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## **A. LISTENING COMPREHENSION**

TASK 1 10 POINTS

## **RADIO PRESENTER - DJ**

In the first part of the test you will hear a talk given by Graham Garland, a radio music presenter, or DJ, to a group of students.

As you listen, fill in the gaps 1-10 in the notes below with one to three words.

Graham's university degree w	vas in <b>(1)</b>	
His first experience of live rad	lio work was with an <b>(2)</b>	radio
station.		
The best thing about this first	experience of radio work was that it was really go	bod
(3)	for his career as a DJ.	
When Graham first tried to ge	et a job as a professional radio presenter, he rece	ived hundreds
of <b>(4)</b>	·	
In the end, one radio station of	offered Graham some work on one of their	
(5)	programmes.	
Graham's own regular show i	s broadcast in the <b>(6)</b>	
Graham can only go for lunch	when he and his editor have agreed on the	
(7)	of the content of his show.	
When live interviews are plan	ned, Graham needs to practise his (8)	
One thing all radio presenters	s must avoid is <b>(9)</b> s	ilences.
The post-show talk with his ed	ditor sometimes lasts longer if there have been	
(10)	which need to be discussed.	

TASK 2	16 POINTS
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# **STUTTERING**

In the second part of the test you will hear an interview with a woman who has recently co-founded an organisation offering help to people who stutter.

For questions 1-8, mark the best answer, A, B, or C.

1.	How does the interviewer feel about the name of the new organization?	
Α	He thinks it's confusing.	
В	He is fascinated by it.	
С	He thinks it's perfect.	
2.	How does Belinda feel about being interviewed live on the radio?	
Α	grateful	
В	nervous	
С	proud	
3.	How was Belinda often treated at school?	
Α	The teachers asked her difficult questions.	
В	Her friends refused to play with her.	
С	The teachers ignored her.	
4.	How did Callum try to stop himself stuttering?	
Α	By speaking very quickly.	
В	By copying his mother.	
С	By going to a speech therapist.	
5.	The speech therapy course at the county hospital was	
Α	like a holiday.	
В	a challenge.	
С	too far away.	

6.	The hospital speech therapists insisted on the parents attending the course				
Α	because stuttering is an inherited genetic defect.				
В	because Callum found family life difficult.				
С	because stuttering can be linked to family behaviour.				
7.	What did Callum's parents learn from the course?				
Α	They had to change the way they communicated as a family.				
В	They had to just accept their son's stutter.				
С	They had to encourage Callum to speak more slowly.				
8.	Why does Belinda mention the film 'The King's Speech'?				
Α	Because it portrays the ups and downs of a stutterer so well.				
В	Because it shows how damaging a stutter can be.				
С	Because it shows how difficult it is to cure a stutter.				
TAS	TASK 3 14 POINTS				

# **CALL CENTRE CHANGES**

In the third part of the test you will hear a manager and her team discussing changes to their call centre's opening hours.

For questions **1-5**, decide whether the statements are **true** or **false**. Correct the false ones, using up to **five key words**.

		T/F	Correction
1	Tanya proposes keeping the call centre lines open until 18.00.		
2	The manager is concerned about the financing of the change to the opening hours.		
3	The manager proposes a trial period of six months.		
4	Tanya will ask recruitment agencies first to provide suitable new staff.		
5	The manager is happy about the launch date.		

## **B. READING COMPREHENSION**

accepting certain financial limitations?

taking measures to protect public safety?

training high-level staff in their area of work?

TASK 1		14 POINTS
You are going to read about job interviews.		
Which person (A – D) says their job involves		
working with a team of colleagues?	1	
working in an area that has personal meaning for them?	2	
corresponding with the public?	3	
constant updating of their own material?	4	
organising trips designed to increase people's awareness?	5	
producing advertising literature?	6	
balancing supply and demand?	7	
introducing problems that require solutions?	8	
doing considerable background research?	9	
listening to disagreements?	10	
encouraging visitor participation?	11	

12 .....

13 ......

14 ......

#### My Area of Work

You are going to read about four people talking about their jobs. For questions **1-14**, choose from the people (**A-D**). The people may be chosen more than once.

