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Store and More

Alles auf Lager. Englisch

Lösungen

3. Auflage

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Das Englischbuch „Store and More“ ist Teil der Reihe „Alles auf Lager“. In fünf Units werden wesentliche Themenschwerpunkte aus dem Berufsalltag von Fachlageristen und Fachkräften für Lagerlogistik behandelt.

„Store and More“ ist ein Lehr- und Arbeitsbuch, das den Schülerinnen und Schülern die Möglichkeit bietet, einen Großteil der Lösungen direkt in das Buch einzutragen. Diese Arbeitsweise erleichtert die Nachbereitung des Erlernten sowie die Vorbereitung auf Klassenarbeiten und Prüfungen. Die Inhalte des Buches orientieren sich am KMK-Rahmenlehrplan für die Ausbildung zur Fachlageristin bzw. zum Fachlageristen und zur Fachkraft für Lagerlogistik sowie an den bundeslandbezogenen Lehrplänen für Englisch an berufsbildenden Schulen. Berufsbezogene Texte und praxisnahe Übungen dienen als handlungsorientiertes Training für alle wichtigen Lernebenen, Hör- und Leseverstehen sowie Sprachproduktion, Interaktion und Mediation. Das spezifische Fachvokabular wird in abwechslungsreichen Aufgabenstellungen eingeführt und geübt.

Jede Unit enthält wesentliche Bestandteile, die dem Buch eine klare und verständliche Struktur verleihen:

- Grammar boxes: Die Einheiten bestehen jeweils aus einer übersichtlichen Darstellung der wichtigsten Regeln der englischen Grammatik und darauf aufbauenden Übungen mit steigendem Schwierigkeitsgrad.
- Word banks: Zum Verständnis der Hör- und Lesetexte sowie zur Bearbeitung der Übungen ist schwieriges Vokabular in übersichtlich gestalteten Kästen aufgeführt.
- Tips and skills: Wertvolle Hinweise wie *How to start a presentation* oder *Appropriate style in business correspondence* dienen der Weiterentwicklung der Methodenkompetenz und erinnern an Besonderheiten der englischen Sprache.
- Business correspondence: Alle grundlegenden Formen der Geschäftskommunikation wie *Telephoning*, *E-Mails* und *Business letters* werden der Zielgruppe angemessen behandelt.

In einem umfangreichen Anhang können die Vokabeln nach Units gegliedert oder alphabetisch geordnet schnell nachgeschlagen werden. Die von Muttersprachlern gesprochenen Hörtexte können über den Webcode im Impressum dieses Buches auf www.westermann.de abgerufen werden. Der Schwierigkeitsgrad der Texte und Übungen ist gemäß dem Gemeinsamen Europäischen Referenzrahmen für Sprachen auf der Niveaustufe A2/B1 einzuordnen.

Autoren und Verlag wünschen viel Erfolg bei der Arbeit mit dem Buch. Anregungen und Hinweise sind jederzeit willkommen.

Word List: Word Banks

Topics

1 My Business



- 1.1 Meeting People 7
- 1.2 Inside the Company 10
- 1.3 Business Correspondence 19

2 Warehouse Safety



- 2.1 Dangers at Work 30
- 2.2 Safety Issues 33
- 2.3 Health and Safety Hazards 40
- 2.4 Safety Signs and Safety Clothing 43
- 2.5 Business Correspondence 46

3 Receiving and Storing Goods



- 3.1 Receiving Goods 55
- 3.2 Registration of Goods Receipt 60
- 3.3 Storing Goods 64
- 3.4 Correct Storage 66
- 3.5 Storage Systems 68
- 3.6 Hazardous Goods 70
- 3.7 Business Correspondence 71

