

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 – Paper A

Anglia Practical Business English

2005

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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For Examiner's Use Only			
Part One	Part Two	Part Three	Part Four

Part One

(20 marks)

You will hear a message that has been left on an answerphone.

Listen carefully and complete the phone message form below.

Number (1) is done for you as an example. You will hear the message three times.

Phone message

To: (1) Ed Johnson.

From: (2) _____ of First Way Vehicle Hire

Date: 10th November

Time: (3) _____.

Message:

Thanks for your enquiry.

Information you requested on hire of (4) _____ :

One is available for 2 days from (5) _____.

The cost is (6) _____ per day, but with special offer, you can have a third day at (7) _____.

Delivery: yes, will deliver to your (8) _____.

Give details when you book.

Please book at least (9) _____ in advance.

If you have further questions, call (10) **01223** _____ and

quote booking reference number (11) _____ .

Part Two

(20 marks)

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

Example

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

2	A	Yes, please.	
	B	No, I haven't.	
	C	Thanks very much.	

3	A	Certainly.	
	B	It's great.	
	C	Not at all.	

4	A	Certainly.	
	B	Don't mention it.	
	C	I'm very pleased.	

5	A	Of course.	
	B	I'm fine.	
	C	It was lovely.	

6	A	I'd love to.	
	B	It's delicious.	
	C	I'm very well.	

7	A	Yes, of course.	
	B	That's right.	
	C	It's great.	

8	A	Good idea.	
	B	Never mind.	
	C	Excuse me.	

9	A	Good morning.	
	B	Yes, see you!	
	C	How do you do?	

10	A	Not at all.	
	B	Of course not.	
	C	No, sorry. I can't.	

11	A	Here you are.	
	B	No, thanks.	
	C	There will be.	

Part Three
(30 marks)

Here is a fax which you must respond to. Your fax will require 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:	The Manager, Queen's Head Hotel
Fax no:	00 44 1273 731 724
From:	Klaus Frei
Fax no:	00 49 712 142 667
	<p>Date: 8th May 2004</p> <p>No of sheets: 1</p>
	<p>Dear Sir or Madam</p> <p style="text-align: center;"><u>Summer Jobs at Queens Head Hotel</u></p> <p>I'm a 19-year-old student of tourism in Germany and I have some experience as a hotel receptionist. I would like to work at your hotel in England during the summer, from June to September. I would be grateful if you could reply with the following information:</p> <ol style="list-style-type: none"> 1. What jobs do you have for the summer? 2. What rates of pay do you offer? 3. Do you provide accommodation for staff? 4. What hours would I work? 5. Do I need any qualifications or previous experience? <p>I look forward to hearing from you.</p> <p>Yours faithfully,</p> <p>Klaus Frei</p>

Part Four

(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:	Sam Wheeler
Subject:	Rented office equipment
Dear Mr Wheeler	
Thank you for your enquiry about renting office equipment. Two photocopiers would cost £65 per month to rent for both. Most of our photocopiers will copy on both sides and collate documents. Some can scan documents, too. Machines are serviced every two months. We could deliver the photocopiers to you from Monday next week.	
With regards Ann Hill Sales	

2. Read this enquiry:

From:	Barbara Yates, National Call Centres
Date:	15.02.04
To:	Harrison Drink Vending Machines
Subject:	Hot Drinks Machines
Dear Sir or Madam	
I want to rent some hot drinks machines for my offices, and I would like some more information about your rental service. Could you tell me how much it would cost to rent three drinks machines for one year, please? I would also like to know what hot drinks the machine sells, how often the machines are filled and the earliest date for delivery.	
With thanks,	
Barbara Yates, National Call Centres	

