

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
Anglia Practical Business English

Summer 2002

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
(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.

<p><i>Phone message</i></p> <p>To: (1) <u>George Baker</u> From: (2) _____</p> <p>Date: Tuesday (3) _____ Time: (4) _____</p> <p><i>Message:</i></p> <p>Meeting with (5) _____ staff will be in room 6) _____.</p> <p>Take lift to (7) _____ and turn (8) _____.</p> <p>Meeting starts at (9) _____.</p> <p>Lunch is (10) _____ and sandwiches.</p> <p>If there's a problem George's mobile phone number is 07786 (11) _____.</p>

PART 2
(20 marks)

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	Good.	
B	I'm coming in.	
C	How do you do.	✓

2

A	Not at all.	
B	Thank you.	
C	Don't mention it.	

3

A	No thank you.	
B	Not at all.	
C	Don't mention it.	

4

A	I'm the assistant manager.	
B	Fine thanks, how are you?	
C	That's very good.	

5

A	No.	
B	He's out.	
C	I'm sorry. He's in a meeting.	

6

A	Don't mention it.	
B	Not at all.	
C	Certainly.	

7

A	Not really.	
B	Yes. Don't worry.	
C	Couldn't they?	

8

A	OK. Thank you.	
B	Don't mention it.	
C	Yes please.	

9

A	That's all right.	
B	Five, I think.	
C	Not at all..	

10

A	Of course I am.	
B	That's right.	
C	Yes. Thank you.	

11

A	You're welcome.	
B	That's right.	
C	Yes, I helped you.	

PART 3
(30 Marks)

You will be given 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: Grahame Paget
Fax no.: 00 44 1431 337 709
From: Francoise Buinieres
Fax no.: 00 36 712 142

Date: 12 April 2002
No of sheets: 1

Dear Mr Paget

International Business College English Course

I am a student and I am studying English at college in France. I am interested in taking your International Business English course starting in October this year and I would be very grateful if you would fax me with the following information:

1. Are there any places still available?
2. What is the closing date for applications?
3. Does the college arrange accommodation for students? (I'm worried about finding somewhere to live in London)
4. What is the full cost of the course (including accommodation, if any)?
5. Are all the Business English courses full-time or could I do one part-time?

I look forward to hearing from you.

Yours sincerely

International Business College London SW10

Business English Courses 2002:

Tutors: Prof. E Davis, Mrs K Banks, Mr. D Wilson.

1. October 15th - June 15th mornings only, 3 hours a day
2. October 15th - Feb 15th 6 hours a day, morning and afternoon
3. Feb 15th - Jun 15th 6 hours a day, morning and evening

There is no closing date for applications but the courses fill up quickly.

Course fees: Basic rate £3000. Discounts available for some students.

Accommodation can be provided for students who apply for it before August 31st. After this date it is *not* usually possible for the college to arrange accommodation.

Accommodation may be in the College Hall of Residence (35 places) or with host families approved by the college, not more than five miles away.

Residence fees: £60 a week. Host family fees: between £45 - £85 pounds a week.

*Please note: From 2nd April Course 2 now full - No places in Course 2.
Course 1 has 3 places left Course 3 has 5 places left.*

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.

1) An e-mail response

To:	Robin Davy
Subject:	coffee machines and supplies
	<p>Thank you for your enquiry concerning our coffee machines. I can confirm that we do have the TR1 model in stock and can supply you with four of them within two days of receiving confirmation of your order. We supply the coffee, cups and plastic holders which go with the machines, once a week. Payment for the machine is on delivery. For payment of coffee, cups etc we will start a company account with you. Please contact me again if you need any more information.</p> <p>Hans Muss, Sales manager, SIBCO Catering Supplies.</p>

2) Read

From:	Daniel Trent, GBT Kitchens UK
Date:	2001-01-19
To:	Helena Theodorou , Sales manager, Pointcom plc
Subject:	Export – Floor tiles
	<p>We are interested in importing your floor tiles. Could you please send details of all the colours you have available and your latest prices. My company would require a delivery of 500 tiles per month to our London showrooms, as we cannot store large quantities ourselves. Is this possible? What method of payment do you require?</p> <p>Please reply to: Daniel Trent Stock manager GBT Kitchens</p>

