ABSCHLUSSPRÜFUNGEN KAUFFRAU UND KAUFMANN

NACH BIVO 2012

	ENGLISCH		
SERIE]		
ALPHA 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

Diese Prüfungsaufgabe darf im Prüfungsjahr nicht im Unterricht verwendet werden. Der Kaufmännische Verband hat im Auftrag der Schweizerischen Konferenz der kaufmännischen Ausbildungs- und Prüfungsbranchen (SKKAB) das uneingeschränkte Recht, diese Aufgabe für Prüfungs- und Übungszwecke zu verwenden. Eine kommerzielle Verwendung bedarf der Bewilligung des Schweizerischen Dienstleistungszentrums Berufsbildung, Berufs-, Studien- und Laufbahnberatung (SDBB). Inhaber des Urheberrechts sind die Kantone. ©

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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	Samantha	
Pick-up location	1. Hilton (Hotel)	1
Cost of one-way fare	2. EUR 33	1
Flight number	3. AZ574	1
Caller's phone number	4. 076 512 64 88	1

2. A voicemail

Caller's name	Ken
Ms Logan's job title	5. Head of Sales
Web address of hotel	6. wwwbeausiteco.uk
Time of meeting	7. 10.30 am
Afternoon activity	8. factory tour

1 A message on an answerphone

Hi Tony, it's Samantha. I'm happy to confirm that your trip has been booked as follows: an airport shuttle service will pick you up at the Hilton Hotel at 11.15. Please make sure you have enough cash to buy your ticket from the driver. The ride from the hotel to the airport costs EUR33. Your Alitalia flight to Zurich leaves from terminal 1 at 13.55, arriving in Zurich at 15.30. The flight number is AZ574. So, I guess that's all. If you have any questions, you can reach me on 076 512 64 88. Have a lovely trip.

2 A voicemail

Hello Grace, this is Ken. I have made all the necessary arrangements for Ms Logan's visit, you know, the newly appointed Head of Sales at Nordstrom's in Seattle. I've booked her a suite at the Beausite Hotel. It's a beautiful place, check out their website www.beausite.co.uk, that's W W dot B E A U S I T E dot co dot uk. Now, unfortunately, the conference room was already booked early in the morning, so instead of 9am I scheduled the meeting for 10.30am. For lunch I've booked a table at The Club Quarters, and afterwards we'll give Ms Logan a factory tour. I guess that's all. See you tomorrow.

2

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

You will now listen to Tomoe Sawano, a young woman from Kyoto (city in Japan), talking to radio journalist Sam Shepard about a new Japanese trend.

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. Tomoe ... 1 **A** vas a bride without a groom. **B** married the man of her dreams. **C** got married to herself. 2. If you book the Basic Solo Wedding Package ... 1 **A** vou will get married in a wedding kimono. **B** vou will stay at a very good hotel. **C** a Japanese groom will pose with you for the photos. Tomoe liked best about the day that ... 3. 1 **A** it was a relaxing holiday. **B** she could enjoy the busy atmosphere. C 🗹 it made her feel good about herself. Young professional women in Japan ... 4. 1 **A** are not frustrated by the pressure to get married. **B** *l* have a hard time finding a partner to marry. **C** are worried they can't make their dreams come true. 5. Some married women book a Solo Wedding because ... 1 **A** they have got divorced. **B** their wedding ceremony was not glamorous enough. **C** *lev* they were unhappy with their wedding photos. Hi, welcome to "Walks of life"! My name is Sam Shepard, and here with me in the studio is 39-year old Tomoe Sawano from Kyoto in Japan. Lovely to have you on the show, Tomoe! Great to be here! Tomoe, you've recently got married to yourself, right? (laughing) Well, that's not quite what I did. But I've made my childhood dream come true. I've always wanted to be a bride, you know, with a white dress, flowers, a great hairstyle, beautiful make-up and so on. And that's what I got - but unlike other brides, I didn't have a groom.
- S That sounds somewhat strange ... Tell us more about this special event!
 It's a new Japanese trend called "Solo Wedding". For approximately USD2,500 you get the Basic Package including your choice of a luxurious wedding kimono or western style dress plus a matching flower bouquet, hair and make-up styling, a professional photo shooting, and accommodation at a top-class hotel. Optional add-ons include a Japanese man to pose as an "image partner", dinner with the tour guide if you can't stand dining alone –, or a spa treatment.
- S Wow, that's incredible! How did you feel on this VERY special day of yours?

