

ENGLISCH

HÖRVERSTEHEN SERIE 1/3

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 monologues.

Fill in the missing information.

1. Information from a company answerphone

Institution called	<i>Visitor Information Centre</i>	
On Sunday office opens at	1. 9am	1
Which street is the centre on?	2. 2nd Avenue	1
What can be ordered for free?	3. holiday guide	1
Website	4. www.haines.ak.us	1

2. Message on a business answerphone

Caller's name	<i>Sue Williams</i>	
Departure time of flight SK841	5. 16.55 / 4.55pm	1
Why is flight SK841 more expensive?	6. (only) business class (left)	1
Price of economy flight	7. € 98	1
Caller's mobile number	8. 078 446 3297	1

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

Punkte

You will now listen to an interview with Leonie Antoniazzi, owner of Woodhall Barns Holiday Cottages. For each question mark the best answer (A, B or C). Tick one answer only.

<p>1. The Antoniazzi set up a new business because</p> <p>A <input checked="" type="checkbox"/> they were looking for something more interesting.</p> <p>B <input type="checkbox"/> the kids had left school.</p> <p>C <input type="checkbox"/> they wanted more holidays.</p>	<p>4. According to Leonie</p> <p>A <input type="checkbox"/> French guests can be difficult.</p> <p>B <input checked="" type="checkbox"/> a cottage got damaged by water.</p> <p>C <input type="checkbox"/> their old lives were more tranquil.</p>	<p>1+1</p>
<p>2. What made financing difficult?</p> <p>A <input type="checkbox"/> Selling their house before the market collapsed.</p> <p>B <input type="checkbox"/> Not getting a fair price for their house.</p> <p>C <input checked="" type="checkbox"/> Banks didn't lend money so easily.</p>	<p>5. Leonie says you should avoid</p> <p>A <input type="checkbox"/> making several business plans.</p> <p>B <input type="checkbox"/> learning new skills.</p> <p>C <input checked="" type="checkbox"/> changing many things together/ at the same time.</p>	<p>1+1</p>
<p>3. The Antoniazzi</p> <p>A <input type="checkbox"/> can live off the cottages.</p> <p>B <input checked="" type="checkbox"/> still work in other jobs.</p> <p>C <input type="checkbox"/> are updating their website.</p>		<p>1</p>

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

A welcoming speech by a company's chairman of the board. Listen and answer the questions. Please use keywords.

<p>1. New company's name</p>	<p>Shoes and More</p>	<p>1</p>
<p>2. Simona Clarke's present position</p>	<p>Production Manager</p>	<p>1</p>
<p>3. Location of new premises</p>	<p>Close to / Near train station</p>	<p>1</p>
<p>4. Which area grew most?</p>	<p>Showroom</p>	<p>1</p>
<p>5. Future facility for staff</p>	<p>Fitness room</p>	<p>1</p>
<p>6. This year's new product</p>	<p>handbags</p>	<p>1</p>
<p>7. New target market</p>	<p>Middle East</p>	<p>1</p>

TASK A:

1 Information from a company answerphone

Welcome to the Visitor Information Centre. Our opening hours are daily from 9 am to 6 pm except on Sundays when the office closes at 4 pm. You will find us on 2nd Avenue between Main Street and the Highway. To help you plan your visit in advance you can also request a free holiday guide to our area either by calling us during office hours or from our website www.haines.ak.us. That's www.HAINESdotAKdotUS. Thank you for calling and see you soon.

2 Message on a business answerphone

This is Sue Williams from Anderson's Travel. I managed to get you a seat on the later flight SK841, leaving Oslo Airport at 4.55pm instead of 12.15 and arriving at Zurich at 7.15pm. However, as there is only business class left on this flight, it would then cost Euros 185 compared to only Euros 98 of the earlier flight in economy. Please let me know if I can book this seat definitely or if you prefer the cheaper but earlier version. Since I'm out of the office for a couple of days, please call me on my mobile, the number is 078 446 3297.

