

# Abschlußprüfung 1996

an den Realschulen in Bayern

Zu- und Vorname: \_\_\_\_\_

Klasse: \_\_\_\_\_

ENGLISCH

AUFGABENGRUPPE A

## HELP IS AS NEAR AS YOUR PHONE

### WHERE CAN YOU FIND THE SAME INFORMATION IN THE TEXT ?

Write the numbers of the lines in the gaps.

1. Lines \_\_\_\_\_ tell me that quite a few buyers of computers don't know how to work with their new machines. 1
2. Lines \_\_\_\_\_ tell me that nowadays most of the people who ring helplines have just bought their first computer. 1
3. Lines \_\_\_\_\_ tell me that now and then computers make people very angry and aggressive. 1
4. Lines \_\_\_\_\_ tell me that Mr Schuler had had a different job before he became a computer technician. 1

### WHICH WORDS ARE MISSING ?

Use words from the text to fill in the gaps.

5. During the last six months a computer technician has received hundreds of \_\_\_\_\_ from customers on the company's hotline. 1
6. That is why he finally decided to ask the \_\_\_\_\_ of his company if he could publish a monthly journal and got his OK. 1
7. Although many of the company's customers still \_\_\_\_\_ to phone, he gets quite a few letters every day. 1
8. Sometimes the questions in these letters are so \_\_\_\_\_ that he has to ask his colleagues for advice. 1

### EXPLAIN THE FOLLOWING WORDS FROM THE TEXT

Complete the following sentences.

9. A housewife (LINE 6) \_\_\_\_\_ 1/2  
\_\_\_\_\_
10. A computer freak (LINE 14) \_\_\_\_\_ 1/1  
\_\_\_\_\_
11. A manager (LINE 20) \_\_\_\_\_ 1/2  
\_\_\_\_\_



REPLACE THE UNDERLINED WORDS FROM THE TEXT.  
Do not change the meaning of the sentences.

12. \_\_\_\_\_ the makers of personal computers 2  
Around the globe (LINE 2)
- have \_\_\_\_\_ their products. 3  
managed to find customers for (LINE 3)
13. I've pushed on this foot pedal and \_\_\_\_\_ 2  
nothing happens (LINES 9/10)
14. Most calls came from computer freaks \_\_\_\_\_ 2  
looking for advice (LINE 15)
15. A man was shouting at his \_\_\_\_\_ 1  
wife and children (LINES 32/33)
16. \_\_\_\_\_ one should never overlook the \_\_\_\_\_ 3  
Finally (LINE 35) simple solution (LINE 35)  
to a question.

QUESTIONS OR STATEMENTS ON THE TEXT  
Write complete sentences.

17. What problem did a housewife from Wyoming have with the computer's mouse ? \_\_\_\_\_ 1/1  
\_\_\_\_\_  
\_\_\_\_\_
18. Which new market have computer makers discovered during the past few years ? \_\_\_\_\_ 1/2  
\_\_\_\_\_  
\_\_\_\_\_
19. Why do many people who own a computer tend to phone the company's technicians for help ? 2/2  
Give two reasons.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
20. Look at the picture. Explain how the man has misunderstood the advice "Handle your computer with care" . 1/2  
\_\_\_\_\_  
\_\_\_\_\_
21. What was the mistake a woman from Chicago made? \_\_\_\_\_ 1/1  
\_\_\_\_\_



ANSWER THE FOLLOWING ADDITIONAL QUESTIONS.

Write complete sentences. You may get one extra point each.

22. If you had the chance of spending 5,000 marks on a holiday or on a new computer, what would you choose? Give one reason for your decision. 2/2 (+1)

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23. "Computer freaks usually do not have many friends, because they spend most of their time in front of their monitors." Do you agree or disagree? Write two sentences to show what you think. 2/2 (+1)

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COMPLETE THE FOLLOWING TEXT.

Use the correct form of the words in the brackets and find words of your own to replace the question marks.

24. The following sentences \_\_\_\_\_ from a novel by Jeremy Leven, 1  
(take)

in \_\_\_\_\_ a woman called Lupa, who is the main character, meets a 1  
(???)

\_\_\_\_\_ computer. 2  
(true) (intelligent)

Lupa really liked the voice that \_\_\_\_\_ for the computer because it 2  
(choose)

sounded \_\_\_\_\_ . 1  
(natural)

" \_\_\_\_\_ got a name?" she asked. "Not yet," the computer \_\_\_\_\_ . 2  
(???) (???)

