

Schriftliche Abschlussprüfung Sommer 2002 der Kaufmännischen Berufsschulen

Berufsgruppe Industrie und Büro (201)
Prüfungsfach Berufsbezogenes Englisch
Stufe II
Zertifizierung auf Basis des KMK-Zertifikats

Lösungsvorschläge sind im Wortlaut nicht bindend. Anderslautende, aber zutreffende Antworten sind ebenfalls als richtig zu werten.

Aufgabe 1

Punkte
15

Nr.	Aussage	richtig	falsch
1.	US-Unternehmen unterstützen Telearbeit besonders dann, wenn Arbeitnehmer lange Wege zum Arbeitsplatz haben.	x	
2.	In den USA hat sich der Anteil an Telearbeit(nehmern) seit 1995 verdreifacht.	x	
3.	US-Unternehmen bieten Verträge über Telearbeit nur noch bei Neueinstellungen an.		x
4.	Unternehmer glauben, dass Telearbeit für Betriebe förderlich ist.		x
5.	Die meisten von 650 befragten Arbeitgebern werden eine höhere Anzahl von Telearbeitern einstellen.		x
6.	Unternehmen möchten familienfreundlich wirken und bieten daher in Stellenanzeigen oft fälschlicher Weise Telearbeit an.	x	
7.	Neue Internet-Unternehmen sind gegen Telearbeit, weil sie wünschen, dass ihre Mitarbeiter gemeinsam vor Ort arbeiten.	x	
8.	Telearbeit erfordert seitens der Unternehmen einen geringeren strukturellen und organisatorischen Aufwand.		x
9.	Bei AT&T verlassen ca. 25 % der Mitarbeiter nur noch an einem Tag pro Woche ihr Zuhause um im Betrieb zu arbeiten.		x
10.	Der Anteil an Telearbeitern bei AT&T wird nicht zunehmen, da die Mitarbeiter die Gespräche mit ihren Kollegen brauchen.	x	

Text:

Back to the Office

Many U.S. businesses have long promoted the work-from-home option for people who favor flexible schedules or who face long commutes. According to the International Telework Association and Council in Washington D.C., an estimated 24 million Americans – up from 8 million in 1995 – regularly or occasionally telecommute. But as a sign of increasing dissatisfaction with the once-popular perquisite, more companies now allow only experienced employees, rather than newcomers, to telecommute.

Why the change of heart? Many bosses believe that telecommuting causes a feeling of unhappiness among colleagues in the office and weakens company loyalty. Others say telecommuters miss out on last-minute office meetings and can't interact as readily with other workers. In a survey by *CareerEngine.com*, most of the 650 employers questioned last year said they expected to hire fewer people who worked from home.

Yet managers rarely publicize their negative views on telecommuting. "Companies want to paint the picture that they are sensitive to family time," says Ferrara, president and chief executive of *CareerEngine.com*. As a result, some help-wanted ads falsely promise telecommuting.

Certain Internet start-ups, known for their casual style, are surprisingly open about their opposition to telecommuting. "We're creating new things and building new solutions," explains Barbara Beasley, executive vice president at Fort Point Partners Inc, an internet services firm in San Francisco. "We need people working side-by-side, in the office, sharing ideas."

Kay Morgan, a vice president at Management Recruiters International Inc in Cleveland, thinks many employers, big and small, simply don't try hard enough. She says that a lot of companies have been offering telecommuting without

a clear structure, so they run like scared rabbits when it doesn't work out. There needs to be a full commitment to making it work.

But the telecommuting benefit has even lost its appeal among major corporations with highly structured programs. According to AT&T's spokesman Burke Stinson – a long-time supporter of the practice – the number of telecommuters has reached "its highest point". He estimates that about a quarter of the company's 80,000 employees work from home at least one day a week, but the proportion hasn't grown in recent years. Stinson blames the standstill on inadequate high-speed connections for home offices as well as the constant need of employees to have a talk with each other.

Aufgabe 2

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Nr.	Aussage	richtig	falsch
1.	Das Hauptkriterium bei der Wahl des Niederlassungsortes von TRADE war „Nähe zur Arbeitslosigkeit“.		x
2.	TRADE ist ein gutes Beispiel für eine Unternehmung ohne Erwerbscharakter.		x
3.	TRADE tritt nur nach genauer Überprüfung der Lohnstruktur und der Arbeitsbedingungen in Geschäftsbeziehung mit Unternehmen.	x	
4.	TRADE rechnet mit weiterem Expansionsbedarf.	x	
5.	Die Belegschaft von TRADE wird sich verdoppeln.		x
6.	In Zukunft wird TRADE auch Computer in sein Verkaufsprogramm aufnehmen.		x
7.	Die Lohnstruktur bei TRADE entspricht der eines modernen, marktwirtschaftlich orientierten Unternehmens.		x
8.	Neben der Förderung wirtschaftlicher Belange seiner Handelspartner in der Dritten Welt unterstützt TRADE auch Schulprojekte.		x
9.	Für TRADE können Handel und Politik nicht getrennt werden.	x	
10.	Viele Menschen investieren in TRADE, u.a. weil sich die Aktien von TRADE sehr erfolgreich entwickeln.		x

Aufgabe 3

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Dear Sir or Madam

Milan Autumn Trade Fair – MATF 2002

We are a German company producing customized software for business administration. Our customers are mainly from Germany, Austria and Switzerland, but due to the considerable response to our homepage, we would now like to do business with customers from other European countries, too. This is why we would like to participate in the MATF 2002. Since your site on the internet is currently under construction, I am writing you this letter including some questions concerning the stand, its prices and equipment:

- Can bilingual staff (Italian/English) be hired?
- Do you provide a photocopier, a PC as well as a beamer?
- Do we have access to the Internet?
- Could you please let us have a site map and the current price list.

We would also appreciate to receive more information via e-mail (address see above). Thank you very much in advance. We look forward to hearing from you soon.

Yours faithfully

Aufgabe 4

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<u>Course Registration Form</u>			
Complete in Block Capitals			
Tick where appropriate			
1) Course:	Executive Programme		
2) Location:	Support, Leeds		
3)	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input checked="" type="checkbox"/>
4) Surname, Christian Name:	Schenk, Gisela		
5) Job Title:	Personal Assistant		
6) Department:	Sales Department		
7) Company :	Schwab Industriebedarf, Stuttgart, Germany (Name, Town, Country)		
8) Contact in case of questions:	Name des Prüflings		
9) Accommodation required:	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
10) Payment:	Cheque enclosed <input type="checkbox"/>	Account <input type="checkbox"/>	
	Send Invoice <input checked="" type="checkbox"/>	Credit Card <input type="checkbox"/>	

1. Executive Programme
2. Support, Leeds
3. Ms
4. Schenk, Gisela
5. Personal Assistant
6. Sales Department
7. Schwab Industriebedarf, Stuttgart, Germany
8. Eigener Name des Prüflings
9. No
10. Send Invoice

Aufgabe 5

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1. Candidates must know time and place of the interview.
2. There should be freedom from interruptions, especially from telephone.
3. Candidates should be introduced to the interviewer and that person's position in the company.
4. The candidates should feel relaxed to encourage communication.
5. Points should be covered in a conversation.
6. Note taking is not advisable.
7. Background information about companies candidates have worked for is useful.
8. An interview report should be compiled immediately after the interview.
9. Arrangements to pay travelling costs should be sorted out after the interview.
10. Information about the next stage of the application should be available.