

QV – English-exam

Name: _____
Family name: _____
Class: _____

Total points: _____
Reached points: _____

Mark: _____

Signature student:

Signature teacher:

Good luck!

Nullserie 2014.

«Berufskennnisse / HKB 5»

Aufgabenteil schriftlich

Qualifikationsverfahren

**Systemgastronomie-
Fachleute EFZ**

Für das Einlesen der Aufgaben stehen dem Kandidaten / der Kandidatin 10 Minuten zur Verfügung.
(Einlesen und Übersicht über die Prüfung verschaffen.)

Zeit	60 Minuten für 3 Aufgabenteile (writing, reading, grammar)
Hilfsmittel	Es sind keine Hilfsmittel (Nachschlagewerke usw.) erlaubt.
Elektronische Geräte	Mobiltelefone oder andere elektronische Geräte müssen ständig ausgeschalten sein.
Schreibinstrumente	Erlaubt sind Kugelschreiber oder nichtlösliche Filzstifte. Nicht erlaubt sind Bleistifte oder lösliche (korrigierbare) Tintenschreiber.
Bewertung	Die erreichbare Punktezahl ist aufgeführt. Überzählige Antworten werden nicht bewertet.
Erwartete Kompetenzen	<p>5.2. <i>English lesen</i>: Systemgastronomiefachleute sind sich bewusst, dass sie durch aufmerksames Lesen einen ihrem Niveau angepassten Text verstehen können. Sie setzen dabei geeignete Hilfsmittel sowie Strategien zum Textverständnis ein.</p> <p>5.3. <i>English schreiben</i>: Systemgastronomiefachleute sind sich bewusst, dass das formal und stilistisch korrekte Verfassen schriftlicher Texte wichtig ist. Sie verfügen über die grundlegenden Kenntnisse der grammatikalischen Strukturen und den entsprechenden Wortschatz, um Texte im beruflichen und gesellschaftlichen Umfeld zu schreiben.</p> <p>5.4. <i>Grundlagen der Fremdsprachen anwenden</i>: Systemgastronomiefachleute sind sich bewusst, dass sie ihre Kenntnisse und Sprachfähigkeiten dauernd weiterentwickeln müssen. Systemgastronomiefachleute erkennen sprachliche Schwierigkeiten und überbrücken sie mit geeigneten Hilfsmitteln. Sie erkennen sprachlich-kulturelle Gegebenheiten und gehen mit ihnen bewusst, adressaten- und situationsgerecht um.</p>

Innerhalb der Situation 1 sind Aufgaben zu folgenden Richtzielen erstellt:

- 5.2.1 Lesen (K5)
- 5.3.2 Schriftliche Kommunikation (K5)
- 5.3.4 Textredaktion (K5)
- 5.4.1 Wortschatz und Etymologie (K3)
- 5.4.2 Grammatik (K3)
- 5.4.3 Strategien zum Verständnis (K5)

TASK 1: Level B2		RZ	Pkt.	Pos.
1.1	<p>Production You are interested in the job below. You found the advertisement in the magazine „Eating out guide“ from this month. Write a letter of application.</p> <p style="text-align: center;"><u>Assistant Hotel Manager for Cruise Line</u></p> <p>Gender: m/f</p> <p>Sector: hotel management</p> <p>Ranking: specialist</p> <p>Work contract: job for a season / year</p> <p>Assistant Hotel Manager for 5* Cruise Line with four yachts (between 210 and 450 guests, mainly British and American). Only applicants with fluent English and valuable 5* Cruise Line professional experience in this position will be considered.</p> <p>Please apply with your detailed CV and certificates / references of your previous employers directly to Henrik Scott, Rothenbergstrasse 33, 98456 Hamburg, Germany. Phone: 0049 366 411 522 633 22. E-Mail: Henrik.scott@cruisecareers.com.</p> <p>For further information about Cruise Line, see: http://www.cruisecareers.com</p>	30	30	P 1 x 3

Innerhalb der Situation 2 sind Aufgaben zu folgenden Richtzielen erstellt:

- 5.2.1 Lesen (K5)
- 5.4.3 Strategien zum Verständnis (K5)

