

# ENGLISCH

## HÖRVERSTEHEN SERIE 2/3

### LÖSUNGEN



Kandidatennummer

Name

Vorname

Datum der Prüfung

<b>PUNKTE UND BEWERTUNG</b>	Erreichte Punkte	/ Maximum
Task A		/ 12
Task B		/ 8
<b>Total</b>		<b>/ 20</b>

Die Experten

**WICHTIG:**

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

**A**

(12 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 flight-attendant's announcement**

Flight number	MA785	
Destination	1. San Francisco	1
Position of airplane in line	2. Third	1
Where to put your luggage	3. Under seat or in overhead compartment	1
What to do with portable computers	4. Turn off	1
Not allowed on the airplane	5. Smoking	1
Name of the airline	6. Pacific Airlines	1

**2. A complaint on an answering machine**

Customer's first name	Harry	
Customer's last name	7. Davies	1
What the customer likes about the order	8. Speed of service / Delivery time	1
What was only there in Spanish and Polish?	9. Instructions	1
What did his friend bring?	10. (white) ball / cue ball	1
Price he paid for pool table	11. \$ 800	1
Order number	12. GH12338	1

**B****(8 POINTS) (1 POINT FOR EACH CORRECT ANSWER)**

Punkte

Listen to the interview with Susan Mellows about leadership.

**For each question mark the best answer (A, B or C). Tick one answer only.****You now have 30 seconds to look at the task.**

<b>1. Susan feels</b> <b>A</b> <input type="checkbox"/> getting along with the boss isn't very important. <b>B</b> <input type="checkbox"/> people don't like to complain about the boss. <b>C</b> <input checked="" type="checkbox"/> everyone can tell the boss what to do.	<b>5. Many bosses</b> <b>A</b> <input type="checkbox"/> pressure their team to keep going. <b>B</b> <input type="checkbox"/> are pressured to make decisions. <b>C</b> <input checked="" type="checkbox"/> wait too long to decide on things.	<b>1+1</b>
<b>2. Some bosses</b> <b>A</b> <input checked="" type="checkbox"/> try to make us feel stupid. <b>B</b> <input type="checkbox"/> need a certain kind of treatment. <b>C</b> <input type="checkbox"/> feel worthless in everything they do.	<b>6. The lady</b> <b>A</b> <input checked="" type="checkbox"/> got her boss to change his behaviour. <b>B</b> <input type="checkbox"/> was very angry with the boss. <b>C</b> <input type="checkbox"/> went home because she felt stupid.	<b>1+1</b>
<b>3. Employees</b> <b>A</b> <input type="checkbox"/> can make decisions for the boss. <b>B</b> <input checked="" type="checkbox"/> could manipulate their boss. <b>C</b> <input type="checkbox"/> shouldn't influence the boss.	<b>7. Employees can</b> <b>A</b> <input type="checkbox"/> have all the glory for themselves. <b>B</b> <input checked="" type="checkbox"/> talk to the boss about accepted behavior. <b>C</b> <input type="checkbox"/> worry about the boss's bad personality.	<b>1+1</b>
<b>4. Women</b> <b>A</b> <input checked="" type="checkbox"/> get rid of problems using different ways. <b>B</b> <input type="checkbox"/> question their own actions. <b>C</b> <input type="checkbox"/> can't criticise their boss.	<b>8. Susan knows that bosses</b> <b>A</b> <input checked="" type="checkbox"/> lose their jobs if they aren't good. <b>B</b> <input type="checkbox"/> make the final decision to leave. <b>C</b> <input type="checkbox"/> advise employees on their work-relationships.	<b>1+1</b>

## TASK A:

### 1 A flight-attendant's announcement

Ladies and gentlemen, welcome on board Flight MA785 with service from Hong Kong to San Francisco. We are currently third in line for take-off and are expected to be in the air in approximately seven minutes time. We ask that you please fasten your seatbelts at this time and secure all baggage underneath your seat or in the overhead compartments. We also ask that your seats and table trays are in the upright position for take-off. Please turn off all personal electronic devices, including laptops and cell phones. Smoking is prohibited for the duration of the flight. Thank you for choosing Pacific Airlines. Enjoy your flight.

