

Module A – Introducing yourself



Introduction

1

Lösungsvorschlag:

Greetings are used every time people meet each other. I think introductions would be made when people meet for the first time. English would be used when dealing with people that cannot speak German, and have learned English. Or maybe the situation might be with a person from an English-speaking country, like an employee from a British subsidiary, who is doing a practicum in Germany.

2

Lösungsvorschlag:

Photo 1:

It looks like the people are in a bank or currency exchange centre because of the currency exchange sign on the glass. The bank clerk is holding money and speaking with a customer. She looks friendly.

Photo 2:

It seems to be a business situation because they are wearing professional clothing. The woman is smiling and looks friendly. She might be a receptionist or secretary and the man has a meeting with someone in the company. He is signing his name into a book and it looks like she is showing him where to sign.

Photo 3:

This looks like a business meeting between a couple which is casually dressed and an agent, who is dressed formally. Maybe they are discussing the customer's private assets, or the agent is selling them insurance policies for their house and family members.

Photo 4:

Two business people are at a desk and shaking hands. It looks like the woman is sitting down and the man is standing, so I think the woman works there. The man who is standing might be a customer or a colleague.

3 ☉ A1.1-1.4

Lösung:

1c, 2b, 3a, 4d

△ **Differenzierung**

Für leistungsschwächere SuS können entweder die Abteilungen oder die Positionen der im Hörtext genannten Personen vorgegeben werden.

4 ☉ A1.1-1.4

Lösungsvorschlag:

Greetings:

Hello.

Good morning.

Good morning. May I help you?

Good morning, sir.

How can I help you?

What can I do for you?

Pleased to meet you.

Nice to meet you.

The pleasure is mine.

Making introductions:

May I have your name, please?

My name is ...

May I introduce you to my husband?

Please, call me Alan.

I'm Mike. Mike Freeman.

▲ **Differenzierung**

Leistungstärkere SuS können die Sätze zusätzlich ins Deutsche übersetzen, während der anderen die Aufgabe bearbeiten.

A | Making introductions and conversation

1 ☉ A1.5

Lösungsvorschlag:

1. Ann-Kristin moved to Munich from Traunstein.
2. She is training to become an insurance agent.
3. She is interested in winter sport, especially skiing.
4. Dariusz describes himself as more of a sports fan than an academic.
5. His favourite sport is football.
6. He hopes to work at a bank which deals with the Real Madrid team.
7. Lara got to know Miguel at the bank, where they are both doing an apprenticeship to become a bank business management assistant.
8. Ann-Kristin, Lara and Dariusz all have sport and their apprenticeships in common.

2

Lösung:

1e (RT), 2l (SB), 3c (RT), 4a (SB), 5d (RT), 6h (SB), 7i (RT), 8k (SB), 9b (RT), 10j (SB), 11g (RT), 12f (AW)

3 ☉☉

Lösung:

Individuelle S-Beiträge.

△ **Differenzierung**

Leistungsschwächeren SuS können die folgenden Satzanfänge vorgegeben werden:

- I work as a ... at ...
- My company was founded in ... and has about ... employees.
- My main tasks are ...
- I start work at ... and finish at ...
- I've been with the company since ...
- I like my job because ...

4

Lösungsvorschlag:

flight	schedule?	on time?	food?
weather	sunny?	rainy?	time of year
hobbies	free time	photography	music
sports	participate?	favourite?	athletes?
forms of entertainment	movies	surfing the internet	concerts

5 

Lösung:

Individuelle S-Beiträge.

6

Lösung:

1c, 2f, 3i, 4h, 5j, 6a, 7b, 8d, 9e, 10g

7

Lösungsvorschlag:

1. Could you repeat your name, please?
2. What sights do you recommend I see?
3. Do you fly often?
4. How about you?
5. Have you ever been there?
6. Can you suggest a good place to eat?
7. Do you know whether they offer an airport shuttle service?
8. Are you familiar with our branch?
9. I can't think of a better partnership, can you?
10. Is it always this nice here?

