



ENGLISCH

SERIE

1

LESEVERSTEHEN

LÖSUNGEN

KANDIDATIN
KANDIDAT

Nummer der Kandidatin / des Kandidaten

Name

Vorname

Datum der Prüfung

BEWERTUNG

Fachbereiche

Erreichte Punkte / Maximum

Task A

/ 12

Task B

/ 8

Task C

/ 5

Total

/ 25

EXPERTEN



Erlaubte Hilfsmittel: keine

Prüfungsdauer: ⌚ 30 Minuten

A (12 POINTS)

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



How to Keep Your Employees Happy

Every employer knows that the best way to attract and keep top talent is to make sure employees are pleased with their jobs. But employers do not realise that simply offering pay raises will not make the company's best workers stay in the same post for many years. Showing an employee how much the company respects and values them on a personal level is much more satisfying. Research has shown that employees with high job satisfaction are generally more productive and stay with their companies for longer.

Businesses should create spaces where employees can easily communicate and share ideas. Casual conversations in the break room can become business-related conversations very quickly. Such rooms should be inviting, with nice furniture, tables and comfortable chairs as well as snacks and beverages.

But there are also other factors in employee happiness. For example, it is very motivating if you reward your staff when they achieve something special after taking risks. Give them a coupon to go out for dinner, an extra day off or tickets to a show or sports event. Also, show them that you care about them and their families. Offer them an extra level of life insurance or give them an insurance to protect their incomes in case they have an accident. In addition, gym memberships and tickets for public transport keep your employees healthy and add to their job satisfaction.

However, rewards are not the only thing that keeps people in their company. Reduce the number of emails and meetings. Many employees feel that a full inbox and constant meetings waste time which could be spent on things that are more important. Replace some of those emails and meetings with technology that helps them save time and work more efficiently.

Also, make sure you talk to your employees regularly. A one-to-one conversation with an employee at the start of the day or a group dinner are good ways of doing this. Especially in a small company, you should take your staff out for lunch or a beer after work. Once you stop 'showing the love,' you begin to lose employees.

A large employee survey recently showed that money, rewards and promotions are important, but what people really want to know is the truth about the state of the company. This costs a company almost nothing at all but requires a constant dialogue between management and staff. Listen to your employees, let them make suggestions how to improve their everyday work life. Their ideas can lead employers in the right direction towards providing a more positive and creative working environment.

(2 points for each correct answer)

Tick the best answer – A, B or C.

1. **Employers . . .**

- A sometimes have the wrong idea of what makes their staff happy.
B can keep their personnel for a long time by paying them more money.
C should not employ the same people over a long period of time.

2

2. **Nice break rooms . . .**

- A should have communication facilities.
B can provide a good basis to talk about business.
C must have expensive furniture.

2

3. **Rewards . . .**

- A sometimes let employees do something enjoyable.
B should not be given to employees who took risks.
C are often given to people who have a family.

2

4. **Emails . . .**

- A help people to work more efficiently.
B could be used as a replacement for unnecessary meetings.
C can keep employees from doing important work.

2

5. **Talking to your employees is . . .**

- A easiest in the morning.
B less important in small companies.
C a key factor in keeping them in your company.

2

6. **The most important thing is to . . .**

- A be honest concerning the condition of the enterprise.
B promote your staff regularly.
C improve your personnel's working environment.

2

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.

Emotions Behave Like a Virus on Facebook

Feeling sad? Happy? Angry? ❶..... matter how you're feeling, you can now blame it on your friends' most recent Facebook posts.

A new study discovered that emotions can travel via Facebook. While positive Facebook posts are followed ❷..... other positive ones, negative posts usually produce negative ones. But here's the good news: positive messages tend to be more efficient at this than negative ones.

"If you write a happy message your friends will be influenced by this to write an additional one or two posts themselves," said study author James Fowler, a professor at the University of California in San Diego.

Previous research ❸..... already shown that emotions can indeed influence other people's feelings. In the new study, Fowler and his colleagues analysed Facebook status updates from the 100 largest cities in the United States between January 2009 and March 2012. The researchers used rainy weather as an instrument, measuring ❹..... people were influenced by grey skies in their Facebook posts and what effect their posts had on what their friends wrote.

"If it rains on your friend in New York, does it make you a ❺..... more miserable on a sunny day in San Diego?", Fowler said. That was one question in the study and the reply, the researchers discovered, is yes. This result may have both positive and negative consequences for the public, Fowler said. "Now, more than ❻....., we feel what the world feels." The use of social media makes an exchange of positive emotions easier. But there is also a downside to these results. As people from around the planet communicate through social media, their emotions become more similar. "Our mood, globally, is going up and down together, which was not typical of the pre-Facebook time. Now, it is more likely that many people around the world feel down at the same time," Fowler said.

