

English for Business

Level 1

Past Papers **2007**

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www.lcciq.com

info@lcciq.com

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English for Business

Level 1

Past Papers 2007

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There was no Series 1 in 2007

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QUESTION 1

Situation

You have received a complaint from the Finance Department of your company, Wentworth Insurance, about the rising costs of telephone calls made by your department, which deals with telephone sales. Sales Staff are allowed to make urgent personal calls only, but some staff are making personal calls that are not urgent. The Finance Department asks you to take action to deal with the problem.

Task

Write a memo of between 150 and 200 words to all Sales Staff about the complaint. Tell them, in a tactful manner, what they are allowed to do and what is not allowed, giving examples. Ask for the rules to be followed, and point out the consequences if non-urgent calls are made in the future.

Write your memo in the space below.

MEMORANDUM.

TO:

FROM:

DATE:

SUBJECT:

QUESTION 1 CONTINUED

You may continue writing your memo here.

(30 marks)

QUESTION 2

Situation

You work for a regional newspaper, and your editor has asked you to check a short article about a business development in the area.

Task

Read the article entitled “**Business on the Move**”, on the page below, then say whether the following statements are **TRUE** or **FALSE**. Then write down the **words or phrases** from the passage that support your answer. Do not write **more than 6 supporting words** for each answer. You will lose marks if you write more than this.

Example:

Statement: When the goods are carried by rail they will be in trucks; all identity marks on the train will be hidden.

Answer: False: container wagons; display the logos.

BUSINESS ON THE MOVE.

The transport firm of Alan Roberts is being given a grant of more than £400,000 to take 260 of its trucks a week off the roads. The firm, which has a depot in the North of England, will switch 70% of its goods for a major supermarket from road to rail transport. The goods train, which can use both the West Coast Main Line, and the branch line between the towns of Settle and Carlisle, will travel between terminals at Daventry in England and Coatbridge in Scotland.

The firm will receive £235,000 from the English Department of Transport and £200,000 from the Scottish Transport Executive to help to buy 90 container wagons to transport the goods.

William Roberts, managing director of the firm, which has its headquarters in Carlisle, said that the change would save money and reduce traffic pollution.

The train will run every day from the supermarket's main distribution centre in Daventry to the regional Scottish centre at Coatbridge, and back again.

William Roberts also said that his firm is happy to start using the railway as well as the roads. The firm is also hoping to start deliveries by air, using Carlisle airport, in the next 2 years.

In the past supermarkets have avoided the use of trains because of frequent delays, but the new train is specially designed to travel on the Settle to Carlisle branch line, if the West Coast Main Line is closed by bad weather or for repairs.

The first train will travel to Scotland later this year. It will display the logos of the transport firm and the supermarket side by side.

The scheme will provide many more jobs, and it has been welcomed by the people living near the 2 terminals as a major step forward in cutting down unemployment.

QUESTION 2 CONTINUED

Write your answers on the lines marked A.

1 The train will travel weekly one-way from Daventry to Coatbridge.

A _____

2 The train is just an ordinary goods train; for most journeys it will use the Settle to Carlisle line.

A _____

3 The money provided is in the form of a loan; all the money comes from England.

A _____

4 Alan Roberts is the firm's MD; the firm already uses air transport as well as road and rail.

A _____

5 The head office of the firm is in Coatbridge; the firm does not want to use rail transport.

A _____

6 As well as saving money the switch to rail will have other benefits.

A _____

7 People living near either end of the rail route are happy about the development; for them it means progress.

A _____

8 For many years supermarkets have sent goods by train, because they can be relied on.

A _____

9 The supermarket chain involved is not a large one; it has its main administrative centre in Daventry

A _____

10 The Settle to Carlisle route is not a main line; it will not be used frequently.

A _____

(30 marks)

QUESTION 3

Situation

A holiday firm has asked you to review the details about car hire in a popular holiday destination.

Task

Read carefully the table below, headed **Monrovia Car Hire**, then answer the questions on the next page. **Write your answer as a single word, name or a figure.** You will lose marks if you write more than this.