"But at the moment kids \_\_\_\_\_ in a competition and the one 1  
(take part)

\_\_\_\_\_ finds the \_\_\_\_\_ name for me \_\_\_\_\_ 3  
(???) (good) (get)

a \_\_\_\_\_ . "I \_\_\_\_\_ the whole thing, believe me." 2  
(price / prize) (not + like)

Lupa thought how \_\_\_\_\_ they \_\_\_\_\_ the computer. 2  
(good) (programme)

She asked \_\_\_\_\_ if something could stop the computer \_\_\_\_\_ . 2  
(oneself) (work)

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If she \_\_\_\_\_ a \_\_\_\_\_ complicated question, would the \_\_\_\_\_  
 (try) (particular)

computer still understand her? She thought for a moment and then she asked this question:  
 " \_\_\_\_\_ the scene with the bat?" The computer \_\_\_\_\_  
 (Pat + already + see)

\_\_\_\_\_ . After a while it \_\_\_\_\_ again. \_\_\_\_\_  
 (not + say) (something / anything) (speak)

"I thought you \_\_\_\_\_ . I was \_\_\_\_\_ that \_\_\_\_\_  
 (react) (different) (hope)

just once today someone \_\_\_\_\_ the programme. But \_\_\_\_\_  
 (not + want) (beat)

\_\_\_\_\_ this is not my lucky day today." \_\_\_\_\_  
 (obvious)

COMPLETE THE FOLLOWING DIALOGUE.

The words given in brackets may help you.

25. Michael, a German computer freak, is walking round a computer fair in Munich. He is talking to Mr Best, the representative of an American firm:

MR BEST (fragt, ob er ihm behilflich sein könne) : \_\_\_\_\_ 1/1  
 " Hi. \_\_\_\_\_ "

MICHAEL (erkundigt sich nach Sonderangeboten) : \_\_\_\_\_ 1/1  
 " Hello. \_\_\_\_\_ "

MR BEST (alle Produkte - diese Woche - reduzierter Preis) : \_\_\_\_\_ 1/2  
 " \_\_\_\_\_ "

MICHAEL (will wissen, wieviel das neue Fremdsprachenprogramm kostet) : \_\_\_\_\_ 1/1  
 " \_\_\_\_\_ "

MR BEST (etwa 100 Dollar) : \_\_\_\_\_ 1/1  
 " \_\_\_\_\_ "

MICHAEL (möchte herausfinden, ob er es empfehlen könne) : \_\_\_\_\_ 1/1  
 " \_\_\_\_\_ "

MR BEST (bejaht nachdrücklich - bei Kunden in USA sehr beliebt) : \_\_\_\_\_ 2/2  
 " \_\_\_\_\_ "

MICHAEL (fragt, welche Übungen sie bevorzugen) : \_\_\_\_\_ 1/1  
 " \_\_\_\_\_ "

MR BEST (Vokabeln lernen - Grammatik üben) : \_\_\_\_\_ 1/2  
 " \_\_\_\_\_ "

MICHAEL: " Thank you very much. Good bye. "  
 MR BEST: " Not at all. Bye. "

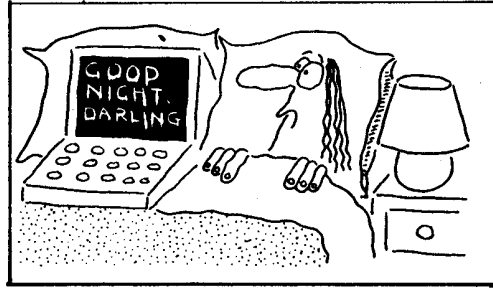
26. TRANSLATE INTO GERMAN. (siehe Rückseite des Textblattes!)

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26. This is a letter which an American housewife wrote to her mother to complain about her husband.

TRANSLATE IT INTO GERMAN.

Dear Mum,  
I feel like writing this letter to you, because I have been very depressed for several weeks.



2

You may remember that Jack decided to buy a home computer about three months ago. He paid more than 2,000 dollars for his equipment and since then there has been a radical change in his attitude to his family.

3

4

I'm convinced that he prefers his electronic servant to the company of his wife and kids. When he returns from work, he usually eats supper quickly and then disappears in his study immediately.

3

3

There he spends hours and hours on his computer trying out new programs. Even on the weekends Jack cannot resist sitting in front of his monitor writing texts or playing stupid games.

2

4

I'm afraid if he goes on like this his new habit will kill our marriage, because I'm not willing to become a computer widow like so many of our neighbours' wives.

5

I think it might be a good idea to phone uncle Herbert for advice. Since he is such a well-known psychiatrist, he should be able to tell me what to do. What do you think? Please write soon. Love, *Mandy*

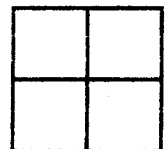
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2

MAXIMUM SCORE: 137

*Good Luck !*



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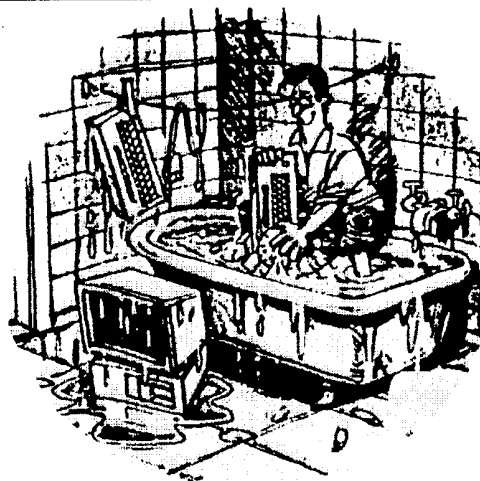
ENGLISCH

- Text -

AUFGABENGRUPPE A

## HELP IS AS NEAR AS YOUR PHONE

5 Around the globe the makers of personal computers have managed to find customers for their products. But this has also created a problem. Many of these people have no idea how to use computers. A housewife from Wyoming reported to a computer technician that she couldn't turn her machine on. "I've pushed and pushed on this foot pedal and nothing happens," she said. "Foot pedal?" the technician asked. "Yes, this little white foot pedal with the 'on'-switch." The "foot pedal" was the computer's mouse.



