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# Anglia Examination Syndicate (England)

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## Marking Scheme - Business English Level 2 Summer 2002

### Part 1

**20 Marks**

**2 marks each question**

1. personnel
2. 7<sup>th</sup> April 1+1
3. 7.30
4. 5 o'clock
5. London
6. [attend] a trade fair
7. 7
8. Japan
9. minibus
- 10.455 908

### Part 2

**20 marks**

**2 marks each question**

1. C
2. A
3. B
4. B
5. A
6. B
7. C
8. B
9. A
10. C

### Part 3

**30 marks**

Fax **must** include: To: Joanna Michaelson From: x name or H-B Office System Centre

- details of cheapest system that has all four functions, which is **B: Office System k76, costing £310**
- details of fastest printing and copying system which is **C: Ultra Office system EX90 costing £675**
- the fact that prices do include VAT
- a choice of the easiest way to order (probably email, but some room for personal decision making here as long as its logical – form by fax or post are also offered)

FAX

**To: Joanna Michaelson**  
**Fax no.: 01465 675 878**  
**From: George Smee**  
**Fax no.: 0400 657456**

**Date: 2 Feb 2002**  
**No. of pages: 1**

Dear Ms Michaelson

Thank you for your interest in our multifunctional printing systems. We have two systems which would fit your requirements.:

At £310, office system K76 is our cheapest system with all four functions of printing, scanning, faxing and copying. It prints black and white pages at nine per minute and colour pages at 7 per minute.

Our fastest printing and copying system with all four functions is the Ultra Office System EX90. This prints 12 pages per minute in black and white and ten pages per minute in colour. This system is £675. As you have very large quantities of printing to do in your office, it is worth noting that once you have bought the system, there is very little difference in the price of colour and black ink refills. All our prices include VAT.

You can order by fax, by post using the form given or by email at [info@office.system.com](mailto:info@office.system.com). Most companies order by email.

If you need any further information please do not hesitate to contact me.  
I look forward to receiving your order.

Regards  
George Smee  
Sales manager H-B Office System Centre

**Part 4**  
**30 marks**

for full marks the email **must** include:

To: Jennifer Bond

Subject : Transport and delivery

- cost per bicycle
- delivery arrangements (e.g. by lorry, by air, by train, every month, or two weeks after the order is confirmed etc)
- whether or not there's a discount for quantity and what it is (e.g. 10% discount on orders over 500)
- a date, time and place for a meeting, **or** regretting that they haven't got a rep in the UK so a meeting not possible **or** saying rep/agent will make an arrangement

To:	Jennifer Bond
Subject:	Transport and delivery
	<p>Thank you for your interest in selling our racing bicycles. Each bicycle sells at between £300 and £400 but we offer a large discount on bulk orders- at least 10%.</p> <p>We can arrange for bicycles to be delivered weekly, monthly, or when they are required. We usually deliver by lorry or van.</p> <p>I have contacted our agent in the UK, Mr John Smith, with your details and he will arrange for a meeting with you at your convenience as soon as possible.</p> <p>Florence Gravioli Sales Director BikeCo</p>