

Name:

Klasse:

Standardisierte kompetenzorientierte  
schriftliche Reifeprüfung

AHS

19. September 2024

Englisch

# Sprachverwendung im Kontext B2

# Hinweise zum Bearbeiten der Aufgaben

Sehr geehrte Kandidatin, sehr geehrter Kandidat!

Dieses Aufgabenheft enthält vier Aufgaben.

Verwenden Sie für Ihre Arbeit einen schwarzen oder blauen Stift.

Bevor Sie mit den Aufgaben beginnen, nehmen Sie das Antwortblatt heraus.

Schreiben Sie Ihre Antworten ausschließlich auf das dafür vorgesehene Antwortblatt. Beachten Sie dazu die Anweisungen der jeweiligen Aufgabenstellung. Sie können im Aufgabenheft Notizen machen. Diese werden bei der Beurteilung nicht berücksichtigt.

Schreiben Sie bitte Ihren Namen in das vorgesehene Feld auf dem Antwortblatt.

Bei der Bearbeitung der Aufgaben sind keine Hilfsmittel erlaubt.

Kreuzen Sie bei Aufgaben, die Kästchen vorgeben, jeweils nur ein Kästchen an. Haben Sie versehentlich ein falsches Kästchen angekreuzt, malen Sie dieses vollständig aus und kreuzen Sie das richtige Kästchen an.

A	<input type="checkbox"/>	B	<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	D	<input type="checkbox"/>
---	--------------------------	---	-------------------------------------	---	-------------------------------------	---	--------------------------

Möchten Sie ein bereits von Ihnen ausgemaltes Kästchen als Antwort wählen, kreisen Sie dieses Kästchen ein.

A	<input type="checkbox"/>	B	<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	D	<input type="checkbox"/>
---	--------------------------	---	-------------------------------------	---	-------------------------------------	---	--------------------------

Schreiben Sie Ihre Antworten bei Aufgaben, die das Eintragen von einzelnen Buchstaben verlangen, leserlich und in Blockbuchstaben. Falls Sie eine Antwort korrigieren möchten, malen Sie das Kästchen aus und schreiben Sie den richtigen Buchstaben rechts neben das Kästchen.

<input checked="" type="checkbox"/>	B	<input checked="" type="checkbox"/>	G	<input checked="" type="checkbox"/>	F
-------------------------------------	---	-------------------------------------	---	-------------------------------------	---

Falls Sie bei den Aufgaben, die Sie mit einem bzw. bis zu maximal vier Wörtern beantworten können, eine Antwort korrigieren möchten, streichen Sie bitte die falsche Antwort durch und schreiben Sie die richtige daneben oder darunter. Alles, was nicht durchgestrichen ist, zählt zur Antwort.

<del>falsche Antwort</del>	richtige Antwort
----------------------------	------------------

Beachten Sie, dass die Rechtschreibung der Antworten im Prüfungsteil *Sprachverwendung im Kontext* korrekt sein muss, damit Antworten als richtig gewertet werden können. Dies gilt auch für Groß- und Kleinschreibung sowie etwaige Akzente, die aus der Antwort klar erkennbar sein müssen.

Jede richtige Antwort wird mit einem Punkt bewertet. Bei jeder Aufgabe finden Sie eine Angabe zu den maximal erreichbaren Punkten.

**Viel Erfolg!**

NAME:

1

### Customer service

0	<input checked="" type="checkbox"/>	1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>
4	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>
8	<input type="checkbox"/>	9	<input type="checkbox"/>	10	<input type="checkbox"/>	11	<input type="checkbox"/>

Von der Lehrperson auszufüllen

	richtig	falsch	richtig	falsch	richtig	falsch	richtig	falsch
1	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>	6	<input type="checkbox"/>	7	<input type="checkbox"/>
8	<input type="checkbox"/>	<input type="checkbox"/>	9	<input type="checkbox"/>	10	<input type="checkbox"/>	11	<input type="checkbox"/>

\_\_\_ / 11 P.

