

# English for Business

## *Level 1*

## All Series 2007 Answers

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[www.lcciq.com](http://www.lcciq.com)

[info@lcciq.com](mailto:info@lcciq.com)

**Series 2 MODEL ANSWER TO QUESTION 1**  
**Suggested Answer**

**MEMO**

**TO:** (All) SALES STAFF.

**FROM:** NAME OF CANDIDATE

**DATE:** Suitable Date

**SUBJECT:** PERSONAL CALLS.

Our department has just received a serious complaint from the Finance Department, which is unhappy with the number of personal calls that Sales Staff have made over the last 2 months. Both I and the Finance Department see this situation as unacceptable.

You are all aware of the guidelines on personal calls. These should only be made if you need to respond to an urgent situation, such as a message from your child's school, which asks for a quick response. Non-urgent calls include a chat with your friend or ordering shopping items for collection after work. I am sure everyone knows the difference here!

We need to appear responsible in the eyes of others as soon as possible, so let's start now to cut out the casual calling.

The consequences, if we do not monitor ourselves, will include warnings, stoppage of wages, or worse. You could lose your job if you do not heed the warning!

I am sure I can rely on your common sense and have your full co-operation.  
Thank you.

**(175 words)**

## MODEL ANSWER TO QUESTION 2

1	False	every day	back again
2	False	specially designed	West Coast
3	False	grant	Scottish
4	False	William	hoping to start OR next 2 years
5	False	Carlisle	happy to start OR hoping to start
6	True	reduce pollution	more jobs OR reduce unemployment
7	True	welcome	step forward
8	False	in past avoided	frequent delays
9	False	major	distribution
10	True	branch	if West Coast OR Main Line closed

### MODEL ANSWER TO QUESTION 3

- 1 Bestcars
- 2 3
- 3 DB Cars
- 4 4
- 5 3
- 6 DB Cars
- 7 2
- 8 3
- 9 Luzcar
- 10 1
- 11 King
- 12 1
- 13 Luzcar
- 14 3
- 15 No
- 16 2
- 17 Luzcar
- 18 Bestcars
- 19 1
- 20 1

**MODEL ANSWER TO QUESTION 4** Booking Reservation Completion

**RITZ HOTEL  
RESERVATION BOOKING FORM**  
(complete in capitals)

COMPANY NAME:	CONTIPLASTICS plc
CONTACT PERSON:	RALF CONTI
NAME OF SUITE:	EVEREST
DATE REQUIRED:	20 SEPTEMBER
FROM (HOUR)	1100
TO (HOUR)	1630
NUMBER OF GUESTS:	140
BREAKFAST / <u>LUNCH</u> / DINNER	(please underline requirement)
DRINKS FROM (HOUR)	1130
DRINKS REQUIRED:	CHAMPAGNE NON-ALCOHOLIC
TIME FOR MEAL	1330
SPECIAL REQUESTS:	
1	CAR TO STATION
2	LARGE BOUQUET
	LILIES
3	COURTESY ROOM
INVOICE TO:	RALF CONTI

**Series 3 MODEL ANSWER TO QUESTION 1**

**Suggested Answer**

KURT WEILL ASSOCIATES  
6 KINGSBURY SQUARE  
LONDON  
SW15 4GY

Suitable Date

The Customer Relations Officer  
Barrett Airways  
46 Upper Richmond Road  
Putney  
London SW12 6FK

Dear Sir

I wish to register several complaints about my unfortunate experience last week when I flew to Dresden on your flight BRT515.

Although no reason was announced, the flight departure was delayed by an hour. All passengers had boarded the plane and had to endure an hour waiting on the tarmac before permission to take off was received.

During the flight I received very poor service indeed. First, I was not offered the usual upgrade from Business to First Class. I had ordered a vegetarian meal but was bluntly told by your cabin crew member that the caterers had not supplied this and that I would have to choose from the standard menu. I have not been treated so rudely aboard your flights before.

I should also mention that there was total silence from the pilot during the flight. Normally passengers are informed about position and weather on arrival, but we heard not a single word until we landed.

I feel that some compensation is due and ask you to consider offering me a 50% discount on my next flight. Such a gesture might keep me flying with Barrett.

Yours faithfully

A. Candidate

## MODEL ANSWER TO QUESTION 2

- |           |   |   |
|-----------|---|---|
| 1. False  | steep winding   | ancient OR<br>for generations   |
| 2. True   | common knowledge  | one more step / just one step   |
| 3. False  | more than 40 /<br>40 being built                            | increase the output /<br>increase by 300% / also accept<br>increase water powered electricity |
| 4. False  | tourist business<br>destroyed                               | every home flooded /<br>would be flooded  |
| 5. True   | willing to die  | for generations   |
| 6. False  | huge project  | homeless / have to leave /<br>lost homes  |
| 7. True   | need for change   | accept  |
| 8. False  | 200 species<br>disappear / allow<br>wildlife will disappear | <u>already</u> lost   |
| 9. True   | provincial  | local   |
| 10. False | inspect the site  | water-powered<br>electricity  |

