

Lösungen

Bewertungen

Name: _____

Vorname: _____

Kandidatennummer: _____

Datum der Prüfung: _____

Punkte (von max. 20): _____

Erlaubte Hilfsmittel

Keine

Spielzeit

Die Spielzeit der Tonspur beträgt etwa 20 Minuten.

Hinweise für die Kandidaten und Kandidatinnen

Sie haben drei verschiedene Aufgaben zu lösen. Lesen Sie vor dem Hören, was Sie genau tun müssen.

Maximale Punktzahlen

Aufgabe A: 8 Punkte / Aufgabe B: 5 Punkte / Aufgabe C: 7 Punkte

Hinweise für die Prüfungsleitung

Die Prüfung Hörverstehen wird auf einer CD geliefert. Für einwandfreies Abspielen ist die Prüfungsleitung verantwortlich. Alle vorgesehenen Pausen und Wiederholungen sind bereits auf der CD. Die CD weder anhalten noch neu starten. Das Ende der Prüfung wird auf der CD angekündigt. Vor Beginn des Abspielens müssen die Aufgabenbogen verteilt sein.

Die Experten:

Wichtig: In diesem Hörverstehen hören Sie die Aufgaben A bis C je **zweimal**.

Task A (8 points) (one point for each correct answer)

1

Listen to a recorded order on a company's answerphone.
Fill in the missing information in the notes

Caller's type of business		<i>language school</i>
Caller's account number	1)	<i>LSH 74</i>
Number of items ordered	2)	<i>6 / half a dozen</i>
Caller's phone number	3)	<i>01 3442 6879</i>
Caller's e-mail address	4)	<i>s.warner</i> _____ <i>@brown.com</i>

2

Listen to the announcements at a train station.
Fill in the missing information in the notes.

Departure time of Intercity to Edinburgh	(5)	<i>11.05</i>
Passengers for Bath must	6)	<i>change at Bristol</i>
What about the train from Brighton?	7)	<i>12 minutes delayed / late</i>
Where does the next train to Brighton leave from?	8)	<i>platform 3</i>

Task B (5 points) (one point for each correct mark)

Listen to the job interview.

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. Sarah arrived late because
 - A she didn't leave home early enough.
 - B she crashed her car.
 - C there had been an accident.
2. The staff manager thinks that Sarah
 - A could come to work by train.
 - B has to live in London.
 - C hasn't got a job at the moment.
3. Sarah
 - A has been working in public relations for six months.
 - B worked in sales for 18 months.
 - C worked for one year as a trainee.
4. If Sarah gets the job, she will start
 - A on 1st August.
 - B by mid-August.
 - C at the beginning of September.
5. Sarah will know if she gets the job
 - A in a fortnight.
 - B not before next Friday.
 - C next Friday at the latest.

Task C (7 points) (one point for each correct answer)

The CEO, Mr David Dallmer, of the Good Care Insurance Company, and the Sales Director, Ms Beth Smith, are talking to the heads of their branch offices.

Listen to the monologue and answer the questions. **Please use keywords.**

You now have 30 seconds to look at the task.

1 How often do the branch heads meet?	<i>every three months / quarterly</i>
2 Two things on the agenda for today's meeting. Which is about the future?	<i>the (sales) goals / the (company's) goals</i>
3 How have the employees' salaries changed since the merger with All-State Insurance?	<i>increased / raised / more / higher</i>
4 Through which medium are they selling new policies to the age group of 25 to 35?	<i>(through the / by way of / the internet</i>
5 Which age group still prefers to talk face to face with an adviser?	<i>40 and over</i>
6 What type of insurance do most young people buy first?	<i>car insurance</i>
7 Which branches have to sell the most policies?	<i>the larger branches</i>

Task A

1. Hello. My name's Susan Warner of Brown's Language School in Bournemouth. Our account number with you is LSH74. I would like to order some books. Now, what we need are half a dozen monolingual dictionaries; the ones for £6.90 on page 9 of your latest catalogue. In case you don't have them in stock, could you please call me on 01 3442 6879 or, of course, you could also send me an e-mail. My address is s.warner@brown.com. Thank you.
2. Attention please. The 11.05 Intercity to Edinburgh is leaving from platform 4 instead of 7. Intercity to Edinburgh leaving from platform 4. Passengers for Bath will have to change at Bristol. (...)
Due to repair work the train from Brighton will be running about 12 minutes late. (...)
The next connection to Brighton is at 11.45 from platform 3.