4 Order Picking and Packing Goods



- 4.1 Order Picking 82
- 4.2 Packing Goods 87
- 4.3 Business Correspondence 99

5 Transport and Logistics



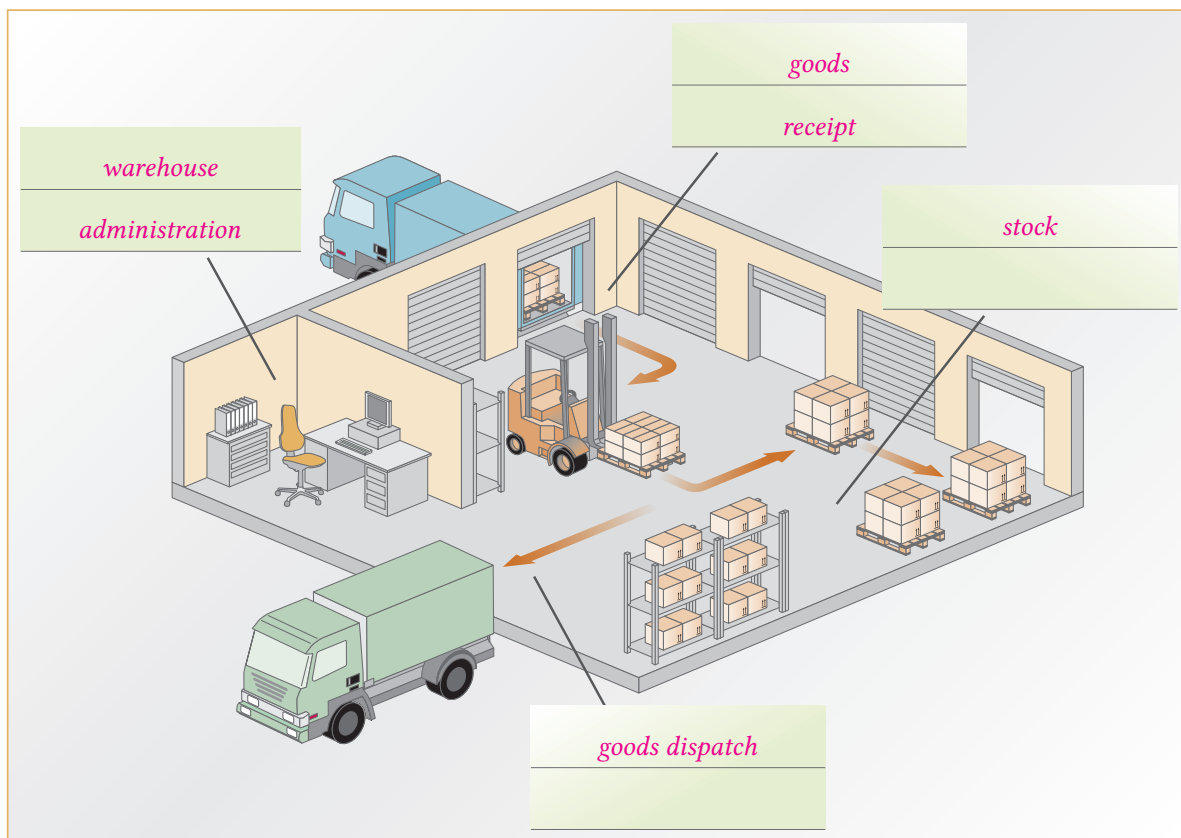
- 5.1 European Countries 108
- 5.2 Organising a Transport 110
- 5.3 Going Global 112
- 5.4 Modes of Transport 116
- 5.5 Material Handling Equipment for Internal Transport 121
- 5.6 Documents in National and International Trade 124
- 5.7 Innovations in Warehousing and Logistics 126
- 5.8 Business Correspondence 131

Appendix

Hörtexte
Picture Credits

Page	Grammar	Tips & Skills	Communication & Correspondence
6	The Verb “to be” 9 Present Simple 13 Present Perfect 17 Present Continuous 21	How to Start a Presentation 9 There is/There are 17	Telephoning 19
29	Simple Past 37 Pronouns 42	Charts, Graphs and Statistics 32 Mediation 36 Appropriate Style in Business Correspondence 50	E-Mails and Business Letters 46
54	Will-Future 59 If-Clauses, Type I 62 Countable and Uncountable Nouns 77	Professional Presentations 55 Listening for Gist 56 Internet Research 64 Letter of Enquiry 76	Enquiries 71
81	Word Order 95 Adjectives and Adverbs 97	How to Hold a Presentation 89	Orders 99
107	Comparison of Adjectives 115 Passive Voice 119	Capitalisation in Written English 107 How to Write a Discussion 114 Method “Think-Pair-Share” 128 Project Based Learning (PBL) 130	Complaints and Apologies 131
138 145			