## A. Sarah – Exhibition Programmes Organiser, Technorama

I am responsible for putting temporary exhibitions together. This includes planning and designing the exhibition and promoting it. I have to read up in depth on the subject of the exhibition beforehand and then talk to important people in the area so that I can establish the main themes and aims of the exhibition, and plan what objects and pictures should be displayed. I have to make sure the public can understand the thinking behind the exhibition, which means planning interactive displays, workshops and theatre. I also have to bring in engineers and electricians to make sure the final display is not dangerous to visitors. Before the exhibition opens, I help design and write the brochures and leaflets that we will use to tell people about it.

## B. Katarina - Teacher of Taxi Drivers, Zurich

The first thing I do when I get here at 7:30 a.m. is check the accounts. Then I see what new maps and documents need to be produced in order to learn the 'runs' or routes necessary to pass the Zurich taxi-driver test. By midday, about 50 students are at school, working out how to make the journeys. They work out the most direct route, using the correct one-way streets, and right- and left-hand turns. I get involved when there's a difference of opinion – like whether you can do a right turn at a particular junction. When they are close to the test, I will give them a simple route and no matter what way they say they will go, I will tell them they have to use another route because the road is closed. The next students will have to find a third route and again I will come up with a reason why they cannot go that way. It is just to make them think.

#### C. Janet - Marine Conservationist on Lake Constance

I live on the shores of the lake and work from home. My work involves responding to telephone enquiries, producing educational resources and setting up training courses. Occasionally, I go into our main office but generally I am on the lake shore. I also work with schools and study centres and run courses for lake shore managers and those involved in making decisions about the fate of this lake. I do things like take them out on the lake in a boat in an attempt to make them think about the life beneath them. This often changes their views as it is very different from making decisions using their computer screen. I am extremely lucky because conservation is my hobby, so the job has many highs for me. The downside of the job is that I work for a charity, so there is a constant need for more money. This means I am always looking for more resources and I am not able to achieve everything I want.

#### D. Stefan - Map and Atlas Publisher, Switzerland

My work is pretty varied. I have to make sure that the publishing programme matches market requirements and ensure that we keep stocks of 300 or so of the books that we publish. We have very high standards of information and content. We receive many letters from readers on issues such as the representation of international boundaries and these in particular require a careful response. I discuss future projects and current sales with co-publishers. I work as part of an enthusiastic group which makes the job that much more enjoyable. The negative side, as with many jobs, is that there is far too much administration to deal with, which leaves less time to work on the more interesting tasks such as product development and design.

TASK 2 16 POINTS

You are going to read an extract from a short story 'A Patchwork Planet' by Anne Tyler. For questions **15-22**, choose from the options **A**, **B**, or **C** the answer that you think expresses best what the text says.

On the very last day of a bad old year, I was leaning against a pillar in the Baltimore railroad station, waiting to catch the 10:10 a.m. to Philadelphia. There were a lot more people waiting than I had expected. That airy, light, clean, varnished feeling I generally got in Penn Station had been crowded out. Elderly couples with matching luggage stuffed the benches, and swarms of college kids littered the floor with their duffel bags.

A grey-haired guy was walking around speaking to different strangers one by one. Well-off guy, you could tell: tan skin, nice turtleneck, soft, beige car coat. He went up to a woman sitting alone and asked her a question. Then he came over to a girl in a miniskirt standing near me. She had long blond hair, and I had been thinking I wouldn't mind talking to her myself. The man said, "Would you by any chance be traveling to Philadelphia?" "Well, northbound, yes," she said.

"But to Philadelphia?"

5

10

15

20

25

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35

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45

"No, New York, but I'll be ..."

"Thanks anyway," he said, and he moved toward the next bench.

Now he had my full attention. "Ma'am," I heard him ask an old lady, "are you traveling to Philadelphia?" When the woman told him, "Wilmington," he didn't say a thing; just plunged on down the row to one of the matched-luggage couples. I straightened up from my pillar and drifted closer, looking toward Gate E as if I had my mind on my train.

Well, I was going to Philadelphia. He could have asked me. I understood why he didn't, of course. No doubt I struck him as unreliable. Instead he just flicked his eyes at me and then swerved off toward the bench at the end of the room. By now he was looking seriously stressed. "Please!" he said to a woman reading a book. "Tell me you're going to Philadelphia!"

