

Please stick your candidate label here



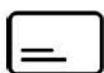
Anglia Examinations

ESOL International

Practical Business Level

Paper Number: Sample4

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 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.
Number (1) is done for you as an example.
You will hear the information twice.

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

Date: 8th May 2004
No of sheets: 1

Dear Sir or Madam

Summer Jobs at Queens Head Hotel

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:

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?

I look forward to hearing from you.

Yours faithfully,

Klaus Frei

Queen's Head Hotel

We have several seasonal vacancies for
Junior Receptionists

These are full time posts, working either 6am - 2pm or 2pm - 10pm, from 30th May to the 30th September.

The successful candidates can live in the hotel or out if preferred.

Junior receptionists don't need any special qualifications, as some training is given. Some experience would be an advantage.

Rates of pay:

| Age | Pay Per Hour |
|---------|--------------|
| 16 - 18 | £5.00 |
| 18 – 20 | £5.60 |
| 20+ | £6.20 |

FAX

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: | Sam Wheeler |
| Subject: | Rented office equipment |
| <p>Dear Mr Wheeler</p> <p>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.</p> <p>With regards Ann Hill Sales</p> | |

2) Read this enquiry:

| | |
|---|--------------------------------------|
| From: | Barbara Yates, National Call Centres |
| Date: | 15.02.04 |
| To: | Harrison Drink Vending Machines |
| Subject: | Hot Drinks Machines |
| <p>Dear Sir or Madam</p> <p>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.</p> <p>With thanks,</p> <p>Barbara Yates, National Call Centres</p> | |

Write your response

To:

Subject:

SAMPLE