

Name: \_\_\_\_\_

Matrikelnummer: \_\_\_\_\_

**Fachhochschule Südwestfalen – Technische Betriebswirtschaft**

**Final Exam Wirtschaftsenglisch / Business English  
12 February 2021**

**Bitte drucken Sie die Antwortblätter auf den Seiten 2 bis 4 aus und tragen Sie Ihre Antworten dort ein! Vergessen Sie nicht, Ihren Namen und Ihre Matrikelnummer anzugeben, da Ihre Klausur andernfalls nicht gewertet werden kann!**

**Scannen Sie die ausgefüllten Antwortbögen im Anschluss an die Prüfung ein und speichern Sie sie als PDF-Dokument.**

**LADEN SIE NUR DAS PDF-DOKUMENT MIT IHREN ANTWORTBÖGEN HOCH (NICHT DIE GESAMTE KLAUSUR!)**

Name:

Matrikelnummer:

Unterschrift:

Wirtschaftsenglisch / Business English  
Modulabschlussprüfung Wintersemester 2020/2021

## Part 1

## Antwortblatt

Bitte übertragen Sie Ihre Lösungen zu den Aufgaben aus Teil 1 auf dieses Antwortblatt!

1.     a ☐     b ☐     c ☐     d ☐

2.     a ☐     b ☐     c ☐     d ☐

3.     a ☐     b ☐     c ☐

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

Name:

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Wirtschaftsenglisch (Business English) / Modulabschlussprüfung Wintersemester 2020/2021

## Part 2

### Antwortblatt

Bitte übertragen Sie Ihre Lösungen zu den Aufgaben aus Teil 2 auf dieses Antwortblatt!

1. (relative) \_\_\_\_\_ (good) \_\_\_\_\_
2. (furious) \_\_\_\_\_
3. (extreme) \_\_\_\_\_
4. ... people \_\_\_\_\_ need to work (hard) ) \_\_\_\_\_  
(Note that one ONE gap needs to be filled!)
5. ... tree \_\_\_\_\_ they chopped down \_\_\_\_\_ was ...
6. ... politicians \_\_\_\_\_ wives wore headscarves \_\_\_\_\_ ... to
7. ... *Muhammad* \_\_\_\_\_ they ...
8. ... Erdogan \_\_\_\_\_ wife nowadays wears a headscarf \_\_\_\_\_ as ...
9. ... Trump \_\_\_\_\_ relationship with the press is increasingly hostile \_\_\_\_\_  
tweeted ...
10. (lose) \_\_\_\_\_
11. (buy) \_\_\_\_\_
12. (get) \_\_\_\_\_
13. (buy) \_\_\_\_\_
14. (She asked me...)
15. (He asked how many people...)

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16. (He said that his boss...)

17. (He said that they...)

**Task V :**

**Graph Description**

1. (f...) \_\_\_\_\_ / (m...) \_\_\_\_\_

2. (f...) \_\_\_\_\_ / (s...) \_\_\_\_\_

3. (re...) \_\_\_\_\_

4. (r...) \_\_\_\_\_ / (s...) \_\_\_\_\_

5. (r...) \_\_\_\_\_ / (r...) \_\_\_\_\_ /

(p...) \_\_\_\_\_

**Task VI :**

**Writing a business letter**

1. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

2. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

3. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

4. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

5. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

6. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

7. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

8. a ☐ b ☐ c ☐ d ☐ e ☐ f ☐

# **PART 1**

## PART 1, Section 1: Reading Comprehension

### Coaching in the Workplace (1-3)

\_\_\_\_\_/ 3 points

Read the article “**Coaching in the Workplace.**”

Numbers **1 and 2**: Select the single best answer (**a, b, c** or **d**).

Number **3**: Read the statement and then indicate whether it is “True, False, or Not clear from the text”.

→ Indicating more than one letter per question will result in zero points for that question!