1 My Business



MATCHING

Look at the floor plan above and label the different warehouse areas with the correct terms from the box.

goods receipt | goods dispatch | stock | warehouse administration

DISCUSSION

- a. Talk with a partner and make notes about his/her company and his/her workplace. Use the following prompts:
- how did he/she find his/her apprenticeship?
 - warehouse area he/she works in
 - company's name
 - location
 - number of employees
 - goods stored

individuelle Lösungen

- b. Now present your findings about your partner to the class.

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TIP

You can start your presentation like this:

- My partner's name is ...
- He/She works in ...
- He/She found the ...

1.1 Meeting People

1.1.1 LISTENING



Listen to the conversation on Brian's first day in his new job and complete the missing parts in the text below.

Steve: Come in!

Brian: Good morning.

Steve: Good morning. *Can* I help you?

Brian: Yes, sir. My name is Brian Stone, I'm the *new employee*.

Steve: Oh yes, Brian, *welcome to our team*. I'm Steve, Steve Askins, the warehouse supervisor. I think first of all I'll show you around and

introduce you to your other colleagues.

Brian: That would be *nice*.

Steve: Okay, this way *please*.

Brian: Thank you.

Steve: Hello Robert, *this is* Brian, our *new colleague*.

Robert: *Nice to meet* you, Brian.

Brian: Hello, nice to *meet you, too*.

Robert: We are quite busy today. A lot of goods *have arrived* and have to be stored and registered in the system. The guy over there

on the forklift is Allan. He is the one you will be working with.

Brian: I see.

Steve: I'll show Brian around *the warehouse*, so he can get an idea of

his new *workplace*. I guess we'll be back within half an hour.

Then you can introduce him *to his new job*.

Robert: Okay, see you later then.

WORD BANK

apprenticeship

employee

goods issue

goods receipt

location

stock

warehouse administration

warehouse operator

warehouse supervisor

workplace

Ausbildungsplatz

Mitarbeiter/-in

Warenausgang

Wareneingang

Standort

Lager

Lagerverwaltung

Fachlagerist/-in

Lagerleiter/-in

Arbeitsplatz

1.1.2 MATCHING

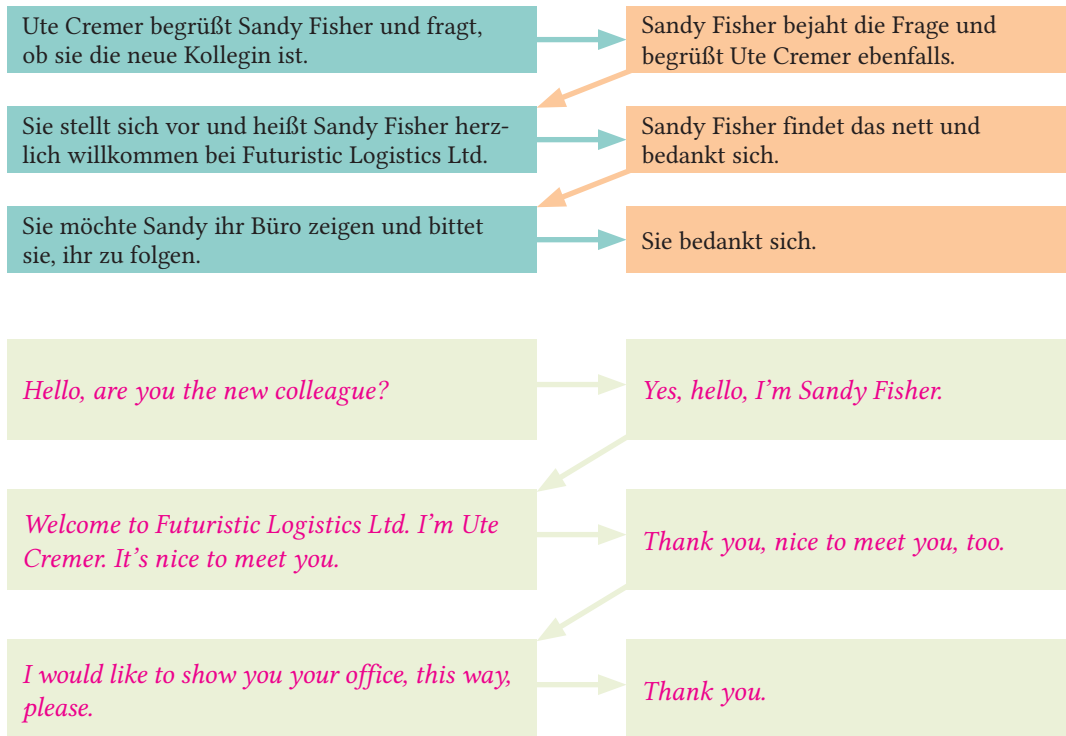
Put the following dialogue between Sarah and David into the correct order.