MONROVIA CAR HIRE.

(all prices are in US dollars (\$))

	LUZCAR	KING	DB CARS	CENTRAL	EASIHIRE	BESTCARS
2-DOOR	60	50	50	95	70	40
4-DOOR	90	90	85	110	90	85
AIR CONDITIONING	ALL CARS	4-DOOR ONLY	NONE	4-DOOR ONLY	2-DOOR ONLY	ALL CARS
MINIMUM HIRE (DAYS)	1	3	7	1	3	3
CREDIT CARDS ACCEPTED	YES*	YES	NO	YES*	YES	YES
EXTRA DRIVER COSTS	NO CHARGE	25	30	NO CHARGE	20	NO CHARGE
NUMBER OF OFFICES	12	15	20	10	18	15
ON-LINE BOOKING	YES+++	YES	NO	YES+++	YES	NO
INSURANCE CHARGES	INCLUDED	20	25	INCLUDED	22	20
AIRPORT COLLECTION	YES	YES	NO	NO	YES	YES

* add 2% of hire costs

+++ discount of 10%

QUESTION 3 CONTINUED

ANSWERS

- 1 Which firm has the lowest daily charge for a 2-door car?
- 2 How many firms accept credit cards without additional costs?
- 3 Which firm has the most offices?
- 4 How many firms have a minimum hire period of 3 days or more?
- 5 How many firms offer 2-door cars with air-conditioning?
- 6 Which firm has the highest insurance charge?
- 7 How many firms offer a discount for on-line booking?
- 8 How many firms offering 4-door cars with air-conditioning can be booked on-line?
- 9 Which firm with 1-day minimum hire offers airport collection?
- 10 How many firms offer all cars with air-conditioning and on-line booking?
- 11 Which firm accepts credit cards and charges more than \$20 for extra drivers?
- 12 How many firms offer 2-door cars under \$60 with air-conditioning?
- 13 Which firm with on-line booking and airport collection offers a 1 day hire?
- 14 How many firms offer 4-door cars, costing less than \$95, with air-conditioning?
- 15 Does the firm with the least number of offices offer both airport collection and free extra drivers?
- 16 How many firms offering a minimum 3-day hire also offer credit card payments and on-line booking?
- 17 Which firm offers air-conditioning on all cars and an on-line booking discount?
- 18 Which firm offers the cheapest price for any 1-day or 3-day hire car with air-conditioning and airport collection?
- 19 How many firms accept credit cards and have more than 15 offices?
- 20 How many firms make no extra charges for both credit cards and extra drivers?

(20 marks)

QUESTION 4 CONTINUED

RITZ HOTEL
RESERVATION BOOKING FORM
(complete in capitals)

COMPANY NAME:

CONTACT PERSON;

NAME OF SUITE:

DATE REQUIRED:

FROM (HOUR):

TO (HOUR):

NUMBER OF GUESTS:

BREAKFAST / LUNCH/ DINNER (please underline requirement)

DRINKS FROM (HOUR)

DRINKS REQUIRED:

TIME FOR MEAL:

SPECIAL REQUESTS:

- 1
- 2
- 3

INVOICE TO:

BOOKING TAKEN BY (NAME)

(20 marks)

QUESTION 1

Situation

A week ago you travelled by Barrett Airways from your local airport to attend a business conference in a major city. Your departure time was delayed by an hour, and this was the first of a number of things about the flight that made you angry. You feel that the airline should compensate you in some way.

Task

Write a letter of between 150 and 200 words to the Customer Relations Officer of Barrett Airways. Give the reasons for your complaint in some detail, and say what action you expect them to take to keep you as a customer.

