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tijdvak 1

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A waiter's excuse for being rude

- 1 A waiter sacked for being rude, aggressive and disrespectful has claimed he was simply being French. Guillaume Rey told a tribunal hearing that he was the victim of "discrimination against my culture".
- 2 Bosses at Milestones, a bar and grill in Vancouver, Canada, said his behaviour was so over the top that he left one colleague in tears. He was said to have been aggressive toward other staff. Following verbal and written warnings he was dismissed in August 2016 for violating the restaurant's code of conduct.
- 3 But Mr Rey has now filed a complaint. In alleging employment discrimination he said French culture "tends to be more direct and expressive". He said he was dismissed for traits he had acquired while training in the hospitality industry in his native France.
- 4 The French authorities have been aware of their reputation for rudeness toward foreign visitors. In 2013 the Paris Tourist Board distributed a 'politeness manual' for service industry workers. In 2016 the authority also employed 'smile ambassadors' at the city's main attractions in an attempt to be welcoming to tourists.



Daily Mail, 2018

Tekst 2

Human and pet health-cost trends are strikingly similar

- 1 WHY do Americans spend so much on health care? Two common explanations are government meddling and tangled incentives, but a new study by economists Liran Einav, Amy Finklestein and Atul Gupta finds that reality may be more complicated.
- 2 Digging through household survey data, the authors discovered that between 1996 and 2012 spending on pet health care actually rose faster than it did for humans, by over 60% compared to 49%. With the caveat that their sample size is very small, spending on health care in the last months of life seems to tick up for pets as well as humans.
- 3 The puzzle is this: contrary to the human health care situation, regulation in the pet health care market is light, and fewer than 1% of the critters are insured. It looks like something else is driving the trends for pets. Might that something else be driving human health care trends too? Traditional explanations for the rise of health care spending may have just a bit more bark than bite.



economist.com, 2017

Social mobility

Two heads of private schools share their uplifting tales of social mobility and "supportive partnership work" with state schools (*Letters*, 25 April). We all seem to approve of social mobility and it is increasingly cited as a justification for just about anything. Why?

In the endless queues round the block outside Wimbledon, if an individual from the back of the queue is moved nearer the front then for each significant 'winner' there are many 'losers'. This is social mobility.

Alternatively, if we expand Centre Court to provide more seats, there are many 'winners' and no 'losers'. This is social transformation.

Steve McMahon
Chester

The Guardian, 2017

Tekst 4

Cheers and jeers for the end of Crain's comments section

On Nov. 20, we announced the following on our website: The editors of *Crain's Chicago Business* are pulling the plug on our website's comments section.

We do not have the personnel to manage reader commentary, to keep it civil and fair before it devolves into name-calling and, in too many cases, outright hate speech. The often anonymous commenters drive out more civil readers and potential commenters. They sully our content, our brand and our sponsors.

So, we're draining the swamp.



That said, we're delighted to hear from readers via other means — namely, social media and email. We hope you'll find them a useful alternative for airing views. You also will be speaking to the world at large, rather than inside the echo chamber that our comments section generally has become.

Here's what some readers had to say about our decision.

- 1 I am a former journalist myself. I see the troll comments in many threads. I have come to respect them. Intelligent readers offer perspectives and even contradictory information. We should use the comments to learn and to hone our own opinions.
Scott S.
- 2 If you allow anonymous comments, the blame falls to you for not enforcing standards at the front door. Hate speech and invective are part of public discourse... Sending people to social media is just kicking the trash into someone else's backyard.
Brian White
- 3 Good move on your part. I wish all papers would get rid of comments. Long ago I used to be able to follow interesting exchanges in various comment sections and learn things. Today, when I occasionally dip into a comment it turns my stomach. I'd rather be an ostrich than read all that garbage.
Mary Brigid O'Toole

