

# ENGLISCH

## HÖRVERSTEHEN SERIE 1/3

### LÖSUNGEN



Kandidatennummer \_\_\_\_\_

Name \_\_\_\_\_

Vorname \_\_\_\_\_

Datum der Prüfung \_\_\_\_\_

<b>PUNKTE UND BEWERTUNG</b>	<b>Erreichte Punkte</b>	<b>/ Maximum</b>
Task A		/ 8
Task B		/ 5
Task C		/ 7
<b>Total</b>		<b>/ 20</b>

Die Experten \_\_\_\_\_

**WICHTIG:**

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

**A**

**(8 POINTS) (1 POINT FOR EACH CORRECT ANSWER)**

Look at the notes below. Listen to the messages and monologues.

Fill in the missing information.

**1. A message on a company answerphone**

Caller's first name	<b>Catherine</b>	
Caller's last name	1. <b>Thomson</b> .....	<b>1</b>
Date of flight	2. <b>22<sup>nd</sup> July</b> .....	<b>1</b>
Reservation number	3. <b>RQ223459</b> .....	<b>1</b>
Hotel's phone number	4. <b>07060 254 368</b> .....	<b>1</b>

**2. A message on a company answerphone**

Type of school	<b>Business School</b>	
Number to press for course prices	5. <b>2</b> .....	<b>1</b>
What info is under 4	6. <b>Accommodation</b> .....	<b>1</b>
Number to talk to your tutor	7. <b>Student code number</b> .....	<b>1</b>
Who will answer at 6	8. <b>(School's) Assistant</b> .....	<b>1</b>

**B** (5 POINTS) (1 POINT FOR EACH CORRECT ANSWER)

Punkte

A discussion between Karen, whose company needs a new air conditioning system and Don, whose company is going to install it. 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.

<p><b>1. The installation team</b>                  A <input type="checkbox"/> only works during office hours.                  B <input type="checkbox"/> doesn't work after five.                  C <input checked="" type="checkbox"/> charges extra on Saturdays.</p>	<p><b>4. The service contract</b>                  A <input type="checkbox"/> is for free if nothing needs repairing.                  B <input type="checkbox"/> includes repair work and material.                  C <input checked="" type="checkbox"/> includes checks and repair work.</p>	<p>1+1</p>
<p><b>2. The old air conditioning system</b>                  A <input checked="" type="checkbox"/> isn't good enough.                  B <input type="checkbox"/> doesn't work anymore.                  C <input type="checkbox"/> is making a bad impression.</p>	<p><b>5. Don suggests</b>                  A <input type="checkbox"/> that the system breaks down regularly.                  B <input type="checkbox"/> that maintenance is included in the second year.                  C <input checked="" type="checkbox"/> a special deal for the second year.</p>	<p>1+1</p>
<p><b>3. Karen's company will pay</b>                  A <input type="checkbox"/> all the installation costs.                  B <input type="checkbox"/> half of the installation costs.                  C <input checked="" type="checkbox"/> 10% extra for overtime.</p>		<p>1</p>

**C** (7 POINTS) (1 POINT FOR EACH CORRECT ANSWER)

A radio interview with Rebecca Young, a specialist in Caribbean Studies. Listen and answer the questions. Please use keywords.

<p>1. Who fought for St. Lucia?</p>	<p><b>British and French / England and France</b></p>	<p>1</p>
<p>2. What happened to St. Lucia in 1979?</p>	<p><b>became independent / member of Commonwealth</b></p>	<p>1</p>
<p>3. Why were Africans brought to St. Lucia?</p>	<p><b>to work on plantations</b></p>	<p>1</p>
<p>4. Today's most important export</p>	<p><b>bananas</b></p>	<p>1</p>
<p>5. Where do most people work</p>	<p><b>in tourism / hotels / service sector</b></p>	<p>1</p>
<p>6. How does St. Lucia compare to Majorca?</p>	<p><b>more expensive / less crowded / no mass tourism</b></p>	<p>1</p>
<p>7. What effect could the global crisis have on St. Lucia?</p>	<p><b>more unemployment</b></p>	<p>1</p>

## TASK A:

### 1 A message on a company answerphone

Good morning. This is Catherine Thomson, that's T H O M S O N. I would like to reconfirm my flight from Chicago O'Hare to Boston next Wednesday, the 22<sup>nd</sup> of July. The flight leaves Chicago at 11.50 and arrives at Boston at 15.05. The flight number is AA1016, and my reservation number RQ223459. In case there are any changes, please leave a message at the Marriott Hotel on Airport Drive, Chicago. The phone number is 07060 254 368. Thank you very much.

