

**ŽUPANIJSKO NATJECANJE U ZNANJU ENGLESKOG
JEZIKA
za 2. razrede srednjih škola**

SLUŠANJE S RAZUMIJEVANJEM

Good morning. May I have your attention, please? The listening part of the test will start now. Open your tests to page 2. As you can see, the listening task and questions are on this page.

You will hear a recording about Japanese Department Stores.

You will hear the recording twice. There will be a short pause between the two listenings.

You can write your answers during both the first and second listening.

For questions 1- 10, complete the sentences using no more than one word or a number for each gap. You will hear the exact words or numbers that you need to use. You do not need to change them. The answers will occur in the same order as the questions.

While you are listening, write your answers on the task itself. You may cross out your answers, change them, make notes or underline words if you wish.

After the second listening, you will have 1 minute to check your answers and transfer your final answers to the separate Answer Sheet. You must do this carefully and clearly, and you must not change what you write on your Final Answer Sheet in any way.

Now, let's begin. You have 30 seconds to read through the questions.

(30 seconds)

Now you will hear the recording.

Japanese Department Stores

I've travelled quite extensively and one country whose stores are truly unique is Japan. Every country has its department stores—by and large, they are luxurious and cater for the rich, like Harrods in London or Bloomingdales in New York; others are more downmarket.

Japan's Mitsukoshi, its best store, is definitely upmarket—they have fourteen branches and forty other associated stores in Japan, with seven overseas, including a small one in London. Now in a Japanese department store, they don't really try to sell you the things you need every day, like in a supermarket, but rather offer you theatre, cinema, even classrooms for concerts and lectures. You'll never say 'so much for their amenities' as, besides rooms for cultural events and all kinds of classes, there are even crèche facilities called 'dream rooms for resting babies', and for older children, they've got video rooms while you're doing your shopping.

Mitsukoshi is supposed to be the top store, but in fact, all the big department stores have very similar kind of services. Most of them have some kind of exhibition space, and in the basement, there is a food department with hundreds of separate counters, selling everything from fresh fish to cream cakes. The upper area of the building has several floors with a lot of international restaurants, and in the summer you can go up to the roof and enjoy being in a beer garden, and just sit in the open air with a view of the city.

When you walk in the main entrance, you can pick up a store directory and brochure in English, and they have a whole section of the staff whose only duty is to welcome the customers when the store opens in the morning at 10:00 a.m. Then, when it closes at 7 o'clock, they say goodbye to everybody as well. It's common for stores to work 10 to 7, and they're all open six days a week. Oddly, it's usually Tuesday when they're closed, although the stores in the same district sometimes close on different days such as Wednesday or Thursday. Also, it is curious when you go in the lift; usually it's a young female operator, dressed in a uniform with a little hat and donning these immaculate white gloves, who announces what's on each floor.

Some stores might persuade customers that they have a distinctive image by having assistants wear badges that say 'Flower Arranger' or 'Veteran Golfer' to show what they're interested in, so that customers can relate to them as people rather than just shop assistants. Or at another store, employees all wear very bright yellow fluorescent shirts, so it's easy to pick out who's the assistant and who's the customer.

The stores in Japan don't try to undercut each other, but rather they try to give better service, competing on the total quality and how much of a pleasure it is to actually go to their store. They also compete on the range of things they have to buy there, as all the stores are full of the latest gadgets, fashions, and in particular, accessories from all over the world. So, there's not a lack of customer loyalty, as it's really one of the most important values in Japanese culture—if your customers are happy, they'll keep coming back.

(Count silently to 5 and then say the following :)

You will now hear the recording again.

(After the second reading, say the following)

You now have 1 minute to check your answers and copy them onto the Answer Sheet.

(After 1 minute—then say the following:)

This is the end of the listening task. You may now go on to do the other parts of the test.

Task 1: LISTENING COMPREHENSION

Task 1: Japanese Department Stores

You will hear a recording about Japanese Department Stores. Listen carefully to the instructions. For questions 1- 10, complete the sentences using no more than one word or a number for each gap. You will hear the words or numbers that you need to use. You do not need to change them. The answers will occur in the same order as the questions. You will hear the recording twice.

The task begins with an example (0).

After you hear the recording for the second time, you have 1 minute to check your answers and transfer them to the separate Answer Sheet.

- (0) From her travels, the speaker says that Japan has exceptionally unique stores.
- (1) Many department stores are _____, whereas others are less prestigious.
- (2) Besides their main store, Mitsukoshi has _____ affiliated firms nationwide.
- (3) She says you'll never be disappointed with the department stores' _____.
- (4) The speaker notes that almost all big department stores have an _____ area.
- (5) She thinks it's peculiar their department stores are normally closed on _____.
- (6) Employees running the lifts always wear uniforms and _____ white gloves.
- (7) She says it's the bright yellow _____ shirts of staff that distinguish some stores.
- (8) She notes that it is the amount of _____ the customer experiences that's vital.
- (9) The stores offer a wide variety of international items, especially _____.
- (10) Japanese stores retain customer _____ by keeping them satisfied.

(10 points)

Key

TASK 1 – LISTENING COMPREHENSION	
1	luxurious
2	40/forty
3	amenities
4	exhibition
5	Tuesday¹
6	immaculate
7	fluorescent
8	pleasure
9	accessories
10	loyalty

¹ Answer must be capitalised.