### **ABSCHLUSSPRÜFUNGEN 2016 KAUFFRAU UND KAUFMANN** NACH BIVO 2012



# **ENGLISCH**

SERIE

HÖRVERSTEHEN

### LÖSUNGEN

KANDIDATIN KANDIDAT	Nummer der Kandidatin / des Kandidaten Name Vorname						
					Datum der Prüfung		
					BEWERTUNG	Fachbereiche	Erreichte Punkte
	Task A		/ 8				
Task B		/ 5					
Task C		/ 7					
Total		/ 20					

**EXPERTEN** 

Diese Prüfungsaufgabe darf 2016 nicht im Unterricht verwendet werden. Der Kaufmännische Verband hat im Auftrag der Schweizerischen Konferenz der kaufmännischen Ausbildungs- und Prüfungsbranchen (SKKAB) das uneingeschränkte Recht, diese Aufgabe für Prüfungs- und Übungszwecke zu verwenden. Eine kommerzielle Verwendung bedarf der Bewilligung des Schweizerischen Dienstleistungszentrums Berufsbildung, Berufs-, Studien- und Laufbahnberatung (SDBB). Inhaber des Urheberrechts sind die Kantone. ©

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In diesem Hörverstehen hören Sie Aufgaben A bis C je zweimal.

# (8 POINTS) (1 point for each correct answer)

Look at the notes below. Listen to the monologues. Fill in the missing information.

#### 1. A message on an answerphone

Caller's name	Sally	
Flight number	1. LX8130	1
Check-in time suggested by Sally	2. (the) night / evening before	1
Time of arrival	3. 12.05	1
Length of drive to hotel	4. <b>(about) half an hour / 30 min</b>	1

#### 2. A radio programme

Name of presenter	Tony Meyer
Industries with biggest decline	5. machine/s
Loss in export sales of watch industry	6. <mark>8%</mark>
Industry with slightly positive result	7. clothing and footwear
Website of programme	8. www:chbusfigcom

#### 1 A message on an answerphone

Hi, Gina. This is Sally speaking. I booked you two seats on flight LX8130 to Hurghada, Egypt on Thursday, September 22<sup>nd</sup>. I'm afraid you will have to be at the airport very early as it will take off at 6.40 am. However, you have the possibility to check in the night before, so I would profit from this service. You should then be in time when taking the first train in the morning at 05.19. You will arrive at Hurghada at 12.05 local time after a flight of 4 hours and 25 minutes. The hotel will arrange for someone to pick you up in the arrival hall and take you to the hotel, which is about half an hour's drive to the south.

#### 2 A radio programme

Good moring ladies and gentlemen. This is Tony Meyer from Swiss Business Figures. The strong Swiss Franc is still affecting foreign trade. Eight out of ten export industries suffered a loss in turnover last month. The biggest drop was in the machine industry, where turnover dropped by 12%. But also Swiss watches were losing their appeal abroad. Exports of the clock and watch industry declined by 8%, which is the worst result for 6 years. The business with jewellery first seemed to be increasing, but then its turnover also dropped slightly. A positive result was presented by the clothing and footwear industry, whose turnover rose – I'm happy to say – by about 1%. If you are interested in more detailed figures, you'll find them at www.chbusfig.com. That's www.CH B U S F I G.com.

#### В (5 POINTS) (1 point for each correct answer)

You will now listen to an interview with Lynn Downey, a historian, talking about Levi Strauss.

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.

- Lynn Downey 1. 1 A 🔀 is an employee of Levi's. **B** is a relative of Levi Strauss. **C** had an uncle who was company chairman. 2. Items from Levi's archives can be seen 1  $\mathbf{A} \square$  in their own museum. **B** 🔀 at their visitor center in San Francisco. **C** in a pavilion on Battery Street. 3. Levi Strauss 1 **A**  $\square$  was born in Berlin. **B** 🔀 had family in New York. **C** set up a business in New York. In 1872 Levi Strauss 4 1 **A** was looking for a business partner. **B** invented the "jeans". **C X** agreed to work with Jacob Davis. Seth Weisser 5. 1 **A** paid \$25,000 for an old pair of jeans. **B** discovered the oldest pair of jeans. **C** Sold a pair of jeans for \$25,000. M Welcome to this week's edition of "Did you know?" My name is Michael Tyrell and my guest today is Lynn Downey, the company historian of Levi Strauss. Lynn, why does a company that manufactures jeans employ a historian? Way back in 1989, company chairman Robert Haas, a great-great-grandnephew of Levi Strauss, wanted to take care of the company's warehouse of historical items. He was looking for a suitable person to do this job and my uncle, who used to work for the company, told me about that. I then applied for the job and got it, and I still love it! M What are your duties? I'm in charge of the company's archives. M Are they open to the public? No, they aren't. But at first we had a museum that people could visit. It was located at the old factory on Valencia Street in San Francisco. This then got replaced by six pavilions at our Visitor Centre on Battery Street. Each pavilion highlights a different aspect of the company and its business. They offer a good view of San Francisco Gold Rush businesses and their survival after the famous San Francisco Fire, which had been caused by an earthquake in 1906. M Which is your favourite pavilion?
- Well, they are all interesting, but being a historian I probably like the one best that shows the history of the company. Levi Strauss came to the United States from his native Germany in 1847. He joined his brothers, who were already in New York, where they had a wholesale dry goods business.
- M You mean they didn't produce leans at that time?
- No, none at all. Six years later, in 1853, Levi Strauss moved to San Francisco to open his own branch of the family business, Levi Strauss and Company.
- M Still no jeans?

