Voorbeeldexamen MBO 2024-2025: Engels B1  
Tekstdocument

Examenduur: 90 minuten + toegestane verlenging.

Het examen bestaat uit:

- 9 teksten (5 leesteksten en 4 kijk- en luisterteksten)

- 40 vragen

Bij dit tekstdocument horen een vragendocument en een antwoordblad.

In het tekstdocument staan de 5 leesteksten.

In het vragendocument staan eerst de vragen over de leesteksten en daarna de vragen over de kijk- en luisterteksten met hyperlinks naar de betreffende fragmenten.

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# Algemene instructie

- Je mag zelf bepalen in welke volgorde je het examen maakt.

- Let op dat je alle vragen maakt. Een vraag die niet beantwoord is, is fout.

- Je kunt een fragment zo vaak afspelen als je wilt.

- De aantekeningen op kladpapier moet je na het examen inleveren of van de computer verwijderen.

- Je mag woordenboeken gebruiken.

- Na het beantwoorden van de vragen lever je het antwoordblad in of laat het printen.

# Leestekst 1. Big Bus Tours

Deze tekst hoort bij vraag 1 t/m 4.

Je loopt stage bij Big Bus Tours in Londen en krijgt een klacht binnen. Aan jou wordt gevraagd de klacht te beoordelen. Lees de brief.

1 Chapel Hill

Heswall

Bournemouth

BH1 1AA

20 October, 2017

Big Bus Tours

48 Buckingham Palace Rd.

London

SW1W ORN

Subject: Refund request

Dear Sir or Madam,

On Tuesday, 17 October, 2017, along with three friends, I purchased four tickets to tour London with Big Bus Tours. I am writing to request a full refund for the cost of the tour.

The Big Bus Tour had been advertised and sold to us by Big Bus representatives as a "24-hour tour". We boarded our first Red Line bus at Stop 23. Since we only had one afternoon remaining in London, we were disappointed to learn from the tour guide that the buses were not, in fact, running 24 hours a day as had been advertised. He explained that the buses had a reduced service after 5:00 p.m., but would be running until 7:00 p.m.

Apart from this, the bus was diverted several times for traffic issues, therefore we were stuck in the same area for over an hour. I understand that this is not the company's fault, but some update or advice from the driver about the duration of the diversion would have been nice. Instead we heard the same canned bit about the famous black taxis at least twice. Additionally, we were given an out-of-date brochure when we got on the tour, which resulted in us showing up for a walking tour an hour late. When we expressed our dismay at having been given an out-of-date brochure, the staff member we talked to said that he disliked them too.

Big Bus Tours was incredibly disappointing. Not only do we feel that we were misled by the company's advertising and representatives at stops, but we were given incorrect information by live tour guides, treated poorly by one of the bus drivers and received nearly no commentary from one of the live tour guides.

From start to finish, the tour was unsatisfactory. We did not receive the service that we had paid for and as such, I'd like to request a full refund for my party of four. Enclosed you will find the necessary receipts. I trust that you will respond to this matter promptly within the next two weeks.

Sincerely,

Jess Burgess

Enclosures: receipts

# Leestekst 2. Screentime before bedtime

Deze tekst hoort bij vraag 5 t/m 8.

Je bent steeds moe. Hoe zou dit komen? In een jongerentijdschrift kom je de volgende tekst tegen. Je leest de tekst om erachter te komen of je er iets aan hebt.

**Are you counting tweets instead of sheep?**

By David Rodriguez, teen reporter

**paragraph 1**

For Lane Tech junior Damariz Posada, Tuesday mornings start at 6 a.m. She gets ready and takes an hourlong train ride to school. Posada walks into her first period class at 8 a.m. After school, she goes to her job at the Free Street Theater and works until 7:30 p.m. Posada gets home around 8 p.m. and does homework for about four hours, on and off. She finally goes to sleep around 2 a.m. So what's going on between midnight and 2 a.m.? Posada admits she's watching movies in bed before closing her eyes. "I'm a teenager after all," she said.

**paragraph 2**

Like most teenagers, Posada has a hectic schedule. After a full day of school, work and homework, the last hours of the day - or the early morning hours - are the only time she can find to relax and do something mindless.

**paragraph 3**

If you've ever stayed up late to scroll through your Instagram, Twitter or Facebook feeds, you know the feeling. For some, bedtime is the best time to catch up with friends on social networks or watch a few episodes of a favorite series.

**paragraph 4**

In 2011, the National Sleep Foundation measured the impact of using technology before going to bed. They found that 13- to 18-year-olds were clocking lots of time in front of TV and phone screens before drifting off to sleep. Seventy-two percent reported using cell phones, 64 percent said they used music devices and 60 percent said they used a computer or laptop.