2

### TikTok

0	A	<input checked="" type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
1	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
2	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
3	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
4	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
5	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
6	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
7	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
8	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
9	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>
10	A	<input type="checkbox"/>	B	<input type="checkbox"/>	C	<input type="checkbox"/>	D	<input type="checkbox"/>

Von der Lehrperson auszufüllen

	richtig	falsch						
1	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="checkbox"/>	<input type="checkbox"/>	6	<input type="checkbox"/>	<input type="checkbox"/>
7	<input type="checkbox"/>	<input type="checkbox"/>	8	<input type="checkbox"/>	<input type="checkbox"/>	9	<input type="checkbox"/>	<input type="checkbox"/>
10	<input type="checkbox"/>	<input type="checkbox"/>						

\_\_\_ / 10 P.

## ANTWORTBLATT

ANTWORTBLATT

4

Cuts to school budgets

0	<i>judged</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Von der  
Lehrperson  
auszufüllen

richtig	<input type="checkbox"/>	falsch	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\_\_\_ / 10 P.

3

Multitasking is scientifically  
impossible

0	<i>then</i>
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Von der  
Lehrperson  
auszufüllen

richtig	<input type="checkbox"/>	falsch	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

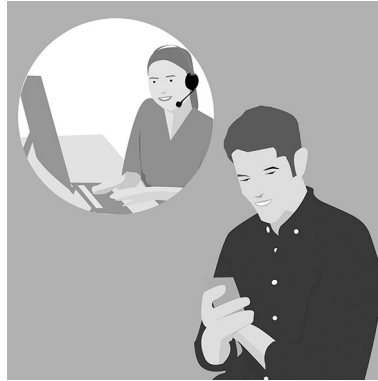
\_\_\_ / 10 P.

**Bitte umblättern.**

1

11 P.

Read the text about customer service at a food delivery company. Some parts are missing. Choose the correct part (A-N) for each gap (1-11). There are two extra parts that you should not use. Write your answers in the boxes provided on the answer sheet. The first one (0) has been done for you.



## Customer service

It's a tough job but someone's got to do it. Foodpanda, a global online food delivery marketplace, connects hungry customers with their favourite food, by (0) \_\_\_ users to place orders from a huge selection of local restaurants either online or via their mobile app. The company has quickly grown (1) \_\_\_ popularity and is now operating in 40 countries.

Connected (2) \_\_\_ over 580,000 restaurants worldwide, users are spoilt for choice, making Foodpanda one of the most successful food delivery services in the market.

The company manages all their customer service inquiries (3) \_\_\_ Zendesk Support and Zendesk Chat, and although Foodpanda is (4) \_\_\_ providing live chat, they already maintain a customer satisfaction rating of 90 percent in that channel. They've also developed (5) \_\_\_ to manage their large, international support team.

When (6) \_\_\_ out live chat, Foodpanda wanted to provide chat support in multiple languages and across multiple countries. Ensuring that multiple (7) \_\_\_ are handled by the right agent for the right country is no easy feat.

"We realized that in order to manage our global support team, we'd (8) \_\_\_ a unique support strategy," explained Jorge Vernetta, Global Operations Manager at Foodpanda. "That's when we considered live chat. Using Chat, we (9) \_\_\_ each country as a different department, so our support operation is centrally managed and properly organized."

Zendesk Chat allows support leadership to keep international teams organized, consistent and connected – and it also provides a great user experience.

Although monitoring the performance of different regions can be challenging, Vernetta and his team are able to quickly compare the success of each of their international websites. “It’s easy to identify countries that are performing better by filtering (10) \_\_\_ like *Chat Satisfaction* or *Wait Times by Department*,” Vernetta said. “For example, we noticed that the support team in Spain maintains a high customer satisfaction score (97%) (11) \_\_\_ an almost daily basis.”

Hungry customers can be angry customers. This means every second spent waiting for support results in unhappiness, and that speed of response is a huge priority for Foodpanda’s support team.

