NOM : ………………………………………………..

PRENOM : ……………………………………………

NUMERO PARCOURSUP : …………………………

ConcoursAvenir

EPREUVE D'ANGLAIS

Qui peut utiliser ce sujet d'Anglais ?
- Profil Violet **OUI**
- Profil Jaune **OUI**
- Profil Vert **OUI**

DURÉE : 30 minutes
Coefficient 2

Lisez attentivement les consignes afin de vous placer dans les meilleures conditions de réussite de cette épreuve.

Vous devez traiter la totalité des 45 questions afin d'obtenir la note maximale.
L'usage de tout appareil électronique (connecté ou non) est interdit.
Aucun document autre que ce sujet et sa grille réponse n'est autorisé.

Attention, il ne s'agit pas d'un examen mais bien d'un concours qui aboutit à un classement.
Si vous trouvez ce sujet "difficile", ne vous arrêtez pas en cours de composition, n'abandonnez pas, restez concentré(e).
Les autres candidats rencontrent probablement les mêmes difficultés que vous !

BAREME :
Pour chaque question, une seule réponse est correcte. Afin d'éliminer les stratégies de réponses au hasard, **chaque réponse exacte est**
gratifiée de trois points, tandis que **chaque réponse fausse est pénalisée par le retrait d'un point. Une question non traitée n'apporte ni ne retire aucun point.**

1. **It can climb stairs, _____ gauges and send reports. What is it?**
   a. check   b. checks   c. has checked   d. is checking

2. **_____, *The Cement Garden,* first appeared in 1978.**
   a. Ian McEwan's novel is
   b. Ian McEwan's novel
   c. If Ian McEwan's novel
   d. There was Ian McEwan's novel

3. **The House of Lords plays a crucial role in examining bills, _____ government action and investigating public policy.**
   a. questions   b. to question   c. questioned   d. questioning

4. **The United States is a force in the production and _____ of fast food.**
   a. consume   b. consumption   c. consumer   d. consumerism

5. **The last video she posted on several media sites _____ gone viral.**
   a. is   b. are   c. has   d. have

6. **The writer _____ new light on America's relationship with race and racism.**
   a. has shedding   b. sheds   c. was shed   d. have shed

7. **Johnson _____ the race to become the next student council president.**
   a. pulled of   b. pulled against at   c. pulled over   d. pulled out of

8. **Men are _____ women to hold executive board positions.**
   a. likelier as   b. most like than   c. likelier to   d. likelier than

9. **She was described by her teacher as being _____, incompetent and immature.**
   a. irresponsibly   b. responsibility   c. irresponsible   d. responsibly

10. **_____ offering a generous salary and other perks, the firm has received very few applications for the job.**
    a. Although   b. Despite   c. Regardless   d. However

11. **Are you someone who loves Halloween? Do you look _____to it every fall? Or would you rather skip the holiday?**
    a. for   b. after   c. forward   d. in

12. **The rich world is wrong to think that the consequences of climate change in poor countries _____ matter.**
    a. don't   b. doesn't   c. hasn't   d. haven't

13. **Gretta _____ teach the class, but finally her boss convinced her to do it.**
    a. will   b. wasn't going to   c. will be   d. is going to

14. **I believed my sister's team _____ win the competition, but I was wrong.**
    a. would   b. will   c. had   d. might have

15. **This is the _____ winter in recorded history.**
    a. bad   b. badly   c. worse   d. worst

16. Sorry I'm late. I stopped _____ an elderly woman cross the road.
a. help   b. to help   c. helping   d. to helping

17. We regret _____ that due to the gas shortage, some of our staff will not be working next Monday.
a. announce   b. to announce   c. announcing   d. to announcing

18. A lot of people now believe that global warming is _____ the increase in the number of floods and droughts we are experiencing this year.
a. to blame for   b. the blame into   c. a blame at   d. to blame on

19. My new colleague was really _____ with our boss for not giving her a raise last year.
a. angrily   b. angered   c. angry   d. anger

20. Earlier this week, I was feeling a bit _____ weather.
a. under the   b. on top of the   c. through the   d. above

21. Please note that any accrued vacation days that remain unused will only _____ over to the next year in exceptional circumstances.
a. run   b. roll   c. come   d. move

22. Candidates who successfully complete induction _____ to training.
a. proceeds   b. proceeding   c. proceed   d. has proceeded

23. Unlike most birds, _____.
a. feathers are not found on heads and necks of vultures
b. there are no feathers on vultures' heads and necks
c. the heads and necks of vultures lack feathers
d. vultures do not have feathers on their heads and necks

