

ENGLISCH

HÖRVERSTEHEN SERIE 2/3

LÖSUNGEN



Kandidatennummer

Name

Vorname

Datum der Prüfung

PUNKTE UND BEWERTUNG

Erreichte Punkte

/ Maximum

Task A

/ 10

Task B

/ 10

Total

/ 20

Die Experten

**WICHTIG:**

In diesem Hörverstehen hören Sie die Aufgaben A und B **je zweimal**.

A

(10 POINTS) (1 POINT FOR EACH CORRECT ANSWER)

Look at the notes below. Listen to the messages and monologues.

Fill in the missing information.

1. A hotel reservation

Hotel's name	Holiday Inn	
Caller's name	1. Macy	1
Reservation dates	2. 12th–15th June	1
Number of people	3. 4	1
Rooms must have	4. view of the sea	1
Flight arrival time	5. 11.15 am	1

2. A problem with an order

Company's name	Sam's Fresh Produce	
Amount of potatoes ordered	6. 30 pounds / lbs	1
Time of call	7. 2.30pm / 2.30 in the afternoon / 14.30	1
Date of delivery	8. August 5th	1
Caller's name	9. Haggert	1
Caller's phone number	10. 038 622 1954	1

B**(10 POINTS) (2 POINTS FOR EACH CORRECT ANSWER)**

Punkte

A conversation between Sue and Paul, who work for a furniture store.

You will now listen to a conversation.

For each question mark the correct answer (A, B or C). Tick one answer only.

You now have 30 seconds to look at the task.

1. The congestion charge is because of

- A ☐ high petrol prices.
 B ☐ the delivery system.
 C ☒ too much traffic in the city.

4. Paul wants deliveries inside London

- A ☐ to be no more than 1km
 from the business.
 B ☒ to be made by trucks kept there.
 C ☐ to be picked up by the customer.

2+2

2. The home delivery service

- A ☒ is losing money daily.
 B ☐ is making a profit by crossing the line.
 C ☐ offers a take-away at an extra cost.

5. The contract with the train's cargo company

- A ☐ is for 24 months.
 B ☐ costs as much as the
 congestion charges.
 C ☒ is good for the environment.

2+2

3. The Swiss cargo system

- A ☐ increases pollution.
 B ☒ gets lorries onto the trains.
 C ☐ doesn't work for London.

2

TASK A:

1
A Hello, Holiday Inn? Yes, this is Mr Macy, that's M A C Y. I'd like to make a reservation for four nights starting 12th June. (pause)
A Right, 12th till 15th June. We'll be leaving the next morning. It's for my wife and me and our two children, so we'd like two double rooms.
A Yes, they are 15 and 17 years old.
A What? Yes, we definitely want rooms with a view of the sea. (pause)
A Yes, we'd like breakfast and dinner in the evening.
A Our address? Yes, it's the same: 725 Pinewood Drive, in Huntsville. (pause)
A Yes, there is something else. Our flight lands at 11.15am, so could you please have the hotel bus collect us at the airport around 12 noon?
A Right, yes. Thank you very much. Good bye.

2
B Good afternoon. Is this Sam's Fresh Produce? (Pause)
B Yes, this is Tops Party Service. We ordered 30 pounds of potatoes and 16 ½ pounds of carrots from you on May 23rd.
We need this order for a wedding we are catering for tomorrow. It is urgent that we have it today. It is already 2 in the afternoon, no, it's 2.30.
Where is the delivery?
B Right, that was 30lbs of potatoes and 16.5lbs of carrots due today, 5th August. (pause)
B My name and phone number? Of course, that's Mr Haggert, HAGGERT. My phone number is 038 622 1954.
B No, not 028, it's 038. (Pause)
B Yes, please find out. Make sure it is delivered today! Good bye.

TASK B:

S Good morning, Paul. You wanted to discuss something with me?
P Good morning, Sue. Yes, we have a problem with the delivery system. The costs are just too high. Firstly, petrol prices are increasing at a very fast rate. And secondly, that 'congestion charge' for London, you know the money cars and lorries have to pay because of too much traffic in the City, well, it's eating up our profits.
S Why is that?
P Because, you see, we're located right outside the London city limits. We've got about ten vans crossing the line into London every day. So, any money we would make on our home delivery service is taken away by this extra cost. And the rising petrol prices are creating a greater loss on every delivery we make.
S Mmm I see. Well what do you suggest we do about it?
P I was looking into the cargo system on the trains. I was reading in a magazine about how the Swiss try to get the lorries off the roads through the mountains. It also decreases the air pollution. Now that is something that would be good for London.
S How could we do that for us?
P Any deliveries outside the London area we can still do with our vans directly from the store. But any deliveries within London we could send in by train. The train's nearest loading dock is only 1 km from our business. It's a short distance into London, so the costs would be low.
S What happens then within London?
P We could have a certain number of vans that are stationed in London and don't have to pay for entering the city. They would then pick up the merchandise at the other end and deliver it to the customers.
S But don't we end up paying just as much with the money for the train?
P No, because we would have a yearly contract with them. I got an offer from the train's cargo company. If you add up all the money we spend on congestion charges, it is a lot more than the train's prices. Not only that, but we save on petrol. A nice side effect is that by not using as much petrol, we are doing our part to help reduce air pollution.