Task B

- M Good morning, Ms Brown.
S Good morning, Mr Manning. I'm sorry, I'm a bit late although I left home really early. But I got into a traffic jam on the M4.
M That's OK, we'll have enough time. Are they still doing repair work between Reading and London?
S Yes, they are. But the problem was that a car had crashed into a lorry and so one lane was blocked.
M Well, there always seems to be something on that route. I'm glad I don't have to drive to work.
S One thing is sure, if I get this job, first thing I'll do is look for somewhere to live near the city.
M That's certainly a good idea, I think, or you could decide to take the train.
S I've thought of that, too, but I would still need a car to get to the station and therefore I'd rather live closer to where I work.
M Fine. Now then, why would you like this job? You already have one, don't you?
S Yes, but you see I've had this job since I left school and I think it's time for a change. I would like to experience something different, to get a new challenge.
M You've been working for a telecommunications company. Do you know anything about the insurance business at all?
S Not much, I'm afraid, but I'm prepared to learn all that is necessary. And I think I'm quite good at dealing with people, which is important when you want to sell something.
M That's true. What departments have you been working in?
S Well, in my first year – when I was working as a trainee – I worked in all the different departments and so got to know the company quite well. After I finished my training, I worked for six months in public relations and for the last two and a half years I've been in sales.
M So, you do have quite a bit of experience in selling, although not of insurance policies, of course.
S That's right. Of course I'm prepared to attend courses and learn that.
M Good. We have some in-company courses to familiarise our employees with our products. You could do these. (...)
S Yes, I'd be happy to.
M Anyway, if you got the job, when could you start?
S Since I have to hand in my notice 30 days in advance, I could begin on 1st August.
M Actually, that's a bit inconvenient, because the courses I was mentioning only start in September.
S That would suit me even better. I think I could work two weeks longer and then have a fortnight's holiday before starting my new job.
M Good, Ms Brown. If you don't have any more questions, I would like to thank you for coming. You'll hear from us by next Friday.
S Thank you for giving me an interview, and good bye.
M Goodbye.

Task C

- M Good morning ladies and gentlemen. May I call our meeting to order, please. I'd like to welcome all of you to our quarterly meeting of the branch heads and I'm glad to see you were all able to come. Just three months ago at our last meeting we were a new group of people getting to know each other. Thank you for accepting the change in the date of the meeting. For those of you who do not know why the date was changed, too many of you would not have been able to attend on 5th June, so we changed the meeting to 12th, a week later.
There are two things on the agenda today. One is a general summary of where our company stands at present. Then we will have a coffee break at ten. After the break we want to inform you about the goals the board of directors has set for the rest of the year. Lunch will be served in the west wing of the hotel at 12 o'clock noon.
So to begin with, how is our company doing at the moment? As a whole, our insurance company has been doing very well ever since the merger with All State Insurance. Now, I know, the employees of All State weren't too happy about joining us. However, I hope they now feel it has been worth the adjustment, as everyone's salary has increased and everyone's job security has greatly improved. I want to congratulate all of you on the hard work you have done. Because of you there has been a pay rise for every employee in the company.
On top of that, we have had to hire two more people for the policy writing department because of the good work in selling insurance that your branch offices have been doing. Our products seem to be exactly what the people want.
There has especially been an increase in the policies bought by the age group between 25 and 35. We are reaching these people through the internet. This age group, which is very active and comfortable with using the internet, has been buying our new products sold under our new Insurance Futura program. At this point, I want to assure our traditional door-to-door insurance salesmen that their jobs are not in danger of becoming obsolete. There are still too many potential clients out in the field, who do not do their shopping by way of the internet. They are the people 40 years of age and over, who still like and want a personal contact with their insurance advisers. Whatever we do, they (fade out from here) will still be very reluctant to ...
- W OK, well, if your company during the break was as entertaining as mine, I'm sure you must be enjoying the meeting thoroughly. At any rate, here we're back to work. I'd like to tell you about the goals the board of directors has set for us to achieve during the rest of the year. I have to admit, they are quite ambitious, but still I feel they are realistic. First of all, for the car insurance policies, we need to sell 1,300. It is here that your branches should make good use of our Internet Futura program, because most of these new policies will be coming from young people who have just got their first car after passing their driving test. The people in the older age groups have had their cars for a long time and usually have their insurance renewed through their traditional advisers.
Of course, as always, these numbers are for all of us as a team. The number of policies each branch is required to sell depends on how large that individual branch is. A larger branch should obviously sell more policies than a smaller branch. My secretary, Ms Larson, will now give each of you your branch goals on paper to discuss. She has also sent them to you by e-mail this morning, so ... (Fade out from here)