

Please stick your candidate label here



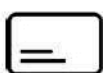
Anglia Examinations

ESOL International

Advanced Business Level

Paper Number: Sample 6

Candidate Instructions:



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



Time allowed – TWO hours.
(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 [20]	Part Four [20]	Part Five [20]

Total [100]

Marker's ID

Part One - Listening/Reading/Writing (20 marks)

You work for Maria Villanova, who is the marketing manager for your company. She is concerned that product TP60 has not sold as well as it was meant to. You attend a meeting between a member of the design team and the production manager concerning the product and what can be done about it.

Listen to the discussion, take notes then write an email to *your* manager with the key details about the problem and the possible solutions.

You will hear the information twice.

Write your notes here. These notes are for your own use and are not marked by the examiner.

SAMPLE

Write your email here.

To:

Subject:

SAMPLE

Part Two - Reading and Writing (20 marks)

You have been given an email message that you need to reply to. The message requires a detailed response; the information needed is provided in the text below.

To:	enquiries@worktovolunteer.co.uk
Subject:	Benefits of employees volunteering

Hello, my name is Dan Shapiro, HR Manager from Whitehall's Recruitment. I am looking for some information about schemes where employers engage with employees to do voluntary work in the community.

- How can an employer-led volunteering scheme benefit our company while at the same time, be advantageous to our employees?

It could become a statutory requirement for employers to allow their staff up to 3 days a year to do voluntary work. I am keen to work with an organisation that can help us find and manage volunteering opportunities in our area.

- Can you let me know how you could help our company with this?

I look forward to hearing from you.
Regards,
Dan Shapiro
HR Manager, Whitehall's Recruitment

There is plenty of evidence that volunteering is good for employees and good for business. It is important that you know your specific activities make a difference, are good value for money and make good business sense. Statistics show that, on average, 90% of employees who volunteer in their communities, with encouragement from their employers, feel that the activities helped develop a strong team, had a positive influence on them and improved their understanding of issues affecting the community. The findings also showed that employees felt more favourably about their employer. There are many positive outcomes from volunteering. From a practical project you can literally see the fruits of your volunteering time, such as a newly painted building or a cleared, public pathway. Through skills-based mentoring programmes, not only are your employees gaining new skills and qualifications, but they are changing the lives of people they are working with in a real and lasting way. Moreover, employees who volunteer through their employer's scheme report increased levels of engagement with their organisation together with additional skills and qualifications. Qualifications available for volunteers range from short, one day activities to the six months, Institute of Learning, level 5 qualification in coaching and mentoring, which will enhance workers' employability and mobility within your organisation. *Work To Volunteer UK* seeks to match an activity to every group or individual in your enterprise. A team building day at a youth centre might be a great activity for your customer service team. For your strategic managers and senior directors you might choose to share their valuable business skills with a local charity. We can appoint a member of our team to work with you to find appropriate charities, schools or environment groups that will welcome your volunteers. We can also help to lead and manage your volunteering activities, if you wish us to get more involved.

For more information visit www.worktovolunteer.co.uk

Now write your email response here:

To:

Subject:

SAMPLE

Part Three - Writing (20 marks)

Read the following email which has been sent to your company. Create an appropriate response.

To:	accounts@goldstationers.co.uk
Subject:	Invoice no: DS29/03/15

Dear Sirs,

I refer to the invoice numbered DS29/03/15 dated 28th March 2015 for £1,308.00 in respect of our stationery and printer supplies which appears to be incorrect. I called your offices today to discuss this but was told I had to put it in writing.

The invoice appears to be incorrect as follows:-

- You have charged us for 100 boxes of 10 packs of A4 'all purpose' white paper costing £1200.00. In fact we only received 50 boxes, which corresponds with our purchase order.
- We ordered and received 6 black cartridges for photocopiers plus 6 coloured cartridges. Both types of cartridges have been charged at £9.00 each, which is the price of the coloured cartridges I believe. Last time we ordered, the cost of the black cartridges was £6.00 each; can you confirm that please?

