ABSCHLUSSPRÜFUNGEN 2019 KAUFFRAU UND KAUFMANN

NACH BIVO 2012



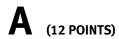
ENGLISCH

LESEVERSTEHEN SERIE KANDIDATIN Nummer der Kandidatin / des Kandidaten **KANDIDAT** Name Vorname Datum der Prüfung **BEWERTUNG** Fachbereiche Erreichte Punkte / Maximum Task A / 8 Task B Task C / 5 / 25 Total **EXPERTEN**

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Erlaubte Hilfsmittel: Wörterbuch in Papierform Prüfungsdauer: ⊙ 30 Minuten

Diese Prüfungsaufgabe darf 2019 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. ©



Read the following text and the instructions on the opposite page.

How Amazon's "Alexa" speaker recorded and shared a private conversation



"Alexa" has many talents. Among other things, Amazon's voice-controlled device can play music, set timers, order a pizza – and send recordings of private conversations to any people in its users' contact list.

Danielle Smith, an Alexa owner in Portland, Oregon, was shocked to learn that her device had recorded a conversation with her husband without them knowing and then sent the audio file to one of his employees in Seattle. She said the incident happened two weeks ago when the employee called them to say she'd received a strange voice recording of them. "The person on the other line said, 'Unplug your Alexa devices right now. You're being hacked'." Danielle turned off their multiple Alexa smart speakers and contacted Amazon immediately.

Companies like Amazon and Google say their devices only begin recording when their microphones hear a trigger word or phrase, like "Alexa!" or "Hey Google!". Amazon confirmed the error that happened at Danielle's home and claimed it was caused by an extremely rare series of events. It wasn't a hack or a bug with the device, but a case of Alexa's always-listening microphones mishearing a series of words and mistakenly sending a voice message.

According to Amazon, Alexa woke up due to a word in a background conversation sounding like "Alexa!" The subsequent conversation was heard as a "send message" request. As a reaction, Alexa asked out loud "To whom?". The background conversation was interpreted as a name in the customers contact list. So, Alexa asked "[contact name], right?" and interpreted the background conversation as "right". Then, the message was sent.

As unlikely as this string of events is, Amazon is now evaluating options to make this case even less likely. As voice technology is becoming increasingly popular, there are great concerns about privacy issues related to having an internet-connected microphone in the home.

While Danielle no longer uses Alexa devices, there are other measures that smart speaker fans can take to protect their privacy, like turning off any features that can accidentally record and share audio. Unfortunately, there is no option to turn off voice messaging in the current Alexa app – you're forced to ring Amazon customer service in order to turn off messaging. Furthermore, when setting up your Alexa speaker using its app, do not give it permission to access your contact list.

But the most important measure is: live like everyone's watching. Alexa isn't the only smart device putting your privacy at risk at home. Smartphones as well can be set to an 'always listening mode' and even devices without microphones can collect private data. Internet-connected safety cameras have sensors that track movement, and even something like a "smart" fridge can collect information about you that you'd rather keep secret ...

You can unplug them all unless you trust the tech industries' privacy protections, or you can go about your daily life avoiding doing or saying anything embarrassing (or illegal).

Adapted from CNN Tech, 24 May 2018

Tick the best answer – A, B or C.

1.	Danielle					
	A ☐ immediately noticed she had been hacked.					
	B told her husband to turn off Alexa at once.					
	C was contacted by one of her husband's employees.					
2.	Amazon					
۷٠	A ☐ denied that Alexa made an error.					
	B confirmed that Danielle's Alexa had been hacked.					
	committed that barriette's Alexa had been nacked. C □ admitted something went wrong with their Alexa device.					
	admitted something went wrong with their Alexa device.					
3.	Danielle's Alexa					
	f A igcup followed its regular pattern used to send messages.					
	B □ was woken up by somebody actually saying "Alexa!".					
	C ☐ sent a message without asking for permission.					
4.	Devices like Alexa					
	A □ are likely to make mistakes.					
	B ☐ have been popular for a long time.					
	C ☐ may put their owners' privacy at risk.					
5.	Owners of an Alexa must					
	f A igsquare use an app to adapt all of its settings.					
	B phone Amazon via telephone to disable certain features.					
	C □ allow it to access their contact lists.					
6.	If you have any smart devices in your home					
	A □ you should adapt your lifestyle accordingly.					
	B ☐ you're constantly observed by others.					
	C □ your data is used even if you disconnect them from the internet.					

