

Situation:

Sie arbeiten bei der Firma "etm – engineering technologie marketing GmbH" in Saalburg-Ebersdorf. Das Unternehmen pflegt internationale Geschäftskontakte.

1. Rezeption

Zeit: ca. 30 Minuten

a) Verstehendes Hören (20 Punkte)

(Sie hören den Text zweimal.)

Tapescript

Hello, this is John Smith from Euroworld Services Limited.

I would have liked to speak to your company's purchasing manager, Ms Schröder.

I am calling about our appointment on Saturday, 4th April 2009, 8 am.

Actually, we planned to hold the conference in our old headquarters in South Street.

Fortunately, our new headquarters have already been completed, so we will be able to hold the meeting at our new address which is: 7, North Road in: M2 5BQ Manchester.

Ms Schröder told me that she is planning to reach Manchester by train, so I would like to tell you the way to our new headquarters now.

It is really important to know how to get to the new location.

After arriving at central station, you just need to turn right into High Road.

Then go along High Road for about 500 metres until you reach the crossroads, then turn left into Park Avenue.

Go along Park Avenue until you reach the traffic lights.

You can see our new headquarters in North Road just opposite the big shopping centre called "Buyer's Paradise".

Let me say it again in case I was a bit fast. After arriving at central station, you just turn right into High Road.

You go along High Road for about 500 metres.

After 500 metres you will reach the crossroads.

Once you are there, you now turn left into Park Avenue.

Go along Park Avenue until you reach the traffic lights.

From there you can see our new headquarters in 7, North Road.

You will not miss the building because it is just opposite the big shopping centre called "Buyer's Paradise".

Hope you got all these necessary information now.

If Ms Schröder would like to call me back, she can reach me under the following mobile number:

00 44 for England, then 587-48 65 03.

I repeat: 00 44-587-48 65 03.

Please, tell Ms Schröder, that I am looking forward to welcoming her on 4th April, 8 o' clock, in our new North Road headquarters.

Thank you very much. Good bye.

Auf dem Anrufbeantworter wurde eine Nachricht hinterlassen. Fertigen Sie eine Telefonnotiz in deutscher Sprache an!

Telefonnotiz	
für	
Name des Anrufers	
Firma	
Betreff	
Telefonnummer für Rückruf	

b) Verstehendes Lesen (20 Punkte)

Eine englische Firma hat einen Flyer geschickt. Werten Sie den Text aus, indem Sie die Übersicht stichpunktartig in deutscher Sprache ergänzen!

Company profile

Our company was founded in Wales in 1886. Since then we have always done our best to satisfy our customers as well as our business partners.

To introduce ourselves to potential new business partners, we invite you to get to know our company by means of our brand new flyer.

Our company is divided into three main business sectors:

Automotive Technology

Industrial Technology

Consumer Goods and Building Technology

In 2003, our firm decided to shift production from Wales to England. England's renaissance in car manufacturing, the availability of a quality, highly skilled workforce and low labour costs were the main reasons for choosing North England. Furthermore, the area offered an excellent infrastructure and very good economic conditions. We are located just off the M60 (the main motorway link between North England and London) with fast access to Britain's Rail Road network, harbours and airports.

We supply the majority of European car manufacturers with special equipment. Additionally, we produce household gadgets like dishwashers and vacuum cleaners. As we are a modern business company, our main focus lies with energy-efficient technologies. We have always been engaged in the protection of the environment. Therefore, we organize a special event, called "Earth Day", twice a year to make our staff, trainees, business partners and customers aware of the need to protect and to help nature.

We hope to have aroused your interest and look forward to cooperating with you soon.

Adaptiert von: Stefan Zuckschwert, Robert Bosch Limited, Cardiff, Wales, GB, <http://hs-albsig.de/~wiw/berichte/Grossbritannien-Auslands-Praxissemester-Zuckschwert.pdf>, 25. 11. 2008

Ort der Firmengründung	
Gründungsjahr	
Sitz der Firma seit 2003	
Vorteile des Standorts	

Geschäftsbereiche	
Produktbeispiele	

2. Produktion (30 Punkte)

Zeit: ca. 30 Minuten

Ihr Unternehmen arbeitet gut mit englischen Firmen zusammen. Die letzte Lieferung von Küchenmaschinen war jedoch fehlerhaft.

Verfassen Sie eine E-Mail an James.McLoud@euroman.co.uk in englischer Sprache unter Berücksichtigung der folgenden Vorgaben!

- § Bezug auf Lieferung
- § Beschreibung von drei Problemen/Fehlern
- § Hoffnung auf schnelle Lösung
- § Ausdrücken bisheriger Zufriedenheit
- § Orientierung auf weiterhin gute Zusammenarbeit

3. Mediation (30 Punkte)

Zeit: ca. 30 Minuten

Für eine Präsentation informieren Sie sich über aktuelle Probleme des Handels. Übertragen Sie den Text in die deutsche Sprache!

Fairtrade

Fairtrade is a movement that promotes fair standards for international labour. It started in the 1960's with shops in European countries selling handicrafts which were made by poor producers.

The first Fairtrade label was started in 1988 in the Netherlands and helped coffee farmers.

Fairtrade works with thousands of producers and the lives of the farmers involved have been transformed. It helps organize farmers into co-operatives, or works with producers to improve worker's conditions. Producers are paid a fair price for their goods plus a special premium which must be invested in development.

Every morning, European consumers are starting the day with a Fairtrade coffee, tea or fruit juice.

It is big business.

Fairtrade products are also helping to fight diseases.

In 2006, a new Fairtrade global brand, Product Red, was launched by the rock star Bono.

Special products with the Product Red logo have been created and a percentage of the profits is given to the Global Fund to fight Aids, tuberculosis and malaria.

Among other products, Motorola sells a Red mobile phone and Apple computers released a Product Red iPod.

The fund has so far raised over \$5 billion.