**paragraph 5**

Teenagers are also the most likely to be texting in the hour before trying to go to sleep - 56 percent of teens surveyed said they did so every night or almost every night, compared to 42 percent of 19- to 29-year-olds who reported the same behavior. "It's easier to use social networks and stuff at night because I'm not as busy then," said David Huff, a junior at King.

**paragraph 6**

Part of the dilemma can be explained by science. "As a teen hits puberty, their body clock is being naturally pushed back, so they're just not getting tired until later," said James J. Herdegen, medical director for the Sleep Science Center at University of Illinois. If teens aren't feeling sleepy until later, they might be turning to electronics to fill their time before drifting off to sleep. And while it may feel like productive time for some, sleep specialists will tell you a very different story. "If you combine the tendency to want to go to bed later with the use of electronics, then certainly that can lead to problems because you still have to go to school, and now you're being sleep deprived," Herdegen said.

**paragraph 7**

You've probably heard your parents say that you need a full eight to nine hours of sleep per night, right? Well, that's true. Your pre-bedtime routine is also a crucial factor in a good night's sleep. "Using electronics before bed can delay melatonin releases, one of our endogenous hormones that induces sleep," Herdegen added. Translation: The light coming off of your phone, laptop, iPad or TV can trick you into feeling alert and awake even if you're genuinely tired. That can lead to feeling irritable or upset.

**paragraph 8**

Going cold turkey with electronics before bedtime might not be so easy. But there's something you can do to control the light on your screens. Some tablets, like the Kindle Fire HD, have a function that can switch the black and white coloring while you're reading a book in order to put less strain on your eyes. And for those who love their computers, there are software programs such as F.lux that adjust your laptop's color temperature to make it easier on your eyes.

**paragraph 9**

As a generation that's becoming more and more dependent on electronics, it's important to know when to take a break. Checking a text or two may not hurt you, but it can be tough to draw the line. Who hasn't found themselves pulled into the black hole of YouTube after watching one innocent three-minute video?

Just remember, the minutes or hours that you tack on at the end of the day can never really be gained back. Use them wisely.

# Leestekst 3. What to think of when you plan to travel by plane

Deze tekst hoort bij vraag 9 t/m 12.

Je boekt een vliegreis met een internationale prijsvechter. Je leest deze tekst met tips en informatie.

**paragraph 1**

As airlines are crippled by ash clouds, strike action and general financial meltdown, they've had to find alternative ways of making money. Enter 'ancillary revenues', which basically means airlines charging passengers for anything they can get away with. The upshot? A raft of airlines now charges fees for putting your suitcase in the hold.

Low-cost carrier Ryanair charges £15 each way for the privilege of stowing your luggage when you pay online - rising to a whopping £35 if you pay at the airport. (Tip: If you must travel with hold baggage, always book in advance.) According to a recent survey by lastminute.com, 75% of travelers say they will travel with smaller bags in the future to avoid these fees.

**paragraph 2**

**Can you travel hand-luggage only?**

Yes you can - you just need to get clever with your packing.

First, check the hand-baggage dimensions permitted by your airline. Limits vary by airline; generally it's around 56 cm by 45 cm by 25 cm. Buy a bag that fits these dimensions and isn't too heavy. (A softer bag will be lighter and more pliable.)

Next, consider your restricted contents. For now in many destinations, liquids must still be carried in 100 ml bottles and stored in a clear plastic bag that holds no more than one liter in total, but that really is no problem - where in the world can't you buy replacement toiletries? Alternatively you can pack solid shampoo and soap bars, and remember to remove any unnecessary packaging.

Vital medicines can generally be packed in your carry-on in larger quantities if accompanied by a letter from your doctor. Sharp items are not permitted so ditch the penknife and buy a cheap kitchen knife on arrival - handy for picnic preparations/cutting ropes/prising off lids. (You can use dental floss (non-minty) to slice cheese.)

Off on a trip that requires lots of gear? Mountain climbing, camping, skiing maybe? You can still travel hand-luggage only by buying or hiring specialist kit on arrival. It's good for the local economy as well as avoiding baggage fees. If you must take your own gear, pay to store it in the hold on the outward journey, then hook up with a local good cause and donate items to schools and orphanages on the ground rather than bringing them home.

**paragraph 3**

**Fitting it all in**

Plan your packing list in advance and don't pack things 'just in case'. In this globalized world, you can buy most items at your destination. Don't take a whole library: take one book, and swap it on the way. Shoes are bulkiest - take just one pair; say, a smart, multipurpose sneaker/boot. If you need two pairs, wear the biggest on the plane and use the packed pair to stuff shorts, socks and pants inside or use the cushioned interior to protect delicate items. Wear heavy items (coat, jumper) on the plane.