TASK 2: Level B2		RZ	Pkt.	Pos.
1.2	<p>Reading: Reception Read the text and cross in the grid if the statement is true or false. ATTENTION: Wrong answers will lead to minus points. Only cross the box you are really sure about.</p> <hr/> <p>A general manager's job Hi, I'm Richard Crompton. I'm the General Manager (GM) of the Adrian Hotel in Carlisle, England. As the hotel is part of a big hotel chain, I report to the chief operation officer Sam Oakley, who in turn I take my directions from. Sam reports to our chief executive officer Tilman Snyder. For my senior executives I must write detailed reports. I'm expected to run the business profitably and to our customers' full satisfaction.</p> <p>Of course, I didn't start my career as a general manager. At first I did different trainings in various divisions. Being an open-minded and sociable person, I liked the front office most because of the close customer contact. Having worked in all the important departments and many different functions, I thoroughly understand the processes in a hotel. Then, after some years in managing positions, I was appointed as GM four years ago. I do like my job very much, as it is thrilling, bearing a lot of responsibility. I like dealing with people, encouraging and motivating them as well as making them perform their tasks as best they can. There is no routine and I face new challenges almost every day.</p> <p>As a GM I direct my staff to achieve their goals and coordinate all the operations of a hotel, such as rooms division, food and beverage, human resources, sales and marketing, administration, accounting and maintenance. At the Adrian Hotel I have the overall vision, set the business targets for the company and see that they are met. I am the superior to all the department managers, and it is my responsibility to ensure a smooth communication flow between the departments and efficient cooperation between the divisions. In my function as the director I take difficult and often crucial decisions.</p> <p>Additionally, I must be able to delegate responsibility. Otherwise I wouldn't cope with my heavy workload. Being a successful manager, I'm skilled in hiring committed and competent managers. As a GM I must clearly describe the goals to my staff and give consistent directives. The departments must be well organised so that the employees can work efficiently and know exactly what role each one has to play. To get excellent performance from my support staff, I must have strong leadership qualities. To make correct decisions, I must read and analyse a great deal of information in a short time. If there is no reliable information, I must have impeccable judgement to make a decision.</p> <p>I am aware that I have to be a role model for my employees. This entails to be dressed immaculately, to speak to customers and staff in a polite and friendly way and always to try to make our guests happy and satisfied. Good service staff must be able to anticipate the guests' wishes before they utter them. That needs training and commitment. We therefore invest plenty of money into our staff's qualification. This shows them that we believe in their abilities and in return they try to do their very best for our customers.</p> <p>My management technique is to be present as often as possible. So in the mornings and early evening I walk around, have an eye on the cleanliness of public areas and rooms, talk to the guests and employees, and communicate openly. My staff knows that my ear is tuned to their problems, needs and hardships. This fosters mutual confidence and understanding. My staff knows what I expect from them, and that I appreciate and reward them if the targets are met.</p>	15	20	P 2 x 1

1.2 „True or false“

Affirmations:	true	false	max. 20
1. Richard Crompton has no superior to report to.	<input type="checkbox"/>	<input type="checkbox"/>	eff.
2. During his training he most enjoyed the work at sales and marketing.	<input type="checkbox"/>	<input type="checkbox"/>	
3. Sam Oakley has the overall vision of the Adrian Hotel.	<input type="checkbox"/>	<input type="checkbox"/>	
4. Richard Crompton has to be able to delegate.	<input type="checkbox"/>	<input type="checkbox"/>	
5. To ensure that the communication between the departments of a hotel is fluent and smooth, this is the sole task of the head of department.	<input type="checkbox"/>	<input type="checkbox"/>	
6. Without reliable information Richard Crompton cannot make a decision.	<input type="checkbox"/>	<input type="checkbox"/>	
7. He is a role model for his employees.	<input type="checkbox"/>	<input type="checkbox"/>	
8. Good service staff must be able to know what guests want before they express their wishes.	<input type="checkbox"/>	<input type="checkbox"/>	
9. The concerns and problems of the staff are not Richard Crompton's business.	<input type="checkbox"/>	<input type="checkbox"/>	
10. If the staff fulfil Richard's expectations he rewards them..	<input type="checkbox"/>	<input type="checkbox"/>	

Innerhalb der Situation 3 sind Aufgaben zu folgenden Richtzielen erstellt:

- 5.2.1 Lesen (K5)
- 5.4.1 Wortschatz und Etymologie (K3)
- 5.4.2 Grammatik (K3)
- 5.4.3 Strategien zum Verständnis (K5)

TASK 3: Level B2		RZ	Pkt.	Pos.
1.3	Grammar / Vocabulary / English in use This task will test your knowledge of the different English grammar sections. You have to be able to build questions, use the different tenses in the right contexts as well as conditionals and comparatives.	15	20	P 1 x 3

1.3.1 Questions

How to ask questions in the simple present.

- _____ . – No, Sheila doesn't cook a meal.
- _____ . – They get to school **by boat**.
- _____ . – Mr. Coggins sells **hot chestnuts**.
- _____ . – **David** works in the kitchen.
- _____ . – They are in the kitchen **to do the washing up**.

max.

5

eff.

1.3.2 Tenses & conditional & Comparative

Use the right tenses. Make sure you pick the correct conditional and also while comparing choose the correct version.

- Matthew _____ off his bike in the bend because it was wet.
a) has fallen b) fell c) felt d) had fallen
- The Empire State Building _____ than the Eiffel tower
a) is the biggest b) is big c) is bigger d) is as big
- If the weather is nice _____ my skirt and a tank top.
a) I am going to wear b) I am wearing c) I will wear d) I would wear
- The whole class _____ in Berlin a month ago.
a) was b) has been c) is d) would have been
- This is _____ food I ever had.
a) good b) better c) the best d) goodest
- Just now he _____ with his mum but with his dad.
a) is not speaking b) doesn't speak c) speaks d) is speaking
- I _____ my money on a project if I had won in the lotterie
a) spend b) had spent c) would have spent d) would spent
- If they had a splendid day, they _____ a postcard.
a) would write b) would have written c) will write d) write
- This is _____ than sitting at home
a) amazing b) more amazing c) most amazing d) enjoyable
- Probably _____ with him anymore.
a) she speaks b) will speak c) she will not speak d) she doesn't speak
- The view from the Mountain Pilatus is super _____ today.
a) clear b) the clearest c) clearer d) more clear
- Manfred _____ to the party, if his sister dresses up well.
a) would go b) will be going c) is going d) will go

max.

