

ENGLISCH

HÖRVERSTEHEN SERIE 2/3

LÖSUNGEN



Kandidatennummer

Name

Vorname

Datum der Prüfung

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

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 in the notes.

1. A message on a company answerphone

PA to Gordon Sanders	<i>Fiona Commeni</i>	
Occupation of convention participants	1. Cheese producers	1
New speaker's job title	2. Co-chairman	1
New speaker's email address	3. s.plantonni @kraftfoods.com	1
Time new speaker finishes work	4. 5:30pm	1

2. A request

Caller	<i>John Timms</i>	
Organising Committee for	5. (Frankfurt) Book (Trade) Fair	1
Registration deadline	6. 1st May	1
Registration payment due	7. € 375	1
Mr Timm's phone number	8. 0049 172 446 3950	1

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

Punkte

Listen to an interview about mismanagement in a company
 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>1. Workers lost their jobs because A <input checked="" type="checkbox"/> of the economy. B <input type="checkbox"/> of the consequences. C <input type="checkbox"/> only half of them were needed.</p>	<p>4. Very large and established companies A <input type="checkbox"/> choose to buy newer technology. B <input checked="" type="checkbox"/> can't afford new computer systems. C <input type="checkbox"/> can't train the younger employees.</p>	<p>1+1</p>
<p>2. The company A <input type="checkbox"/> is going to move. B <input type="checkbox"/> needs more electricity. C <input checked="" type="checkbox"/> needs the older employees.</p>	<p>5. To support our best clients we need to A <input type="checkbox"/> change to more modern equipment. B <input checked="" type="checkbox"/> write up a new software. C <input type="checkbox"/> get rid of the old employees.</p>	<p>1+1</p>
<p>3. The young employees A <input checked="" type="checkbox"/> know nothing about the old products. B <input type="checkbox"/> work for less money. C <input type="checkbox"/> think past products aren't important.</p>		<p>1</p>

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

Listen to the interview on cheating and answer the questions.
 Please use keywords. You now have 30 seconds to look at the task.

<p>1. Greatest cause of cheating</p>	<p>(others have) an advantage</p>	<p>1</p>
<p>2. Today people accept</p>	<p>little cheats (little white lies)</p>	<p>1</p>
<p>3. How criminal cheating begins</p>	<p>small/unimportant actions</p>	<p>1</p>
<p>4. What cheating can become</p>	<p>a way of life/a hobby</p>	<p>1</p>
<p>5. What surprised the students</p>	<p>how much they had cheated</p>	<p>1</p>
<p>6. Type of rules everyone follows</p>	<p>clear/fair</p>	<p>1</p>
<p>7. Reason for cheating at work</p>	<p>bad/mean boss</p>	<p>1</p>

TASK A:

1 Message

Hello, Mr Hacker. This is Fiona Commeni, Gordon Sanders' assistant, phoning from Kraft Foods in Chicago. Next Tuesday Mr Sanders is scheduled to be a guest speaker at your annual convention of cheese producers in Wisconsin. Unfortunately, due to personal circumstances, he cannot come. He has passed his speech, which is all prepared, on to his co-chairman, Sandro Plantonni, who is willing to come, if that is acceptable to you. Please contact Mr Plantonni as soon as possible by email at s.plantonni@kraftfoods.com, that's S dot P-L-A-N-T-O-N-N-I at Kraft Foods dot com or on his mobile phone at 034 672 3398. His office hours are Monday through Friday from 9am to 5:30pm. Mr Sanders sends his sincerest apologies for this and wishes you a successful convention.

2 Request

Hello, this is John Timms calling from Frankfurt, Germany, for the organizing committee of the Book Fair starting on October 15th. Thank you for your interest in participating in this year's fair. As required, we received the registration of your company, The Highland Publishers, for a booth by 1st May. However, as of today's date, May 15th, we have not received the registration fee of 375 Euros, or \$405.00. Please forward this to us within the next ten days, or we will have to cancel your reservation in favour of one of the other 56 companies on our waiting list. If you have any questions, please don't hesitate to phone me at 0049 172 446 3950 or contact me by email at j.timms@frankfurtbookfair.de. We look forward to seeing you here.

TASK B:

H: Hello, Mr Rongstad. Welcome to our program on mismanagement in businesses today.

R: Good day, Ms Hanson.

H: When the management of a company has to decide which direction a company should go, it sometimes chooses the wrong direction. Your company, which supplies huge companies with enormous computer systems and networks, needed to downsize like many others when the economic crisis began 2 years ago. How many employees does your firm have now?

