

**Schriftliche Abschlussprüfung Sommer 2004 der Berufsschulen**

**Berufsgruppe Kaufmännische IT-Berufe (204)**  
**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**

Teil 1

Nr.	Aussage	richtig	falsch
1.	Giovanni möchte wissen, mit wem Anita sprechen möchte.		x
2.	Anita Wards Unternehmen war noch nie auf einer Messe in Europa vertreten.	x	
3.	Frau Wards Unternehmen benötigt einen zweistöckigen Stand, da es Dienstleistungen und Waren präsentieren wird.		x
4.	Für die Messeteilnehmer stehen nicht viele zweistöckige Stände zur Verfügung.	x	
5.	Für alle Stände werden grundsätzlich drei Ausstattungsvarianten angeboten.		x
6.	Das Mobiliar des BASICS-Pakets besteht u.a. aus drei Tischen und 12 Stühlen.	x	
7.	Die PLUS Ausstattungsvariante umfasst ebenfalls bis zu drei Tische mit den dazugehörigen Stühlen.		x
8.	Frau Ward findet, dass zu ihrem Stand nur die Ausstattungsvariante PLUS passt.	x	
9.	Frau Ward wird die Informationen, die sie bekommen hat, ihrer Direktion weitergeben und eine endgültige Entscheidung telefonisch durchgeben.	x	

Teil 2

10.	Name:	A	R	C	O	P	A	L												
11.	Order No:	1	7	5	0	9	-	A	C											
12.	Phone No:	0	0	4	4	2	0	7	8	8	0	5	6	9	3					

Dialog (Teil 1):

TFSC: Trade Fair Service Center, Giovanni Semielli speaking, can I help you?  
 caller: Good morning, this is Anita Ward from Information Systems Corporation. I'd like some information on the February 2005 Trade Fair.  
 TFSC: Then I am the person you'd want to talk to. What can I do for you?  
 caller: Well, this will be the first time we're presenting our company in Europe, you know, so we'd appreciate an exhibition stand that will impress potential customers.  
 TFSC: I see. Since you are calling well in advance, I'm pleased to say that you can choose from the full range of options we offer.  
 caller: I'm glad to hear that. On your homepage I saw that you offer two-storey stands.  
 TFSC: Correct, but before we go into details, I need to know what kind of goods you'd like to display.

- caller: Sorry, you're right, of course. The point is, we won't be displaying any goods at all because we offer services only.
- TFSC: OK, then a two-storey stand would still make sense, because you could present your company and services downstairs; and upstairs you could offer your visitors a drink or something to eat – it all depends on what you are planning.
- caller: That sounds a good idea. (*laughing*) By entertaining our visitors on the first floor, we'll make them feel superior to the crowds walking around below!
- TFSC: Of course, you will. This is why we offer only a small number of two storey-stands – if there were too many, this psychological side-effect would get lost, wouldn't it?
- caller: It certainly would. But tell me, what about the equipment available for each stand? I seem to remember something about two different packages you offer.
- TFSC: Well, in fact there are three different packages available for two-storey stands: first, there's the BASICS package, which includes telephone, fax, data-projector and three office tables with four seats each. Then there is the BUSINESS package which comes with the same furniture, but in addition it includes a computer, a notebook and an overhead projector – and it includes an alarm system. The third one is our PREMIUM package PLUS, which includes all of the equipment of the two first packages I mentioned, but in addition you will get a coffeemaker, all the extra service you need and you can add up to three extra tables and chairs. Oh, and the furniture is a little more exclusive than the office furniture of the other two packages, and above all ...
- caller: Sorry to interrupt you, but I don't think it makes sense to book a top-of-the-market stand and then save on the equipment, right? So we'll go for package number three. But I guess we won't need the alarm system because we don't display any valuable goods.
- TFSC: That's the right decision and it's what I would have recommended anyway, particularly since it's your first time at a European trade fair. I just wanted to let you know the differences in what is available.
- caller: Yes, thank you very much, that's very kind of you. I can now inform our management team, and I'll call you back by the end of this week to make a definite reservation.
- TFSC: That's fine. Just in case you've got any further questions. I'm available on this number all this week, so please don't hesitate to call again.
- caller: That's good to know. Thanks again. Bye now.
- TFSC: Bye.