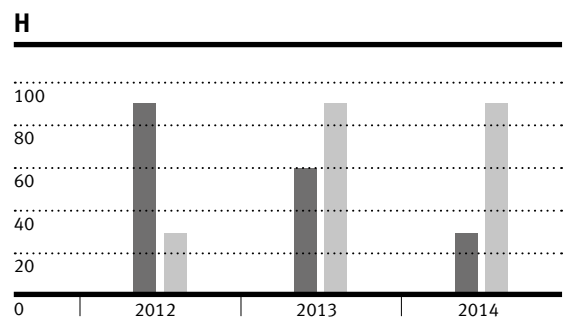
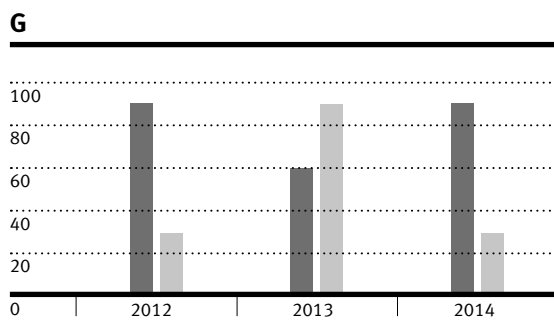
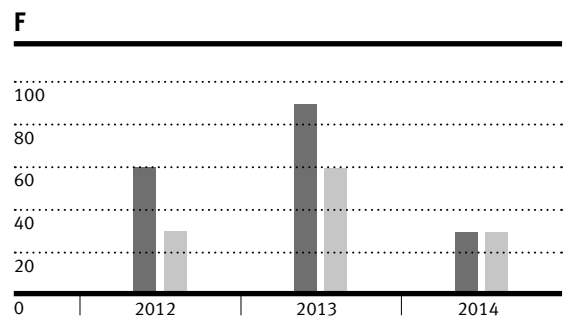
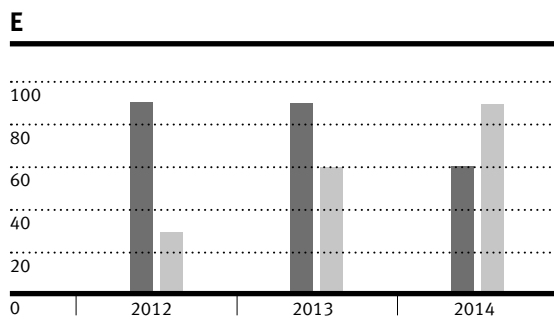
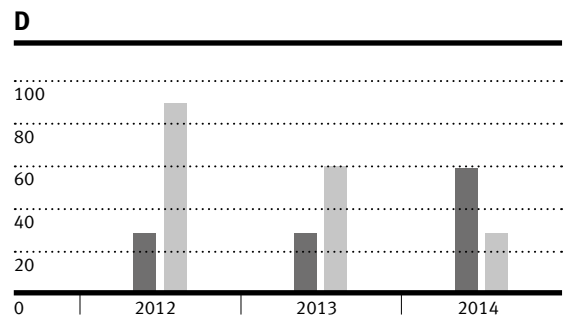
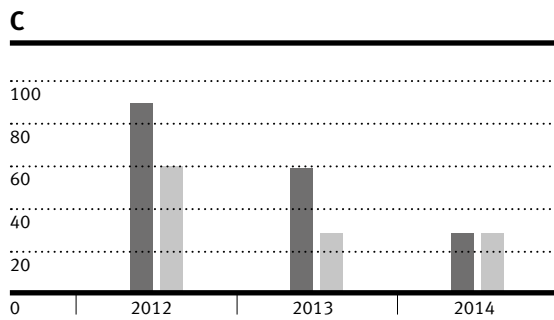
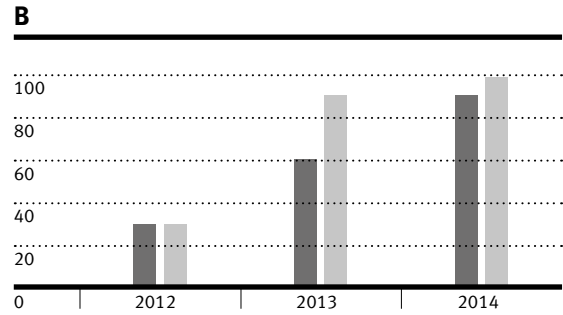
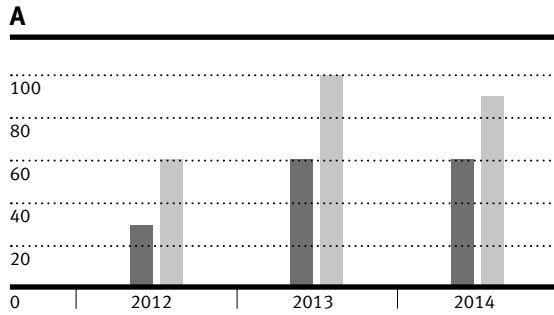
But why do positive emotions spread more ❼..... than negative ones? Fowler offered two possible explanations. "People don't like sharing negative feelings because they don't want them to influence other people," he said. The structure of Facebook itself provides another possible reason why positive emotions spread faster. The site is designed to promote positive messages, for example through features ❽..... as the "Like" button, Fowler found.

			Put the letter here ↓		
❶	A No	B Any	C What	A	1
❷	A with	B from	C by	C	1
❸	A has	B have	C is	A	1
❹	A who	B how	C what	B	1
❺	A few	B less	C little	C	1
❻	A never	B ever	C always	B	1
❼	A easily	B easy	C easier	A	1
❽	A like	B so	C such	C	1

C (5 POINTS)

Look at the charts below. They show the sales of snowboards and skis in eight different shops over a period of three years.

■ Skis ■ Snowboards



**Which shop does each statement (1–5) below describe?
Match them with the correct graph (A–H). Do not use any letter more than once.**

		Put the letter here ↓	
1	After a slow start in the first year, both products sold better every year.	B	1
2	Sales of both articles picked up significantly in the second year. While the sales of snowboards slowed down in the third year, skis sold as well as in the previous period.	A	1
3	The same number of skis was sold in the first two years, whereas the sales of snowboards experienced a downturn over the entire period.	D	1
4	Sales of both products peaked in the second year before they reached exactly the same level in year three.	F	1
5	Despite a constant decrease in the sales of skis, snowboards became very successful in year two. They maintained their level in the last year.	H	1