



National  
Qualifications  
EXEMPLAR PAPER ONLY

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**EP21/H/11**

**German  
Reading**

Date — Not applicable

Duration — 1 hour and 40 minutes

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**Total marks — 30**

Attempt ALL questions.

Write your answers clearly, in **English**, in the Reading Answer Booklet provided. In the answer booklet you must clearly identify the question number you are attempting.

You may use a German dictionary.

Use **blue** or **black** ink.

There is a separate question and answer booklet for Directed Writing. You must complete your answer for Directed Writing in the question and answer booklet for Directed Writing.

Before leaving the examination room you must give your Reading answer booklet and your Directed Writing question and answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



\* E P 2 1 H 1 1 \*

Total marks — 30

Attempt ALL questions

Read the whole article carefully and then answer, in English, ALL the questions that follow.

Christine Siefer is working during the main tourist season on the small East Friesian island of Juist, where no cars are allowed.

### Hinter den Kulissen des Tourismus

Es ist ein typischer Sommertag auf der Ferieninsel Juist. Die Urlauber sitzen vor dem Café Kunststück in der Sonne. Familien kommen vom Strand und Eltern kaufen ihren Kindern ein Eis. Und mittendrin bin ich — als Kellnerin auf einer der schönsten deutschen Ferieninseln.

- 5 Die Insel Juist ist nur 17 Kilometer lang und wenige hundert Meter breit. Die meisten Inselbewohner sind Restaurant — oder Hotelbesitzer, die für den Rest des Jahres von den Einnahmen der Sommermonate leben, denn außerhalb der Touristensaison gibt es hier nicht viel Arbeit. Die Kinder müssen auf dem Festland aufs Gymnasium gehen, und die medizinische Versorgung hängt im Notfall von einem Hubschrauber ab.
- 10 Schon nach wenigen Tagen habe ich mich auf Juist heimisch gefühlt und war sehr daran interessiert, hinter die Kulissen der Traumwelt Tourismus schauen zu dürfen. Ich habe ein Zimmer in einem Haus, wo viele andere Saisonarbeiter und Aushilfskräfte wohnen: polnische Zimmermädchen, dänische Küchenhilfen und holländische Animateure. Sie sind der Grund dafür, dass Juist als Urlaubsort funktioniert und die Insel in der Hochsaison mit den vielen Urlaubern nicht überfordert ist.

Aber das alles interessiert die Touristen nicht. Ihr Ziel ist die Erholung und Entspannung vom stressigen Arbeitsalltag auf dem Festland und vom Verkehr der Großstädte — und Juist ist dafür ideal, weil auf der Insel kein einziges Auto fahren darf. Außerdem gibt es in Juist traumhafte Sandstrände und frische Meerluft von der Nordsee.

- 20 Meine erste Woche im Café Kunststück ist mir sehr schwer gefallen. Ich war die einzige Aushilfskraft und musste in kurzer Zeit viele neue Dinge lernen. Ein bislang fremdes Gefühl kam in mir auf: Einsamkeit. Glücklicherweise kam bald eine zweite Aushilfe im gleichen Alter dazu und ich fand schnell heraus, dass viele Jugendliche vom Festland hier auf der Insel arbeiten. Schnell hatte ich neue Freunde gefunden und so lernte selbst ein Partymuffel wie ich das
- 25 Nachtleben der Insel kennen. Beim Ausgehen am Abend hat es mich sehr überrascht, dass die Inselbewohner die gleichen Bars und Kneipen besuchen wie die Urlauber. Dort treffen sich dann alle — Bewohner, Besucher und Aushilfskräfte.

Am Anfang der Ferien hatte das Café täglich zwölf Stunden geöffnet. Von einem Tag auf den anderen war die Insel plötzlich rappellvoll. Fahrräder, Koffer und Pferdekutschen — wohin das

30 Auge blickte. Wenn es dann plötzlich einen Regenschauer gibt, wird das Café zum Zufluchtsort Nummer eins. Für uns bedeutet das Hektik: Bestellungen aufnehmen und servieren, das Geschirr in der Küche abwaschen und nebenbei Geschenke aus dem Souvenirladen einpacken. Abends bin ich dann todmüde ins Bett gefallen.