- | | |
|--|--|
| 1. Good morning. I'm Sarah Martin, the new apprentice. | 12. So, it doesn't take too long? |
| 3. Thanks, nice to meet you. | 4. Nice to meet you, too. Are you from Bristol? |
| 7. No, it's only ten miles away from Bristol. | 8. How do you get to work? Do you come by bus? |
| 9. Yes, I come by bus. | 6. I see, from Clutton. That's about 15 miles away from Bristol, isn't it? |
| 11. Oh, it's only a twenty-minute bus ride. | 2. Good morning, I'm David White. Please, call me David, we are not so formal around here. |
| 5. No, I'm not from Bristol. I am from Clutton. | 10. And how long does it take to get here? |

1.1.3 ROLE PLAY

Act out the following situation with a partner.

Ute Cremer holt Sandy Fisher am Empfang ab. Es ist der erste Tag in der Firma für Sandy Fisher.



TIP

Useful language

Hello/Hi,	my name is Dorothea Pale. I'm Susan Bright.	May I introduce you to ... This is
I'm	the new employee. the new colleague. the supervisor.	I'll show you round the warehouse. That would be nice. This way, please.
Please call me Susan. We are not so formal here.		Nice to meet you. Nice to meet you, too Welcome to

HOW TO USE

The Verb "to be"				
Positive Aussagen		Verneinung		Frage
I am	I'm	I am not	I'm not	Am I ...?
you are	you're	you are not	you're not	Are you ...?
he/she/it is	he's, she's, it's	he/she/it is not	he's not, she's not, it's not	Is he/she/it ...?
we/you/they are	we're, you're, they're	we/you/they are not	we're not, you're not, they're not	Are we/you/they ...?