S

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T To be honest, it felt fabulous. It was like a holiday, although it wasn't relaxing, of course, because it was a super busy day. And I felt really entertained by all the buzz that was going on around me. But most of all, it ... it boosted my self-confidence because I felt gorgeous. At the office, I always look tired, but with the help of the staff I managed to show off the beautiful shape I have while I'm still in my 30s.
 S Aww, I'm so happy for you. But why did you want to be a solo bride?

T Well, being single at this age, I was frustrated by the pressure to get married. For young professional Japanese women like me, it isn't easy to find a husband. But after this experience I left my worries behind me. I'm hoping to find a partner, but I now believe that even if I don't, I can still enjoy life and make my dreams come true all by myself.

S Absolutely! Having had this fabulous experience, to whom would you recommend a "Solo Wedding"?

T I think the "Solo Wedding" experience is basically a glamorous portrait photo session for women who have always dreamed of being a bride. For women who are at an age when it is socially unacceptable to be single and not even divorced. But there are also some married women who book the package because they either had no wedding ceremony or weren't satisfied with their photos.

S Well, thank you very much, Tomoe, for sharing this unique experience with us. Next week we will have another special guest on our programme ... Information found striounge.com, 10 August 2019

Punkte

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

Listen to Audrey Harris interviewing Robert Noland, a communication expert, about a new kind of fear.

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.

Robert is a well-known psychologist and communication expert. 0.

1.	A growing number of people seem toa great fear	1
	of being away from their smartphone.	
2.	Nomophobia describes the negative feeling peopleexperience	1
	as soon as they can't access their mobile phone.	
3.	Korean scientists say that smartphones are soadvanced	1
	and personal that they're a part of us.	
4.	Our mobile phones are a platform for a huge of apps,	1
	websites and services.	
5.	According to scientists, nomophobia may turn into abig issue	1
	for future generations.	
6.	We shouldn't rely too much on smartphones whilst still profiting from the	
	advantages of technology.	1
7.	Leaving your phone in a different room can have a positive effect	1
	on your brain.	
psycholog	ning and welcome to "Communication Technology Talk". My name is Audrey Harris, and here with me in the studio is Robert Noland, a well-known ist and communication expert. Welcome to our programme, Robert! , it's a pleasure to be here!	
Robert, res	searchers say there's an increasingly frequent problem: more and more people seem to suffer from a huge fear of being separated from their	
the feeling	absolutely right. Actually, even a new term for this has been created: "nomophobia". It's short for NO-MObile-PHOBIA and is used to describe of panic or stress some people experience when they're unable to access or use their mobile phone. at's crazy! Can you tell us more about this?	
Sure! Acco found out	at's clarge can you ten us indice about this: rding to new research, nomophobia has little to do with being unable to make or receive phone calls. Instead, a group of Korean scientists has it's because smartphones are so advanced and personal to us that they've actually become a part of us or an extension of ourselves. s definitely true in my case. I couldn't live without my mobile either, I guess. But what exactly makes them so important?	
As well as access cor	storing meaningful photos and messages, mobiles act as a platform for an enormous range of apps, websites and services that let us quickly neent that's important to us. Smartphones are the key to so many personal memories that users tend to consider them as their extended selves. reason people are very likely to become attached to the devices, and as a result, the idea that the mobile phone could be unavailable causes	
Ok, I see. A One impor phone use	Are we all affected by this new fear? tant study was carried out with a relatively small group of 300 students in South Korea, so the results may not be fully representative of all smart- ers. But scientists believe that nomophobia will become a big issue for people in the future as technology becomes even more personalized and it more and more.	
Is there an I think we	ything we can do as smartphone users to prevent nomophobia? must find a difficult balance: we should try not to become completely dependent on smartphones while still benefiting from the advantages of y. We'll see how this goes. Nomophobia isn't currently listed as a mental illness, but studies have shown that smartphone attachment can cause	

serious problems. Α Such as?

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A us for today, we'll be back next week with...

Adapted from The Independent, 16 August 2017

It was found that simply having a smartphone within reach, even if it's switched off or placed face-down, reduces the capacity of the brain. However, putting your smartphone in a different room can give your brain a boost, even if you consider yourself to be highly dependent on it. Well, let's hope we'll be brave enough to get rid of our phones every once in a while. Thanks a lot, Robert, for this interesting piece of news. That's all from R