R: 250, the management reduced the staff from 5000 to 250.

H: That's unbelievable! Have there been any consequences for the company?

R: Yes, there have been. One minor consequence is that we don't need nearly as much office space as before. We are leasing our whole building, but now only need ½ of it. The lease is coming up for renewal and we'd like to lease only what we need. However, the owners of the building want us to rent it all or not at all.

H: Where would you go?

R: We own a building, which we could move into, but it doesn't have enough electrical power for our needs. On top of that it is located too far away. Many of our older employees that we are dependent on would retire. At their age they are no longer willing to move or take on such a long commute.

H: Why are you dependent on these elderly employees?

R: That has been the major consequence. The old management chose the wrong section of the company to reduce. The youngest person in this department is 53 years old and the oldest is almost 70. The management laid off almost all of the people with the know-how for our past products. That know-how is lost forever. So as opposed to our newer younger workers, our elderly employees are the only ones who have the expertise to make the repairs when problems arise.

H: Why are these past products so important? That's not usually what one hears in the fast moving world of technology.

R: Yes, even our management thought they should set priorities in the newer departments. But, surprisingly, this segment of the company with our older systems is actually making our most money. These older computer systems are so huge, so complicated and so integrated in the companies that bought them that – even if they wanted to – it is impossible for these companies to change them. The cost would put them out of business.

H: So they are as dependent on you for support of their older systems as you are on them as clients.

R: That's true. And the new technology that the younger employees work with is so different that it is impossible to train them for the old technology. We don't really want to either because the new companies that have our newer systems also need support.

H: So how is the new management trying to solve the problems the old management caused?

R: It is clear to everyone that our most profitable clients need our support and we want to give it. We are working on developing new software for these old machines to gradually make a transition to a more modern technology.

H: Are there any problems with that?

R: No, no problems, but a lot of stress, it's a tense situation. We don't know how long we can count on these elderly employees. If they decided tomorrow they want to retire, we would be lost.

TASK C:

Why do we cheat?

H: We'd like to welcome Mr DeSteno, a psychologist from Northwest University in Boston.

D: Thank you, Ms Honsten.

H: Mr DeSteno, why do we cheat?

D: There are various reasons and emotions that go along with cheating. One is if we feel someone is cheating us – we are the victim, then we'll cheat back to make things even again. However, the most powerful force causing us to cheat is when we notice others have an advantage over us. We then tend to justify cheating as a way to get the same chances as the others. Students in school often do that to make themselves feel better about cheating on a test, even though they know it is wrong.

H: Cheating is wrong. Why does it seem people today want to make us feel good about it?

D: Yes. Today's society seems to want us to accept little cheats as ok, just like little white lies. Some people even try to make us feel guilty if we don't use a cheating opportunity in which we could better our situation. However, there are still those people who consider cheating – no matter what kind – morally and totally wrong. They strongly feel it is a crime against all the honest citizens everywhere.

H: What do we know about criminal cheating?

D: We know that it rarely starts off as big cheating, but rather as small unimportant actions. For example, we have Mr Bernard L. Madoff, the famous financial schemer – like so many – his fraud schemes began as minor investment advice for his clients. It grew step by step into deliberate conscious decisions to cheat. It got control of him and turned into a hobby, a way of life.

H: So is all cheating planned or done on purpose?

D: No. That was proven in a study at Duke University. They gave students a general knowledge test with answer sheets. On some of the answer sheets the correct answers were slightly visible under grey areas. They looked like they had been left there accidentally. The students changed 20% of their original answers. When confronted with this, they were surprised themselves at how much they had cheated. Yet, others, when told not to use the answer sheet, didn't do it. When clear rules of conduct are given to people, they will follow the rules.

H: So following rules is still accepted?

D: Yes, definitely, especially if people feel the rules are fair for everyone. That will even keep them from cheating despite being given the chance to cheat. The main reason for falling into the "break the rules mode" is a dislike or lack of respect for authority. Take for example the police when it comes to using your mobile phone while driving a car!

H: How about at work?

D: At work employees don't do the little extra things anymore, like being friendly to clients or helping co-workers with problems, which actually would help the company and indirectly themselves. But with these little cheats they are trying to get back at a mean boss. The clients who get the unfriendly service really can't be blamed for the bad boss, but they get the reactions.

H: Well, that'll help me the next time I get unfriendly service. Thank you for coming Mr DeSteno.