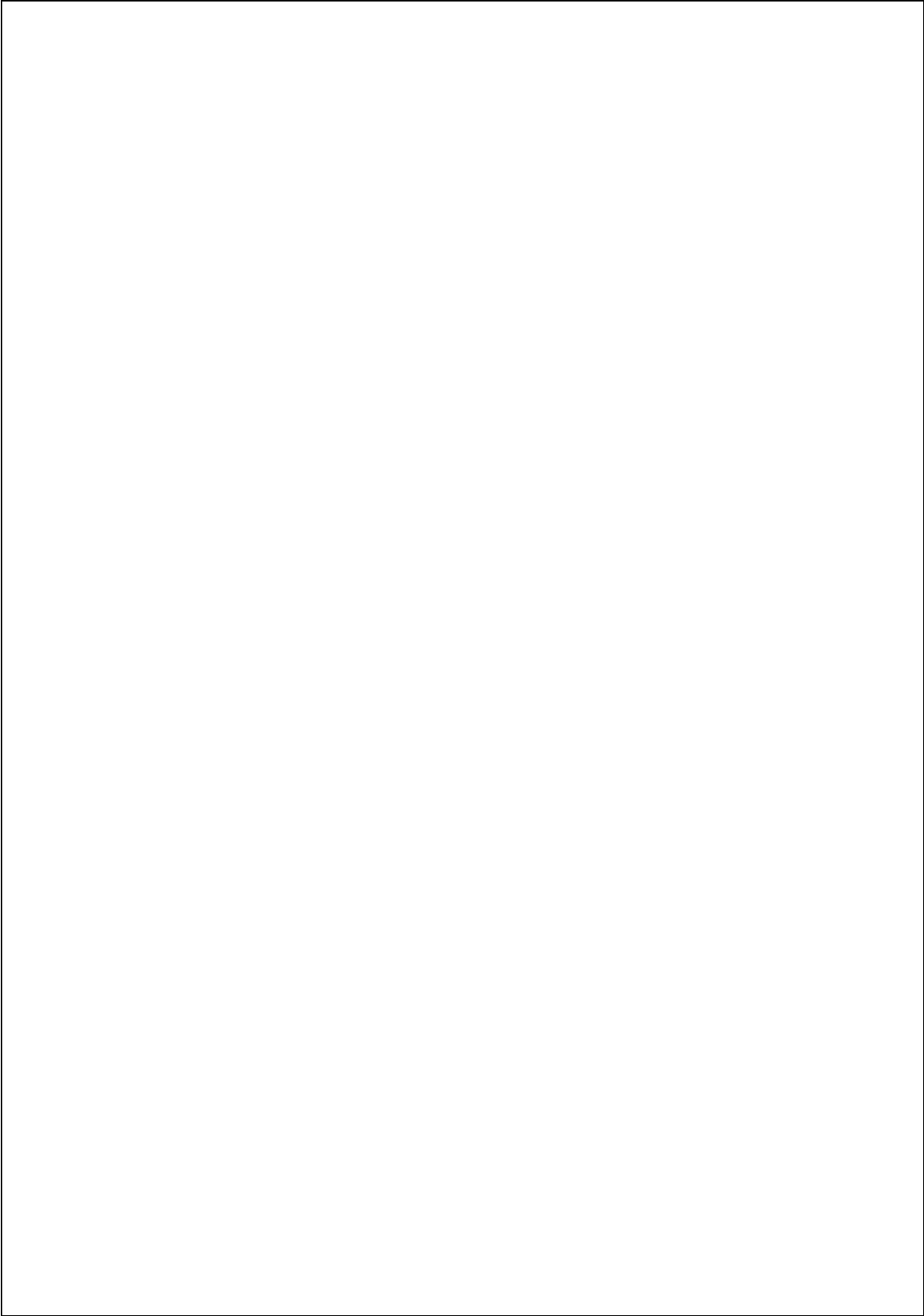
You may invent suitable addresses.

Write your letter in the space below.

(30 marks)

QUESTION 1 CONTINUED

You may continue to write your letter in the space below.

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter. The box occupies most of the page's vertical space.

QUESTION 2

Situation

You have been asked to check the details of a short article prior to publication of your company's leading magazine "Monthly World Events".

Task

Read the article on the next page titled "Hydro-electricity in China", then say whether the following statements are **True or False**. Then **quote the words or phrases from the passage** that support your answer. **Do not write more than 6 supporting words for each answer**. You will lose marks if you write more than this.

