

Please stick your Candidate label here

For Office Use:

Anglia Examination Syndicate (England)

Certificate in English for Overseas Candidates

Anglia International Business English – Level 2
Anglia Intermediate Business English

Summer 2002

Time allowed – Two hours.

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)

Listen to the conversation and from the information provided you must complete the form below. You will hear the conversation twice.

Complete the form.

<u>BOOKING FORM –TRANSPORT FOR VISITORS TO THE COMPANY</u>	
Booking in the name of: <u>Steve Whitehead</u> .	
Department: (1)	_____
Date transport required: (2)	_____2002
Starting time: (3)	_____am
Finishing time: (4)	_____pm
Destination: (5)	_____
Purpose of journey : (6) to	_____
Number of visitors: (7)	_____
Visitors from: (8)	_____
Type of transport required (9)	_____
Contact number: (10) 077 856	_____

PART 2
(20 Marks)

Listen to the information given. Choose the **best** response and tick it (✓). You will hear the information twice.

1

A	Are you?	
B	Yes, I'm David.	
C	Pleased to meet you.	

2

A	I'd rather you didn't	
B	I'm afraid it is.	
C	No, you won't.	

3

A	It's fine.	
B	Don't mention it.	
C	It's very helpful.	

4

A	Yes, he knows.	
B	Yes, I'm very sorry about that.	
C	Yes, I'm afraid of it.	

5

A	Yes, please.	
B	No I wouldn't like to.	
C	Fine, thanks.	

6

A	Is it really?	
B	Right, OK.	
C	Thank you.	

7

A	Of course.	
B	Yours, too.	
C	Thank you.	

8

A	I've got it.	
B	By credit card.	
C	There's a bank.	

9

A	Yes. Good idea.	
B	What's for lunch?	
C	Yes, I like it.	

10

A	No, surely.	
B	No, I don't.	
C	No. Go ahead.	

PART 3
(30 marks)

You receive the following fax which you must respond to. You will need to read the information and provide accurate answers to the questions given in the fax.

Read the fax, then look at the information on the next page, which will give you the answers to the questions. Write a response.

Fax

To: H-B Office System Centre.
Fax no.: 0400 657456
From: Joanna Michaelson
Fax no.: 01465 675878 Date: 2 Feb 2002
No. of pages: 1

Dear Sir

Multifunctional Systems

My company is interested in buying a multifunctional system from you. The system we require must have all four functions of scanning and faxing as well as printing and copying. Could you please send details of the cheapest system you have?

However, I am also interested in *fast* printing and copying because we have very large quantities of this to do in our office, so I would also like to know which of your systems is the fastest and how much it costs.

Could you please also tell me whether the prices you give me include VAT tax or not, and the best way to order from you.

Thank you

Joanna Michaelson, Office Manager HGRD Ltd.

PRINTERS AND MULTIFUNCTIONALS

A. OFFICE SYSTEM D50

- *Print, scan, fax, copy*
- printing speeds, black and white 12 pages per minute, colour 10 pages per minute
- Fax -100 pages memory
- Faxes from paper or directly from PC
- copy speeds black and white 9 pages per minute and colour 6 pages per minute

<i>product</i>	<i>Code</i>	<i>price</i>
<i>D50</i>	<i>456456</i>	<i>£540</i>
<i>colour refill</i>	<i>45645601</i>	<i>£49</i>
<i>black refill</i>	<i>45645602</i>	<i>£22</i>

B. OFFICE SYSTEM k76

- *Print, scan, fax, copy*
- printing speeds, black and white 9 pages per minute, colour 7 pages per minute
- Fax memory 75 pages
- copy speeds black and white 6 pages per minute, colour 2 pages per minute

<i>product</i>	<i>code</i>	<i>price</i>
<i>k76</i>	<i>35578</i>	<i>£ 310</i>
<i>colour refill</i>	<i>355co</i>	<i>£42</i>
<i>black refill</i>	<i>355bw</i>	<i>£22.50</i>

C. ULTRA OFFICE SYSTEM EX90

- photo quality on photo quality paper
- *prints* 12 pages per minute in black and white and 10 pages per minute in colour
- *copies* 12 pages per minute in black and white and 9 pages per minute in colour
- *scans* automatically from any PC or email attachment
- *fax* with 150 page memory, from PC or paper
- networked – the scan button allows you to choose the PC which will receive the scan
- there is an indicator to tell you when the ink is low

<i>product</i>	<i>Code</i>	<i>price</i>
<i>EX90</i>	<i>755456</i>	<i>£675</i>
<i>colour refill</i>	<i>7554501</i>	<i>£45.70</i>
<i>black refill</i>	<i>7554502</i>	<i>£22.50</i>

D. SISTER OFFICE SYSTEM SY23

- *print, copy, scan*
- *print* and *copy* speeds of 8 pages per minute colour and black and white
- choose *scan* or *print* from simple two-button panel
- can *scan* 3-D objects
- top photo technology

<i>Product</i>	<i>code</i>	<i>price</i>
<i>SY23</i>	<i>35423</i>	<i>£211</i>
<i>colour refill</i>	<i>35423c</i>	<i>£25.20</i>
<i>black refill</i>	<i>35423b</i>	<i>£21.90</i>

Prices **include** 17% VAT tax –so there's no more to pay! Please use product code when ordering. Order by fax or post using the form given or simply email us at info@officesystem.com

PART 4
(30 Marks)

Read the following e-mail, which has been sent to your company. Create an appropriate response giving all the information that the enquirer requires.

From:	Jennifer Bond, Quicko Ltd
Date:	2002-01-31
To:	Florence Gravioli
Subject:	Transport and delivery
	<p>We are interested in selling your racing bicycles. We now have a large number of shops selling bicycles and bicycle products throughout the UK</p> <p>Could you please let us know your terms: cost per bicycle, delivery arrangements and whether you offer a discount for large orders. We are thinking of ordering 1,500 this year and possibly more next year.</p> <p>If you have an agent or representative in the UK, could you please suggest a date, time and place when we could meet to discuss the order.</p> <p>I look forward to doing business with you.</p> <p>Jennifer Bond</p> <p>Purchasing (Import) Department</p> <p>Quicko Ltd</p>