- Obwohl ich jetzt ein Tablett in der einen und den Kuchenteller in der anderen Hand
- 35 transportieren kann, sind mir in den ersten Wochen im Café manchmal die Tassen und Gläser vom Tablett gefallen. Doch Fehler, die die Gäste betrafen, waren mir viel peinlicher: Ich wollte an einem Tisch kassieren, habe aber nicht auf die Rechnung geschaut. Die Dame stellte sachlich fest, dass sie keine elf Biere getrunken hat und hielt mir den Bon unter die Nase. Ich hatte die Tischnummer verwechselt! Nach diesem Vorfall habe ich mir bei jeder Bestellung die
- 40 Tischnummer aufgeschrieben.

Sehr anstrengend war der Tag, an dem abends eine Rockband im Park vor dem Café auftrat. Die gesamte Insel kam und unsere Sitzplätze waren sehr begehrt. Eine Stunde nach Feierabend servierten wir weiter, aber die meisten Konzertbesucher hatten wenig Verständnis dafür, dass wir

endlich schließen wollten. Viele Urlauber verstehen nicht, dass sich eine Servicekraft nach  
45 zwölfstündigem Arbeitstag auch erholen muss.

Dennoch: Gerade den Kontakt mit Gästen nehme ich als die schönste Erfahrung mit nach Hause.  
Es ist ein unglaublich gutes Gefühl, wenn Familien immer wieder ins Café kommen und ich ihre  
Bestellungen nach einiger Zeit schon erraten kann und wir uns nett unterhalten. Diese positiven  
50 Begegnungen helfen mir, auch den Feriengast freundlich zu bedienen, der keine zehn Minuten  
auf seinen Kaffee warten kann. Ich werde nie verstehen, wie man zwischen Strand und  
Luxushotel so einen Stress aufbauen kann!

MARKS

## Questions

Re-read lines 1–9

1. What do people do on a typical summer's day on the Isle of Juist? State any **two** things. 2
2. Christine describes the character of the island.
  - (a) The summer months are important for Juist inhabitants. Why is this? State **three** things. 3
  - (b) Juist is a small island. In what way does this affect everyday life? State any **one** thing. 1

Re-read lines 10–19

3. Christine provides an insight into the lives of seasonal workers in the island of Juist.
  - (a) Christine talks about her accommodation. What does she say? State **two** things. 2
  - (b) According to Christine, why are seasonal workers important for Juist? State any **one** thing. 1
  - (c) What features of Juist help holiday makers to relax and unwind? Give any **two** details. 2

Re-read lines 20–27

4. Christine talks about her first week in Café Kunststück.
  - (a) Why did she find the first week hard? Give any **two** details. 2
  - (b) In what ways did things change for Christine at the end of the week? State any **two** things. 2

Re-read lines 28–40

5. Christine describes her work experience in the café. In what way has she improved her skills? Give any **one** detail.

1

Re-read lines 41–51

6. Christine complains about the people who attended the concert in the park outside the café. Why is this? State **one** thing.

1

7. Christine summarises her experience with customers in Café Kunststück.

What gives Christine a really good feeling, when families keep coming back to the café? State any **one** thing.

1

8. Now consider the article as a whole. Does the writer give a positive or a negative view of seasonal work in a tourist resort? Give reasons for your answer with reference to the text.

2

9. Translate the underlined section into English:

“Wenn es dann plötzlich ..... ins Bett gefallen.” (*lines 30–33*)

10

[END OF EXEMPLAR QUESTION PAPER]

*Copyright acknowledgement*

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**EP21/H/11**

**German  
Reading**

## Marking Instructions

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## General Marking Principles for Higher German Reading

*This information is provided to help you understand the general principles you must apply when marking candidate responses to questions in this paper. These principles must be read in conjunction with the detailed Marking Instructions, which identify the key features required in candidate responses.*

