



ENGLISCH

SERIE

1

HÖRVERSTEHEN

LÖSUNGEN

KANDIDATIN
KANDIDAT

Nummer der Kandidatin / des Kandidaten

Name

Vorname

Datum der Prüfung

BEWERTUNG

Fachbereiche

Erreichte Punkte / Maximum

Task A

/ 8

Task B

/ 5

Task C

/ 7

Total

/ 20

EXPERTEN



WICHTIG:

In diesem Hörverstehen hören Sie 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 Radio Advertisement

Advertisement is for	IT equipment	
Company's website	1. www: hagens.co	uk 1
Hotline phone number	2. 509 766 8324	1
Date sale ends	3. 19 June / June 19(th)	1
Price of desktop computer	4. GBP/£ 1,412	1

2. An Airport Announcement

Airport	Minneapolis Int'l Airport	
All flights cancelled to	5. Toronto	1
Flight number to London	6. AA465	1
Gate number for KLM to Amsterdam	7. E13	1
Green parking ramp is closed until	8. 30 November, November 30(th)	1

1 A Radio Advertisement

Is your IT equipment working badly? Would some new make you happy? – Well, don't waste any more time! Shop now at Hagen's online! Go to our website and find the best deals for your needs. It's www.hagens.co.uk. – www dot H A G E N S dot C O dot U K. We'll not only give you the best price, but also transfer your data and give you support on our 24/7 hotline. Phone 509 766 8324. Remember: we're the number one in home electronics. So visit our site today and see the big sales going on from the 5 June to the 19 June. It's your chance to up-date your IT products. HP tablets are 15% off. Epson Laser Printers are discounted 10%. An Apple iMac 27-inch screen desktop computer is at a bargain price of £1,412. And eBooks are being sold at 25 pounds less.

Source: Minnesota Radio

2 An Airport Announcement

Welcome to Minneapolis International Airport. Local time is 4:35 pm. Temperature outside is a cold 30 degrees Fahrenheit. Severe snow storms in Canada have delayed several flights to Montreal, and all flights to Toronto have been cancelled. Please contact your airline agents for further arrangements. – And this is the last call for American Airlines flight to London, flight number AA465, gate D15. – American Airlines flight number AA342 to Stockholm at gate C5 is all ready for boarding. Please note, there is a gate change for the KLM flight to Amsterdam. It has been changed from E6 to E13. Passengers are kindly requested to proceed to the gate. – The green parking ramp will be closed for renovation from March 3rd to November 30th. Please use the purple or orange parking ramps during this time. Thank you.

B (5 POINTS) (1 point for each correct answer)

You will now listen to Louie tell his colleague, Carolyn, about a magazine article he has read.

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.

1. **The article is about how to ...** 1
 - A handle difficult customers.
 - B find the reasons for stress.
 - C succeed despite stress.

2. **People handle stress ...** 1
 - A mostly by quitting.
 - B like a manager.
 - C in various ways.

3. **A person's character and environment can ...** 1
 - A improve their chances of success.
 - B get better when under stress.
 - C be used to predict difficult situations.

4. **In a person's environment there should be ...** 1
 - A jobs you are able to do.
 - B places with action.
 - C people who help you make your decisions.

5. **Some people have to ...** 1
 - A learn what is important for society.
 - B start taking chances.
 - C work on improving their own character.

C Hi, Louie. What a busy morning that was! Am I ever glad to have a break!

L Right, Carolyn, you can say that again! You know, the more I think about it, the more I agree with an article I read in TIME magazine last week.

C Really? What was it about – how to keep smiling with difficult customers?

L (laugh) No, no. It was about what it takes to succeed in stressful situations, like this morning. You know, not only at work, but also at home, there are many reasons for stress such as worries, fear of the future, difficult people, too much to do. A lot of things can put pressure on us.

C So what did the article say?

L Well, let me think. It started by saying that there are three ways people deal with stress: some people just quit, some kind of manage, and some really get going – they love the challenge.

C So, what do the go-getters have under stress that the quitters don't have?

L That's what the scientists at the University of Bath wanted to know. They did an enormous study on people in all kinds of stressful circumstances: physically, academically, professionally – just to name a few.