15 Several years ago most calls to PC helplines in the US came from computer freaks looking for advice on complicated problems. Since then more and more computers have gone into private households. So today as many as 70 per cent of the calls come from beginners. Many of the questions are so basic they could be answered by reading the handbook. But most people would rather pick up the phone instead. "I just paid \$ 2,000 for this damn thing, and I'm not going to read a book," was a typical comment. Craig McQuilkin, a manager of a computer company in Irvine, California, told the *Wall Street Journal*. "If people have a book and a phone and they're side by side, they usually prefer the phone. Why? I think it's probably because people want to talk to people."

20 Many users do not realise that computers must be handled with care. One man called a computer company in Austin, Texas, to complain that his keyboard no longer worked. It seems he had cleaned it by filling his bath with water and putting the keyboard in for a day. Then he removed all the keys and washed them individually.

25 Another computer user called a specialist to complain he couldn't get his computer to fax anything. After talking to him for 40 minutes, the technician discovered that the man was trying to fax a letter by holding it in front of the monitor and giving the "send" command.

30 Sometimes personal computers drive their users so crazy that they don't know what they are doing. Technician Ed Schuler once had to calm a man who was shouting at his wife and children. This wasn't too difficult for him, because he used to work as a policeman and had to deal with many people who became violent.

35 Finally one should never overlook the simple solution to a question. A woman from Chicago called a hotline to say that her new computer would not work. After she had unpacked it, she plugged it in, opened it up and sat for some time waiting for something to happen. Nothing did. The technician asked her what happened when she pressed the power switch. "What power switch?" she replied.

A "helpline" (LINE 14) or "hotline" (LINE 36) is a special telephone line for people who need information or advice.

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- LÖSUNGSVORSCHLAG -

## HELP IS AS NEAR AS YOUR PHONE

1. lines 5+6 2. lines 16+17 3. lines 31+32 4. lines 33+34
5. (phone) calls 6. manager 7. prefer 8. complicated / difficult
9. A housewife is a woman who does the cooking, cleaning and shopping for her family.
10. A computer freak is a person who is very interested in computers / whose main interest is computers.
11. A manager is a person who is responsible for running (a department in) a firm / business.
12. all over / throughout the world + succeeded in selling 13. it does not / doesn't work
14. trying / hoping to get help / information 15. family 16. at last/in the end + easy answer
17. A housewife from Wyoming / She thought the computer's mouse was a foot pedal.
18. Computer makers / They have sold more and more computers to private households.
19. They have paid a lot of money for their computers. They are too lazy to read handbooks.  
They prefer / want to talk to people (about the problem).
20. The man put his computer and his keyboards into the bath and washed them.
21. A woman from Chicago / She forgot to press the power switch.
22. (Answer totally up to the student) Examples:  
I would choose a holiday because I'm very fond of travelling abroad (and I'm very interested in seeing new countries and getting to know people).  
I would choose a new computer because I like computer games very much (and I want to become a computer technician or a computer engineer after I have finished school).
23. (Answer totally up to the student) Examples:  
I agree. Some of my classmates are computer freaks and they are only interested in playing computer games. They do not want to go out with us any more. (I think that the computer is their best friend.)  
I disagree. Some of my friends are real computer freaks, but they still go out with me and we have a lot of fun together. Of course they want to discuss computer problems with us quite often. (This is OK because this helps us to find solutions to complicated questions together.)
24. have been/are taken - which - truly+intelligent - had been/was chosen - natural - have you - answered/  
replied - are taking part - who/that - best - will get/gets - prize - do not/don't like - well - (had)  
programmed - herself - working - tried - particularly - Has Pat already seen - did not/didn't say -  
anything - spoke - would react - differently - hoping - would not/n't want - to beat - obviously
25. Mr Best: Can I help you? / What can I do for you?  
Michael: Do you have any special offers? / Are there any special offers?  
Mr Best: All our products are (being) sold / We sell all our products / All our products are selling  
+ at a reduced price this week.  
Michael: How much is / What's the price of + the new foreign language programme?  
Mr Best: It is / costs about \$ 100 / 100 dollars.  
Michael: Can you recommend it? / Do you think it is good?  
Mr Best: Of course. / Certainly. + It is very popular with our customers in the USA. / Our customers  
in the USA like it very much.  
Michael: Which exercises do they prefer? / What kind of exercises do they like best?  
Mr Best: They prefer to learn new words and to practise grammar. / They like vocabulary training and  
grammar practice best. / They use it for learning new words and practising grammar.