



# ENGLISCH

SERIE

2

HÖRVERSTEHEN

LÖSUNGEN

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) (1 point for each correct answer)**

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. <b>3.15pm</b>	<b>1</b>
Flight Number	2. <b>BA714</b>	<b>1</b>
Change in number of people	3. <b>minus 3 / three less / three fewer / -3</b>	<b>1</b>
Paul's mobile phone number	4. <b>0180 3394 5678</b>	<b>1</b>

**2. An urgent message**

Name of caller	<i>Sheila</i>	
Type of business where Sheila works	5. <b>(Manhattan) Insurance (Company)</b>	<b>1</b>
What was ordered and quantity	6. <b>12 printers / printers 12 / a dozen</b>	<b>1</b>
Date of order	7. <b>13 May</b>	<b>1</b>
Model	8. <b>IE-W70</b>	<b>1</b>

**1 Some last-minute information (Paul)**

Hi Jeremy. It's Paul. Here's some last-minute information on our visit. We are coming in at 3.15 tomorrow afternoon, not at 2.15, and our flight number is BA714. Also, we must absolutely inform Jennifer that there are 3 representatives less on the team, and I haven't been able to reach her yet. Please do me a favour and call her on 076 588 6569. If anything goes wrong, just call me on my mobile phone. It's 0180 3394 5678. Thanks, and see you later, then.

**2 An urgent message (Sheila)**

Hello Ms Taylor: this is an extremely urgent message from Sheila of the Manhattan Insurance Company Zurich branch. We ordered a dozen printers about two weeks ago, er, yes, let me see, . . . it was on the 13<sup>th</sup> May. Well, we haven't received them yet even though we had asked for express delivery. We should really get them as soon as possible. They are models IE-W70. Please call me back immediately after you hear this.

**B****(5 POINTS) (1 point for each correct answer)**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.

1

**2. Grandfather Tucker studied science**

- A  at school.  
 B  in Oxford.  
 C  from magazines.

1

**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.

1

**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.

1

**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.

1

S = Showmaster / I = Iris Tucker

S And it's another series of "Back to the Beginning" – the radio show that tells us the stories behind the scenes. Good evening, ladies and gentlemen. I have here with me Iris Tucker, CEO of IT Solutions, the company that's just been awarded Best Industrial Enterprise of the Year. Thanks for coming.

I Absolutely my pleasure.

S So what can you tell us about the beginning of the company? And how did it get its name?

I It was established just after the First World War by my grandfather, Irving Tucker, who originally called it IT Tools. Even though they were intelligent tools, he actually used his initials in the company name.

S I believe I remember you saying he was not born rich.

I Very true. They could hardly make a living and he only went to school for 2 years. Then he started work in a local factory. The owner had studied science in Oxford, thought the boy was smart and gave him scientific magazines to read, and then discussed them with him. That was . . . er . . . not really unusual in those days . . . well, er . . . so Irving learnt a lot, and he also tried to save some money on the side. However, his boss soon fell seriously ill and then died as the medical science was not what it is today. However, he left Irving some books and a sum of money, which the young man used to start a business.

S What business was that?

I It was the early era of electricity, and my grandfather invented a special type of electric drill and made a lot of money selling that. But business was bad, of course, before the Second World War, when my father was growing up. Unfortunately, although he liked driving cars and reading science fiction books, HIS great passion was painting – which was considered strange because, at that time, everyone was fascinated by the amazing progress in science.

S That can't have been easy for the old man.

I No, it certainly wasn't. Nevertheless, it may have been a bit easier since I, his "Darling Princess" as he used to call me, was very close to him and took such a keen interest in all that technical and engineering stuff that I finally went to a Technological University. And then I took over from the manager my dad had employed after Granddad died.

S You have been very successful.

I Well, I was in the right place at the right time. I mean I didn't see much future in traditional machinery nor in standard electrical tools, and that's why I went straight into the field of industrial robots. Yes, we have developed into a good size enterprise with 420 employees with a profit of over 40 million last year – an increase of 20% from the preceding year. And it looks like this year it will rise another 5 per cent.

S That's unbelievable. Er, have you ever thought of producing robots say, for households or hospital care?

I I know that this is a strong trend, but I think we should (fade out) focus on . . .

## C (7 POINTS) (1 point for each correct answer)

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

B = Boss (male speaker) / J = Janet

- B Now let's see the agenda. The first item is customer service in the Insurance Division. Janet, you suggested that, so could you tell me what you were thinking of?
- J Thanks. At the moment our advisers stop working at 4 o'clock in the afternoon. After that our customers only get the helpline taped message. And other companies work till 7:30. So I think we should change that and keep the lines open until half past eight in the evening.
- B Then we would probably have to employ three more advisers, wouldn't we?
- J I agree. We would need three experienced people with good phone skills and attractive voices.
- B Do you believe there will be enough increase in sales to make up for the extra costs?
- J I certainly do. Er... well, of course there are lots of people who make private calls during their office hours, but there are quite a lot who can't or don't want to do that and prefer making their calls from home after work.
- B I see what you mean. So why not try it out for... what do you think of maybe four months?
- J Well, I would go for six months as people's habits often change very slowly and our data would be more accurate.
- B All right, done. So how would you communicate this to our customers?
- J I feel we should produce a flyer to enclose with our pre-summer holiday mailing at the end of June. We can save some mailing cost that way.
- B Sounds good. And where do we get the extra staff?
- J I'm going to call the in-house employment people. They can put it on our website. If we get no good applications then, we can still put ads in the papers. I'm sure we can find good people on a temporary basis.
- B So on what date would you launch the trial phase?
- J I guess we will be able to find and employ the staff in about four weeks. Then we could start on 1 September, when everybody is back from their summer holiday.
- B Great. So we would be ready for our best season which starts in October.