### 2 A complaint on an answering machine

Hello, my name is Harry Davies, that's D-A-V-I-E-S. I purchased a pool table from Excalibur Sports a week ago. Now, I ordered it online last Tuesday and it arrived only three days later. I was amazed and very happy at the speed of service. But then the problems started unfortunately. I had to assemble the pool table and this was quite difficult. The first major complaint I have is that the instruction booklet included with the pool table was written only in Spanish and Polish. I can't believe you wouldn't include the assembly instructions in English. Anyway once I had put it together, I noticed the white ball, you know – the cue ball, wasn't in the rack of balls. How am I supposed to be able to play any games without the cue ball? Luckily, a friend of mine came over with his cue ball and we were able to play a game. A single game only, because it quickly became obvious that the table was defective. The roll of the balls was not very true – they kept curving to the left or the right. I don't really know enough about pool tables to know what the problem could be. I just know I don't want to spend \$800 on a defective pool table even though it was discounted from \$950! I would appreciate it if you could get back to me as soon as possible. My customer number is 45993. The order number for my pool table order was GH12338. I really hope to hear from you as soon as possible. Ok, bye bye . . .

## TASK B:

### Leadership

- H Hello, Susan. Welcome to our show on leadership.
- S Thank you, Harold.
- H How did the idea for your book called "How to Lead my Boss" come about?
- S I wanted to show everyone that people can lead from below. In my leadership courses I discovered that many of the participants were more interested in complaining about their boss than learning how to deal with him or her.
- H How can we have power over those that we are dependent on?
- S Yes, the boss has a position of authority over us. Some of them treat us like dirt and make us feel inferior in everything we do. However, there is no reason to accept that kind of treatment. Do you have any children, Harold?
- H Yes, a daughter.
- S Then you know how children watch their parents carefully. They know exactly where their weaknesses are. Parents may have the power of decision, but children have an instinctive power of manipulation. Parents and children are always influencing each other back and forth. The same can work for the boss and the employees. As adults we shouldn't forget to use some of this behavioural psychology at work.
- H Do you have an example?
- S Women know that being quiet and upset is a very good weapon towards men. The men start to feel guilty and question their own actions. On the other hand, there are men that don't even notice when a woman is angry, so she has to think of other strategies to solve conflicts. She can openly say what happened and how she felt about it. Or she can state her own criticism.
- H That can be very risky at work.
- S True, but if you never express yourself, you can't hope for a situation to get better. And in today's business world bosses are also under pressure to do well. There is no reason for employees to feel they're in a weaker position.
- H How can one deal with some of the typical problems?
- S Many bosses hesitate too long when it comes to making final decisions. They keep their whole team from moving forward. An employee cannot pressure a boss into a decision, but he or she can communicate the problems and consequences the boss's hesitation is causing.
- H Right.
- S Then there are the bosses that have fits of anger. It's not what they say that is causing problems, but how they say it. A lady told me of her own experience with such a boss. One day when he was shouting and treating her as if she were stupid, she put her hand to her head, complained of a very sudden, unbearably huge headache, packed her things and went home. Since then, whenever he starts changing the tone in his voice, all she has to do is put her hand to her forehead and he starts talking normally again.
- H It's not always that easy though, is it?
- S No, there are some bosses that like to keep their employees in an inferior position in order to get more glory for themselves. There are 3 strategies to follow in such cases. The first is confrontation. You can't change people, but you can let them know which types of behaviour you will accept and which you won't. The second is an inner boundary line. Don't make the bosses lack of character your problem. You can't expect praise from someone who has never learned to give it.
- H And thirdly?
- S Thirdly, "change it, love it or leave it." There are times when the final decision will be to leave the job for another one. However, if you like the job and have the patience, you can wait, because a boss doing a really bad job will not be able to stay long in any company today. Therefore, my final advice is to play an active constructive role in forming your work-relationship with your boss.