- (a) Marks for each candidate response must **always** be assigned in line with these general marking principles and the detailed Marking Instructions for this assessment.
- (b) Marking should always be positive. This means that, for each candidate response, marks are accumulated for the demonstration of relevant skills, knowledge and understanding: they are not deducted from a maximum on the basis of errors or omissions.
- (c) Award a mark to each answer. Marks are not transferable between questions.
- (d) The marks available in this paper are as follows:
  - i) Questions 1-7 require candidates to provide answers based on comprehension of information from the text. The marks available for each question range between 1-3 marks.
  - ii) Question 8 is the overall purpose question. For this question candidates must draw meaning from their overall understanding of the text. There is a maximum of 2 marks available for reference to the text and detailed comment. 1 mark is given for reference to the text and basic comment. 0 marks will be given where candidates show little or no understanding of the overall purpose of the text.
  - iii) Question 9 is the translation. For this question candidates must translate the underlined section of the text. The section for translation will be divided into 5 sense units. For each sense unit, 2, 1 or 0 marks will be awarded: 2 marks for a full translation, 1 for partial translation, and 0 for an unsuccessful attempt.
- (e) For questions that ask candidates to ‘state’ or ‘give’, candidates must give a brief, accurate response/name.
- (f) We use the term “or any other acceptable answer” to allow for the possible variation in candidate responses. Credit should be given according to the accuracy and relevance of candidate’s answers. Candidates may be awarded marks where the answer is accurate but expressed in their own words.
- (g) For live reading Marking Instructions, there will be a process of illustrating other acceptable answers.

## Marking Instructions: Reading

Question		Expected answer(s)	Max mark	Additional guidance
1		<ul style="list-style-type: none"> <li>• holiday makers sit/are sitting outside/in front of the café</li> <li>• families come/are coming from the beach</li> <li>• parents buy/are buying (their) children an ice-cream</li> </ul> <p><i>Any two points from the above three for 2 marks</i></p>	2	<p>Markers should use their professional judgement, subject knowledge and experience, and understanding to award marks to candidates' responses.</p> <p>Markers should ignore extraneous material that does not contradict the answer</p>
2	a	<ul style="list-style-type: none"> <li>• most of the inhabitants are restaurant or hotel owners</li> <li>• the summer months' income has to last for the rest of the year/they live off the income of the summer months for the rest of the year</li> <li>• outside the tourist season there is not much work</li> </ul>	3	
2	b	<ul style="list-style-type: none"> <li>• children must attend grammar school on the mainland</li> <li>• medical provision/care in an emergency depends on a helicopter</li> </ul> <p><i>Any one point from the above two for 1 mark</i></p>	1	
3	a	<ul style="list-style-type: none"> <li>• she has a room in a house</li> <li>• she lives together with other seasonal workers/staff</li> </ul>	2	



Question		Expected answer(s)	Max mark	Additional guidance
3	b	<ul style="list-style-type: none"> <li>• they are the reason why Juist functions/runs well as a holiday resort</li> <li>• they are the reason why Juist/the island is able to cope with the many holiday makers/tourists during peak season</li> </ul> <p><i>Any one point from the above two for 1 mark</i></p>	1	
3	c	<ul style="list-style-type: none"> <li>• Juist is a car-free island/there are no cars on the Isle of Juist</li> <li>• Juist has dream-like sandy beaches</li> <li>• Juist has fresh air from the North Sea/fresh North Sea air</li> </ul> <p><i>Any two points from the above three for 2 marks</i></p>	2	
4	a	<ul style="list-style-type: none"> <li>• she was the only seasonal worker</li> <li>• she had to learn many new things (in a short space of time)</li> <li>• she felt lonely/loneliness came to her</li> </ul> <p><i>Any two points from the above three for 2 marks</i></p>	2	

Question		Expected answer(s)	Max mark	Additional guidance
4	b	<ul style="list-style-type: none"> <li>• another seasonal worker/staff (the same age as Christine) came to the café</li> <li>• she made new friends fast</li> <li>• she got to know the nightlife of the island</li> </ul> <p><i>Any two points from the above three for 2 marks</i></p>	2	
5		<ul style="list-style-type: none"> <li>• she used to drop cups/glasses in the first weeks - now she can transport a tray in one hand and a cake plate in the other</li> <li>• she mixed up table numbers - she has written them down ever since</li> </ul> <p><i>Any one point from the above three for 1 mark</i></p>	1	
6		<ul style="list-style-type: none"> <li>• the people did not understand that staff need to relax/have a break after a twelve hour shift/day/ people showed little understanding when the café closed (one hour after its normal closing time)</li> </ul>	1	
7		<ul style="list-style-type: none"> <li>• she can guess their order/what they will order</li> <li>• she has nice conversations with them</li> </ul> <p><i>Any one point from the above two for 1 mark</i></p>	1	

