



# ENGLISCH

SERIE

2

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 message on an answerphone**

Caller's name	Tina	
New length of workbench	1. 235	cm
Final price	2. £ 1,302	
Contact email address	3. tjhayes	@nicewoodworks.co.uk
Assistant's phone number	4. 161 214 4750	

1  
1  
1  
1

**2. A radio advertisement**

Name of store	Albertson's	
Recommended number of fruit or vegetable portions per day	5. five / 5	
Price of a pound of pears	6. \$ 2.99	
New address	7. 101 Main	Street
Closing time on Sunday	8. noon / 12pm / midday	

1  
1  
1  
1

**1 A message on an answerphone**

Hi Jim, this is Tina speaking. Jim, I'm at our customer's workshop and there has been a change to the measurements of the equipment they want to order. The length of the workbench will no longer be 225 cm but rather 235 cm, ok? The price is still the same, this model costs £1,400 in the catalogue, so with their usual 7 percent discount this comes to £1,302. Could you send an order confirmation via email to tjhayes@nicewoodworks.co.uk, this is T - J - H - A - Y - E - S at nicewoodworks dot co dot uk. You can also contact him on 161 214 6138 or his PA on 161 214 4750. Ok, thanks a lot and see you next week! Bye!

**2 A radio advertisement**

We at Albertson's say: take better care of your health and your family's. Follow a delicious and balanced diet. Eating a banana or two is a good start, but doctors recommend we should eat five portions of fruit or vegetables every day. Get started today and visit your Albertson's supermarket! We are currently offering fresh Vermont apples at only \$1.99 per pound. Or Italian pears at only \$2.99 per pound. And of course, you'll find plenty of other mouth-watering offers at your local supermarket, now at our new location in the Lakeview Centre at 101 Main Street. So, come and see us soon! We're here for you on weekdays from 6.30am to 8pm and even on Sundays from 6.30am to noon.

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

Listen to Mark Lever, CEO of the British National Autism Society, talking to radio journalist Anna Harris about the introduction of special shopping conditions for people with autism.

**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. Autism affects**

- A  more than a million people in the UK.  
 B  approximately ten out of one hundred people.  
 C  roughly one percent of the population.

**1****2. According to Mark Lever, many people with autism**

- A  feel uneasy in everyday social situations.  
 B  are unable to communicate with others.  
 C  don't react sensitively to noise.

**1****3. Morrison's "quiet hour"**

- A  takes place every day from 9 to 10am.  
 B  is reserved exclusively for shoppers with autism.  
 C  is currently held at 439 branches in the UK.

**1****4. Sainsbury's**

- A  store managers can introduce quiet hours if they think it's necessary.  
 B  provides special staff to meet certain customer needs.  
 C  launched a National Autism Awareness Day in autumn.

**1****5. Autistic children at supermarkets**

- A  sometimes misbehave when meeting other autistic children.  
 B  can relate more easily to staff members they know.  
 C  often react badly to other shoppers.

**1**

A Good afternoon and welcome to "Life from a different angle". My name is Anna Harris and today I'm talking to Mark Lever, Head of the National Autism Society, about some challenges people with autism have to face and how supermarkets are now trying to make their lives easier. Mark, welcome to the programme!

M Thanks, lovely to be here!

A Mark, for many people autism is part of their everyday life, right?

M Yes, that's true! Autism affects just under one million people in the UK, that's roughly one in 100 people. You're born with this condition and it's a lifelong disability although some patients are only diagnosed with it once they reach their 60s. But it cannot be cured by any kind of medication, so autistic children grow up to be autistic adults.

A I see. Now, not all of our listeners may know what exactly autism is. Could you explain this condition in a few words?

M Oh, that's not easy, but let me try. Generally speaking, people with autism experience the world around them in a very different way. Many of them find common social situations to be a challenge and have trouble communicating with others. Also, lots of people with autism are much more sensitive to sound and light than people who don't suffer from the condition, and this can cause a lot of stress for them.

A I imagine everyday life must be very difficult for these people to master. Is there anything for example stores can do to help them?

M Yes, there is, and some shops have reacted to the needs of autism patients. For example, the Morrison's supermarket chain has now introduced a so-called "quiet hour" in all of its 439 UK branches. This means that every Saturday morning from 9 to 10am, the Morrison's stores dim their lights, turn off any kind of background music, and even lower the volume of the check-out beeps. Also, special signs are put up during the hour to let other customers know about the scheme and to highlight that it's meant to be a calm environment for shoppers.