### Coaching in the Workplace

We often think of a coach as someone with a whistle around their neck shouting instructions at an athlete. While coaching athletes and coaching employees in the workplace do in fact have many similarities, there are key differences, too. Sports coaches are often demanding and forceful in their approach to get the most out of their players. This is not the case for workplace coaches. The sports coach is also typically an expert on the skills he or she is helping an athlete with, but this is not necessary for a workplace coach, although it might be the case.

1. According to the text:

- a. Sports coaches and workplace coaches share their approaches to training.
- b. Workplace coaches and sports coaches are completely different things.
- c. Sports coaches have to wear whistles.
- d. Workplace coaches do not have to be experts on a skill they are helping employees with.

Unlike sports coaching, workplace coaching takes an approach based on fostering a relationship that is based on collaboration. The workplace coach is not acting in an authoritarian manner but working together with the employee to identify, target, and plan for performance improvement. This is a reason why coaching in the workplace can be a difficult skill for managers to master as most managers are used to directing work rather than achieving it through employee development. The workplace coach’s role is that of a facilitator. In other words, they are helping the employee achieve self-realization around opportunities for improvement by asking probing and tough questions. They challenge the employee to think about their goals as well as how to achieve them. This also means that the coach does not need to be an expert on the development area as focus is on the employee being responsible for their own development. The coach helps by providing resources in place of direct expertise.

2. According to the text:

- a.** The relationship between a sports coach and an athlete and the relationship between a workplace coach and employee are both based on collaboration.
- b.** Most managers would find it difficult to be a sports coach.
- c.** The workplace coach and employee work together to determine the goal of the coaching.
- d.** Sports coaches cannot be workplace coaches as well.

Coaching in the workplace typically focuses on an improvement in individual performance against key performance indicators and thereby promotes career development. The coach considers performance data, past experiences, and feedback from the manager assuring that an employee's improved performance not only furthers his or her career but the company's interests are promoted as well. If this were not the case, not very many companies would invest the resources necessary to effectively use coaching.

3. Coaching may have a cost but companies benefit from it as well.

- a.** True      **b.** False      **c.** Not clear from text

## PART 1, Section 2: Grammar

### A : Active and Passive Sentences (4-8) \_\_\_\_\_/5 points

Convert the active sentences/phrases (underlined) into the passive and the passive sentences/phrases (underlined) into the active.

Be sure that **the tense remains the same** and note *that you have to create your own subject when you convert a sentence from the passive to the active. (see example 1)*

**Example 1:** The problems were discussed during our meeting yesterday.

We discussed the problems during our meeting yesterday.

**Example 2:** We should negotiate a new contract with our supplier in New Mexico.

A new contract should be negotiated with our supplier in New Mexico.

4. A safety inspection must be conducted every year.

\_\_\_\_\_

5. The sales staff have reported an increase in annual sales every year since 2014.

\_\_\_\_\_

\_\_\_\_\_

6. The event management company is developing a series of promotional events at the moment.

\_\_\_\_\_

\_\_\_\_\_

7. Whenever possible we use a local vendor for raw materials at our overseas factories.

\_\_\_\_\_

\_\_\_\_\_

8. The order was received last week.

\_\_\_\_\_



**B: Conjugation (9-14)****\_\_\_\_\_ / 6 points**

Insert the verb, conjugated appropriately. (Possible tenses needed: present simple, present progressive, past simple, present perfect and present perfect progressive, **no** past perfect!)

Please note there may be **questions** and **negative** sentences.

One point per answer possible.

Example1: The new fast food restaurant 'Los Pollos Hermanos' (*look*) has been looking for someone to manage its newest restaurant since April.

Example 2: Gustavo Frings (*not start*) didn't start his business in 1999 with the idea of expanding beyond New Mexico.

Example 3: Where (*buy Los Pollos Hermanos*) does Los Pollos Hermanos buy its chicken?