Question		Expected answer(s)	Max mark	Additional guidance								
8		<p>Outline of possible answers:</p> <ul style="list-style-type: none"> <li>the writer gives a positive view of seasonal work in a tourist resort: beautiful location (sand, sea, sun), meeting new people (tourists, other seasonal workers, people from other countries such as Holland, Denmark and Poland), learning new skills (serving in a café) and improving those skills, contact with people is the most wonderful experience Christine takes home with her</li> <li>the writer gives a negative view of seasonal work in a tourist resort: long hours, hectic and busy working days, difficult customers</li> <li>the writer presents a balanced view of seasonal work in a tourist resort, with some positive and negative arguments mentioned: beautiful location and meeting new people versus long hours and difficult customers</li> </ul>	2	<p>Markers must apply the following guidance in addition to the suggested Marking Instruction for this question:</p> <table border="1"> <thead> <tr> <th>Marks</th> <th>Commentary</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>The candidate provides a clear answer, with justification that shows an accurate reading of the text. The answer clearly relates to the advice given in these marking instructions.</td> </tr> <tr> <td>1</td> <td>The candidate provides an answer that may contain some degree of misreading, but that offers evidence of some justification.</td> </tr> <tr> <td>0</td> <td>The candidate's answer provides information to be found in the text by simply re-stating answers to previous questions.</td> </tr> </tbody> </table>	Marks	Commentary	2	The candidate provides a clear answer, with justification that shows an accurate reading of the text. The answer clearly relates to the advice given in these marking instructions.	1	The candidate provides an answer that may contain some degree of misreading, but that offers evidence of some justification.	0	The candidate's answer provides information to be found in the text by simply re-stating answers to previous questions.
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0	The candidate's answer provides information to be found in the text by simply re-stating answers to previous questions.											

Question		Expected answer(s)	Max mark	Additional guidance
9		<ul style="list-style-type: none"> <li>• Wenn es dann plötzlich einen Regenschauer gibt,</li> <li>• <b>Whenever there is sudden a rain shower,</b></li> </ul>	2	<p>The translation into English is allocated 10 marks. The text for translation will be divided into a number of sense units. Each sense unit is worth 2 marks, which will be awarded according to the quality and accuracy of the translation into English. In assessing the candidate's performance, the descriptions detailed below will be used. Each sense unit will be awarded one of the marks shown.</p> <p><b>2 - Good:</b> Essential information and relevant details are understood and conveyed clearly and accurately, with appropriate use of English.</p> <p><b>1 - Satisfactory:</b> Essential information is understood and conveyed clearly and comprehensibly, although some of the details may be translated in an imprecise or inaccurate manner. The key message is conveyed in spite of inaccuracies and weaknesses in the use of English.</p> <p><b>0 - Unsatisfactory:</b> The candidate fails to demonstrate sufficient understanding of the essential information.</p>
		<ul style="list-style-type: none"> <li>• wird das Café zum Zufluchtsort Nummer eins.</li> <li>• <b>The café becomes the number one place to shelter</b></li> </ul>	2	
		<ul style="list-style-type: none"> <li>• Für uns bedeutet das hektik: Bestellungen aufnehmen und servieren,</li> <li>• <b>For us this means things get hectic: taking orders and serving,</b></li> </ul>	2	
		<ul style="list-style-type: none"> <li>• das Geschirr in der Küche abwaschen und nebenbei Geschenke aus dem Souvenirladen einpacken.</li> <li>• <b>washing the dishes in the kitchen and wrapping up presents from the souvenir shop on the side.</b></li> </ul>	2	
		<ul style="list-style-type: none"> <li>• Abends bin ich dann totmüde ins Bett gefallen.</li> <li>• <b>Dead tired, I dropped into bed in the evening.</b></li> </ul>	2	

[END OF EXEMPLAR MARKING INSTRUCTIONS]