8  ▲

Lösungsvorschlag:

1. Good morning.
2. My name is ... And you?
3. They have done a fantastic job of organizing this event, haven't they?
4. I am doing an apprenticeship as a bank clerk/as an insurance clerk and at the moment I am working in the insurance department. What do you do?
5. My city is located near a river, so I often go on my inline skates along the riverbank after work. Do you have any hobbies?

6. I think we should keep in touch, in case you are ever in my town. I would happy to show you around. May I give you my card?
7. Oh hi! How are you? Have you met ...? ..., may I introduce you to ...?

△ **Differenzierung**

Für leistungsschwächere SuS können die folgenden Satzanfänge vorgegeben werden:

- Good morning, my name is ...
- I think this event is interesting because ...
- I work as a ... at ...
- I've been with the company since ...
- I live in ... but I was born in ...
- Let me give you my card so that we ...
- Have you met ...
- Let me introduce you to ...

▲ **Differenzierung**

Die SuS führen ein Gespräch anhand der Stichpunkte im Schülerbuch. Leistungsstärkere SuS können zusätzliche Elemente einführen, ggf. unter Zuhilfenahme der *Phrases: Introducing yourself.*

B | Talking about work

1

Lösungsvorschlag:

- The place I work at looks similar to picture 2. Many of us trainees work together in an open plan office, similar to the one in the picture.
- My daily work changes all the time because I am a trainee. I work in different departments so that I can have a go at different activities. I have done everything shown in the pictures. I have talked on the phone with colleagues and customers, I have done filing and bookkeeping work at my desk, I have participated in face to face conversations with customers, and I have met with my colleagues at work and at school to discuss our traineeships.

2  **A1.6**

Lösungsvorschlag:

- atrium – transactions when the branch is closed, for example at the ATM or statement printer
- front area/customer service tellers – paying out money, making deposits and filling in slips, setting up direct debits, standing orders and bank transfers
- customer service officer – check in for appointments, informing advisor of client's arrival, handling general enquiries
- financial advising – capital investment advice
- insurance department – selling insurance policies

- loan department – helping people to take out / apply for a loan
- corporate customer department – advising and assisting business clients
- investment department – not described in detail, part of “asset management”
- legal department – not described in detail, part of “asset management”
- administrative offices – not described in detail
- marketing department – not described in detail
- human resources – assessing job applicants and providing in-house training
- real estate – not described in detail

△ Differenzierung

Für leistungsschwächere SuS können die Abteilungen vorgegeben werden.

3 ☉ A1.6

Lösungsvorschlag:

Common banking tasks

- paying out money, making deposits and filling in slips, setting up direct debits, standing orders and bank transfers
- check in for appointments, informing advisor of client's arrival, handling general enquiries
- capital investment advice
- helping people to take out/apply for a loan
- advising and assisting business clients
- assessing job applicants and providing in-house training

Common insurance tasks

- check in for appointments, informing advisor of client's arrival, handling general enquiries
- capital investment advice
- selling insurance policies
- advising and assisting business clients
- assessing job applicants and providing in-house training

△ Differenzierung

Für leistungsschwächere SuS können die Abteilungen und die Aufgaben vorgegeben werden, damit sie sie einander zuordnen können.

4

Lösungsvorschlag:

- I am doing an apprenticeship as a bank clerk/as an insurance clerk/adviser/agent at the ... bank/... insurance company.
- At the moment I am working in the insurance department/loan department /corporate customer department/investment department/legal department/administrative offices/marketing department/human resources department/real estate, etc.
- My typical day is hard to describe because my responsibilities change all the time, but ...

- I learn how to deal with financial issues/insurance policies
- If you work at the customer service counter you are also responsible for the statement printer
- As a bank clerk/insurance clerk you really have to do a lot of filing.
- During the last three weeks I have been helping/ advising customers/clients in our call centre
- I assist our customers/clients when they have problems operating the ATM/using their EC-card/ online banking/understanding their policies
- The work in the claims department is very interesting, but I do have to check a lot of records.
- I enjoy working with customers /clients/working with my colleagues/meeting new people, etc.

