

F | Translation

EFTPOS, Electronic Funds Transfer Point of Sale, steht für eine Technologie, die es Einzelhändlern ermöglicht, das Bankkonto des Kunden über eine Debitkarte/EC/Maestro-Karte direkt zu belasten. Die Debitkarte/EC/Maestro-Karte wird wie eine Kreditkarte durch ein Lesegerät gezogen. Der Kunde muss dann seine PIN Nummer eingeben, die in der Regel nach Eingabe des zu zahlenden Betrags in das EFTPOS Terminal abgefragt wird.

Der Einsatz von EFTPOS bietet sowohl dem Einzelhändler als auch dem Kunden viele Vorteile. Der Einzelhändler wird 'sofort' bezahlt ohne Bargeld entgegennehmen zu müssen. Obwohl Bargeld Kreditkarten, die mit zusätzlichen Gebühren verbunden sind, oder Schecks, die platzen können, vorzuziehen ist, gibt es bei der Abwicklung großer Bargeldmengen viele Sicherheitsprobleme. Bargeld muss vom Kassierer beim Kassiervorgang manuell gezahlt werden, bei der Kassenaufnahme nochmals nachgezahlt werden und schließlich von einem Sicherheitsunternehmen abgeholt oder persönlich eingezahlt werden. Mit EFTPOS wird das Geld direkt auf das Konto des Händlers überwiesen.

Auch für den Kunden bringt EFTPOS Dank seiner Einfachheit und Bequemlichkeit Vorteile, da es praktisch und bequem ist. Käufer brauchen nicht länger Bargeld, Kreditkarte oder Scheckbuch, um etwas zu kaufen. Das ist besonders bei ungeplanten oder Spontankäufen sehr praktisch.

Unit 10 | Credit enquiries

A | Word tiles

1. creditworthiness
2. bureau
3. assess
4. prospective
5. numerous
6. confidential
7. reciprocate
8. request
9. questionnaire
10. compile

B | Matching verbs and nouns

1. c (a auch möglich)
2. d
3. b
4. a
5. f
6. e

C | Detailed credit enquiry

1. confidential
2. reference
3. dealings
4. credit
5. value
6. treated
7. confidence
8. assistance

D | Giving credit information

inform | dealings | satisfactory | met | punctually | sound | mentioned | on | expect | confidentially

E | Payment in international trade

1	Countries	Risks	Opportunities	Payment terms suggested
	Poland, Hungary, Czech Republic	not very high	stable economic and political situation, EU member states	20% down payment, remainder is due within 30 days from receipt of invoice
	Baltic States	no experience in the market, strong competition	enormous potential, EU-funded infrastructure projects, strong residential building, low mortgage loans, investment programme for environmentally-friendly insulation material	open account terms not generally possible
	Belarus, Ukraine	political and economic conditions relatively unstable	currently no considerable business potential	payment in advance, letter of credit

2 Lösungsvorschlag:

Since we have so far not done any business in the three Baltic States – Estonia, Latvia and Lithuania – the economic situation in these countries should be analysed thoroughly before determining our terms of business for these markets.

The main assets of the Baltic States are their favourable geographical location, their qualified workforce and excellent infrastructure. They have mastered the economic crisis in 2007 quite well and the construction industry is recovering. Although all three countries offer enormous potential, there are nevertheless some differences that should be taken into account:

Estonia has emerged from the economic crisis and there is growing interest from foreign investors as a result of the country's joining the euro. There is a lack of high-quality office space and the retail

sector is constructing, or planning to construct, a number of major projects. Overall, the construction industry is expected to grow by 5.83 % over the forecast period (2012–2017) and will offer considerable opportunities in the field of non-residential building construction.

Lithuania's decline in the construction industry was slower than in the other Baltic States during the review period (2008–2012), thanks largely to infrastructure investment, and is expected to grow by 3.52 % over the forecast period, so that there may also be some opportunities.

Latvia suffered a deep recession during the period under review and its construction industry contracted dramatically. However, the residential construction market has started to recover and the building industry is expected to grow at a rate of 5.21% over the forecast period.

All in all it can be said that the construction industry will continue to recover and grow. Considerable investments will be made by national governments but also by organisations from abroad. To benefit from this trend our terms should not be too restrictive. At the same time the financial standing of buyers as well as trade and bank references should be considered.

Unit 11 | Delivery

A | Anagram

- | | |
|------------|------------------|
| 1. concept | 6. community |
| 2. abolish | 7. respective |
| 3. invoice | 8. supplier |
| 4. qualify | 9. shipment |
| 5. replace | 10. introduction |

B | Confusing terms in transport

1. e
2. d
3. b
4. a
5. c

1. collection/dispatch
2. shipment
3. delivery
4. dispatch
5. dispatch/delivery
6. transport/delivery
7. shipment
8. transport
9. dispatch
10. shipment