She lowered her book. She was thirtyish, maybe thirty-five, older than I was, anyhow. A school-teacher sort. "Philadelphia?" she said. "Why, yes, I am." "Then could I ask you a favour?"

I stopped several feet away and frowned down at my left wrist. (Never mind that I don't own a watch.) Even without looking, I could sense how **she went on guard**. The man must have sensed it too, because he said, "Nothing too difficult, I promise!"

They were announcing my train now. People started moving toward Gate E, the older couples hauling their wheeled bags behind them like big pets on leashes. Next, I heard the man talking. "My daughter's flying out this afternoon for a junior semester abroad," he was saying. "Leaving from Philadelphia; the airline offers a bargain rate if you leave from Philadelphia. So I put her on a train this morning, stopped for groceries afterward, and came home to find my wife in a state. It seems our daughter had forgotten her passport. She'd telephoned from the station in Philly; didn't know what to do next."

The woman clucked sympathetically. I'd have kept quiet myself. Waited to find out where the guy was heading with **this**.

"So I told her she should stay put. Stay right there in the station, I said, and I would get somebody here to carry up her passport."

A likely story! Why didn't he go himself, if this was such an emergency? "Why don't you go yourself?" the woman asked him.

"I can't leave my wife alone that long. She's in a wheelchair: Parkinson's."

This seemed like a pretty flimsy excuse, if you want my honest opinion. Also, it exceeded the amount of bad luck that one family could expect. I let my eyes wander toward the two of them. The man was holding a packet. He must have pulled it from his car coat: not a manila envelope, which would have been the logical choice, but one of those padded mailers the size of a paperback book. Aha! Padded! So you couldn't feel the contents! And from where I stood, it looked to be stapled shut besides. Watch yourself, lady, I said silently.

15 What was the narrator's impression of the station that morning		at was the narrator's impression of the station that morning?	15
	A B C	People were making too much noise. It was unusually busy. There was a lot of rubbish on the ground.	
16	The	narrator shows an interest in the grey-haired stranger because he was	16
	A B C	fascinated by the stranger's questions. jealous of the stranger's appearance. impressed by the stranger's skill with people.	
17	Wh	at does the writer mean by 'she went on guard' in line 27?	17
	A B C	The woman was ready to call the police. The woman was surprised by the man's attitude. The woman was cautious in her response.	
18	Acc	cording to the stranger, how was his wife feeling when he got home?	18
	A B C	relieved to see him upset about their daughter's situation annoyed by their daughter's phone call	
19	Wh	at does ' <b>this</b> ' refer to in line 37?	19
	A B C	the passport the story the telephone call	
20	Wh	en the narrator had heard the stranger's explanation, he felt	20
	A B C	sympathetic towards the stranger's daughter. confused by the story the stranger told. doubtful about the combination of events.	
21	Wh	en the narrator sees the packet, he thinks that the woman should	21
	A B C	proceed carefully. ask to check the contents. remain on the platform.	
22	Wh	at do we learn about the narrator's character from reading this extract?	22
	A B C	He enjoys talking to strangers. He has a strong sense of curiosity. He interferes in the affairs of others.	

#### C. GRAMMAR

TASK 1 10 POINTS

**TENSES:** Read the text carefully and **conjugate the verb in brackets** in **the most appropriate tense**. Write your verb forms in the grid below.

## TEXT ADAPTED FROM THE COLLECTOR (BY JOHN FOWLES)

It's outrageous. It's the seventh night already. This means that he (1) (keep) me prisoner for a week now. What if people outside knew? Quite obviously, though, no one (2) (know). So now I (3) (try) to tell it to this pad he (4) (bring) me two days ago. His kindness, no nastiness, no sex thing, but his eyes are mad.

I (5) (draw) him this morning in order to get his face, to illustrate this. But it wasn't any good. Yet he said he would pay TWO HUNDRED guineas for it. He is mad. It is me. I am his madness and it all started when he found me. Last night he even (6) (admit) that he (7) (lay) his eyes on me ever since I attended boarding school. [...] Even though I wasn't sure whether talking to him would improve my situation, I looked at him and said: "Let's have a talk. What (8) (you / do) when I have gone? (9) (you / want) to keep seeing me?" To this he simply replied "Yes, of course."