24. After the election, Chloe was chosen to do the _____ because of her honesty.
a. artifact   b. recount   c. discount   d. scrutinize

25. Ms. Fayese is making bags of Halloween treats. If she puts 3 treats in each bag, she _____ 30 bags of treats and have no treats left over.
a. makes   b. made   c. will make   d. has made

26. I try to be honest, hardworking, and _____ to my friends.
a. paying attention   b. paid attention   c. being attentive   d. attentive

27. The convenience and availability of watercolor paint _____ with amateur artists.
a. account for its popularity
b. account for their popularity
c. accounts for its popularity
d. are a reason for their popularity

28. Only since the publication of her last novel _____ herself a genuine writer.
a. Tomi has been considering
b. has Tomi considered
c. was Tomi considering
d. Tomi has been considered

29. My sister did her best to avoid getting embroiled in the quarrel, preferring to maintain her _____ as long as possible.

a. interest   b. neutrality   c. suspense   d. decisiveness

30. Louisa Burnet, an Impressionist painter, was the epitome of the British_____: a native of Leeds who lived most of her life in Paris.

a. conservative   b. benevolent   c. expatriate   d. provincial

31. She _____ in Versailles for twenty years now.

a. lives   b. is lived   c. 's been living   d. has living

32. She used _____ at the Pôle. She's now working at the Sorbonne.

a. work   b. to work   c. to working   d. worked

33. _____ are you looking at me for?

a. Why   b. How   c. Where   d. What

34. My neighbour's plan to make an indoor swimming pool by flooding their basement was _____ .

a. incense   b. insane   c. impugn   d. innate

35. Nobody knows _____.

a.   when will the decision be made
b.   when the decision will be made
c.   the decision, it will be made when
d.   when will be made the decision

The AI startup erasing call center worker accents: is it fighting bias or perpetuating it?

A Silicon Valley startup offers voice-altering tech to call center workers around the world: 'Yes, this is wrong … but a lot of things exist in the world'
Sanas touts its own technology as 'a step towards empowering individuals'.

[1] "Hi, good morning. I'm calling in from Bangalore, India." I'm talking on speakerphone to a man with an obvious Indian accent. He pauses. "Now I have enabled the accent translation," he says. It's the same person, but he sounds completely different: loud and slightly nasal, impossible to distinguish from the accents of my friends in Brooklyn.

[2] The man calling me was a product manager from Sanas, a Silicon Valley startup that's building real-time voice-altering technology that aims to help call center workers around the world sound like westerners. It's an idea that calls to mind the 2018 dark comedy film Sorry to Bother You, in which Cassius, a Black man hired to be a telemarketer, is advised by an older colleague to "use your white voice". The idea is that mimicking the accent will smooth interactions with customers, "like being pulled over by the police", the older worker says. In the film, Cassius quickly acquires a "white voice", and his sales numbers shoot up, leaving an uncomfortable feeling. Accents are a constant hurdle for millions of call center workers, especially in countries like the Philippines and India, where an entire "accent neutralization" industry tries to train workers to sound more like the western customers they're calling – often unsuccessfully.

[3] As reported in SFGate this week, Sanas hopes its technology can provide a shortcut. Using data about the sounds of different accents and how they correspond to each other, Sanas's AI engine can transform a speaker's accent into what passes for another one – and right now, the focus is on making non-Americans sound like white Americans.

4 Sharath Keshava Narayana, a Sanas co-founder, told me his motivation for the software dated back to 2003, when he started working at a call center in Bangalore, faced discrimination for his Indian accent and was forced to call himself "Nathan". Narayana left the job after a few months and opened his own call center in Manila in 2015, but the discomfort of that early experience "stayed with me for a long time", he said.

5 "If a customer is upset about their bill being high or their cable not working or their phone not working or whatever, they're generally going to be frustrated as soon as they hear an accent. They're going to say, I want to talk to somebody in America. The call centers don't route calls back to America, so now the brunt of that is being handled by the agent. They just don't get the respect that they deserve right from the beginning. So it already starts as a really tough conversation. But if we can just eliminate the fact that there's that bias, now it's a conversation – and people both leave the call feeling better."

6 Narayana said their software is already being used every day by about 1,000 call center workers in the Philippines and India. He said workers could turn it on and off as they pleased, although the call center's manager held the administrative rights for "security purposes only". User feedback has apparently been positive: Narayana claims agents have said they feel more confident on the phone when using the software.