C What did they find?

L They discovered that there are character qualities and environmental conditions which give a person better chances of success when under stress.

C Does a person have to have all of these qualities and conditions?

L No. Just any combination of them is enough to predict that a person will handle difficult situations successfully.

C I see. Well, what should a person be like?

L They should be optimistic, motivated and flexible. They need to be sociable and willing to change their own behaviour. They should have self-confidence, enjoy learning and be able to look ahead. You know, see what needs to be done before it needs to be done.

C Ehm, right, all very positive characteristics. – And what should our surroundings be like, the workplace etc.?

L People should have opportunities and challenges that fit their ability. The places around them should be quiet. It's also important to have the support and trust of their employers, family and friends. And, finally, they should have an amount of independence and freedom to make their own decisions.

C This all sounds so reasonable and just common sense.

L Correct. But there's never been a study to prove that positive people who have a good environment around them are continuously able to learn, grow and succeed in difficult times.

C Consequently, people who are good at something, feel good about their lives and themselves.

L Right. Of course, for some people that comes easy, but others have to work hard at developing themselves and these feelings. The article says you should start by doing the things that are truly important to you, and not what society says should be important to you. Then always look at change and new situations as opportunities. Remember: "When the going gets tough, the tough get going!"

C

(7 POINTS) (1 point for each correct answer)

Listen to Eric Redman and a colleague, Shirley Sothersby, discuss their backpack business.

Please fill in the gaps in the sentences below with the correct form of the key word or key words. Use one or two words. You now have one minute to read the sentences below.

Eric and Shirley agreed they need some *new ideas* for the future of their company.

1. In the last 5 years, the *sales* of backpacks have decreased by 9%. 1
2. Today students have many online classes, so they don't carry lots of stuff, and small bags are *large enough* for their things. 1
3. During the day students go to different places, like parks or *cafés*, and work on their laptops. 1
4. Then there are the sportsmen and the homeless, who have similar packing *methods* for their bags. 1
5. The homeless pack their money and food under *less important* items to keep them dry, and the sportsmen use plastic bags. 1
6. Shirley thinks the new design of backpacks needs to be smaller and *thinner* with no special pockets. 1
7. Eric feels there is no *limit* to their innovative ideas. 1

E Good morning, Shirley.

S Hello, Eric.

E Last week we said we needed some new ideas for the future of our backpack business. In the past we had an increase of sales by 12% a year, especially when businessmen started using them. However, for 5 years now, the sales of backpacks have gone down by 9%. Why? What's different? We decided to do some research. Now, what have you found out?

S Well Eric. I interviewed a lot of students at various schools and on the streets. They don't carry piles of textbooks anymore because nowadays most of their classes are online. Therefore, small bags are large enough for their laptop, USB sticks and a few other things. One student only had a USB thumb drive, lip balm and a deck of playing cards. I also saw that their chargers and cords were always in a jumbled mess.

E I know about that. It happens to me all the time.

S It's obvious, a student's way of life has changed. They are on-the-go all day long moving around to "third places" like parks or cafés. Because of their laptops they can work anywhere. They needn't go home to get their work done. They also informed me that because of their digital equipment they only use backpacks that keep water out. That's very important.

E Good point.

S Now you, Eric. What have you found out?

E Well, I spoke to the outdoor users of backpacks: hikers, mountain climbers and even the homeless, who use backpacks in their grocery carts. What surprised me was that the sportsmen and the homeless have very similar back-packing methods! Their most important things are toward the top, so they can get at them quickly and easily. And just like the students, these users also want to keep the water out.

S I see.

E Right. The homeless put important things like money and food under less important things that don't matter if they get wet. The sportsmen use plastic bags to keep food and flashlights dry.

S Eric, we need to forget everything we've known about backpacks and rethink the whole design, which needs to be smaller and thinner. We also need to stop designing special pockets for certain things. Our bags should have a basic design for every user's contents.

E I agree. And waterproof! As for special pockets, I'd still like to sew in elastic bands at the top for easy access and to get order in those cables and chargers.

S Yes, a very good idea! And maybe we could build in solar panels for chargers.

E Okay, let's start work on finding more ideas. I have the feeling there's no limit to our innovation!