

Titel: Customer request		<input checked="" type="checkbox"/> Testaufgabe
		<input checked="" type="checkbox"/> Unterrichtsaufgabe
Themengebiet: Shopping		
Fertigkeit: Listening	Niveau: A2	Aufgabenformat: <input type="checkbox"/> multiple choice <input checked="" type="checkbox"/> true/false/not given <input type="checkbox"/> matching <input checked="" type="checkbox"/> short answer question <input type="checkbox"/> (table) completion <input type="checkbox"/> gap-filling
Standardbezug/GeR: Kann Wendungen und Wörter verstehen, wenn es um Dinge ganz unmittelbarer Bedeutung geht (z.B. ... Einkaufen ...).		
Organisationsform: <input checked="" type="checkbox"/> Einzelarbeit <input type="checkbox"/> Partnerarbeit <input type="checkbox"/> Gruppenarbeit		
Zeitaufwand: 5-10 Minuten		
Materialien/Medien: task sheet / CD		
Hinweise: Als Testaufgabe Hörtext nur 1x präsentieren; als Unterrichtsaufgabe ist mehrmaliges Hören möglich.		
Varianten / Weiterarbeit:		

Die Beispielaufgabe stammt aus dem niedersächsischen Band *Materialien für kompetenzorientierten Unterricht im Sekundarbereich I – Englisch*, online unter: http://www.nibis.de/nli1/gohrgs/materialien/englisch_sekl/uebersicht_engl_h.htm

Customer request

Read the following questions.

Listen to the recording and answer the questions using 1-4 words/numbers.

You will hear the recording twice.

There is an example (0).

0	When was the customer given the briefcase?	<i>last week</i>
1	Why doesn't the customer want the briefcase? Give one reason.	
2	Why was the customer given the briefcase?	
3	What does she want to have now?	
4	What colour does the customer want?	
5	Where has the customer seen something that she likes?	
6	What does the assistant want to give her?	
7	What does the customer want to do in the end?	

Alternative:

Read the following questions.

Listen to the recording and tick the correct answer.

You will hear the recording twice.

There is an example (0).

		<i>true</i>	<i>false</i>
0	The customer doesn't want her new briefcase.	x	
1	The assistant wants to give her her money back.		
2	The customer isn't sure what colour to take.		
3	She wants a bag that she can carry over her shoulder.		
4	She doesn't want a modern bag.		
5	The briefcase is more expensive than the bag in the window.		
6	The customer wants to see the assistant's boss.		
7	His boss is in.		

Key (task1):

0. When was the customer given the briefcase?
last week
1. Why doesn't the customer want the briefcase?
doesn't like it/need it
2. Why was she given the briefcase?
birthday present
3. What does she want to have now?
A smaller handbag
4. What colour bag does the customer want?
black
5. Where has the customer seen a bag that she likes?
in the window
6. What does the assistant want to give her?
a new, modern/ fashionable handbag
7. What does the customer want to do in the end?
talk to the manager

Key (task2):

- | | |
|------|------|
| 1: F | 5: T |
| 2: T | 6: T |
| 3: T | 7: T |
| 4: T | |

Source:

Listening input (shortened): http://esl.about.com/library/listening/bllis_customer1.htm
(adapted)