Please can you let me know how much the invoice should be for? Will you cancel invoice DS29/03/15 and issue us with a new one, and when will that be? Thanks.

Regards,
Gillian Waters
Accounts Payable
DataShop Ltd

Now write your response here:

To:

Subject:

SAMPLE

Part Four (20 Marks)

You are required to complete the dialogue with appropriate responses.

Example:

0A: Hello IT Services, Harry speaking, how can I help?

0B: Hi Harry, Sarah Parker from HR here. I need to book in a group of applicants for their psychometric testing next week.

1A: Hi Sarah. So how many people will there be?

1B: _____

2A: Oh, right. If there are more than 20 to be tested at the same time, the testing will have to be in the Oxford Room. Is that all right?

2B: _____

3A: So, which day do you want this to take place?

3B: _____

4A: Fine. Is that morning or afternoon?

4B: _____

5A: As you've got more than 20 applicants doing the psychometric tests, do you want more than one invigilator?

5B: _____

6A: You know that the Oxford Room and two invigilators will double the cost of the testing? Do you have authorisation for this, before I book it all?

6B: _____

7A: OK, good. So, can I have your department code, please?

7B: _____

8A: Can I take a phone extension as a contact number please and also your manager's name?

8B: _____

9A: Right, so your booking reference is O/3883B. Was there anything else?

9B: _____

10A: OK Sarah, 'bye for now.

10B: _____

Part Five - Reading and Writing (20 marks)

Your company is considering hiring staff on 'zero hours' contracts. Your manager has asked you to research the advantages and disadvantages for both the employer and employees. Read the following article and then write a summary in the form of a memo of about 100 words.

Published research demonstrates the extent to which zero hours contracts are used. The Chartered Institute of Personnel and Development (CIPD) suggested that there could be around 1 million zero hours workers in the UK. The workers have contracts under which the employer does not guarantee to provide the worker with any work and pays the worker only for work actually carried out. Work is offered on an "as and when" basis and the worker is expected to work when required. A lot of the criticism of these contracts has focused on the uncertainty this could cause for workers. However, the flexibility this provides can be beneficial for both employer and worker.

A huge advantage of zero hours contracts for employers is the flexibility they require. It provides employers with flexible labour to enable them to respond to peaks and troughs in business and demand, so they can avoid being overstaffed in quiet periods and understaffed in busy periods. The use of zero hours workers means that employers can effectively create their own 'pool' of casual workers from which they can draw according to demand, rather than having to pay fees to a temp agency. Workers under zero hours contracts can also benefit from the flexibility offered. Where there is no obligation to accept work, workers will be free to accept or turn down work, according to their needs. This means, for example, that a parent could fit work around childcare or a student around their studying. Whilst zero hours contracts ostensibly provide flexibility for workers, in reality, workers may feel they can't turn down work for fear of not being offered it again. It may also be that workers are waiting around for work and are expected to be available at short notice.

If a worker is engaged under a zero hours contract but regularly works, for example, 20 hours per week, always attends work when requested, performs the company's instructions when carrying out their tasks and otherwise appears as an employee of the organisation, the fact that they are working under a zero hours contract will not prevent them from acquiring the full set of employment rights available to "employees". This is something which employers should be aware of. If this is the case, and the individual is an 'employee', they will enjoy the full set of employment rights, for example holiday pay, statutory sick pay and potentially redundancy payments, that come with that status. The use of these contracts has recently received a great deal of press attention. A number of employers have come under fire in recent weeks for their use of zero hours workers, with critics claiming zero hours contracts are being exploited to avoid employees gaining employment rights. However, despite the controversy and criticism, there are plenty of zero hours contracts which are, arguably, perfectly fair and work well for both employers and workers.

Write your summary here. Use about 100 words.

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