9. (*visit you the plant*) \_\_\_\_\_ when you were in Puebla last year?
10. The number of workplace accidents (*increase*) \_\_\_\_\_ by 18% since January this year.
11. The plant in Wuppertal (*not have*) \_\_\_\_\_ a local material supplier now but it did back in 2017.
12. Currently, the safety team (*conduct*) \_\_\_\_\_ an inspection of our plant in Las Cruces, N.M.
13. In general the company assembles these ventilators in Germany and (*buy*) \_\_\_\_\_ the parts from suppliers in China.
14. We (*work*) \_\_\_\_\_ continuously on a new quality control concept since March this year.

# **PART 2**

**I. Please complete the following sentences by inserting the correct form (adjective or adverb) of the word in brackets (one point for each correct answer). (5 points)**

1. As dogs can smell (relative) \_\_\_\_\_ (good) \_\_\_\_\_ ,  
they are often used to detect drugs.
2. He looked (furious) \_\_\_\_\_ at his wife when she confessed that she had  
donated 300 pounds to a charity.
3. The country's balance of payments was (extreme) \_\_\_\_\_  
positively impacted by the development of the global markets.
4. Some people \_\_\_\_\_ need to work (hard) \_\_\_\_\_  
because they already have enough money to buy the things they need. (*Put the  
adverb/adjective into the appropriate gap; only one gap needs to be filled!*)

**II. Fill the gaps in the following sentences with a suitable relative pronoun.  
Add any commas that are missing. (5 points)**

5. The oak tree \_\_\_\_\_ they chopped down \_\_\_\_\_ was over 300 years old.
6. In October 2006, Turkish president Ahmet Necdet Sezer refused to allow AKP  
politicians \_\_\_\_\_ wives wore headscarves \_\_\_\_\_ to a ball marking Turkish  
independence, saying it would compromise and undermine the separation of mosque and  
state in Turkey.
7. Muslims claim that God revealed the Qur'an to *Muhammad* \_\_\_\_\_ they see as  
the greatest and last prophet.
8. In 2013 Turkey lifted a decades-old ban on headscarves in the civil service as part of a  
package of reforms by the government meant to improve democracy. The decision was  
hailed by Prime Minister Recep Tayyip Erdogan \_\_\_\_\_ wife nowadays wears  
a headscarf \_\_\_\_\_ as a "step toward normalisation".

9. President Trump \_\_\_\_\_ relationship with the press is increasingly hostile \_\_\_\_  
tweeted that he wouldn't attend the White House Correspondents' Dinner.

***III. Please fill the gaps with the correct form of the verb in brackets (and add any prepositions that may be required).  
(4 points).***

