ABSCHLUSSPRÜFUNGEN KAUFFRAU UND KAUFMANN

NACH BIVO 2012

ENGLISCH		
	LÖSUNGEN	
	LOSONGEN	
Nummer der Kandidatin / des Kandidaten		
Name		
Vorname		
Datum der Prüfung		
Fachbereiche	Erreichte Punkte	/ Maximum
Task A		/ 12
Task B		/ 8
Task C		/ 5
Total		/ 25
	LESEVERSTEHEN Nummer der Kandidatin / des Kandidaten Name Vorname Datum der Prüfung Fachbereiche Task A Task B Task C	LESEVERSTEHEN LÖSUNGEN Nummer der Kandidatin / des Kandidaten

EXPERTEN

I

Erlaubte Hilfsmittel: Wörterbuch in Papierform Prüfungsdauer: • 30 Minuten

Diese Prüfungsaufgabe darf im Prüfungsjahr 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. ©

.....

A (12 POINTS)

2

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

Five Reasons to Consider a Coworking Space

Working from home is not always a bed of roses. It can be hard to separate work from home life, resulting in working more hours than you would in an office. Having a spot in a coworking facility can provide the benefits of both working at home and going to an office each day. Coworking spaces are often centrally located and usually have a large common area for people to work. They typically have good internet connection and other services to make working long hours more comfortable. They are designed to maximize available space without having those sharing it on top of one another.

Regular contact with friends and colleagues is healthy, and working with others in a coworking space is a great way to do it. This stimulates the creative process and can lead to a higher level of productivity. The stimulation is due to the different types of people you can run into in a coworking space. You may find some in the same line of work, giving you a good beginning point to test ideas. Even if no one in your profession is around, you are likely to meet interesting people, which rarely happens if you stay at home.

Many home workers are self-employed and should be concerned about the image they project to clients and associates. Using a home address for the business does not look very professional, and some coworking spaces allow members to use their address for their business. This is a good promotion for your company – which may just be you – and can better set the tone of interactions with clients and others. It presents a much better image to bring an associate to a coworking facility for a business meeting than to have them come over to your house.

Some home workers have a hard time creating a regular work routine. After years of keeping a fixed



schedule when working in an office, the freedom from that schedule can lead to irregular hours. This is where coworking spaces really shine. Members can head to work just like in a "real" office if they desire, even if for just a few hours. The important thing is to have some level of routine, which helps some home workers feel more professional.

Coworking facilities usually have a high level of security for the offices. This often includes online connectivity, which is important for your business. Coworking spaces usually have better security equipment and services than most homes. Since they typically allow 24/7 access to the site, this offers welcome peace of mind should you need to work late.

Even if you have set up a good office at home, working in a different environment may be a positive influence. It may just be a mental thing, but working in such a place feels more like a stable situation. While some coworking spaces can be busy with all the people around, being in an office setting can still help to put you in a productive spirit. Many coworking facilities have coffee bars, providing an opportunity to step away from work and communicate with others. It is the water fountain effect found in offices, and a good way to meet interesting people while taking a break.

In major cities finding a good coworking facility is not difficult. A quick search online should show several. Choose one or two not too far from home to minimise commuting, then visit each one. It is important to see each first, and to choose one that you feel would be a comfortable environment. Coworking is not for everyone, but before crossing it out it is worth trying.

(2 points for each correct answer)

Tick the best answer – A, B or C.

1.	A coworking facility	2
	A 🗌 makes you work more hours.	
	B 🖌 offers good internet connection.	
	C 🗌 can be overcrowded.	
2.	When coworking	2
	A 🗌 you may become less creative but more productive.	
	B 🖌 you may try out your ideas with people of the same profession.	
	C 🗌 you may interact less with other people.	
3.	It is not a good idea	2
	A 🗹 to use your home address for the business.	
	B 🗌 to create a new address to promote your business.	
	C 🗌 to hold a business meeting at a coworking space.	
4.	Regular working hours	2
	A 🗹 can be a challenge for home workers.	
	B 🗌 is what makes coworking spaces shine.	
	C 🗌 make some home workers feel less professional.	
5.	Security in coworking spaces	2
	A 🗌 is worse than in a majority of homes.	
	B 🗌 is not provided around the clock.	
	C 🗹 means I feel safe when working late.	
6.	The right coworking space	2
	A 🗌 is not easy to find in big cities.	
	B cannot be found online.	
	C 🖌 should be within easy commuting distance.	

3

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

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.



Food delivery apps fuel a junk economy that never fills the productivity gap

Just Eat and the rest of the online delivery sector are behind much of the so-called "jobs miracle" and what passes for economic expansion in Britain. An app that links you up with restaurants and sends the food round by bike is worth an astonishing £5bn.