chicagobusiness.com, 2017

Tekst 5

On Lebanon's coast, a garbage dump grows

adapted from an article by Tim Arango and Hwaida Saad



- 1 There was once a nice sea view at the Al Jazira beach club, and umbrellas of palm fronds sticking from the sand are reminders of nicer days. Nowadays, the place is surrounded by an ever-growing garbage dump. Just up the shoreline, Mohammed Jradi, who has been fishing the waters of the Mediterranean off Beirut for 20 years, said the trash had driven even the fish away. "All over the world, there are solutions for this, but not here," he said.
- 2 Last year, the municipality opened the Costa Brava landfill on the shoreline, not far from Beirut's Rafic Hariri International Airport. And so for many visitors to Beirut, a city whose shabby-chic architecture, great cuisine and French colonial influences are otherwise enchanting, the first thing to greet them was a strong whiff of garbage.
- 3 The landfill also attracted birds — lots of them — not just the sea gulls that normally fly around the coast, but others on migratory patterns from Europe and North Africa. "In other words," wrote one local blogger, "a giant free Lebanese restaurant for birds." More seriously, this posed a problem to civil aviation. When an airliner hit a bird this month, Lebanon's trash problem suddenly became a matter of aviation safety.
- 4 Almost immediately, gunmen showed up on the coast line, apparently deployed by the government to shoot the birds out of the sky, raising the anger of environmental activists. "Lebanon is an important bird area," said Paul Abi Rached, president of the Lebanon Eco Movement, noting that

millions of birds from Europe and North Africa pass through Lebanon each year on migratory patterns. "So what you are killing are not Lebanese birds," he said. "They are the birds of Europe. That is the catastrophe!"

- 5 The garbage problem has long been a symbol of a failure of Lebanese politics, one that activists say has its roots in the time shortly after the country's civil war, which ended in 1990. Soon after the war ended, the government set up a trash collection company, called Sukleen, that was connected to political parties and over the years became a vehicle for corruption, activists say. This 11 the possibility of other solutions, like recycling, and in a country as small and densely populated as Lebanon it has been hard to find enough space for landfills.
- 6 Habib Battah, the founder of the news website Beirut Report, said the problems with garbage went back to the decision at the end of the war to privatize trash collection. He said that Lebanon offered a lesson to other postwar societies on the dangers of rushing into privatization too fast, and that he often wished he could bring free-market advocates to Lebanon for a field trip to see what can happen in the absence of strong government regulations. Public services across the board, not just trash collection, have long suffered in Lebanon, he said, forcing political leaders to confront a difficult question: "What do you fix first? The water? The garbage? The internet?"

New York Times, 2017

Down the YouTubes

Fully Functioning Human (Almost) by Melanie Murphy (Hachette, £12.99)

- 1 The books coming out now are dominated by YouTube celebrities, better known in marketing speak as 'Influencers'. The names change — Melanie Murphy, Grace Victory (*No Filter*), Arden Rose (*Almost Adulting*) and Emma Blackery (*Feelgood 101*) — but the books they churn out are remarkably similar: they're essentially a 300-page humblebrag, an inane hybrid of me-me-memoir, life guide and second-hand self-help.
- 2 Every story is better for a bit of redemption and so our Influencers all begin by going back to when they weren't influential and everything was shit. They were socially awkward, suffered from eating disorders, had body image issues and spent too much time online. But then, in an astonishing turnaround, they somehow regained their confidence, spent a lot of the right kind of time online and ended up being the one thing all young women should aspire to be: a YouTube Influencer with x million subscribers and an ambassadorial role with a major cosmetics company.
- 3 This creates a problem, however, when it comes to promoting a book: what's brought these YouTubers all their followers in the first place is that they've already laid themselves bare. They've spumed out all the confessionals they have to confess over several years of ten-minute vlogs that anyone can watch free of charge. What, then, to put in the book?
- 4 Melanie Murphy 15 that time-honoured space-filler, writing about writing. "For ages, I had no idea how to begin — I mean, how do you spark off a *whole book* about the absolute fool that is yourself?" she says, almost as if she concedes she has nothing to say but has been told by her agent to write a book because she has 50m followers who might buy it.
- 5 She then embarks on a protracted aside in which she suggests the best thing any of her readers on the search for massive vlogging empowerment could do is go and buy a different book: it was reading *The Secret*, Rhonda Byrne's frighteningly influential self-help guide, that changed Mel's life.
- 6 The vital thing, one that she stresses throughout, is that despite having lots of YouTube followers and her life appearing to be completely perfect, she's not perfect: "It's important that you know that now I am *literally* typing this while sitting on the toilet, having a poo," she confesses (failing to note that she is *metaphorically* squeezing one out too).
- 7 But it's that over-sharing that quickly gets her in trouble, when she describes the life of an Influencer: she gets money from advertisements



on YouTube, she is "lucky enough" to work with various brands and sometimes she gets paid "to simply show up somewhere and talk about my social media experiences".