5

Lösung:

1. I have been doing
2. became
3. have been working
4. was caught by/has been caught by
5. have been entering
6. announced
7. for
8. has been training since last month

6

Lösungsvorschlag:

1. Ich mache seit letzten August eine Ausbildung zum Versicherungskaufmann/-frau bei Milestones Insurance.
2. Ich wurde 2011 zugelassen, um Versicherungen zu verkaufen.
3. Sie arbeiten seit 20 Minuten an dem Kreditantragsformular.
4. Der Hacker, der unsere online Bankendienste angegriffen hat, ist durch unsere Sicherheitsprogramme entdeckt worden.
5. Seit heute früh gebe ich Daten in unser EDV-System ein.
6. Als mein Chef den Systemfehler bekannt gab, war mir (noch) kein Problem bekannt.
7. Seit drei Wochen berate ich unsere Kunden an unserer telefonischen Hotline.
8. Seit letzten Monat mache ich eine Ausbildung, um neue Kontoinhaber zu den TAN-Generatoren zu beraten.

7

Lösungsvorschlag:

1. training programme
2. bank business management assistant
3. insurance business management assistant
4. loan adviser
5. customer service officer
6. investment consultant
7. investment bank

8 KMK II

Lösungsvorschlag:

Insurance and financial service brokers primarily work for insurance companies or operate as self-employed insurance agents or brokers. They are also active in industry and trade businesses, in banks or other service-related companies. Insurance and financial service brokers advise and supervise private and commercial customers in hedging, and financing of real estate. Specifically, insurance and financial service brokers can be employed by insurance companies, insurance brokers, insurance intermediaries, banks and mutual savings banks, asset management companies, and financial consultancies, among others.

The typical training duration is 3 years. In the third year, students must decide whether to specialize on the insurance industry or financial services.

A specialization in insurance will usually result in a purely administrative job within an insurance agency (e.g. claims and performance management). A specialization in financial services will usually result in a career which is more towards customer service, and selling insurance or other financial products.

C | Receiving visitors from abroad

1

Lösungsvorschlag:

1. They will stay for two days.
2. The delegation is interested in using Milestones Bank for European investment projects and wants to discuss future financial transactions between Germany and the UAE, which will require documentary collection, letters of credit and bank guarantees.
3. Andreas Schneider.
4. Mr Al Siddaq and Mr Nizwa.
5. She wants Andreas/Marc to contact the Chamber of Commerce and find out the “dos and don’ts” when dealing with people from the UAE.
6. She said that she wants to avoid cultural errors, and that is necessary when dealing with different cultures for the first time. She is probably interested in making a good impression so that the delegation will continue to use *Milestones Bank* in the future, and form a good business relationship for the long term. She doesn’t want to lose the potential new business simply due to reasons of cultural misunderstandings.

2

Lösungsvorschlag:

Agenda proposal

October 23

- 08:45 Meet and greet delegation at airport.
- 09:30 Arrive at branch. Tour of the branch, meet management team.
- 10:00 Conference room: presentation of bank history, facts and figures, product and service range, references.
- 12:00 Lunch at traditional, local restaurant. Special meal of beef sausage, sauerkraut, potatoes with quark and non-alcoholic beer.
- 13:30 Walk by the river, drive to look-out point.
- 14:00 Conference room: discuss client specific requirements, references, previous credit history.
- 15:00 Refreshments: iced coffee and local baked goods.
- 15:15 Proposals for matching bank products and services with client needs. Discuss possible currency fluctuation security measures, procedures for documentary collection, fees and interest rates.
- 16:30 Drive into old city for walking tour and tour a traditional *Brauhaus*.
- 18:00 Visit fairground (*Oktoberfest!*) or free evening.

October 24

09:00

Hotel pick-up

Drive through river valley. Visit vineyards, lunch (*Bachforelle*, *Apfelschorle*) at medieval castle. Castle and dungeon tour, souvenir shop.

Afternoon:

Visit technical production facilities of two major clients in industrial sector: automobile production facility, wind turbine manufacturer with global exports

Evening:

Classical music concert in the Konzerthaus (*Bach*).

Evening drink at Sarah’s VIP Teehaus.

Differenzierung

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