1.1.4 EXERCISE

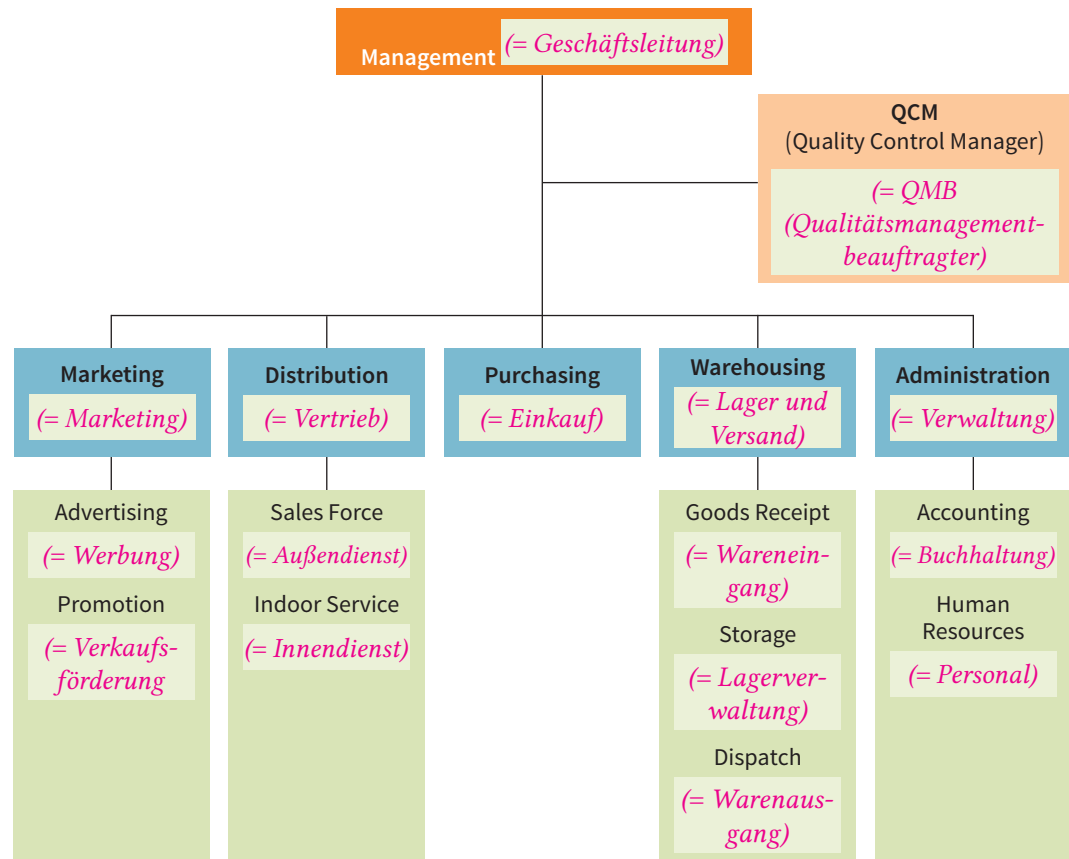
Fill in the correct form of the verb "to be".

- Brian: Hi Sarah, (1) *are* you from London?
- Sarah: No, I (2) *'m not* from London, I'm from Liverpool. – And you, Brian, where (3) *are* you from?
- Brian: I'm from London – do you know London?
- Sarah: Only a little, but I know it (4) *is* nice there. Do you like the city?
- Brian: Yes, I like London. It (5) *is* a great place. Many tourists visit the city every year, because there (6) *are* a lot of sights and a lot of things to do in the city.
- Sarah: What (7) *is* your favourite place or sight in London?
- Brian: Oh, that (8) *is* difficult to say. There (9) *are* a lot of interesting sights. For instance, there is the famous Buckingham Palace, the Tower of London and Big Ben. But there (10) *are* high entrance fees.

1.2 Inside the Company

Organisation of NextGeneration Food Ltd.

(= Organisation der NextGeneration Food Ltd.)



1.2.1 TRANSLATION

Find the German translations for the different departments of this company by using a dictionary.

1.2.2 ANALYSING

Refer to the organisational chart above and answer the following questions in complete sentences.

1. If a customer wants to order something, which department does he/she contact?

Distribution (Sales Force or Indoor Service)

2. Which department should interested candidates send their job application to?

Human Resources

3. Which department is in charge of placing orders?

Purchasing

4. What is the responsibility of the marketing department?

Advertising and Promotion

5. By which department are the goods shipped to the customers?

Dispatch

1.2.3 VOCABULARY WORK

Complete the company profile below with the words from the box.

business | distributes | farmers | needs | purchase | retail | success | team | warehouse | wholesaler

A Company Profile

NextGeneration Food Ltd. is a large (1) *wholesaler* of health food and

organic food. The company (2) *distributes* a wide range of groceries to supermarkets, retail stores, restaurants and a large number of catering companies. It is a privately held company based in Tetbury. Operating all over the United Kingdom, a flexible distribution

network helps to serve the customers' (3) *needs*.

We (4) *purchase* high quality goods direct from selected

manufacturers and (5) *farmers*. Organic and naturally produced, healthy food is our mission as well as locally produced food. Our modern

(6) *warehouse* with high-tech storage equipment and processing technology makes us among the best in the food distribution sector. As part of our

(7) *business* concept, we provide customised service to our

(8) *retail* customers. We give our business partners great support and resources in terms of marketing techniques but also in logistics and technical issues.