- 8 You do wonder if those who are being influenced by these Influencers realise they're not just doing the blog, vlog, and now the book because sharing, connecting with people, talking about it, makes the world a better place. It's also about making these authors money and that, dear reader, is why they've bothered to write a book at all. Time to unfollow.

adapted from a review in *Private Eye, 2017*

Beware the robot revolution

adapted from an article by Katie Allen

- 1 Ask an economist or a technology expert and they will happily tell you that decades of data reliably show automation has created more jobs than it has destroyed. Far fewer of us now work on farms, for example, thanks to super-efficient machines that do the bulk of the work. Such technology has boosted productivity and, with it, living standards. As a result, more people work in leisure industries such as hospitality or hairdressing, serving all those people with higher disposable incomes and more free time.
- 2 So far so good. And were the pattern to continue, one could envisage the realisation of the prediction made by John Maynard Keynes in 1930 that the working week would eventually be cut, perhaps to just 15 hours. The problem with this rose-tinted view of automation, however, is its focus on big averages that take little account of individuals' experiences. Sure, the number of job gains for the whole of the UK is higher than the number lost to technology. But that is little consolation to someone who loses his job in a Midlands car plant to a robot and discovers most of the new openings are far afield in the coffee bars and hotels of London.
- 3 Nor do studies of what has gone before allow for the fact that the pace of technological change will probably be quicker in the future. In other words, evolutions that took place over previous decades may well have been 21 enough for most people to find new ways of making a living, with varying degrees of difficulty. But faster and more widespread technological changes in the future are unlikely to be so easy to adapt to.
- 4 For governments, this imposes a pressing need to step in and ensure the rise of the robots is not accompanied by a further rise in 22. As tempting as it may be to pour money into boosting automation in return for the long-awaited boost to productivity and headline economic growth, doing so without having a clear plan for retraining displaced workers would cause untold harm to millions of individuals. As the Institute for Public Policy Research (IPPR) points out, some workers are far more vulnerable than others to automation. It highlights particular risks for low-skill sectors and warns that the robot revolution could widen Britain's already entrenched north-south divide.
- 5 The IPPR rightly calls for an urgent increase in investment in education and retraining. It also asks for funds to be prioritised to help regions far away from the capital. These are the regions that most need



help equipping people to adapt as automation shakes up their workplaces. If the government fails to act, the result could all too easily be a spike in unemployment and poverty in places with the lowest skilled workers — a very high price to pay for a bit of average productivity growth.

The Guardian, 2017

Here and Back Again

adapted from an article by Inkoo Kang

- 1 I went a little crazy this Black Friday. Taking advantage of the retail holiday's significant discounts, I ordered sweaters, shoes, and makeup from some of my favorite sites. Buying online is easier than ever, but still tricky: sizing and fit remain a gamble, colors don't always match a site's photography, and fabric quality is hard to predict. E-commerce wouldn't work without the returns that grease its gears. Because of the inherent risk in buying something you've never seen IRL¹⁾, there would be fewer and smaller orders without them.
- 2 Returns, you'd think, would be the ruin of online retailers, and it's true that they're a pain for them. It's estimated that a third to 40% of online purchases are returned — three to four times the average of returns at brick-and-mortar stores. Returns are the reason why an online store might actually make less money than a real-life store, 25 the latter's rent, utilities, employee salaries, and so on. Still, it turns out that a Black Friday splurge is exactly what stores want out of their customers. In the long run, returns are a win-win for retailers and consumers alike. And the more generous the return policy, the more, I've realized, I'm ultimately willing to spend.
- 3 Ten years ago, when I began slowly growing my post-college wardrobe, I was limited by a grad student's stipend. I didn't have a car, and most brands didn't offer free returns via mail, so when I shopped online, I mostly stuck to stores that also had brick-and-mortar locations near my grad school so I could do my returns there. As e-commerce returns became smoother over the years — OK, and as I began earning more than a pauper's wages — my shopping adventurousness grew too. Since shopping in person continues to be a man-made hell, I've spent the past decade piecing together a wardrobe of favorites, half-returned order after half-returned order.
- 4 It's obvious what customers get from online returns, which are becoming ever breezier via free shipping both ways, and/or the option of in-store returns. Sure, e-retailers 27 having to eat the initial shipping cost, the possible return shipping cost, the restocking of items, and any customer



support that goes into the process. But the conventional wisdom in the business world claims that retailers are ultimately rewarded by generous return policies that extend return windows and greet returners with friendly customer service. The longer items sit in consumers' homes, the more likely the 'endowment effect' will cause them to consider them their own, or re-evaluate their initial judgment. You might have decided you didn't like a new dress on Day 1, but after it's lingered in your home for three weeks while you postpone a trip to the post office, you might update your opinion to, "Oh, it's actually not that bad". And a good return experience, especially one that allays negative feelings like guilt, can foster loyalty among customers.

