / shouldn't) make an appointment before you visit the embassy but you may have to wait in a long queue if you haven't got one.
- 5 If you want to improve your English, you (have to / should) try watching some English-language films.

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D. Complete the article with *who*, *which* or *that*. In some cases, more than one answer is possible. (2.5 marks)

Profile: Young CEO Thiago Abreu

Thiago Abreu, 25, runs his own company. The young CEO, _____¹ put himself through university and earned a degree in chemistry, now runs INTChem. The firm, _____² does on-site water and soil sampling and carries out environmental damage analysis, is based in Brasilia. How do you get to be a CEO at 25? 'My mother is the person _____³ really made me believe in myself' says Abreu. 'I come from a very poor place, a small village. It isn't a place _____⁴ produces many businessmen. But here I am.'

INTChem, _____⁵ currently has contracts with two large oil companies and a handful of other smaller businesses, keeps Abreu busy. 'I guess I'm the kind of person who likes it that way,' Abreu says.

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R. A 4. WRITING (20MARKS) CHOOSE ONE OF THE FOLLOWING, A OR B.

A You are a buyer for a DIY store's garden department and have just seen the advert below in a trade magazine. Write an e-mail (40–50 words) to the distributor. Remember to include the following information.

- State which products you are interested in.
- Request more information about the products.
- Ask about prices.

Looking for high-quality garden furniture?

We are distributing three new ranges of flat-pack Swedish products:

- budget - light-weight pine construction, unpainted
- everyday - medium-weight pine construction, factory painted
- deluxe - heavy-duty hardwood,

oiled All furniture is from sustainable

sources.



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B. You work for Va-Va-Voom Toys, a toy manufacturer. You receive this note from your boss asking you to order some LED bulbs. Write an email (120-140 words) to Mary Ong.

10 March

Please email Mary Ong and South China lights (ong_mary@sochli6.com)

- Need 5,000 A-988 bulbs in our warehouse by 27 March (so please air freight – we'll pay as usual)
- Last order was late; won't order again if this delivery is late
- Will order 5,000 at 10% discount
- Will they give us 15% discount for double order (10,000)?
- Additional 5,000 bulbs can be sent by sea freight, their cost, as usual
- Ask for an answer tomorrow, if possible; we may try another supplier



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