

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 monologues.

Fill in the missing information.

1. A message on an answerphone

Caller's name	<i>Ann Brown</i>	
Destination	1. Washington	1
Time of departure	2. 11.55 (am)	1
Cost of shared van	3. \$102	1
E-mail address	4. <i>a.brown@</i> bustrav.ch	1

2. A radio commercial

A radio commercial	<i>Safelite</i>	
Kind of business	5. (auto/car glass) insurance	1
What do they give you lifelong?	6. (their) guarantee	1
Why are they faster than others?	7. more glass / more stock	1
Phone number	8. 877-664-8931	1

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

Punkte

You will now listen to an interview with Olav Fjell from the Norwegian shipping company Hurtigruten. For each question mark the best answer (A, B or C). Tick one answer only.

<p>1. Hurtigruten A <input checked="" type="checkbox"/> has been operating since 1893. B <input type="checkbox"/> operates between Norway and Russia. C <input type="checkbox"/> was founded as a cruise liner.</p>	<p>4. Hurtigruten guests A <input type="checkbox"/> have to visit each port. B <input type="checkbox"/> get free excursions. C <input checked="" type="checkbox"/> contribute to the local economy.</p>	<p>1+1</p>
<p>2. The main reason for sailing all year round is that A <input type="checkbox"/> students can go home. B <input type="checkbox"/> it's interesting for tourists. C <input checked="" type="checkbox"/> the ports and towns need this service.</p>	<p>5. Hurtigruten A <input type="checkbox"/> has less convenient ships. B <input checked="" type="checkbox"/> employs Norwegians. C <input type="checkbox"/> has more personnel.</p>	<p>1+1</p>
<p>3. Geotourism wants to A <input type="checkbox"/> prevent places from changing. B <input checked="" type="checkbox"/> preserve the original character of a place. C <input type="checkbox"/> attract as many tourists as possible.</p>		<p>1</p>

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

An interview with the Managing Director of the Yorkshire Dance Centre. Listen and answer the questions. Please use keywords.

<p>1. Mike's position before promotion</p>	<p>dance instructor / teacher</p>	<p>1</p>
<p>2. Increase of customers in the last 4 years</p>	<p>doubled / 100%</p>	<p>1</p>
<p>3. Main reason for popularity of dancing</p>	<p>(bigger) choice</p>	<p>1</p>
<p>4. Where do they get funds from?</p>	<p>National Lottery</p>	<p>1</p>
<p>5. Present the oldest customers got</p>	<p>free membership (card)</p>	<p>1</p>
<p>6. How can dancing help children?</p>	<p>selfconfidence / more integrated</p>	<p>1</p>
<p>7. Why is dancing the better solution?</p>	<p>people keep it up / go on / more fun</p>	<p>1</p>

TASK A:

1 A message on an answerphone

This is Ann Brown from Business Travel. I would like to confirm your flight details to Washington on August 8. You'll be flying on United Airlines, flight number UA 0937, leaving from Zurich at 11.55am and arriving at Washington Dulles International Airport at 3.14pm. There is an airport shuttle service which will bring you to Crofton. A shared van costs \$ 102 and it will take approximately two hours. A private van would take only one hour but it's \$ 294. Let me know which option you prefer and call me back at 044 241 88 08 or send me an email. The address is a.brown@bustrav.ch, that is A dot BROWN at B U S T R A V dot C H. Thank you.

2 A radio commercial

Attention car drivers, in case you haven't heard of Safelite yet. Do you think all auto glass insurance companies are the same? They are not! With Safelite you get more. Every windshield we replace is backed by a national life-time guarantee. This will keep you covered wherever you are nation-wide. Plus, we have more glass in stock than anyone else, so we can get to you faster than anyone else. For a quick and easy way to make an appointment schedule online now at safelite.com. Or just tell your insurance company you want Safelite or call us free at 877-664-8931. We'll be happy to serve you.