- 5 The ease of returns is probably making me order more stuff — while also forcing me to spend more time at the post office than I'd like, not to mention make more trips to the mall, where I'm tempted to purchase even more things. Is late-stage capitalism playing me for a dupe with these seemingly nicey-nice return policies? Probably. But I'm fine with it. Commerce is, ideally at least, about two entities getting what they each want out of the other. E-commerce returns give me the infinite choices of the internet with the safety of the neighborhood chain store. In exchange, companies get out of me probably more money than they should. It's a perfect capitalist love story.

slate.com, 2017

noot 1 IRL = in real life

Revenge is a dish better left unmade

adapted from an article by Jennifer Breheny Wallace

- 1 While most of us won't engage in the type of vengeful displays that grab headlines or warrant prison time, our everyday lives often include small acts of retaliation such as gossiping about a neighbor who snubbed you or lashing out online after poor customer service. Evolutionary psychologists believe we are hardwired for revenge. Our earliest ancestors relied on the fear of retaliation to help keep the peace and correct injustices. "Acts of revenge acted as an insurance policy against future harm by others, a warning signal that you're someone who will not tolerate mistreatment," says Professor of Psychology Michael McCullough.
- 2 In modern life, betrayal and social rejection hurt. The desire to repair that pain and improve our mood may be one of the things that motivates us to seek revenge, according to six studies published this year in the *Journal of Personality and Social Psychology*.
- 3 Revenge may provide a lift, but the positive effects appear to be fleeting. "Revenge can feel really good in the moment," says David Chester, who studies the psychological and biological processes involved in human aggression, "but when we follow up with people five minutes, 10 minutes and 45 minutes later, they actually report feeling worse than they did before seeking revenge."
- 4 Professor Timothy Wilson conducted a study on the 32 of revenge. People think that they will feel better if they strike back, but when surveyed, those who had actually retaliated reported feeling worse than people who never had the opportunity to punish and so had moved on. "By not retaliating, we're able to find other ways of coping, like telling ourselves it wasn't such a big deal," Wilson theorizes.
- 5 Ruminating about getting even can interfere with day-to-day wellbeing and happiness. "When someone persists in revenge fantasies over time they can develop anxiety and remorse," says psychotherapist Beverly Engel. According to her, these feelings can also take up important cognitive resources, depleting time and energy that could be better spent.
- 6 Research suggests that when it comes to valuable relationships, "what the angry mind ultimately wants is a change of heart from the transgressor," Michael McCullough says. He claims it may be in your best interest to stay open to an apology and to help pave the road that would allow the offender to make it up to you. "Revenge may sometimes make you feel better for a moment," McCullough explains, "but making the effort to repair a valuable relationship can pay bigger dividends over a lifetime."

Washington Post, 2017

Tekst 10

Hot Talk-Show

adapted from an article by Don Steinberg

- 1 Charlize Theron's appearance on *Hot Ones* wasn't her typical talk-show guest spot. "I hate my tongue right now. If I could pull it out, I would," the Oscar-winning actress said near the end, her eyes watering after she yelled obscenities at a bottle of spicy salsa.
- 2 Guests on *Hot Ones*, an online series with a format breaking from traditional TV, regularly freak out — and give candid interviews to audiences in the millions. On the program, which posts a new episode online every Thursday morning, host Sean Evans asks celebrities about their careers while together they eat 10 progressively spicier chicken wings. Episodes run around 22 minutes. The set is spartan: two chairs and a small, black table that can travel to wherever the celebrity is.
- 3 Condiments like Da Bomb Beyond Insanity and Blair's Mega Death appear to have a physiological impact on guests. Sniffles and tears burst loose. They try to douse the fire with milk, yogurt or rice. Their answers get more raw as the Scoville rating — a measure of hot-pepper hotness — rises to face-melting levels. It's a talk-show with its own story arc.
- 4 Hot peppers can cause the brain to release endorphins and dopamine, adding mild euphoria to the emotional distortion. "The hotness is the disruptive element. It's designed to knock our celebrity guests off their PR-driven flight pattern," says Mr. Evans, 31, who considers himself a guide leading guests on a voyage of discovery. "I'm going up the mountain with you, so it's a bonding experience. By wing six, we're best friends."
- 5 Even with 2.9 million YouTube views, the Charlize Theron episode isn't among the show's most widely seen. It lags behind installments featuring astrophysicist Neil deGrasse Tyson (7 million), rapper Post Malone (11 million), actors James Franco and Bryan Cranston (almost 6 million) and all-time leader Kevin Hart (13 million), in which the comedian weeps deliriously.
- 6 Plenty of YouTube sensations have amassed surprising numbers and passionate fans. Fewer have been able to cross over to attract mainstream guests and audiences. The online media company that produces it won't say if *Hot Ones* is profitable, 37 its production budget is low, its marketing is done via social media, and the company counts on a mix of revenue streams.
- 7 Not every guest eats all 10 wings. Comedian Jim Gaffigan, famous for loving junk food, surprised viewers by 'tapping out' early. "We've had people who, after the first one, said, 'That's kind of hot,' and you can't picture them finishing," Mr. Evans says. "But then they'll just suck it up and power through. I think it says something about the human spirit."