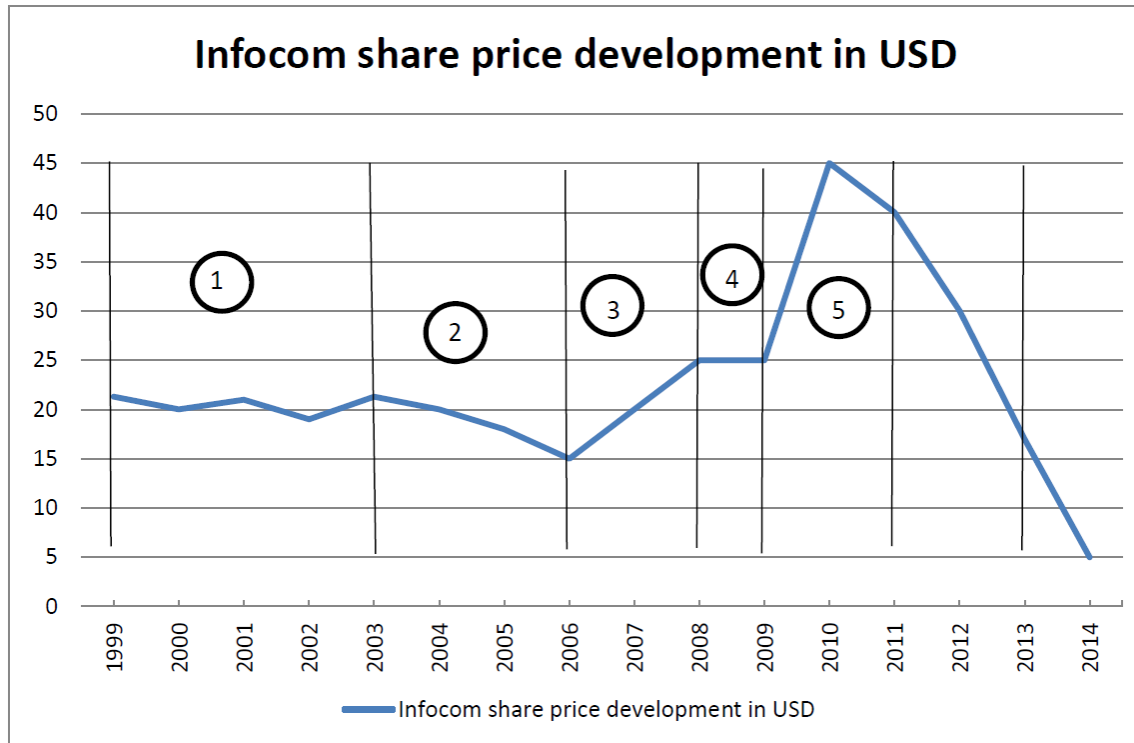
10. We cannot afford (lose) \_\_\_\_\_ this very important client.
11. On the way to the job interview I stopped (buy) \_\_\_\_\_ some  
cigarettes.
12. After a long day, I was really looking forward (get) \_\_\_\_\_  
some sleep.
13. The European Union (buy) \_\_\_\_\_ more vaccine doses  
from BioNtech if the member states had been ready to take higher liability risks.

***IV. Please convert the statements below into reported speech. Assume that the speaker does not know if the situation has changed. (4 points)***

14. "Are you going to change your drinking habits?" - She asked me  
\_\_\_\_\_
15. „Nobody was injured in the accident.“ - He asked how many people  
\_\_\_\_\_
16. „My boss has married his secretary.“ - He said that his boss  
\_\_\_\_\_
17. „We will be visiting the museum during our holiday trip.“ - He said that they  
\_\_\_\_\_

***V. Graph Description (one point for each correct answer; 10 points in total)***

Sentences 1-5 describe each development that you can see in the graph. Complete the words in each sentence (one point for each correct word).



1. Between 1999 and 2003 the share price f\_\_\_\_\_ m\_\_\_\_\_.
2. In the following years, it f\_\_\_\_\_ s\_\_\_\_\_ to 15 dollars in 2006.
3. Between 2006 and 2008, it re\_\_\_\_\_.
4. Between 2008 and 2009, the share price r\_\_\_\_\_ s\_\_\_\_\_.
5. After 2009, the share price r\_\_\_\_\_ r\_\_\_\_\_ and reached its p\_\_\_\_\_ at 45 dollars in 2010.

## ***VI. Writing a business letter (8 points)***

**Sie arbeiten in einem Covid-19-Impfzentrum. Bei der Zusammenarbeit mit Meditec, einem britischen Lieferanten von medizintechnischem Zubehör, sind einige Probleme entstanden. Daher möchten Sie Meditec einen Brief schreiben, in dem die folgenden Inhalte beachtet und ausgedrückt werden sollen.**

- Ihr Brief muss eine Anrede, eine Grußformel und eine Betreffzeile enthalten. Ihnen ist kein Ansprechpartner bei Meditec namentlich bekannt.
- Nehmen Sie Bezug auf die Rechnung vom 31. Januar 2021, die Sie gestern erhalten haben.
- Beklagen Sie, dass die Anzahl der in der Rechnung aufgeführten Desinfektionsspender nicht der Anzahl der tatsächlich von Meditec gelieferten Desinfektionsspender entspricht.
- Teilen Sie Meditec mit, dass außerdem drei der fünf Kühlcontainer, die Sie bestellt hatten, aufgrund schlechter Verpackung stark beschädigt waren.
- Bitten Sie Meditec deshalb, die beschädigten Container bis zum Ende dieser Woche zu ersetzen.
- Teilen Sie Meditec zum Schluss höflich mit, dass Sie dem Erhalt einer korrigierten Rechnung entgegen sehen.

