



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 diesem Hörverstehen hören Sie Aufgaben A bis C 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. A message on an answerphone

Person called by Carl Smothers	1. <i>Mr. Sands</i>	
Reason for the call	1. (request) offer <i>for display shelves</i>	1
Total size of showroom	2. 164 <i>square metres</i>	1
Address of business	3. 26 Loubrenner <i>Avenue</i>	1
Carl's phone number	4. 518 241 7759	1

2. A memo to the personal assistant

Person called	5. <i>Sharon</i>	
Email recipient	5. g.brashery <i>@topsport.com</i>	1
New day for meeting	6. Tuesday	1
Time of meeting with CEO	7. 9 am	1
Name of restaurant to book	8. Rose Garden	1

1 A message on an answerphone

Hello, Mr Sands. This is Carl Smothers from Best Buy in Hector, New York. It's 11 am on Tuesday morning, the 10th of September. I'm phoning to request an offer for new display shelves as we'd like to update our showroom. You were recommended to us by our branch in Albany. The showroom has 65 square metres for computers and printers, 32 for TVs and 67 for other devices – that's 164 square meters of floor space in all. We are located at 26 Loubrenner Avenue, that's 26 LOUBRE double NER Avenue. Please come and see what kind of shelving you would recommend. We are also interested in your ideas for the most attractive arrangement of the displays. Please phone me on 518 241 7759 if you have any questions.

2 A memo to the personal assistant

Hi, Sharon. This is Susan. Please write an email to Mr Brashery at g.brashery@topsport.com, that's G dot B R A S H E R Y at TopSport dot com, and cancel my meeting with him on Thursday, at 2 pm. Express my apologies and try to reschedule it for Tuesday, at 9.15. Secondly, the CEO, Mr Dallmer, is visiting our branch tomorrow. He wants to meet our new CFO, Michael Jaypollt, tomorrow morning, at 9 am. So write Mike a memo that he has to be there. Please make sure there are fresh rolls for the coffee break at 10.30. Then reserve a table for 5 people at a restaurant for lunch. Choose the Rose Garden this time because we went to the Olive Tree last time.

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

You will now listen to Adam Bryant interviewing Karen May about training programmes for employees.

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.

1. **Employee training** 1
 - A is best when required by the company.
 - B should be their own choice.
 - C succeeds if done as a group.

2. **In-company performance problems** 1
 - A require employee training as soon as possible.
 - B are usually due to employee conflicts.
 - C can be caused by too little know-how.

3. **Karen has learned that** 1
 - A people adjust quickly to new ideas.
 - B the majority can deal with criticism.
 - C 30% have the ability to change.

4. **Speed-back** 1
 - A makes executives feel better.
 - B is a three-minute discussion.
 - C gives some people their best advice ever.

5. **Karen suggests executives should** 1
 - A know what others think of them.
 - B make sure employees understand them.
 - C have a plan to get things done.

- A Welcome listeners! Adam Bryant here for the New York Times. Today I'm with Karen May, who does employee training for Google. Karen, what common mistakes do companies make in their further education programmes?
- K Hello, Adam. Well, one thing is when the companies ask for too much education and don't let their staff make their own decisions. People learn best when they want to learn! They want to go to seminars when their colleagues come back from these courses with positive feedback.
- A Are there any other dangers?
- K If a company is not doing its best, immediately sending the employees to training programmes is usually not the solution. You first need to find out why the job results are so bad. Do the employees understand what they are supposed to be doing? Is there disagreement among the colleagues? The reason employees need training is when they have too little knowledge or skill for the job.
- A Many CEOs say how hard it is for people to criticize others, even if the direct feedback would improve the job. Is that true?
- K Definitely. Criticism is negative. It has been known to cause problems. So if I can't say anything positive, then I won't say anything at all.
- A Giving feedback is your job, so what is your experience with it?
- K It's the best thing I can do for someone. Even though it hurts at first, it also gives a person the chance to change things for the better.
- A How often has that succeeded?
- K In reality, don't expect people to improve overnight; watch for the small changes. Actually, 70% of the time people have been able to do something with the feedback. The other 30% either cannot accept it, or they don't know how to make the changes.
- A What's the most exciting experience you've had?
- K It's the training lesson called "speed-back". The executives sit face to face. They have 3 minutes to answer a question about the person they are looking at! For example, "How do you feel this person did their work?" Afterwards that person can say how well he feels his partner gave him the criticism. From both sides, some say it's the best feedback they've ever received.
- A What other things have you experienced in consulting executives?
- K Many executives were promoted to their position because of their success as an employee. Now, with their new responsibilities, they need a new set of interpersonal skills to be a good leader.
- A What are your suggestions?
- K They need to learn how to give the spotlight, not take it; that means they need to learn how to listen and find out how their employees feel about them. They need to understand how other people see them. That will lead to effective strategies that get things done.
- A Thank you, Karen. I'm sure this information helps us all without being sent to a seminar!