Wall Street Journal, 2018

Tekst 11

Ruthin school

Sir, In my experience (as a mother of four, and having spent 45 years in teaching), if you tell a teenager not to do something, they immediately put every effort into doing the opposite.

JACQUELINE FRAMPTON
Leigh-on-Sea, Essex

Sir, It is no surprise that Toby Belfield, the head of Ruthin School, is a mathematician. Anyone who has taught literature and poetry (from any culture) knows there is little chance of preventing affairs of the heart.

STEPHEN SUTTLE
Maarston Magna, Somerset



The Times, 2018

Tekst 12

Hostel Celica, Ljubljana, Slovenia



A former military prison built by the Austro-Hungarian Army, today Hostel Celica is one of Ljubljana's trendiest guest houses, which adds character to its contemporary façade by 40.

Guests sleep in renovated penitentiary compartments — complete with original barred windows — and can visit the eerie solitary confinement chambers (now a museum) to gain an insight into living conditions during the building's previous incarnation. Modern additions include the opulent Oriental Café and eclectic on-site Srečišče Art Gallery; all of which aid the hostel's goal of fostering friendship in an establishment initially built to divide.

lonelyplanet.com, 2018

Lees bij de volgende tekst steeds eerst de vraag voordat je de tekst zelf raadpleegt.

Tekst 13

Ready Player One

Director: **Steven Spielberg**

Stars: **Tye Sheridan, Olivia Cooke**

Languages: **English, French, Italian, Korean**

Subtitles: **Indonesian**

140 min / Rating: PG-13

Action, Adventure

Despite a relatively near-future setting, Steven Spielberg's adaptation of the book *Ready Player One* doesn't feel like the sci-fi film that's been advertised. Much as it may dabble in next-gen technology (virtual reality), while introducing us to a brand-new world with its own rules and clans (and doing it all with the latest special effects around), this isn't *Avatar*. Instead, it's *The Goonies*. Or *Ferris Bueller's Day Off*, or any one of the mid-to-late '80s films from coming-of-age maestro John Hughes.

The story, set in the year 2045, shows us that the real world is now a harsh place. The only time Wade Watts (Tye Sheridan) truly feels alive is when he escapes to the OASIS, an immersive virtual universe where most of humanity spends its days.

In the OASIS, you can go anywhere, do anything, be anyone — the only limits are your own imagination. The OASIS was created by the brilliant and eccentric James Halliday (Mark Rylance), who left his immense fortune and total control of the OASIS to the winner of a three-part contest he designed to find a worthy heir. When Wade suspects he's cracked the first challenge of the reality-bending treasure hunt, it's not long before he's hurled into a fantastical universe of discovery and danger to save the OASIS.

Although the film has its fair share of high concept sci-fi ideas, pitching it as a sci-fi movie would be inaccurate — or at least imperfect — as it's far more focused on the past than it is on the present, let alone the future. Ernest Cline's book, from which the film is adapted, is a tome indebted to the films (and games) of the '80s and early '90s, and reading it is, for some, like being engulfed by a tsunami of nostalgia. Spielberg's screenwriter, Zak Penn, has had to find simpler, more elegant puzzles for



our heroes to solve, but the pair stay true to the book by keeping its sense of adventure and love of geekery. And, unlike in some areas of our popular culture, the film/gaming geeks that populate this world aren't belittled. Loving something, and loving it with your entire being, is a boon in this place.

Sheridan, who stole the show in *Mud* a few years ago, proves he can carry a film of any stature and is ably supported by up-and-comer Olivia Cooke as another keen gamer, and Ben Mendelsohn, once again channeling his inner villain (also see: *Rogue One*, *Slow West*, *The Dark Knight Rises* and many more), this time as the CEO of Innovative Online Industries, who is out to get his hands on OASIS at any cost.

As commendable as the story and its stars are, the most impressive thing here is how superbly the 71-year-old Spielberg details how people engage with the new technology. He could easily have been wrongfooted by much that must be new to him (unless he's been a devoted gamer all this time), and yet he handles it all with the deftness and energy of a filmmaker half his age.

Garuda Inflight Magazine, 2018