TASK B:

- I: Welcome to our weekly programme: A Life Less Ordinary. My name's Ian Walker and my guest today is Leonie Antoniazzi. Have you ever felt like abandoning your suburban life and doing something more exciting? Well, that's what Leonie Antoniazzi and her husband Steve did three years ago, when they decided to move the family and establish a successful holiday business in Devon. Leonie, what inspired you to make the move to Devon?
- L: We had spent ten happy years in Solihull commuting, schooling and taxiing our three kids around. Then, one evening a conversation with friends about our future sparked a search for the opportunity to change our lifestyle, which had become somewhat monotonous.
- I: Did you have any particular kind of business in mind?
- L: With more people holidaying in the UK we set out to find a self-catering business. We eventually found Woodhall Barns, a complex of five cottages with swimming pool and family home in a lovely area of Devon.
- I: What has been the biggest challenge with setting up the new business?
- L: The biggest challenge was getting the financing in place to make the move. We had sold our house in July 2008 – just before the market collapsed.
- I: So you were lucky to get a fair price for your house, weren't you?
- L: Right. But the banking crisis had changed attitudes towards lending and mortgage offers were being withdrawn, so we rented until we could get a suitable deal.
- I: Can you live off the cottages or do you still work part-time somewhere else?
- L: Well, the business plan made it clear immediately that Steve would need to carry on working full time. I combined my freelance management consulting activities with running the cottages.
- I: Wasn't that difficult?
- L: It wasn't easy. Fortunately, the kids were quite independent by then. I knew that the new business would have to take priority and I worried about losing my contacts and getting rusty. However, setting up our web site drew on my past experience and kept my skills up to date.
- I: Were there any other challenges?
- L: All kinds of them. Once we had just newly refurbished a cottage when it got flooded. Apart from the damage to the cottage we had to deal with upset French guests and write off a car!
- I: Given the challenges you've faced would you swap what you have now for your previous lives?
- L: No! For every challenge we have so many high points, like absolute tranquillity, fantastic feedback from guests, lovely weather, pitch black starry skies and raising piglets.
- I: Do you have any advice for other people, thinking of setting up their own business?
- L: Do your research thoroughly. We wrote several versions of the business plan as our insight and ideas developed. Know yourself and your business partner and think about how your skills will complement each other. It can be tough learning new skills and changing context at the same time – so think of changing one aspect at a time, rather than making a whole set of difficult changes at once.
- I: I think that's very wise advice. Leonie, thank you very much for this interview.
- L: You're welcome.

TASK C:

Good afternoon, ladies and gentlemen. I would like to welcome you to this very special event. Today we are celebrating the launch of Shoes and More, our new company. As you know we have merged with Tiffany's, a successful producer of high-quality men's shoes. They will ideally complement our own brand of women's shoes. And we are convinced that together we will be even stronger than we used to be as two individual companies.

As was to be expected, this merger has brought about a few staff changes as well. Our former CEO, David Murphy, has left us to join another company and we wish him all the best for the future. Then I'm happy and proud to announce that our Production Manager, Simona Clarke, has been appointed as our new Chief Executive and will be taking up her position next month. Congratulations, Simona!

Now a few words about our wonderful new premises here: the location of this place was chosen with great care. As we cater primarily to wholesalers, we wanted to be close to the train station instead of the town centre. As you can see, these premises here are much bigger than our old ones. For the time being the secretariat has remained roughly the same size as it used to be while the design department has gained about 50%. However, our showroom is now almost double its previous size. And then there is still plenty of room for further expansions as the need arises. Of course, we will also keep on improving various staff facilities. As you have certainly noticed, a much more spacious cafeteria has just been completed and a new fitness room is due to be opened by the end of this month.

Having merged and relocated, we are now also going to widen the range of our products in order to gain some more market share. So, to complement our exclusive footwear we are going to launch our own brand of luxury handbags. Production will be ready to start by the end of October. Early next year this will then be followed by a range of high-class leather belts and accessories.

As you know, the market for our existing products is already well established in Australia and New Zealand. After consulting with various specialists we'll be aiming at the Middle East rather than Japan or the Far East as our next export market. This is as yet an unknown area for us but a very promising one. Now . . .