The entire (9) *team* at *NextGeneration Food Ltd.* consists of experienced staff. These dedicated workers represent a key source of our

(10) *success*.

1.2.4 ANALYSING

Answer the following questions on the text above in complete sentences.

1. What does *NextGeneration Food Ltd.* distribute?

NextGeneration Food Ltd. distributes a wide range of groceries.

2. Who are the company's customers?

The company's customers are supermarkets, retail stores, restaurants and a large number of catering companies.

3. Where do the products come from?

The products come from selected manufacturers and farmers.

4. What services does *NextGeneration Food Ltd.* provide to its customers?

NextGeneration Food Ltd. provides support and resources in terms of marketing techniques as well as logistics and technical issues.

1.2.5 WRITING

Write a similar profile of the company you work for or a company you know.

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WORD BANK	customised	kundenspezifisch
	dedicated	engagiert
	groceries	Lebensmittel
	organic food	Biolebensmittel
	to provide with	versorgen mit
	to purchase	(ein)kaufen
	staff	Belegschaft, Mitarbeiter
	resource	Mittel
	retail	Einzelhandel
	success	Erfolg
	support	Unterstützung
	wholesaler	Großhändler

HOW TO USE

Present Simple		
Anwendung:		
1. wenn etwas immer wieder passiert oder etwas immer so ist, Signalwörter: always, never, usually, sometimes, often etc.	I work for Futuristic Logistics.	
2. wenn etwas im Fahrplan oder im Programm angegeben ist	He watches TV every night.	
3. wenn man Gefühle, Gedanken, Meinungen ausdrückt	Robert loves his girlfriend.	
Bildung:		
Positive Aussage	Verneinung	Frage
I/you work	I/you don't work	Do I/you work?
he/she/it works	he/she/it doesn't work	Does he/she/it work?
we/you/they work	we/you/they don't work	Do we/you/they work?
Achtung:		
– bei der 3. Person Singular (he/she/it) wird ein „s“ an den Infinitiv des Verbs gehängt – endet das Verb auf einen Zischlaut, wird „es“ angehängt, z.B. miss – misses, watch – watches; endet es auf „y“, wird dieses zum „i“, wenn der Buchstabe davor kein Vokal ist, z.B. carry – carries		

1.2.6 EXERCISE

Put the verbs in brackets into the right form.

Example: NextGeneration Food Ltd. **produces** (produce) healthy food.

- We **provide** (provide) customised service.
- The team at NextGeneration Food Ltd. **consists** (consist) of experienced staff.
- Our business partners **enjoy** (enjoy) great support.
- Our modern technology **makes** (make) us among the best in the business.
- NextGeneration Food Ltd. **gives** (give) great support to customers.

1.2.7 EXERCISE

Form negatives and questions out of the following sentences.

Example: The company distributes a wide range of groceries to supermarkets.
The company doesn't distribute a wide range of groceries to supermarkets.
Does the company distribute a wide range of groceries to supermarkets?

- The company has its headquarters in Tetbury.

The company doesn't have its headquarters in Tetbury.
Does the company have its headquarters in Tetbury?

2. *NextGeneration Food Ltd.* operates all over the United Kingdom.

*NextGeneration Food Ltd. doesn't operate all over the United Kingdom.
Does NextGeneration Food Ltd. operate all over the United Kingdom?*

3. We purchase the goods directly from selected manufacturers.

*We don't purchase the goods directly from selected manufacturers.
Do we purchase the goods directly from selected manufacturers?*

4. Our modern warehouse technology makes us among the best in the business.

*Our modern warehouse technology doesn't make us among the best in the business.
Does our modern warehouse technology make us among the best in the business?*

5. We provide customised service to our retail customers.

*We don't provide customised service to our retail customers.
Do we provide customised service to our retail customers?*

1.2.8 LISTENING FOR GIST



- a. Listen to three people talking about their jobs at *NextGeneration Food Ltd.* and complete the table below.



Steven McPhery



Jennifer Humphry



Rosa Garcia

... works in which department?

Warehouse Management

Field Service

Human Resources

... has been with the company for how long?

since last September

for three years

for eight years

... finds his/her job ...

likes his work

very demanding

really exciting

b. Listen again and complete the following sentences.

