

# ENGLISCH

## HÖRVERSTEHEN SERIE 3/3

### LÖSUNGEN



Kandidatennummer \_\_\_\_\_

Name \_\_\_\_\_

Vorname \_\_\_\_\_

Datum der Prüfung \_\_\_\_\_

<b>PUNKTE UND BEWERTUNG</b>	Erreichte Punkte	/ Maximum
Task A		/ 8
Task B		/ 5
Task C		/ 7
<b>Total</b>		<b>/ 20</b>

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 messages and monologues.

Fill in the missing information.

**1. A hotel reservation**

Caller's name	<b>Mr Hunt</b>	
Reservation dates	1. <b>4th–7th October</b> .....	<b>1</b>
Type of room	2. <b>junior suite</b> .....	<b>1</b>
Caller's street address	3. <b>26 Merrilot Lane (spelled correctly)</b> .....	<b>1</b>
Flight arrival time	4. <b>3.30pm</b> .....	<b>1</b>

**2. A problem with an order**

Company's name	<b>Select Catering</b>	
Amount of shrimp ordered	5. <b>12 pounds</b> .....	<b>1</b>
When ordered	6. <b>June 1st / a month ago</b> .....	<b>1</b>
Caller's name	7. <b>Mr Harmening (spelled correctly)</b> .....	<b>1</b>
Caller's phone number	8. <b>024 497 1553</b> .....	<b>1</b>

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

Punkte

Dr Paul Ackrey and Judy Conway are talking about stress at work. You will now listen to a conversation. For each question mark the correct answer (A, B or C). Tick one answer only.

<p>1. What kind of company is Paul from?                  A <input type="checkbox"/> one that advertises for businessmen                  B <input checked="" type="checkbox"/> one that investigates and analyzes                  C <input type="checkbox"/> one that sells products to institutes</p>	<p>4. What is the opinion of the employers in both examples?                  A <input type="checkbox"/> Hard work can kill a man.                  B <input checked="" type="checkbox"/> Hard work is good.                  C <input type="checkbox"/> Hard work is unhealthy.</p>	<p>1+1</p>
<p>2. Which choice is not a question for this project?                  A <input checked="" type="checkbox"/> Do daily routines cause stress?                  B <input type="checkbox"/> Is there really stress at work?                  C <input type="checkbox"/> Can people nowadays handle stress?</p>	<p>5. Why did the manager have to find a new job?                  A <input checked="" type="checkbox"/> The old job made him ill.                  B <input type="checkbox"/> He found one he liked better in a hospital.                  C <input type="checkbox"/> His friends started fighting with him.</p>	<p>1+1</p>
<p>3. What would decrease if the advertising agent worked less?                  A <input checked="" type="checkbox"/> his career prospects                  B <input type="checkbox"/> his personal happiness                  C <input type="checkbox"/> his job satisfaction.</p>		<p>1</p>

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

Stan Manderfield, the president of the local businessmen’s association, and Mrs Abernathy, a certified accountant, are giving tips on getting financial assistance. Listen and answer the questions. Please use keywords.

<p>1. Why do some people need money?</p>	<p>to start a business</p>	<p>1</p>
<p>2. Which is the best source for capital?</p>	<p>the bank (the bank manager)</p>	<p>1</p>
<p>3. Who do many people go to first?</p>	<p>family / a rich uncle / a grandmother</p>	<p>1</p>
<p>4. What do investors want in return?</p>	<p>a share of profits / a share of business / interest</p>	<p>1</p>
<p>5. What must you give the bank to get a loan?</p>	<p>a (good) business plan</p>	<p>1</p>
<p>6. What does a cash flow forecast contain?</p>	<p>expenditures / income</p>	<p>1</p>
<p>7. What can the bank take from you if you go bankrupt?</p>	<p>your house / your property</p>	<p>1</p>

## TASK A:

### 1 A hotel reservation

- A Hello, Hilton Shoreline? Yes, this is Mr Hunt. May I have the reservation desk, please? (pause)
- A Yes, Mr Sanchez? Mr Hunt here. I'd like to make a reservation for four nights starting 4th October. (pause)
- A Right, 4th till 7th October. We'll be leaving the next morning. It's for my wife and me.
- A Yes, just the two of us; the children won't be coming this time. (Pause)
- A What? Oh definitely! We would like a junior suite rather than a standard double room. Please, make sure that it has a view of the sea. (pause)
- A Yes, we'd like breakfast and dinner in the evening.
- A Our address? No, it's not the same. We moved house. Now it's 26 Merrilott Lane, M E R R I L O T L A N E, in Houston. (pause)
- A Yes, there is something else. Our flight lands at 3.30pm, so could you please have the hotel bus collect us at the airport around 4pm?
- A Right, yes. Thank you very much. Good bye.