Maybe we ① be surprised. Late in the evening McDonald's is a mess of bike couriers (Uber Eats), mostly picking up the likes of double cheeseburgers. At nearby KFC it's a Deliveroo and Just Eat hangout, with the boys (and it's mostly boys) queueing to collect and deliver Big Daddy meal boxes containing as ② fat as you should eat in an entire day. Uber charges ± 3.50 ③ delivery of a Big Mac to my home, ④ Deliveroo has a ± 2.99 delivery charge from KFC, and Just Eat wants ± 2.94 for sandwiches from Subway. Yet it takes less than 10 minutes for me to walk to any of them, and most online fast-food delivery sellers won't, in any case, go much further than 1.5 miles.

Takeaways aren't exactly a new business. We are used to going into a kebab shop after the pub, getting a curry on the way home because you don't feel like cooking, ordering in pizzas when the wider family is around. But mixing the takeaway business with online portals (5) demand massively. The UK takeaway business has grown into an £8bn market thanks to apps (6) promise speedy online delivery. However, spending this much (7) burger and pizza delivery is confusing.

It costs £3 for a basic pizza in Tesco Metro down the road or a bit more for its "Finest". Or go online and pay ± 10 to ± 12 plus delivery from some pizza shop in about 15-20 minutes' time. Oh, but they taste so different. Really? Just make one, at home, with cheaper and fresher ingredients. At least the cycle delivery guys aren't pumping out pollution. But researchers at the University of Manchester estimate that around 2,025 million disposable takeaway containers are (3) in the EU every year. Most are not recycled.

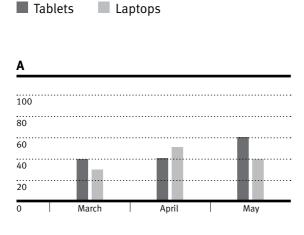
Source: www.theguardian.com/business/2019/oct/26/food-delivery-apps-junk-economy-productivity-gap-just-eating and the state of the st

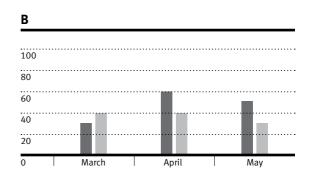
				Put the letter here 🛛 🕈
0	A mustn't	B shouldn't	C couldn't	В
2	A much	B many	C little	A
3	A with	B to	C for	
4	A but	B while	C if	B
6	A were increased	B has increased	C was increasing	B
6	A whose	B that	C who	В
0	A on	B in	C with	A
8	A using	B used	C useful	В

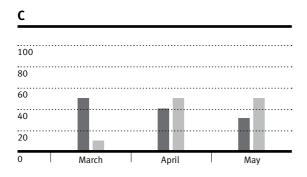
h

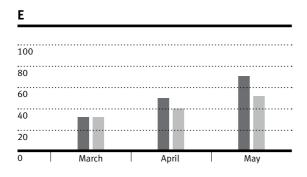
C (5 POINTS) (1 point for each correct answer)

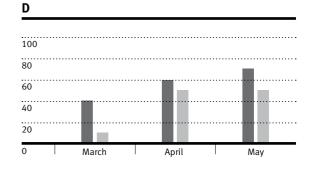
Look at the charts below. They show the sales of tablets and laptops of eight different home electronics shops over a period of three months.

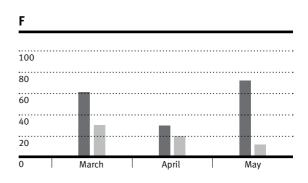


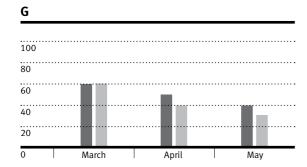


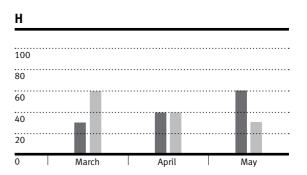












6

Which outlet does each statement (1-5) below describe? Match them with the correct graph (A-H). Use the letters only once.

	Put the letter here 🛛 🕈
More laptops were sold in April than in March, whereas sales of tablets	
increased in the last month only.	
	A
Sales of tablets showed a positive development over the entire period,	
while the opposite was true for the sales of laptops.	
	Н
Tablet sales decreased month after month. However, sales of laptops	
rose in April after a very slow start.	
	C
Tablets were more popular with customers in April than in March, and	
sales peaked in May. The sales of laptops followed the same trend.	
	E
Sales of laptops went up sharply in April before levelling off in May, and	
more tablets were sold in all three months.	
	D
	 increased in the last month only. Sales of tablets showed a positive development over the entire period, while the opposite was true for the sales of laptops. Tablet sales decreased month after month. However, sales of laptops rose in April after a very slow start. Tablets were more popular with customers in April than in March, and sales peaked in May. The sales of laptops followed the same trend. Sales of laptops went up sharply in April before levelling off in May, and