B (8 POINTS)

Read the article below. Choose the best expression (A, B or C) to fill each gap. For each answer, put the correct letter on the line on the right.

Non-alcoholic drinks

Bars and pubs are not usually the non-drinker's friend. Drinking pint after pint of juice or fizzy drink quickly **1** boring. But beverage manufacturers are now showing more sympathy for their situation. Many companies see non-alcoholic drinks as the "biggest opportunity on the market", says Frank Lampen, head of Distill Ventures, which helps small producers with investment and advice.

One of its recent investments, for example, is in Seedlip, a British firm that makes distilled, non-alcoholic "spirits" flavoured with herbs. Low-alcohol beer, once accused for its lack of flavour, is also in fashion. Technological developments mean alcohol can be filtered out of the beer without ruining its taste; other breweries use "lazy" yeast, 2 produces less alcohol to start with. Over the past couple of years, non-alcoholic craft breweries have popped up and other craft brewers have started producing a non-alcoholic beer as part of their range.

Even large manufacturers are getting on the wagon. ABInBev, for example, launched its alcohol-free "Budweiser Prohibition" in 2016 and they expect non-alcohol and low-alcohol beers to amount to a fifth of the sales 3 2025. As a rough comparison, figures from Euromonitor, a market-research firm, suggest that beer with 4 than 0.5% of alcohol by volume came to only 2% of global sales in 2016.

However, the opportunity is not limited to alcohol-free versions of the drinks. Copenhagen Sparkling Tea, for example, is smartly packaged in wine-like bottles, and sold in restaurants across northern Europe. Craft sodas are another new category. These make much of their use of exotic, grown-up ingredients, such as chilli or even stinging nettles. Non-drinkers no longer need to compromise on taste or adventure, says Catherine Salway, who (5) the no-alcohol Redemption Bar in London, among whose offerings is a cocktail made from activated charcoal.

The buzz around alcohol-free drinks reflects the knowledge both that the market has been ignored **6** that it is expanding beyond pregnant women and drivers. Alcohol consumption, per person, has flattened or fallen throughout most large Western economies. Lunchtime drinking is out, "mindful drinking" is in. Cutting back is a popular tactic for the health-conscious.

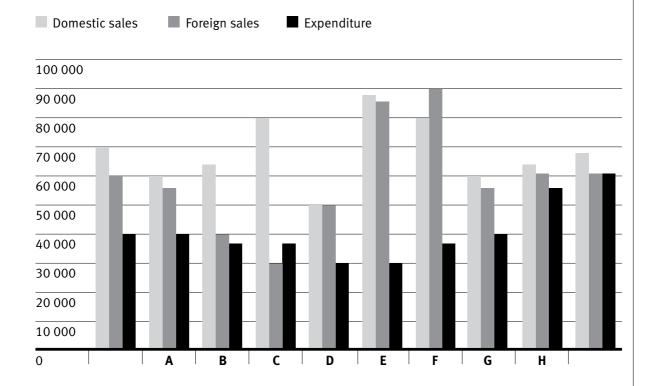
Young people are drinking less 7 than the older generations. Less than half of the 16 to 24-year-olds surveyed in 2016 by Britain's Office for National Statistics had had a drink in the previous week, compared with nearly two thirds of the 45 to 66-year-olds. And, different 8 the markets for many alcoholic drinks such as gin and whisky, says Mr Lampen, there is still room for innovation. Non-drinkers' cups may soon be running over.

The Economist, 17.2.18

				Put the letter here 🔻
0	A get	B gets	C got	
2	A who	B which	C what	
3	A by	B until	C to	
4	A fewer	B less	C little	
6	A organises	B runs	C leads	
6	A and	B although	C but	
0	A frequent	B regular	C often	
8	A as	B in	C from	

C (5 POINTS)

Look at the charts below. They show a toy manufacturing company's domestic and foreign sales and its expenditure over a ten-month period. Which month does each statement (1–5) below describe? Match them with the correct graph (A–H). Do not use any letter more than once.



Put the letter here **♦** 1 There was a downturn in both domestic and foreign sales while expenditure experienced a slight increase. 2 Domestic sales were higher than foreign sales for the second month running. At the same time, expenditure grew significantly. 3 While domestic sales rose slightly compared to the previous month, foreign sales fell, and there was also a slight drop in expenditure. 4 Although there was a drop in foreign sales, domestic sales continued to rise, and expenditure held steady. 5 This month showed a slight increase in expenditure and even though there was a rise in foreign sales, domestic sales fell.