A a sound strategy

F in

K set up

B attempts

G on

L statistics

C by

H relatively new to

M through

D customer requests

I require

N to

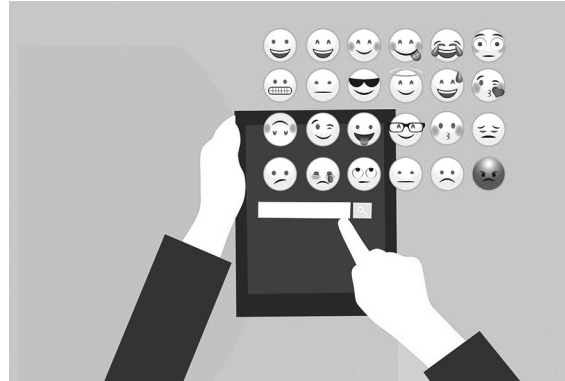
E enabling

J rolling

2

10 P.

Read the extract of a news article about a Chinese social media platform. Some words are missing. Choose the correct answer (A, B, C or D) for each gap (1-10). Put a cross (☒) in the correct box on the answer sheet. The first one (0) has been done for you.



## TikTok

TikTok was launched in 2016 by a Chinese company, ByteDance. (0) \_\_\_ February 2019 it had been downloaded more than a billion times around the world. Unlike YouTube, its videos are a maximum of a minute long, although many are much shorter. This encourages its users, predominantly teenagers and twenty-somethings, (1) \_\_\_ people's attention as quickly as possible: the sillier or more extreme the stunt, the better. When you open the app, the first thing you see is not (2) \_\_\_ people you follow have posted, but a video that is (3) \_\_\_ going viral, in an algorithm-powered feed called "For You". If you (4) \_\_\_, you can double-tap to "like" it, like on Instagram, or follow the user, actions which bump it up to the top of other people's "For You" feed. If you're bored by it, you swipe up to see the next video. The longer people spend watching videos, the higher up the charts they climb. You could describe TikTok as an unholy marriage between Instagram, YouTube and Tinder. It has taken (5) \_\_\_ components from each of them and used them to create a platform that is hard to look away from.

TikTok's influencers are edgier than Instagram influencers, who, irrespective of (6) \_\_\_ they are in Manhattan or Mumbai, abide by a universal code of coolness, decked out in athleisure and munching on avocado toast. (7) \_\_\_ YouTube influencers, TikTokers don't need a fancy phone, camera skills, editing software or fast internet. All they have to do is fill up 15 seconds with something people can't stop watching. These lower barriers to entry (8) \_\_\_ TikTok influencers come from a wider variety of backgrounds than influencers on other platforms.

A quarter of TikTok's global downloads come from India, (9) \_\_\_ just 10% of Instagram users. Many of India's TikTok stars live in small towns or villages, have (10) \_\_\_ never made it to college or dropped out, and speak their vernacular language. The growth of the app goes hand in hand with the spread of mobile internet in rural India.



0	A By	B End of	C Beginning of	D For
1	A to catch	B attracting	C drawing	D to turn
2	A about	B of which	C these	D what
3	A recently	B currently	C shortly	D mostly
4	A would enjoy	B are enjoying	C had enjoyed it	D enjoy it
5	A more addicted	B more addictive	C the most addictive	D most addiction
6	A whereas	B while	C when	D whether
7	A More like	B Unlike	C Except for	D Unless
8	A mean that	B enable	C allow	D result in
9	A in comparison	B compared with	C differ from	D differing to
10	A neither	B either	C hardly	D rarely

3

10 P.

Read the extract from a news article about the impossibility of doing two things at once. Some words are missing. Complete the text by writing an appropriate word for each gap (1-10). Write only one word in each space provided on the answer sheet. The first one (0) has been done for you.



## Multitasking is scientifically impossible

MRI [magnetic resonance imaging] scans show that when we attempt to do two things at once, our mind simply switches attention between the two. We focus on one task and (0) \_\_\_ quickly refocus on a second task, but never successfully perform both at the same time. The frontal lobe in our brain controls which act we prioritise, and our minds are (1) \_\_\_ to process two tasks simultaneously.

As the word “multitasking” was (2) \_\_\_ a computer science term that refers to machines, it’s hardly surprising that this is beyond the grasp of human minds.

Author Shirley Conran, who wrote the household manual *Superwoman* and famously coined the phrase “life’s too short to stuff a mushroom”, says the myth that women are miraculously able to multitask is not a compliment to the fairer sex. “Multitasking is an excuse to get wives to do more work,” says Conran. “It’s like saying, ‘Darling, you’re so good at doing a lot of things — so go do ’em.’ This can refer to anything (3) \_\_\_ ironing shirts to cleaning the car.”