### MODEL ANSWER TO QUESTION 3

1. 3
2. Tahiti
3. 18.50
4. Dixon
5. 2
6. Bolivia
7. No
8. 2003
9. None (0)
10. Hadder
11. No
12. 2
13. 2002
14. 2
15. Yes
16. 2
17. No
18. Lee
19. 2
20. Tibet

#### MODEL ANSWER TO QUESTION 4

#### PROGRAMME SCHEDULE

START TIME	GROUP ACTIVITY	MEMBER OF STAFF IN CHARGE	OTHER STAFF PRESENT
1030	TOUR WORKSHOPS	CARL DONNELLY	NONE
<b>1130</b>	TOUR WORKSHOPS	JENNY LEE	MIA PELL
1230	COFFEE	<b>MANAGING DIRECTOR</b>	<b>GERALD MORLEY</b>
1300	LUNCH	GERALD MORLEY	NANCY KOWALSKI
<b>1400</b>	PRESENTATION	DENZIL CARO	NANCY KOWALSKI
1430	TALK/DISCUSSION	ELSA KRAMM	CANDIDATE NAME

**Series 4 MODEL ANSWER TO QUESTION 1**

**Suggested Answer**

**MEMORANDUM**

**TO: ALL SUPERVISORS**

**FROM: NAME OF CANDIDATE**

**DATE: SUITABLE DATE**

**SUBJECT: STAFF ANNUAL DAY OUT**

Once again the time has come when we need to start thinking about the staff day out which we have every year.

As in previous years, I would like to ask you to follow the same procedure so that we get some good ideas from the staff. Will you please, therefore, spend some time, particularly during working breaks, to gather information from those in your team about where they might like to go this year and what kinds of activities they would like us to organise for the day. Please also collect opinions on the best means of transport (this will depend partly on where we decide to go!)

Last year's trip to the theme park was not a total success. It was hard to keep people together, and of course 4 people missed the return train. We must try to avoid a repeat of that at all costs.

It would be very helpful if all responses can be sent to me within 14 days of the date of this memo, to give us time to assess staff's wishes and make decisions.

Thank you in advance for your assistance.



### MODEL ANSWER TO QUESTION 3

- 1 3
- 2 Eurotalk
- 3 No
- 4 2
- 5 Flexispeak
- 6 No
- 7 No
- 8 3
- 9 No
- 10 None
- 11 Flexispeak
- 12 3
- 13 Yes
- 14 4
- 15 1
- 16 Fastspeak
- 17 No
- 18 No
- 19 Livelanguage
- 20 Fastspeak

**MODEL ANSWER TO QUESTION 4****MONTHLY DIARY  
(Complete in capitals)**

<b>DAY</b>	<b>DATE</b>	<b>DIARY ENGAGEMENT</b>
SUNDAY	1 <sup>ST</sup>	
MONDAY	2 <sup>ND</sup>	SHORTLIST DESIGN VACANCY
TUESDAY	3 <sup>RD</sup>	DEPARTMENTAL MEETING
WEDNESDAY	4 <sup>TH</sup>	
THURSDAY	5 <sup>TH</sup>	IN-SERVICE TRAINING
FRIDAY	6 <sup>TH</sup>	PRODUCTION TEAM MEETING
SATURDAY	7 <sup>TH</sup>	
SUNDAY	8 <sup>TH</sup>	
MONDAY	9 <sup>TH</sup>	CARD EXHIBITION
TUESDAY	10 <sup>TH</sup>	
WEDNESDAY	11 <sup>TH</sup>	PRODUCTION TEAM MEETING
THURSDAY	12 <sup>TH</sup>	ANNUAL CONFERENCE
FRIDAY	13 <sup>TH</sup>	ANNUAL CONFERENCE
SATURDAY	14 <sup>TH</sup>	ANNUAL CONFERENCE
SUNDAY	15 <sup>TH</sup>	
MONDAY	16 <sup>TH</sup>	INTERVIEW DESIGN VACANCY
TUESDAY	17 <sup>TH</sup>	
WEDNESDAY	18 <sup>TH</sup>	PRODUCTION TEAM MEETING
THURSDAY	19 <sup>TH</sup>	IN-SERVICE TRAINING
FRIDAY	20 <sup>TH</sup>	REVIEW BIRTHDAY CARD DESIGNS
SATURDAY	21 <sup>ST</sup>	
SUNDAY	22 <sup>ND</sup>	
MONDAY	23 <sup>RD</sup>	COLLEGE LECTURE
TUESDAY	24 <sup>TH</sup>	DEPARTMENTAL MEETING
WEDNESDAY	25 <sup>TH</sup>	PRODUCTION TEAM MEETING
THURSDAY	26 <sup>TH</sup>	IN-SERVICE TRAINING
FRIDAY	27 <sup>TH</sup>	PARIS TRIP or PARIS TRIP (2 DAYS)
SATURDAY	28 <sup>TH</sup>	PARIS TRIP
SUNDAY	29 <sup>TH</sup>	
MONDAY	30 <sup>TH</sup>	