

Please stick your Candidate label
here

FOR OFFICE USE:

Anglia Examination Syndicate (England)

Certificate in English for Overseas Candidates

Anglia International Business English

Level 1- A

Anglia Practical Business English

2006

Time allowed – One hour.

Candidates should answer ALL questions.

Please write your answers in PEN in the spaces provided.

You may use correcting fluid if necessary.

CHICHESTER COLLEGE, WESTGATE FIELDS, CHICHESTER, WEST SUSSEX, PO19 1SB,
ENGLAND

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Part 1	Part 2	Part3	Part4

PART 1 (20 marks)

You will hear a message that has been left on an answer phone. Listen carefully and complete the phone message form below.

Number 1 is done for you as an example.

You will hear the message twice.

Phone message

To: (1) Jack Ford

From: (2) _____ of Express Deliveries

Date: (3) _____ Time : 11.25

Message:

Your order for (4) _____ is ready for delivery.

Express Deliveries want to deliver it on (5) _____ in the morning

between 8.45 and (6) _____ .

You must be in your office when they call because they will need you to sign

a delivery (7) _____ .

If you are not there, they will make a charge of (8) _____ and return the order to the supplier.

To confirm, please call Express Deliveries on (telephone) (9) _____

or call in to the local depot at unit (10) _____ , Hunter's Park

Industrial Estate, open from (11) _____ Mondays-Fridays.

Listen to what the speaker says and choose the best response, then tick the correct one. Number (1) is done for you as an example.

You will hear the information twice.

Example

1.	A.	That's right.	
	B.	It's fine.	
	C.	Yes, coffee please.	✓

2.	A.	You're welcome.	
	B.	Yes, thanks.	
	C.	Of course.	

3.	A.	Fine, thanks.	
	B.	Very well.	
	C.	That's right.	

4.	A.	Certainly.	
	B.	That's right.	
	C.	I'm very pleased.	

5.	A.	Of course.	
	B.	He's great.	
	C.	Very much, thank you.	

6.	A.	Never mind.	
	B.	Yes, please.	
	C.	Here you are.	

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7.	A.	Of course not!	
	B.	Good idea.	
	C.	It's delicious!	

8.	A.	How do you do?	
	B.	How long is it?	
	C.	How is he?	

9.	A.	Thanks a lot.	
	B.	Of course.	
	C.	Never mind.	

10	A.	Not at all.	
	B.	Thanks.	
	C.	Here you are.	

11	A.	Certainly.	
	B.	Sorry, I can't.	
	C.	I'm Sue.	

PART 3 (30 Marks)

You have been given a fax which you must respond to. Your fax requires a detailed response and the information needed is given in the short text below.

You will need to read the information and provide appropriate answers to the questions in the fax, in a response fax of your own. A fax shell is provided for you.

Fax

To: Business Lets Ltd
Fax no.: 00 44 1273 731 724
From: Isabella Marconi
Fax no.: 00 39 712 142 667

Date: 8th July 2005
No of sheets: 1

Dear Sir or Madam

Offices for Rent in Oxford

My company needs a furnished office to rent in Oxford. I saw your advertisement for new offices in Robert Robinson Avenue, and would like some more information. Could you please fax me the following details?:

1. Are any of the offices a suitable size for 12 people?
2. What do the offices cost per month?
3. What furniture do the offices have?
4. What is the shortest period I could rent an office for?
5. What other facilities are there in the office building?

I look forward to hearing from you.

Yours faithfully,

Isabella Marconi

**Robert Robinson Avenue
Oxford
OX4 4GP**

Fully-furnished offices to rent, available immediately with a minimum term of rent of 3 months. All offices have the most up-to-date IT and telephone systems. The building which the offices are in also offers meeting rooms, cleaning services and a staffed reception. There is a gym and shower room on the ground floor.

All offices have:

- Workstations, filing cabinets, chairs, tables
- Carpets and lighting
- Audio Video equipment
- High speed internet access
- Fax machines

Size of office	Cost of office
For 1-4 person	£350
For 5-10 people	£700
For 11 -15 people	£950
For 16-20 people	£1,450

Fax

To:
Fax no:
From:
Fax no:

Date:
No of sheets:

PART 4 (30 marks)

You have received an e-mail with an enquiry about a product. You need to provide a response. A sample response is given as a model.

Read the following e-mails. The first is a response to an enquiry. The second is an enquiry to a different company. Use the first e-mail as a model to create a response to the second.

1. A sample e-mail response

To:	Stefan Gregory
Subject:	Heating Systems for Factory Offices
<p>Thank you for your enquiry about heating systems for your factory offices. For five offices, the cost will be between £4000 and £6000. We don't deliver the systems ourselves, but we can arrange for someone else to do it. The earliest date for this is December 7th. We usually offer a trade discount of 2%.</p> <p>With best wishes, Adam Nixon, Sales</p>	

2. Read this enquiry:

From:	Harriet Burns
Date:	12th November
To:	Kate Ransom, Cool Air Systems
Subject:	Air Conditioning System for a Hotel
<p>I want to buy an air conditioning system for the luxury hotel that I manage. Could you tell me how much it would cost? The hotel is not large, it has just 15 bedrooms. Can you install the system, too? If you can, please give me the earliest date for when you could install a system for me. I would also like details of any trade discount that you offer.</p> <p>With thanks, Harriet Burns The Jay Springs Hotel</p>	

3. Write your response

To:	<input type="text"/>
Subject:	<input type="text"/>
<input type="text"/>	