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

Listen to a discussion about biometrics between Harry Reasoner and Audrey Jacobs.

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.

- Harry Reasoner is interested in *future* passwords.
- 1. This year, credit card and iCloud information was stolen by computer *data* thieves. 1
- 2. Engineers want to use the parts of the *(human) body*, instead of passwords, for the safety of our data. 1
- 3. There are many possibilities for these human passwords. There are quiet ones like the *skin* on your nose, as well as loud ones like your heart. 1
- 4. In Toronto some *scientists* are trying to make a product that uses the beat of a person's heart to access their electronic equipment. 1
- 5. The fact that nobody has the same heart in shape, sound or location could make them the best, but also the *most unusual* password of all. 1
- 6. The engineers also want to make a smart *environment*, like a smart home that recognises you without a password whenever you enter it. 1
- 7. In the future we won't have to *look over* our shoulders to prevent hackers and thieves from seeing our passwords. 1

H Hello, Listeners! This is Harry Reasoner; Audrey Jacobs is here to tell us what passwords will be like in the future. Audrey, this year was horrible: target customers had their credit card information stolen, and even iCloud got hacked. What is being done to stop computer data thieves?

A Well, actually, Harry, this security is already here – we saw it in the first James Bond films. It's a science called Biometrics, which, for example, uses our eyes to unlock a door. We believe the best passwords are in the parts of the human body, which are different for every person on earth.

H Well, that's like using a fingerprint to open our computer. But what about doing e-banking or using personal internet information?

A True, this science has a long way to go. However, the possibilities are huge. Besides the silent parts of our body like fingerprints, lip prints or even the skin on your nose, there are also noisy parts of us that are different from anyone else. Not just our voices, but rather the sounds in our ears or the beat of our heart.

H You mean we won't need wild passwords anymore?

A Harry, look at how far technology has advanced, but we are still using passwords or PINs. It's ridiculous! In Toronto, a group of scientists are developing a product that uses the beat of your own heart to enter your emails, access your bank accounts and unlock your mobile phones. The people explained to us that every person's heart is different – in size – in location in your chest – and in how it pumps the blood. The beat of our heart may possibly be the most perfect kind of security, as well as the most unusual.

H Is this product for sale?

A It is called Nymi and is available for pre-order on the company's website for \$79.00.

H What other ideas are there in this science?

A I guess, it's about more than just security; it's about recognizing a person. A new system wants to make it easy for you to prove you are you. It should be something nobody can see and it should happen automatically. We already have smart phones and smart objects. We want to create a smart environment, such as a smart home. Whenever you come home and walk through the door, your rooms should know it is you! You shouldn't need to put a password in a box on the wall. Passwords are broken because hackers are clever, but also because we haven't started using the best security we have available, which is our body. The parts are difficult to steal and can't be copied or lost.

H Well, we all hope the biometric engineers can get these ideas developed quickly, so we can keep our data safe without having to look over our shoulders all the time. Thank you, Audrey, for joining us today.