### 2 A message on a company answerphone

Hello. You're connected to Oxford's International Business School. If you need information about the availability of courses, press 1. To get information about course fees, press 2. If you need help with financing your studies, press 3. For information concerning accommodation, press 4. If you have a question concerning an invoice, contact the account's department by pressing 5. If you would like to talk to your tutor, enter your student code number. For any other information, press 6 to talk to one of the school's assistants. Thank you for calling.

## TASK B:

K: So, when will you be able to install the new air conditioning system?

D: I think we should have all the necessary parts by the end of next week, that is the 24<sup>th</sup> July.

K: Then you could install it some time during the following week, so it would be ready by August at the latest.

D: Mm, if we have to put it in this month, we will have to come during office hours.

K: Oh, no! We can't possibly work that way. You know we also receive clients here. Couldn't you do it after five?

D: We could, but not in July, I'm afraid. We are pretty much booked up. We might fit it in on a Saturday, but the installation team would have to be paid overtime, which would increase the cost.

K: Oh, dear. We really need the new system. The old one is just not efficient enough. You know, last year it even broke down once during July. Luckily you got it going again. Otherwise I don't know how we'd have survived the summer. Not to mention the bad impression we would have made on our visiting clients.

D: Yes, I remember. Look, how about splitting the extra cost? After all, you are a good customer of ours . . .

K: OK, I guess that sounds reasonable. How long do you think your people will need, anyway?

D: If I can get three men for the job, which should be possible, I think they will need 6 to 7 hours.

K: So that's about 20 manhours.

D: Right. Plus 20% for overtime, which we'll split.

K: Agreed. So the next thing we have to talk about then is maintenance.

D: The first 12 months' maintenance is included. After that we recommend you subscribe to a service contract which is £150 a year. We will then check the whole system twice a year and do any repair work that is needed. You will only pay extra for the material we need.

K: I don't see why that should be necessary. Can't you just come when something needs fixing?

D: Of course, we can. But it would be better to find weak parts before something goes wrong.

K: Well, I thought your system was reliable, and now you seem to expect it to break down regularly.

D: No, actually it's very reliable. Let me make another suggestion. If there is a problem during the second year, you will pay our engineer's time to sort it out and we will pay for any spare parts needed. And after that, you decide if you want to opt for the service contract or not.

K: All right.

## TASK C:

I: Today our guest is Rebecca Young, a specialist in Caribbean Studies at London University. She has just come back from the island of St. Lucia. Rebecca, most of our listeners won't know much about this Caribbean island. Could you give us some background information?

R: Well, it's quite a mountainous island with two extinct volcanoes in the western Atlantic. It was discovered by Columbus around 1500. Later the British and French fought for it and the island changed hands 14 times before it finally stayed British.

I: But that's incredible!

R: Yes, it is, but you know the good old days weren't so good everywhere.

I: But as far as I know it's now an independent state, isn't it?

R: Yes, in 1979 it became independent and a member of the Commonwealth.

I: What kind of people live there?

R: There is a population of about 173,000. 82% of them are black. They are mainly descendants of the African slaves who were brought to the island by the British in order to work on the sugar cane plantations.

I: I see. Is sugar still produced or are there other economic activities today?

R: They still produce sugar. And I also visited a distillery where they produce rum. Which is definitely too strong for my taste. However, nowadays their main export is bananas followed by flour and rice.

I: I see. And what about tourism?

R: Actually, tourism is the most important part of their economy as it is the biggest provider of work. There are quite a number of hotels most of which are in the higher price range, and a lot of people find work either directly in hotels or in other parts of the service sector.

I: If I understand you correctly, St. Lucia isn't the place to go when I'm looking for a cheap holiday, then, is it?

R: No, they don't cater to mass tourism. Which is probably just as well when you think of some of the bad examples in Europe, like parts of Majorca. But if you want something special, the beaches on the west coast are really fabulous and even during high season never so crowded as the ones in Italy, France or Spain.

I: Are there any problems with unemployment?

R: Well there are no exact figures, but the unemployment rate is estimated to be around 25%. But, of course, this could increase further as the global crisis goes on, since they largely depend on American tourists. However, inflation is under control at 1.9% per year.

I: What currency do they have?

R: They have the East Caribbean dollar which at the moment equals 0.26 Euros or in other words there are about 4 Caribbean Dollars to the Euro.

I: So, I might consider St. Lucia for a special treat, after all.

R: I'm sure you would enjoy it.