

Please stick your candidate label here



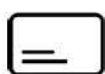
Anglia Examinations

ESOL International

Practical Business Level

Paper Number: Sample 3

Candidate Instructions:



Make sure you have the correct candidate label in the box above.



Time allowed – ONE hour.
(Including listening)



Answer ALL the questions.
Check the back page.



You may use correcting fluid
if necessary.



Use a black or blue PEN in
the spaces provided.

You must ask any questions now as you cannot speak during the exam.

INVIGILATOR: PLEASE ENSURE THAT CANDIDATES UNDERSTAND THESE INSTRUCTIONS.

For Examiner's Use Only

Part One [20]	Part Two [20]	Part Three [30]	Part Four [30]

Total [100]

Marker's ID

Part One (20 marks)

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

The first one is done for you as an example.

You will hear the message twice.

Phone message

To: (example) Lisa Vine

From: (1) _____ department of *Cakes Galore*

Date: (2) _____ Time : 2.10pm

Message:

Your order for (3) _____ celebration cakes is ready for delivery.

We would like to deliver them on (4) _____ between 8.30 and (5) _____ in the morning.

There will need to be a (6) _____ available.

We must take damaged cakes back (7) _____.

Please contact our (8) _____ team, if there is a problem.

Their direct telephone no. is (9) _____

Office hours are Mondays - Fridays (10) _____.

Part Two (20 marks)

Listen to what the speaker says and choose the best response. Then tick the correct box. The first one is done for you as an example.
You will hear the information twice.

Example:

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

1.	A.	You're welcome.	
	B.	Yes, please.	
	C.	Of course it is.	

6.	A.	Neither do I.	
	B.	Fine, thanks.	
	C.	Yes, it's great.	

2.	A.	Fine, thanks.	
	B.	Very well.	
	C.	Yes, it is.	

7.	A.	It's on the left.	
	B.	They're in the box.	
	C.	I put it there.	

3.	A.	Of course.	
	B.	Last week.	
	C.	I'm very pleased.	

8.	A.	No, I didn't.	
	B.	Of course it is.	
	C.	Good idea.	

4.	A.	I really am.	
	B.	Yes, I have.	
	C.	Very much, thank you.	

9.	A.	Not at all.	
	B.	One moment, please.	
	C.	Yes, he is.	

5.	A.	Never mind.	
	B.	Yes, please.	
	C.	Not really.	

10.	A.	Not too bad.	
	B.	Sorry, I can't.	
	C.	It's okay.	

Part Three (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: Sandown Green Exhibition Centre
 Fax no: 00 44 1273 731 724
 From: Allen Stanford Hitech Technology
 Fax no: 00 39 712 142 667

Date: 10th July 2012
 No of sheets: 1

Software Exhibition

My company would like to attend the software exhibition at your centre. I have some information that comes with the booking form but I have a few questions. Could you please fax me the following details, please:

1. Are there different size stands available?
2. How much does it cost to hire a stand for a day?
3. Is Sandown Green easy to get to by public transport?
4. Do you offer catering facilities?
5. What other facilities does your venue offer?

I look forward to hearing from you.

Yours faithfully,

Allen Stanford
 Hitech Technology

Sandown Green

Sandown Green is the perfect place to hold an exhibition. It is next to the beautiful racecourse at Esher and only 15 minutes from London. It has excellent bus and train links, which makes it easy to get to for both exhibitors and visitors. Buses to Sandown run every 15 minutes from Kingston station and trains from central London run every 20 minutes.

We offer a modern conference hall which accommodates 420 individual stands. We are sure we can find the right space for you.

The catering department at Sandown can provide all kinds of food, from simple sandwiches to champagne receptions or four course meals. However big or small the exhibition, our team will provide you with excellent menus and service.

Our team can offer a full-service conference solution. This means we can offer creative assistance to help you plan and run your exhibition, or simply arrange for you to hire a space over which you'll have full control. The choice is yours.

Size of stand	Cost of stand per day
3 x 3 metres	£250
3 x 6 metres	£325
6 x 6 metres	£400
6 x 9 metres	£475

Fax

Marks
Awarded

To:
Fax no:
From:
Fax no:

Date:
No of sheets:

SAMPLE

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:	Peter Ray
Subject:	Helium Balloons
<p>Thank you for your enquiry about our Helium balloons for your supermarket group. The cost of balloons starts from £150 and £450 per 1000, depending on the size and shape. Our company can deliver and will arrange a promotion stand for the balloons. We can deliver the balloons every week. We will check stocks for you and change the display to promote new products. We can offer a 10% discount for large orders.</p> <p>With best wishes, Susie Fuller</p>	

2. Read this enquiry:

From:	Hilary Keane
Date:	November 12th
To:	Party Time!
Subject:	Celebration bears
<p>I would like to buy some celebration teddy bears for our chain of 60 card and gift shops. Could you tell me how much they will cost? Can you also tell me if you offer a promotion stand for your products? Can you tell me how often you visit stores and if you change the display? Finally, I would like details of any discounts that you offer.</p> <p>With thanks, Penny Smith Cute Cards and Gifts</p>	

3. Write your response

To:	<input type="text"/>
Subject:	<input type="text"/>
<div style="border: 1px solid black; height: 300px; width: 100%;"></div>	

(A large diagonal watermark reading "SAMPLE" is overlaid across the form area.)