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- Still no jeans. It wasn't until 1872, when Levi Strauss was approached by a man named Jacob Davis. Davis was that tailor who had the idea for the sturdy, hard-to-destroy work pants. He was looking for a business partner, and Strauss took the opportunity.
- M So the jeans business wasn't even Strauss' own idea.
- No, but he recognized the potential of Davis' idea. And soon the business with those "jeans", then known as waist overalls, was taking off, because the two had created a piece of clothing perfectly suited for miners, farmers and cowboys. M Are there any items on display from that early era?
- Unfortunately, the first 50 years of the company's history was almost completely lost in the San Francisco Fire. However, some years ago, we were contacted by Seth Weisser, co-owner of a store called "What Comes Around Goes Around", a kind of second-hand and antiques store. He had bought a pair of Levi's, which had been discovered in an old coal mine in Colorado. He then sent us some pictures and made us an offer of \$25,000.
- \$25,000 for an old pair of jeans?! Μ
- Well, they may be the most expensive pair of Levi's, but they are also one of the oldest pairs left. I was able to date them by their single back pocket and the leather patch, which was added in 1886. The second back pocket was only added in 1902.
- Μ That means they are one of the very few items left from before the fire.
- Exactly. That's why they are a treasure and Levi's agreed to pay this record price.
- M Lynn, thank you very much for this interesting interview.

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

Listen to Ray talking to Vanessa about working from home.

Please fill in the gaps in the sentences below with the correct form of the key word or key words. Use one or two words. You now have one minute to read the sentences below.

Vanessa has been working **from home** for some years.

- 1. Vanessa loves the **flexibility** that working from home gives her.
- Working from home is possible because of the <u>internet</u> and other modern technology.
- 3. Vanessa's employer/company needs less office space.
- 4. When she has to \_\_\_\_\_\_ meet clients \_\_\_\_\_\_ she goes to work at the office.
- 5. She thinks it's very important to work according to a ..... (strict) timetable and never change it.
- 7. Dressing for work helps her to be in the right \_\_\_\_\_\_ mood \_\_\_\_\_ when talking to clients on the phone.

R Ok, Vanessa. You have been working from home for quite a while. What made you choose this kind of work?

- V I've worked for the same company since I left school, but when the second child was born, I wanted to spend more time with the kids. What I especially like about this kind of work is that it gives you more flexibilty. Sometimes I have to work in the evening, but then my husband can look after the kids, so it's usually no problem and it doesn't happen too often anyway.
- R Is it difficult to get organised? After all you can't just pop into your colleague's office and ask something or check some files and so on.

V The internet and modern technology make working from home relatively easy. And, if need be, you can always make a call to the office.
R What about your employer? Didn't he mind when you said you would like to work from home?

R What about your employer? Didn't he mind when you said you would like to work from home?
V Not really. Of course it took a bit of time to get used to it. But then, this way, the company can save on office space. What matters to them is that I get my work done.

- R And don't you get lonely working on your own all the time?
- V I probably would. But there are times when I have to go in to work anyway in order to meet clients. I can't receive them at home. And on those occasions I usually also see my colleagues and catch up on the latest office news and gossip.

R I see. Do you work on a fixed schedule or just according to demand?

V With home working it's absolutely necessary to have a strict timetable and stick to it. First, I get the kids ready for school, and then my working day starts at 9 o'clock. From 12 to 1.30 I have my lunch break and after that I work again until 4, and that's it.

- R Do you have any other tips for people who would like to work from home ?
- V Well, probably the most obvious is that you have to find a quiet place where nobody will disturb you, wherever possible a separate room. And you shouldn't answer the door to neighbours or make private calls during working hours.

R So it's really important to separate working life from private life.
V Yes, absolutely. And something you might think a bit funny, but I usually also dress for work. I spend a lot of time talking to clients on the phone and I just feel more in the mood for business than when dressed in an old track suit.

R Interesting. But then, I guess we all agree that clothes have an effect on how we feel. So it seems only logical to dress for what you're doing. Vanessa, thanks for the chat and all the best for combining family and business life.