8

eff.

Passive Voice

13. Active: Monica has stolen a beer from the corner shop.

Passive: _____

14. A group of interested people are writing a new book.

Passive: _____

15. Roberto will visit his brother soon.

Passive: _____

16. Mozart composed another 50 pieces for the piano

Passive: _____

1.3.3 Vocabulary: kitchen tools

A) Label the pictures with the correct English name.

max.
7

eff.



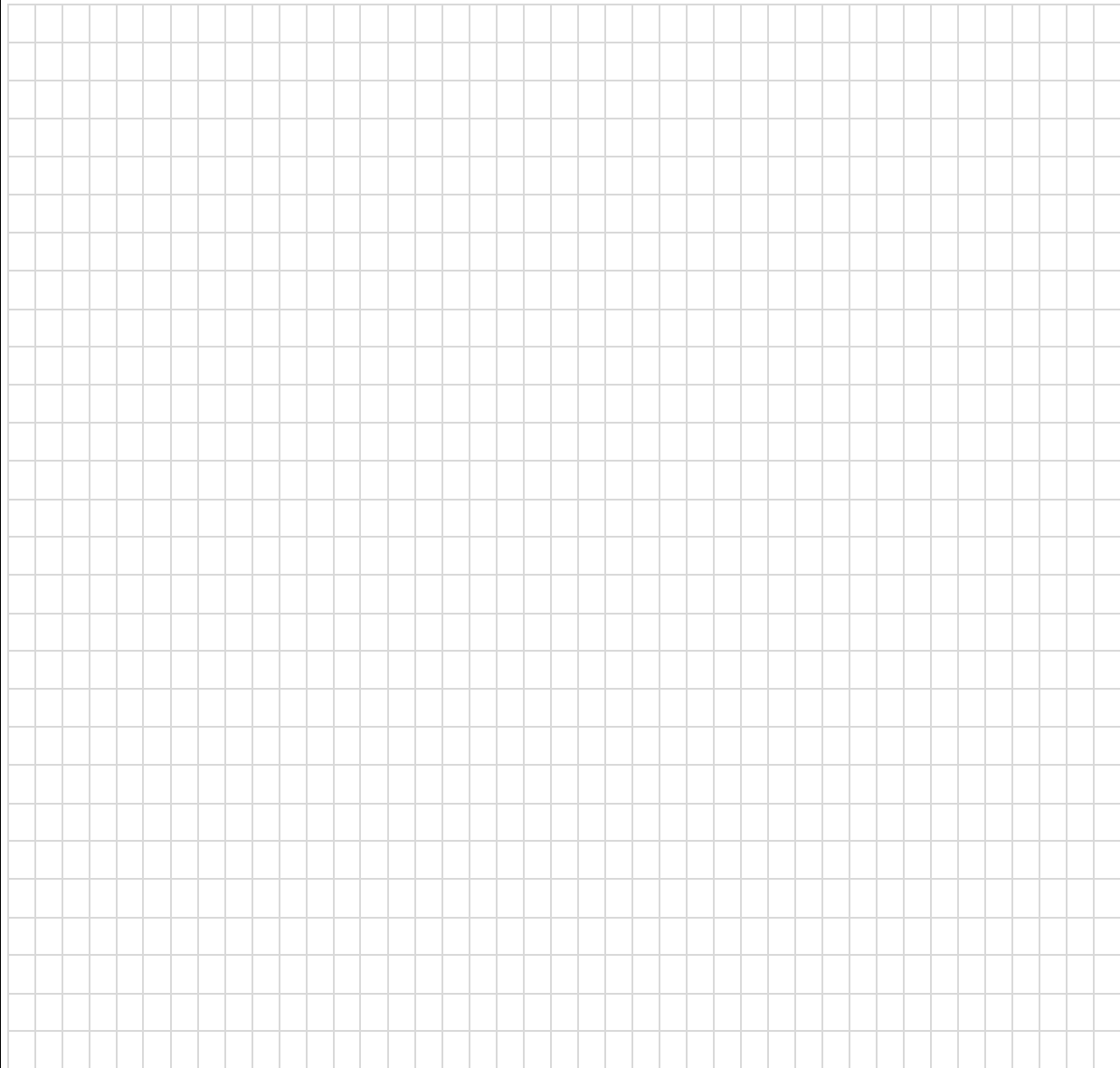
Verwenden Sie bei zusätzlichem Platzbedarf nur die folgenden Seiten!

Aufgabe



Verwenden Sie bei zusätzlichem Platzbedarf nur die folgenden Seiten!

Aufgabe

A large grid of graph paper, consisting of 20 columns and 30 rows of small squares, intended for solving a task. The grid is enclosed in a black border.