A Wow, that's different ... What does the National Autism Society think of it?

M Well, we think it's a step in the right direction. You see, the concept is not entirely new. The ASDA supermarket chain has been working with local autism groups to hold "quiet hours" on a regular basis in some of its shops. They encourage their managers to introduce the scheme if they feel there's a need for it in their individual branches. Sainsbury's supermarkets, on the other hand, have been taking part in the National Autism Awareness Day in October for a while. They now have specially trained staff in three of their Liverpool stores to care for customers shopping with their autistic children.

A OK, is this particularly challenging for parents?

M Oh yes, it certainly is. You see, autistic children often have trouble interacting with people they don't know. This leads to problems, for example at the check-out. Staff with special training are aware of this and can react accordingly. In a normal supermarket, autistic children can be overwhelmed by the combination of too much noise or light and shop assistants they don't know and react badly. As a result, they start being naughty and their parents are often judged as incapable by other shoppers. If the parents can take their kids shopping in a quieter and more understanding environment, the experience will be much more relaxed for them and for their children. And, without the screaming kids in every aisle, it will most likely also be more pleasant for other shoppers ...

A Yes, definitely! Thanks, Mark, for these interesting insights. Let's hope shopping will be more relaxed for all of us in the future. We'll be back after the break for some more information on ...

## C

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

Listen to a radio interview with David Hanson, creator of “Sophia”, a human-like robot.

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.

David is the ..... *founder* ..... of Hanson Robotics and can be considered Sophia’s father.

1. Other robots are good at ..... *performing* ..... moves or sculpting things from marble. 1
2. Sophia’s face ..... *appears* ..... to be almost human. 1
3. On her face, Sophia can show joy, curiosity, confusion and frustration, ..... *among* ..... numerous other feelings. 1
4. David says there is also some ..... *influence* ..... of his wife’s face in Sophia’s look. 1
5. Despite being a robot, Sophia does things that are normally ..... *done by* ..... humans. 1
6. Last year, Sophia ..... *held speeches* ..... at conferences and the United Nations. 1
7. David dreams about making an emotional ..... *connection* ..... between robots and humans one day. 1

- T Hi everyone and welcome to “Tomorrow starts today”. I’m Tamara Cook and my guest is David Hanson, founder of Hanson Robotics and so-to-speak father of Sophia, the most human-like robot ever built. Your robot daughter is a special creature, isn’t she?
- D Oh yes, she sure is! As you know, Sophia is a very different robot. Other robots are great at performing moves such as backflips, or they can carve beautiful sculptures out of marble. Sophia, on the other hand, can do none of this. But she has a face that appears almost completely human. She is both able to express emotions herself and read them on people’s faces.
- T Yes, I’ve seen her, she’s amazing! What exactly can she do, and how does she do it?
- D Sophia has simulations of every major muscle in the human face, allowing her to express joy, curiosity, confusion and frustration, among many other feelings. She has a set of pre-programmed expressions she can put on her face. She can also learn by observing human faces and analysing the movements of the muscles. She then tries to match what she has seen with her own face.
- T And all of this looks incredibly real! How did you decide what she should look like?
- D I actually looked at a number of famous female faces, from the statue of ancient Egyptian queen Nefertiti to antique Chinese paintings, to photos of actresses like Audrey Hepburn. But, to be honest, there is also a little influence of my own wife’s face. However, all in all it was important to me to also give her something robot-like, not to make her too human.
- T Right. Actually, Sophia also raises questions like: what does it mean to be human? What is real, what isn’t?
- D Yes, of course, she does. Although she’s a robot, she does things that are usually done by humans. Since her activation in 2016, Sophia has been on the cover of several fashion magazines and has also been the model in a campaign of Italian clothing designer Moncler. Besides that, last year she appeared on talk shows and she held speeches at international conferences and at the United Nations. She was even granted Saudi Arabian citizenship, becoming the first robot to have a nationality.
- T That’s truly incredible! But David, why did you actually build her?
- D My goal and also my dream is to find a way to let artificial intelligence make an emotional connection between robots and human beings. And Sophia is a first step into this direction. I don’t know what it is about Sophia, that speaks to people, but she definitely has that certain something.
- T Yes, she really does! Thanks, David, for talking to us today. Later on, we’ll be back with more info on the latest developments in ...