Der von ihnen zu verfassende Brief ist auf den nachfolgenden bereits in Abschnitten vorformuliert. Kreuzen Sie dort die jeweils zulässigen Varianten an. Als zulässig gilt eine Variante, wenn sie den Inhalt des jeweils vorgegebenen Satzes bzw. des jeweils vorgegebenen (Teil-)Satzes sprachlich (d.h. orthografisch und grammatisch) korrekt darstellt, die Konventionen für formelle Korrespondenz berücksichtigt und den Inhalt so im Englischen wiedergibt, dass die jeweiligen Informationen vollständig und ohne Veränderung des Sinns wiedergegeben werden; um dies zu gewährleisten, muss eine Formulierung nicht notwendigerweise der gleichen Struktur folgen wie die deutsche Vorlage.

Beachten Sie, dass jeweils mehrere Varianten möglich sein können. Wenn keine Variante die jeweilige Vorlage entsprechend den vorgenannten Kriterien korrekt wiedergibt, kreuzen Sie Antwort (f) an. Für jede korrekt gelöste Teilaufgabe (insgesamt 8 Teilaufgaben) wird jeweils ein Punkt vergeben; hierfür müssen jeweils alle – und nur alle – zutreffenden Varianten angekreuzt sein.

**Übertragen Sie zum Schluss Ihre Antworten auf das Antwortblatt. In die Bewertung fließen nur die auf dem Antwortblatt eingetragenen Kreuze ein!**

<b>1.</b>		<b>Anrede und Betreffzeile</b>
<input type="checkbox"/>	(a)	Invoice no. 256  Ladies and Gentleman
<input type="checkbox"/>	(b)	Dear Ladys and Gentlemen  Invoice no. 256
<input type="checkbox"/>	(c)	Dear Sir or Madame  Invoice no. 256
<input type="checkbox"/>	(d)	Invoice no. 256  Dear Sir or Madame
<input type="checkbox"/>	(e)	Invoice no. 256  Dear Mr. or Mrs.
<input type="checkbox"/>	(f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.
<b>2.</b>		<b>Nehmen Sie Bezug auf die Rechnung vom 31. Januar 2021, die Sie gestern erhalten haben.</b>
<input type="checkbox"/>	(a)	We refer to your invoice from 31. January 2021 which we received yesterday.
<input type="checkbox"/>	(b)	We refer to your invoice of 31 January 2021, that we received yesterday.
<input type="checkbox"/>	(c)	We refer to your invoice of 31 January 2021, that we have received yesterday.
<input type="checkbox"/>	(d)	We refer to your invoice of 31. January 2021, that we have received yesterday.
<input type="checkbox"/>	(e)	We refer to your invoice of 31 January 2021, which we received yesterday.
<input type="checkbox"/>	(f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.