TASK B:

- I: Welcome to our weekly programme about unusual businesses. My name's Isabel Summer and my guest today is Olav Fjell, CEO of the Norwegian Shipping Company Hurtigruten. Olav, could you tell us a few basic facts about your company?
- O: Hurtigruten was founded in 1893 when the first steamship departed Trondheim for Hammerfest. Since then freight and passengers have been brought back and forth between daily ports of call. Today it connects 34 ports along the Norwegian coast between Bergen in the south and Kirkenes, close to the Russian border, in the north.
- I: But today you are primarily known for offering cruises along the Norwegian coast, aren't you?
- O: Well, all our boats offer cabins for tourists and we annually transport close to 100,000 tourists up and down the coast. But at the same time we still fulfil our historical service transporting goods and passengers, like families travelling to see friends in the next town or students on a voyage home.
- I: So you operate all year round, not only during summer, right?
- O: Yes. On the one hand the voyage is also very interesting during winter time. You might have the chance to see the northern lights, for example. But above all, the communities depend on this highly valued and reliable mode of transportation.
- I: I've heard that you cooperate with National Geographic.
- O: Yes, we signed their geotourism Charter, because their idea of geotourism is close to our own policy.
- I: Could you explain what is meant by geotourism?
- O: Geotourism is all about protecting AND developing places, be it nature, history or culture. It incorporates the concept of sustainable tourism – that destinations should remain unspoiled for future generations. This is important because tourism provides steadily growing revenues and jobs for Norway's economy.
- I: So you are looking for ways of growth without destroying the typical character of a place. Can you give us an idea of how this policy is put into practice?
- O: Hurtigruten is more than the daily presentations of the Norwegian coast to tourists. Our guests experience the country, nature and the local people from close up. We urge all our guests to take the opportunity to visit and get to know each port. We offer various excursions, for example kayaking tours, or visits to a Husky sledge dog centre or a Viking museum. All these activities are interesting for the visitors and, at the same time, also offer some additional income for the local people.
- I: Would you say life on your ships is different from life on other cruise ships?
- O: Our ships are just as convenient as other cruise liners. However, we don't operate any of those mega-liners with 5,000 passengers or more, so life on our ships is more personal. Then our staff is Norwegian, the food is Norwegian. The experience is Norwegian and completely linked to the country. This is not the case with conventional cruise liners.

TASK C:

- R: Good afternoon, Mike.
- M: Hello, Rita.
- R: After working for the Yorkshire Dance Centre for almost 10 years, you have been appointed the Managing Director of the company. How has this promotion changed your life?
- M: Well, the biggest difference to just working as a dance instructor is that I don't teach as many classes as I used to. I have a lot more office work to do and more public relations to take care of.
- R: It seems that despite the economic crisis your business is going stronger than ever.
- M: That's right. Attendance has more than doubled in the last four years. More and more people are learning how to dance, be it for health reasons or just for fun.
- R: How do you explain that?
- M: I think there are various reasons. But probably the most important one is that there is a bigger choice. At the moment we offer 32 different lessons every week – everything from African dancing to Zumba.
- R: So, there is really something for everyone.
- M: Yes, and another advantage is that a lot of courses and training are funded by the National Lottery. So they are affordable for everybody.
- R: What age range are your customers, then?
- M: We instruct from primary school children all the way up to grandparents. Of course it depends on the kind of courses; different dances attract different people. Our oldest customers are a couple in their eighties. They have attended a standard ballroom dance class for seniors for several years now. So last year we awarded them a free membership card for as long as they care to continue.
- R: How wonderful! And how do you attract the children? Are they sent by their parents?
- M: Not usually. Steve, one of our instructors, goes into schools and introduces kids to jazz and street dance as well as hip hop.
- R: I'm sure this is a great way to reach the less academic pupils as well.
- M: Yes. We have received very good feedback from several school teachers telling us that usually difficult children have become more integrated and manageable because of these lessons. I'm sure it's because they have found something at school they are good at and which is helping their self-confidence.
- R: In its "Active for Life" campaign the British Health Education Authority is currently promoting dance as one of several activities.
- M: For good reason. There had been tests done in the US where people who previously hadn't done any sport were put on two different fitness programmes. Some used dancing, the others running, and the results were the same. But once the test phase was over people were much more likely to keep up dancing than running, so dancing seems more effective in the long run.
- R: Well, I definitely think dancing is a lot more fun than running.