



ENGLISCH

SERIE

2

HÖRVERSTEHEN

**KANDIDATIN
KANDIDAT**

Nummer der Kandidatin / des Kandidaten

Name

Vorname

Datum der Prüfung

BEWERTUNG

Fachbereiche

Erreichte Punkte / Maximum

Task A

/ 8

Task B

/ 5

Task C

/ 7

Total

/ 20

EXPERTEN

**WICHTIG:**

In dieser Prüfung hören Sie jede Aufgabe je **zweimal**.

A**(8 POINTS)**

Look at the notes below. Listen to the monologues.

Fill in the missing information.

1. Some last-minute information

Name of caller	<i>Paul</i>
Time of Arrival	1.
Flight Number	2.
Change in number of people	3.
Paul's mobile phone number	4.

2. An urgent message

Name of caller	<i>Sheila</i>
Type of business where Sheila works	5.
What was ordered and quantity	6.
Date of order	7.
Model	8.

B (5 POINTS)

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.

You will now listen to a radio show about the stories of successful business people.

1. **Iris Tucker's grandfather named his company IT Tools because**
A IT is short for Information Technology.
B I and T are the first two letters in Grandfather Tucker's full name.
C IT is short for Intelligent Tools.

2. **Grandfather Tucker studied science**
A at school.
B in Oxford.
C from magazines.

3. **Grandfather Tucker had the necessary money to start his business because**
A he had saved it all while working.
B the factory owner had been good to him.
C his parents were rich.

4. **Iris Tucker's father**
A was more interested in arts and pictures than in science.
B was interested in science books.
C found science absolutely fascinating.

5. **Iris Tucker's company is currently profiting from the**
A sales of standard electrical tools.
B trend to automated industrial production.
C sales of robots for hospital care.

C (7 POINTS)

Please fill in the gaps in the sentences below with *the correct form* of the key word or the key words. Use *one or two words*. You now have one minute to read the sentences below. Listen to Janet and her boss discuss an idea to make customer service better.

Janet and her boss look at the *agenda* at the beginning of the meeting.

1. Janet thinks the do not work long enough in the afternoon.
2. The new staff should be experienced, have good
and pleasant voices.
3. Since many people like making calls from,
lines should be open longer.
4. The new hours will be tried out for the time of to begin with.
5. A should be designed to advertise the new service hours.
6. Ads for new employees will be put in the papers only if the job offers on the company
..... do not result in suitable applications.
7. October is the start of the for this division of the company.