### 2 A problem with an order

- B Good afternoon. Is this Direct Fish Import? (Pause)
- B Yes, this is Select Catering. We ordered 12 pounds of shrimp and 16 ½ pounds of white fish from you. It's an especially large order that we sent in by mail a month ago to be delivered today. We need this order urgently for a party we are catering for this week. It is already 3 in the afternoon, no, it's 3.30, and the delivery hasn't arrived yet.
- B Right. That was 12lbs. of shrimp and 16.5lbs. of white fish due today, 1st July. (pause)
- B My name and phone number? Of course, that's Mr Harmening, H A R M E N I N G. My phone number is 024 497 1553.
- B No, not 597, it's 024 497. (Pause)
- B Yes, I'll be waiting for you to call back, even if it is alter 5pm. Please hurry. Good bye. (pause)

## TASK B:

- J Ladies and gentlemen, I'd like to introduce, Dr Paul Ackery from the Institute for Business Research in Ohio. His latest project is on stress at work, a topic most of us are confronted with. Well, tell us, Paul, how did you approach this project on stress?
- P Well, as usual, we sat down and brainstormed for ideas on the topic. Then we decided on two main questions. First of all, does stress at work really exist? And secondly, we wondered if maybe this generation couldn't deal as well with stress as former generations were able to.
- J Who took part in the study?
- P We interviewed and studied over 1,000 employees and employers in their daily routines. We put the people into two groups in answer to the two questions.
- J What conclusions did you come to?
- P Well, let's look at two people here, one from each group, who are typical examples of their group. For the first question, we have an employee who works extremely long hours for an advertising agency. He says, although he knows his promotion prospects would suffer, he would be willing to take a cut in pay if he knew the workload would actually be reduced. And he says „you have to sacrifice career advancement if you want a personal life.“ He would like to be around the house more and be a father for his children. However, his boss, who believes in the saying, „Busy people are happy people!“ is not willing to hire another person to share the amount of work.
- J So am I right in saying the study proved that stress at work really does exist? The employers seem to push their people quite hard.
- P Yes, that's right. Notice in the second group the boss also says, “Hard work never killed a man. The harder your employees work, the healthier they are.” Here we had to work with doctors and medical research to show that this is not always true. There are people who just can't cope with that kind of pressure. Their personalities aren't made for that kind of life.
- J That's sad for the ones who would like to climb the career ladder and just can't do it.
- P Correct, Judy. We were working with this manager, who had just started a new kind of job, because in his former employment he hadn't been able to meet the sales goals that were required of him. He then began to feel depressed and feel as if he were a failure. He became aggressive with his friends. In the end he had a nervous breakdown and had to enter a clinic for therapy to get his self confidence back again.
- J So what was your conclusion, Paul, is this generation different?
- P No, not at all. In fact it's the modern business world that continues to project higher and higher goals. Unfortunately, not everyone has the character or strength to deal with its demands.

## TASK C:

- M Ladies and gentlemen, my name is Stan Manderfield. I'd like to welcome you to this seminar on capital acquisition entitled “How Do I Get My Share.” Our goal here is to help people get some money to start their own business. Many of you have some very good ideas and the energy to be successful if only you had the finances to get your project going. Now, Mrs Abernathy, where can I get the money I need? Who can I ask for capital?
- A The person at the top of your list should be your bank manager. But because banks are such wealthy institutions, people think the banks are just out to get their money without their best interests at heart, so they usually try other places first.
- M What other sources for money do you mean?
- A Well, a lot of people go to family first, like the rich uncle or their grandmother who has some life savings. They hope not to have to pay much interest on the loan, or maybe none at all. They are so optimistic, they forget to consider what they will tell them if the business fails.
- M So are banks the only option?
- A No, we could try to find an investor, who is willing to risk his money but in return wants a share of the profits. He owns a share of the business. Then there are also credit card companies that are willing to take high risks, but they are the most expensive way to finance or borrow.
- M What do I need to know when I ask a bank for a loan?
- A White they expect you to be enthusiastic about your project, they also want to see that you have thought it through seriously. An intelligent business plan is essential.
- M What does a good business plan look like?
- A It should have realistic budgets, including the absolute minimum you need to live on. A cash flow forecast is vital, giving details of your expenditures and projected income. They want to know how long you think it will take until you break even.
- M That doesn't sound bad.
- A Well be prepared for an intensive interrogation by your bank manager. He means well by it because if your preparations don't pass his friendly, but comprehensive, examination, they won't succeed in the business world either.
- M What else do I need to know?
- A Banks want you to show them that you are committed to the success of your business. They will ask you for some security on the loan, like your house. If you fail and can't pay back the money, then they will take your property.