Nachricht (Teil 2)

Hello, this is Michael Arcopal. I'm a new customer calling from London, so let me first spell my last name for you: A-R-C-O-P-A-L

I'm calling about our order number 17509-AC.

Could you please call me back, my number is: 0044 207 8805693.

**Aufgabe 2**

**15**

Nr.	Aussage	richtig	falsch
1.	Jeden Abend verschickt Laura Betterly eine Gesamtmenge von einer Milliarde E-Mails.		X
2.	Laura Betterly ist selbstständige Unternehmerin.	X	
3.	Solange Laura Betterly mit ihrer Tätigkeit nicht gegen bestehende Gesetze verstößt, ist sie unangefochtene SPAM-Königin.		X
4.	Die U.S. Regierung hat bereits auf die Forderungen von Verbraucherverbänden reagiert und Gesetze gegen SPAM erlassen.		X
5.	Seit zwei Jahren gelten unaufgeforderte E-Mail-Sendungen innerhalb der EU als illegal.	X	
6.	Mehr als ein Drittel aller E-Mails des vergangenen Jahres waren SPAM.	X	
7.	Was Pornografie und Tipps zum Abnehmen betrifft, so sind das erwünschte Themen, deren Zusendung die meisten Internet-Nutzer durch Ankreuzen einer Box zugestimmt haben.		X
8.	Für Laura Betterly lohnt sich das Versenden von SPAM, wenn 100 Antworten auf 10 Millionen E-Mails eingehen.	X	
9.	Laura Betterly bekommt die E-Mail-Adressen aufgrund der Tatsache, dass Internet-Nutzer einmal auf Betterlys Webseite zugestimmt haben, dass sie Informationen zu bestimmten Produkten möchten.		X
10.	Andere SPAM-Versender sind rücksichtsloser, da sie keine Möglichkeit anbieten, dem SPAM-Erhalt zuzustimmen oder ihn abzulehnen – was gegen bestehende Regeln verstößt.		X

**Aufgabe 3**

**30**

Dear Mr Gates

Your complaint arrived yesterday. I have already looked into the matter and could find out what went wrong: I am sorry to tell you that one of our colleagues in Sales entered the wrong item number (6543211 instead of 6543210). We do apologize for this mistake and we would like to suggest two ways of solving the problem:

In case you are willing to keep the delivered goods, we would allow an additional discount of 2.5 %. If you prefer returning the memory sticks, we offer you to send them back at our expense; we will then immediately send you replacement.

Please let us know via e-mail which suggestion you would prefer. My e-mail address is this:

[info@memoparts.com](mailto:info@memoparts.com)

Again, please accept our apologies and we would like to ensure you that such things do not happen very often at our company. We hope to continue co-operating as usual.

We look forward to hearing from you soon.

Yours sincerely

**Aufgabe 4**

**10**

Dear Mr Douglas

We do apologise for the delay in delivery of the graphics cards and the wireless mice (mouses). But we need to tell you that we ourselves had problems with our supplier who couldn't meet the deadline due to the defective production of more than 50,000 pieces. Yesterday, however, we were informed that the new production of faultless mice has been completed and the consignment is already on its way to our premises.

As soon as the goods have arrived, we will arrange for the delivery to be executed and you will be getting a dispatch note.

Best regards

Simon/e Carpenter

**Aufgabe 5**

**30**

1. Wi-Fi and the search for hotspots is becoming increasingly popular with all those people needing high-speed internet access when being away from their home or office.
2. But Wi-Fi antennas send their signals only about 100 meters, so they cannot yet be compared with cell-phone service.
3. At the beginning of this year, there were about 29,000 hotspots in the USA.
4. Some institutions like hotels and restaurants offer Wi-Fi service for free to attract new customers.
5. Others, however, charge hourly or monthly fees.
6. Wi-Fi users can take advantage of a special software designed for laptops which helps its user find nearby signals.
7. In addition, there are special sites on the internet on which hotspots can be found by entering a postal code or the name of a city.
8. Some freaks, of course, use their own way of finding hotspots: they drive around in their cars to make out unprotected hotspots of companies.
9. They do so, they say, to draw companies' attention to their security breaches in their networks – not to access the internet for free.
10. In some cities you can find chalk symbols written on sidewalks or buildings indicating a Wi-Fi network.