Multi-purpose is key. Trousers that zip off into shorts; fleeces that can be used as pillows; sarongs that can be skirts, beach mats and shawls; sporks - all optimize your bag's weight-to-usefulness ratio. Travelwash cleans everything - hair, body, clothes, pans - while a plastic poncho is a budget waterproof that will cover you and your rucksack, and can be used as a groundsheet or makeshift shelter.

Pack clothes that are lightweight, dry quickly and match each other, to maximize your wardrobe options. Ladies, pack a pair of nice earrings, a perfume atomizer and a light scarf (also good for mosque visits/sun-shielding) for a quick dash of style. Men, buy travel shirts that don't crease and smarter-looking travel shoes that work equally well on safari or in good restaurants.

**paragraph 4**

**The science of packing**

Folding items individually into squares is the worst way to pack - it's space inefficient and increases creasing. Lay jackets, shirts, trousers and T-shirts on top of each other - in that order - alternating the thickest parts of the garment as you layer so you don't get an uneven bulge. Once piled, place a bag of socks or similar in the middle, and wrap each item round this core in turn.

# Leestekst 4. The Edinburgh food bank needs volunteers!

Deze tekst hoort bij vraag 13 t/m 16.

Tijdens je stage in Edinburgh wil je in je vrije tijd vrijwilligerswerk doen. Via de site bekijk je de mogelijkheden bij de voedselbank.

**paragraph 1**

Volunteers are the lifeblood of our food banks. Your skills could be just what we need. We have a small, dedicated team of volunteers and we are always recruiting due to increasing demand for our services. We want volunteering with us to be both enjoyable and rewarding; there are lots of ways to get involved, from meeting clients to helping in our office. Whatever role you choose, you will make a real difference to local families in crisis.

**paragraph 2**

**Some information about food banks**

Food banks provide emergency food to people in crisis. Schools, churches, businesses and individuals donate non-perishable, in date food to a food bank. Large collections often take place as part of Harvest Festival celebrations and food is also collected at supermarkets. Food banks partner with a wide range of care professionals such as doctors, health visitors, social workers and the police to identify people in crisis and issue them with a food bank voucher.

**paragraph 3**

**Starting to volunteer could not be easier**

Our current vacancies are available on our website; this is where help is needed most. If you would like to help but don't see anything that suits, or if you have skills such as IT or accountancy you would like to use, please contact Bethany, our Volunteer Manager, (volunteers@edinburghnw.foodbank.org.uk or call 0131 444 0030).

Contact the centre at which you would like to volunteer; it is great for you to visit beforehand to see how it all works (contact details and directions are available on our website). The food bank centre telephones are only turned on while the centres are open, please leave a voicemail clearly stating your name and when you would like to visit. The volunteers will not call you back; please just go along. If you would like to volunteer in our office, warehouse or at supermarket collections, please call the warehouse on 0131 444 0030.

Once you have visited the centre, the team there will get in touch with us and, if you would still like to volunteer, we will send you an application form. When your application has been processed we will inform you of the upcoming training dates. After you have attended a training course, you are ready to start volunteering!

**paragraph 4**

**Volunteering opportunities**

We are urgently seeking volunteers for various roles within the food bank; most opportunities are weekly but can be undertaken on a "job share" basis. If you are interested in any of the roles, see the volunteers section on how to find out more.

*Food bank centres*

Our food bank centres are where clients collect their food packs. General tasks include: making tea/coffee, chatting with the clients, bagging food packs and offering extra items. Team leader positions include: accessing email, carrying a set of keys and managing team members. Training will be given prior to starting the position. Full details of the various roles are available on our website.

- Team members, Rannoch: Thursdays 13:00 - 15:00 and Pilton: Fridays 10:00 - 13:00. We need team members at Rannoch (weekly) and Pilton (fortnightly).

- Delivery driver, Wednesdays 09:00 - 12:00. Could you help deliver stock to our distribution centres and pick up donations using our small Kangoo van?

*Supermarket collections*

Supermarket collections take place every four to six weeks, usually on a Saturday, so are ideal for anyone who would like to try volunteering for the first time. Tasks involved include handing out shopping lists to customers, receiving and sorting donations. There is no regular commitment with these slots, just sign up if you are available.

*Corporate volunteering*

If you are part of an organisation and would like to arrange group volunteering for you and your colleagues, we would love to have you! We have volunteer groups in mainly during Harvest and Christmas, but there are dates available throughout the year. Please email corporate@edinburghnw.foodbank.org.uk for our current group opportunities.