<b>3.</b>		<b>Beklagen Sie, dass die Anzahl der in der Rechnung aufgeführten Desinfektionsspender nicht der Anzahl der tatsächlich von Meditec gelieferten Desinfektionsspender entspricht.</b>
	<input type="checkbox"/> (a)	We are sorry that the number of the in the invoice listed <i>disinfectant dispenser</i> does not correspond to ...
	<input type="checkbox"/> (b)	Unfortunately the in the invoice stated number of <i>disinfectant dispenser</i> does not fit to ...
	<input type="checkbox"/> (c)	Unfortunately the number of <i>disinfectant dispenser</i> listed in the invoice does not correspond to ...
	<input type="checkbox"/> (d)	We regret to say that the number of <i>disinfectant dispenser</i> listed in the invoice does not correspond to ...
	<input type="checkbox"/> (e)	Sorrily the number of the in the invoice listed <i>disinfectant dispenser</i> does not correspond to ...
	<input type="checkbox"/> (f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.
<b>4.</b>		<b>Fortsetzung von Nr. 3</b>
	<input type="checkbox"/> (a)	... the number of disinfectant dispenser that you have actually been supplying.
	<input type="checkbox"/> (b)	... the number of disinfectant dispensers which you actually supplied.
	<input type="checkbox"/> (c)	... the number of disinfectant dispensers that you actually supplied.
	<input type="checkbox"/> (d)	... the number of disinfectant dispensers you actually supplied.
	<input type="checkbox"/> (e)	... the number of disinfectant dispenser actually supplied by you.
	<input type="checkbox"/> (f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.



<b>5.</b>		<b>Teilen Sie Meditec mit, dass außerdem drei der fünf Kühlcontainer, die Sie bestellt hatten, aufgrund schlechter Verpackung stark beschädigt waren.</b>
<input type="checkbox"/>	(a)	In addition, three of the five cooling containers we had ordered were poorly damaged due to badly packing.
<input type="checkbox"/>	(b)	Nevertheless, three of the five cooling container that we had ordered were badly damaged due to poor packing.
<input type="checkbox"/>	(c)	Therefore, three of the five cooling container we had ordered were badly damaged because they had been poorly packed.
<input type="checkbox"/>	(d)	What is more, three of the five cooling containers we had ordered were badly damaged since they had been poorly packed.
<input type="checkbox"/>	(e)	However, three of the five cooling containers we had ordered were badly damaged due to poor packaging.
<input type="checkbox"/>	(f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.
<b>6.</b>		<b>Bitten Sie Meditec deshalb, die beschädigten Container bis zum Ende dieser Woche zu ersetzen.</b>
<input type="checkbox"/>	(a)	Therefore, we would like to please you to replace the damaged container by the end of this week.
<input type="checkbox"/>	(b)	Therefore, we would be pleased if you could to let us have replacements for the damaged containers by the end of this week.
<input type="checkbox"/>	(c)	Therefore, we were pleased if you could send us replacements for the damaged containers until the end of this week.
<input type="checkbox"/>	(d)	We would, therefore, be happy if you replace the damaged containers until the end of this week.
<input type="checkbox"/>	(e)	We would, therefore, be grateful for replacing the damaged containers by the end of this week.
<input type="checkbox"/>	(f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.

<b>7.</b>	<b>Teilen Sie Meditec zum Schluss höflich mit, dass Sie dem Erhalt einer korrigierten Rechnung entgegen sehen.</b>	
	<input type="checkbox"/> (a)	We are looking forward to receiving the cooling container and a corrected invoice.
	<input type="checkbox"/> (b)	We are looking forward to the receipt of the cooling containers and a corrected invoice.
	<input type="checkbox"/> (c)	We are looking forward to receive the cooling containers and a corrected invoice.
	<input type="checkbox"/> (d)	We look forward to receiving the cooling containers and a corrected invoice.
	<input type="checkbox"/> (e)	We look forward to recieve the cooling container and a corrected invoice.
	<input type="checkbox"/> (f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.

<b>8.</b>	<b>Grußformel</b>	
	<input type="checkbox"/> (a)	Yours sincerly
	<input type="checkbox"/> (b)	Yours fatefully
	<input type="checkbox"/> (c)	Your's faithfully
	<input type="checkbox"/> (d)	Your's sincerely
	<input type="checkbox"/> (e)	Your faithfully
	<input type="checkbox"/> (f)	Keine der angebotenen Optionen ist sprachlich korrekt und gibt den Inhalt vollständig sowie in formal angemessener Weise wieder.