7 Sanas touts its own technology as "a step towards empowering individuals, advancing equality, and deepening empathy". The company raised $32m in venture capital in June: one funder, Bob Lonergan, gushed that the software "has the potential to disrupt and revolutionize communication". But it also raises uncomfortable questions: is AI technology helping marginalized people overcome bias, or just perpetuating the biases that make their lives hard in the first place?

8 Aneesh, a sociologist, has spent years studying call centers and accent neutralization. In 2007, as part of his research, the scholar – who has a mix of an Indian and American accent – got himself hired as a telemarketer in India, an experience he detailed in his 2015 book Neutral Accent: How Language, Labor and Life Become Global.

9 At the call center, he witnessed how his colleagues were put through a taxing process to change their accents. "The goal is to be comprehensible to the other side," he said. "The neutralization training that they were doing was just reducing slightly the thickness of regional accents within India to allow this thing to happen." Workers had to relearn pronunciations of words such as "laboratory", which Indians pronounce with the British stress on the second syllable. They also had to eliminate parts of Indian English – like the frequent use of the word "sir". They had to learn uniquely American words, including a list of over 30 street designations such as "boulevard", and memorize all 50 US states and capitals. "They have to mimic the culture as well as neutralize their own culture," Aneesh said. "Training takes a lot out of you."

10 In addition to the low base salary, Aneesh said one of the most difficult parts of the job was being forced to sleep all day and work all night to adapt to times in the United States – something biologists have found can have serious health risks, including cancer and pre-term births. It also isolated workers from the rest of society. These are all inequalities that call center employers hope to conceal.

11 The sociologist has mixed feelings about Sanas. "In a narrow sense, it's a good thing for the trainee: they don't have to be trained as much. It's not very easy for an immigrant or for a foreigner sitting somewhere else in the world to be not understood because of their accent. And they sometimes get abused. "But in the long view, as a sociologist, it's a problem."

12 The danger, Aneesh said, was that artificially neutralizing accents represented a kind of "indifference to difference", which diminishes the humanity of the person on the other end of the phone. "It allows us to avoid social reality, which is that you are two human beings on the same planet, that you have obligations to each other. It's pointing to a lonelier future."

By Wilfred Chan
Adapted from the Guardian website: 24 Aug 2022 06.00 BST

COMPREHENSION QUESTIONS

36. What kind of technology has Sanas developed?
   a. virtual reality call centers
   b. hardware that will help learners improve their accents
   c. translation software
   d. voice-altering software

37. The word "hurdle" in paragraph 2 is closest in meaning to
   a. gateway
   b. reminder
   c. deterrent
   d. obstacle

38. Why are accents a problem for millions of call center workers?
   a. Because those who work in call centers are not graduates
   b. Because their accents can make them difficult to understand
   c. Because they have trouble understanding callers from other countries
   d. Because they don't want to neutralize their accents

39. Why did Sharath Narayana have to call himself "Nathan"?
   a. Because Nathan is the Westernized version of Narayana
   b. Because his English teacher used to call him Nathan
   c. Because he faced discrimination for his Indian accent
   d. Due to the fact that both names start with "N"

40. The word "brunt" in paragraph 5 is closest in meaning to
   a. impact
   b. defense
   c. litigation
   d. advantage

41. Which of the following synonyms could replace the word "touts" in paragraph 7?
   a. seeks
   b. praises
   c. begs for
   d. slams

42. What according to Aneesh was the goal of the neutralization training?
   a. To expose the call center workers to how to mimic other cultures
   b. To make the call center workers more comprehensible to the Western world
   c. To encourage the workers to learn how to pronounce difficult words
   d. To put the workers through a taxing process

43. What happens when some American callers hear an accent?
   a. They sometimes become frustrated and ask to speak to someone in America.
   b. They want to know more about the agent's culture.
   c. They congratulate the worker on their mastery of English.
   d. They start to imitate the worker's accent.

44. Which is NOT one of the problems that Indian call center workers face?
   a.   They have to adapt their sleeping patterns.
   b.   Their base salaries are low.
   c.   They are isolated from the rest of society.
   d.   They can choose their new names.

45. What does Aneesh think of Sanas?
   a.   He is confident that it's the best solution for call centers.
   b.   He is intrigued by it.
   c.   He is convinced that it will bring out the best in the workers.
   d.   He has mixed feelings about it.

● ● ● FIN ● ● ●

Ce sujet est la propriété intellectuelle exclusive du Concours Avenir. Il ne doit en aucun cas être emporté par les candidats à la fin de l'épreuve. Il doit être rendu à l'équipe surveillante en même temps que sa grille réponse associée.

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