"So, you must come and live in London. By the time you adapt to urban life, my friends and I (10) (make) you into someone really modern."

His answer, "Please marry me," shocked me, but I still managed to reply that marriage meant love.

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

TASK 2	12 POINTS

For questions 1-12, complete the second sentence so that it has a similar meaning to the first sentence. You must use the word given in **bold** print. **Do not change this word.** Your answer must consist **of two to five words,** including the word given.

1)	'Can you hear us properly?' they asked me.	
	IF	
	They asked me	properly.
2)	Maybe I'll win, maybe I won't – it isn't important to me.	
	MIND I	_ win or lose.
3)	The problem was impossible for the student to solve.	
	EFFORT	
	The studenthe couldn't.	the problem, but
4)	Noah worked harder than necessary.	
	NEED	
	Noah	worked so hard.
5)	Elena shut the door so that nobody would hear what she was	s saying.
	PREVENT	
	Elena shut the door tosaying.	what she was
-		
6)	Because Janine spoke very quietly, nobody could hear her.	
	so	
	Janine	_ nobody could hear her.

7)	'I have a reason to be annoyed,' Isabelle said.		
	FOR		
	Isabelle said she		annoyed.
8)	My company sent me these documents.		
•	BY		
	1	my company.	
9)	Even though he has little money, Ron enjoys life.		
	SPITE		
	Ron enjoys life		money.
10)	'Somebody has stolen my wallet on the train,' Mike said.		
	HAD		
	'I on t	the train,' Mike s	aid.
11)	Fiona only found out the truth because she heard the two of	them talking.	
	NOT		
	Fiona wouldn't have found out the truth		
	the two of them talking.		
12)	Jasmine regularly sorts out other people's problems for then	1.	
	USED		
	Jasmine	other p	people's
	problems for them.		

TASK 3 8 POINTS

Read the following text and use the word given in capitals at the end of each line to form a word that fits in the gap in the same line.

## ULURU

Uluru is what the traditional (1)	of the area in	INHABIT	
which the rock is located have been calling the rock for ages. When			
William Gosse, who was the first European to si	ight the sandstone		
formation, came across the rock, he named it af	ter an Australian		
(2) named Sir Henry A	Ayers – Ayers Rock.	POLITICS	
Apart from being one of Australia's most (3)		RECOGNIZE	
natural landmarks, it has a great cultural (4)	for	SIGNIFICANT	
the <b>(5)</b> of the territory,	who are known as the	OWN	
Anangu and who lead walking tours to inform visitors about the local flora			
and fauna and the Aboriginal 'dreamtime' stories that you might have			
heard of. Not only is the rock sacred to them, but it also has a great			
spiritual meaning. This is why they <b>(6)</b>	people	COURAGE	
from climbing it even though many visitors have just that on their bucket			
list. The signs at the base of Uluru used to ask people not to climb it –			
but now it is actually <b>(7)</b>	_ to go to the top. The	LEGAL	
signs are there to remind the tourists of the people who would like to			
preserve the site both physically – from wear and tear – as well as			
(8) – because it's a sa	cred site.	SPIRIT	

## D. WRITING

WRITING	40 POINTS
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Complete the following task in 180 – 220 words.

#### Task:

You are doing practical training for the local tourist office in your area. The manager of the office has asked you to visit a tourist attraction in the area. Write a report on it describing the attraction, say what it has to offer to tourists and make a suggestion how it could attract even more visitors.

Write your **report** in an appropriate style.

## Examiner's comments (do not write anything in the table below)

	CRITERIA (marked on a basis of 0 - 10 points)	POINTS
1	Content:	
		/ 10
2	Communicative achievement & cohesion:	
		/ 10
3	Vocabulary (range, accuracy):	
		/ 10
4	Grammar (range, accuracy):	
		/ 10
1-4	Total (max 40 points)	/ 40

Berufsmaturität Wirtschaft 2021 Kanton Zürich	Englisch Serie A

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