1. I (1) *'m responsible for* the goods in stock.
2. Different types of goods (2) *need to be stored* and handled in a different way, depending on their nature.
3. Keeping the (3) *inventory control system* up to date is my job, too.
4. I (4) *have been* in this position
(5) *since* last September and I like my work here at *NextGeneration Food Ltd.*
5. (6) *Keeping contact* and maintaining a good relationship with our customers is the (7) *best part* of my job.
6. My job (8) *aim* is to increase the
(9) *volume* of orders.
7. It is a very (10) *demanding job* and I don't know how long I will be able to do it.
8. I have been with *NextGeneration Food Ltd.* (11) *for eight years now*.
9. Today, (12) *I am interviewing* two candidates for a vacancy in the purchasing department.
10. If we come to an agreement, we will sign an (13) *employment contract*.
11. Apart from hiring new staff, I also organise (14) *training for our core workforce*.

1.2.9 READING

a. Read the text about *NextGeneration Food Ltd.* to understand the main facts.**History of *NextGeneration Food Ltd.***

The company started as a small distributor of local vegetables and fruit in 1998. The owner and founder, John Montell, established the company in the basement of a former factory in Chippenham. The idea of locally grown and healthy products was a success and soon after its humble beginnings the company had grown a lot. At that time, the company consisted of 15 employees.

- When John Montell decided to add organic food to his range of products in 2002, the company was rapidly faced with a shortage of storage capacity which in turn led to the relocation of the warehouse to Tetbury in 2003. A year later, in 2004, a new office building adjacent to the warehouse in Tetbury was inaugurated. The distribution service which had started with a radius of 80 miles had accelerated to a distribution network all over the United Kingdom.
- The way John Montell managed the company and its staff contributed to the continuing growth of the company; it had become a flourishing business and its staff had increased to a considerable number of around 350 employees.



1 Anne: Fragrance Makers, Anne Wise speaking, good morning. May I help you?

Martin: Good morning. This is Martin Brandt from Heuser & Schmitz, Germany. I am calling about the consignment we received a few days ago.

Anne: Could you please give me the number of the delivery note?

5 Martin: Just a moment, I have to check my records. Okay, here we are, the delivery note number is DE-76934.

Anne: Okay, Mr Brandt, just a minute, I have to key it in to get the details of the delivery.– Ah, here it is. It is a consignment consisting of five parcels containing the fragrances BS400 and KL1612.

10 Martin: Yes, Ms Wise. The problem is that we only received three parcels containing only the bottles of the fragrance BS400. We are in urgent need of the two missing parcels with the fragrance KL1612 as we already have an order from a retailer for a part of the consignment.

15 Anne: All right Mr Brandt, what I can see from my records is that the parcels containing the perfume BS400 were shipped on 22 June and the parcels containing the perfume KL1612 were shipped two days later. I don't understand the delay. They should have arrived by now.

Martin: Maybe they went to a wrong address or something.

20 Anne: Okay, Mr Brandt. Then let's quickly check the delivery address. What I've got here says Brockengasse 27, 60315 Frankfurt am Main. Is that correct?

Martin: No, it is supposed to be Glockengasse 127, 60315 Frankfurt am Main.

25 Anne: Oh, I see. That's the problem. Yes, now I have it on the screen, the first consignment went to the correct address while the second one was misaddressed and therefore has not yet arrived. I'm sorry for the delay and the inconvenience you've experienced. When did you say you need the goods?

Martin: Actually, we need them immediately, Ms Wise, by Friday at the latest as I have promised them to one of our highly important customers.

30 Anne: Okay, I'll see to it that another consignment is sent to your correct address by express delivery. Usually, it takes one to two days to arrive at the place of destination. It's Monday today, so I think you should receive the goods before Friday. I regret having caused you such trouble.

Martin: Okay, thank you, I'll rely on you and expect the delivery before Friday, then.

Anne: Certainly, Mr Brandt, and once again, please accept our apologies for this mistake. Have a nice day.

35 Martin: Thank you, same to you. Bye.

Anne: Bye.

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