(4) \_\_\_ to Conran, women are most likely to be attempting to multitask if they have children. “You’re left doing keep-your-head-above-water work and it basically gets in the (5) \_\_\_ of serious creative and money-making work. (6) \_\_\_ only are women given twice as (7) \_\_\_ work, they’re also expected to do it all in half the time.”

(8) \_\_\_ you are prime minister or a housewife, humans are limited to (9) \_\_\_ writing an email or changing a baby, and it is time to (10) \_\_\_ up the notion that they can do both at once.

Conran has the solution — “Do anything you can’t avoid and ignore the rest.”

Read three readers' opinions from 2017 about schools getting less money from the British government. Some words are missing. Change each word in brackets to form an appropriate word for each gap (1-10). Write only one word in each space provided on the answer sheet. The first one (0) has been done for you.



## Cuts to school budgets

Head teachers have warned that 2017-18 will be the worst yet for schools' funding, with finances "falling off a cliff edge". This could lead to rises in class sizes and cuts to special educational needs. Readers share their views on the matter.

This is all so wrong. Education, health and care for the vulnerable and needy should be at the top of the budget lists. A civilization is (0) \_\_\_ (**judge**) by these needs. So far, this government is failing on all three. *Ann Read*

I started teaching in (1) \_\_\_ (**far**) education in 2006 and worked at three different colleges. The first has since merged with three others, and they lost at least 75 members of staff in three years. The second seems to have lost 50% of its staff and the third was going down the same route when I left. Contact hours with whole classes have (2) \_\_\_ (**rise**) by six hours for full-time teachers over seven years, and class sizes that had (3) \_\_\_ (**origin**) been 12-15 grew to 25 (which for A-level is too much). Teachers will do everything in their power to make lessons and communication (4) \_\_\_ (**engage**) and effective – they wouldn't be teachers if they did not have the (5) \_\_\_ (**enthusiastic**) and passion to do this. The government is sadly destroying the system and (6) \_\_\_ (**make**) working conditions harder. *Victoria Grace Walden*

Having (7) \_\_\_ (**teach**) for many years in one of the poorest areas of Merseyside, I remember the 1980s as (8) \_\_\_ (**be**) particularly difficult. With large classes and pay always falling behind inflation, I became convinced, then, that the Tories were not bothered about what happened in state schools. The news, therefore, that schools are again facing "the biggest cut to their budgets in a generation" comes as no surprise. A caring government, (9) \_\_\_ (**suppose**) keen to help the "just about managing", would never have allowed teacher (10) \_\_\_ (**recruit**) problems to become a crisis. Back to the 80s we go! *Bernie Evans*

## Bildquellen

Aufgabe 1: © Mohamed\_hassan / www.pixabay.com

Aufgabe 2: © Mohamed\_hassan / www.pixabay.com

Aufgabe 3: © lom123 / www.fotolia.com

Aufgabe 4: © alexmillos / www.shutterstock.com

## Textquellen

Aufgabe 1: Autor/in nicht genannt: Foodpanda sees the highest satisfaction ratings from live chat – which they provide online and embedded in their app.  
<https://www.demeterict.com/en/zendesk-customer-stories-en/foodpanda-en/> [20.10.2023] (adaptiert).

Aufgabe 2: Poonam, Snigdha: This Indian TikTok star wants you to know his name.  
<https://www.economist.com/1843/2019/09/12/this-indian-tiktok-star-wants-you-to-know-his-name> [20.10.2023] (adaptiert).

Aufgabe 3: Goldhill, Olivia: Multitasking is scientifically impossible, so give up now.  
<https://www.telegraph.co.uk/women/womens-life/11512469/Multitasking-is-scientifically-impossible-so-give-up-nowMulti-task.html> [20.10.2023] (adaptiert).

Aufgabe 4: Vaughn, Richard: More cuts to school budgets. Your View. Texts, tweets and emails.  
<https://inews.co.uk/news/education/school-finances-will-fall-off-cliff-2017/> [05.01.2017] (adaptiert).