# Leestekst 5. 3 South Sudanese help Mooseheart win title

Deze tekst hoort bij vraag 17 t/m 20.

Op internet kom je een artikel tegen over drie Zuid-Soedanese jongens die voor een sportbeurs van Afrika naar de Verenigde Staten zijn verhuisd. Lees de tekst om erachter te komen hoe de jongens hun weg hebben gevonden in een voor hen onbekende maatschappij.

**paragraph 1**

Three years ago, three very tall South Sudanese students arrived on the 1,000-acre campus in Batavia run by Moose International for kids from unstable homes. They barely spoke English, were unclear on the concept of running water and had trouble with American food.

**paragraph 2**

They've overcome much of that and a very public eligibility dispute that led to a bylaw change in Illinois high school sports. In a Saturday afternoon game that reflected the South Sudanese students' odyssey, the Red Ramblers bolted to a 19-2 lead, fell behind by a point in the third quarter and had to push through a rugged Heyworth Hornets team to win by a score of 63-47.

**paragraph 3**

Then, the three South Sudanese students on the basketball team - 6-foot-7 Mangisto Deng, 7-foot Akim Nyang and 6-foot-9 Makur Puou - ended their playing days for Mooseheart, delivering the state championship as a belated 100-year birthday present to Moose International, which established Mooseheart in 1913.

**paragraph 4**

The drama swirling around their high school basketball exploits is done, but much continues to unfold out of public view. The guys worry about their families as their impoverished, dangerous homeland thousands of miles away descends into ethnic war that has killed nearly 10,000 and displaced hundreds of thousands, according to reports. The young men's futures in the U.S. remain uncertain.

**paragraph 5**

But by enduring those challenges over the years, Deng, Nyang and Puou have created a legacy of sorts that has to do with exemplifying stability for other Mooseheart kids desperately in need of it. A few adults may have learned from them, as well.

**paragraph 6**

One of those sat in a high corner of Peoria's Carver Arena watching the state tournament. Karah Thomas, the South Sudanese students' English language instructor, spends hours with them every school day and attends every game. Her small room has become a haven where the guys feel comfortable asking questions, an environment that has forged a very close bond. "Sometimes, they'll come to school, and you can tell that they're tired or stressed because they're worried about what's going on back home and with their families," Thomas said shortly before the championship game.

**paragraph 7**

She remembers how sizable their cultural adjustment was. A practice as basic as looking in someone's eyes when speaking to them - a sign of respect in the U.S. - is considered confrontational in South Sudan. And the food: "They've grown to love Buffalo Wild Wings, but they remain suspicious of American food and complain about the taste of fish here," Thomas said.

**paragraph 8**

The one constant is their tireless work ethic, she and others said. "They're so wise beyond their years," Thomas said. "I feel like my heart's been opened up bigger to make more room for my students. I don't know what I'm going to do when these guys leave. My heart is already breaking."

Senior Willie Nicholas, 17, who has resided at Mooseheart for 10 years, shares a room with Deng. He mentions the tussles between the state's athletic governing board, the IHSA, and Mooseheart. "Some people might dismiss the South Sudanese students as promotional pawns for Mooseheart," Nicholas said. "But, when you actually sit down and take the time to get to know them, you'll find that they're really great, funny people." Even when the IHSA had restricted the South Sudanese players to practice, the guys would be asked for autographs during halftimes of Mooseheart games. Publicly, they're effusive in expressing gratitude for Mooseheart, but they bristle at the institution's exacting discipline. They haven't seen their families in three years and communicate with them sporadically.

**paragraph 9**

It's unclear what their exact fate will be. Nyang is staying at Mooseheart for another year to gain more high school credits. Deng and Puou will graduate this spring but lack sufficient high school credits to enroll in an NCAA-affiliated school. After Saturday's win, basketball coach Ron Ahrens said Deng and Puou probably will attend a prep school or community college.

**paragraph 10**

Walking off the court, Puou said: "The last three years have been rough. We faced a lot of problems, a lot of attention, some negative stuff. This year, we came out with a different mindset. We know there are people out there saying what they're going to say. I'm not going to think about it, not going to say anything about it. I achieved the goal I set. I'm very happy."

**paragraph 11**

He still plans on returning to South Sudan after college 'because people need me down there'. His friend Deng sounded a little more amenable to staying in the U.S. The last three years have been difficult, he added, especially being away from his family. "But I'm not going to give up. I'm going to keep my head up," he said. "Today, we're done with basketball. It's education time now."

Dit is het einde van het tekstdocument.