Note:

Answers usually have 2 parts, and the words or phrases that you need may be in different parts of the article.

Example:

Statement: At the moment tourism around Tiger Leaping Gorge is decreasing; Deng Xiaojia sells flags there.

Answer: False: growing tourist business; jewellery.

Write your answers on the lines marked A.

1 The road to Chezhou is flat and straight; the village was only recently established.

A _____

2 Almost everyone in China has heard about the Chezhou dam; a lot of people think the dam has no particular significance.

A _____

3 Chezhou dam is the only one in the region; the provincial government wants less water-powered electricity.

A _____

4 The dam will increase the number of visitors to the area; the dam will cause no damage to people's houses.

A _____

5 Some villagers feel very strongly about the dam; the village was home to their parents and grandparents.

A _____

6 Building the dam is only a small job; it will have very little effect on the lives of most people in the area.

A _____

QUESTION 2 CONTINUED

7 The dam is a necessary development; local people understand this.

A _____

8 The dam will have no effect on the wildlife in the area; so far no-one in the region has lost either a home or a job.

A _____

9 The business of the village of Chezhou is controlled by more than one governing body.

A _____

10 The job of the engineers was to advise local people; the dam produces coal-fired power.

A _____

(30 marks)

HYDRO- ELECTRICITY IN CHINA.

When the team of engineers made their way up the steep, winding road to the village of Chezhou in North -West Yunnan, their aim was to inspect the site for a new dam in Tiger Leaping Gorge. In order to build the dam every home in the community would be flooded. Local people would have to leave the ancient and peaceful village which had been home to them for generations. But no-one realized how many of the villagers felt about the project. Some said they were willing to die to stop the dam.

The story of this huge project is slowly spreading, and is now common knowledge all over China, and even in other countries.

The provincial government in North-West Yunnan has recently announced plans to move half a million people in the next 10 years. They aim to increase by 300% the output of water-powered electricity. China sees this as a cheap and clean alternative to nuclear or coal-fired power plants.

Environmental experts say the dam at Chezhou will make 100,000 people homeless. Over 200 species of wildlife will disappear. The growing tourist business centred around Tiger Leaping Gorge will be destroyed.

The protest seems to be working. In support of the villagers, the local government says that the dam should not go ahead, and the whole survey team has stopped work and joined the protest.

Not everyone is against the building of the new dam. Many locals accept the need for change. Some are making their homes bigger in the hope of greater compensation. One girl, Deng Xiaojia, who has a jewellery stall on the site, would lose her job and her house, but she believes the dam will benefit the region as a whole. Other people, she says, have already lost jobs and homes.

There are already more than 40 dams being built in the region, so in many people's eyes the dam at Chezhou is just one more step in the programme of modernisation.

QUESTION 3

Situation

You work for an online bookshop, which specialises in travel books. You have been asked to check the details of a new booklist.

Task

Study carefully the booklist on the page opposite, then answer the questions below. **Write your answer as a single word, a name or a figure.**

You will lose marks if you write more than this.

1. How many hardback books cost less than £20?
2. Which paperback book has the fewest pictures?
3. How much does the most recently published hardback book cost?
4. Who is the author of the longest book?
5. How many books more than 200 pages long, are published by West?
6. What is the title of the lowest priced book published by Hadder?
7. Does the most expensive book have the most pictures?
8. When was the cheapest book by Marks published?
9. How many paperbacks costing less than £15, have fewer than 15 pictures?
10. Which publisher published 2 books in the same year?
11. Does the book "France" have more pages and more pictures than the book published in 2003?
12. How many books costing less than £15 have more than 20 pictures?
13. In which year was the cheapest book in the list published?
14. How many books published before 2002 cost more than £20?
15. Does the book "Fiji" cost more than the paperback published by West?
16. How many paperbacks contain more pictures than the book "Sahara"?
17. Is Pereira's book more expensive than the other Hadder publication?
18. Who was the author of the longest book published before 2001?
19. How many books with fewer than 200 pages are paperbacks published before 2003?
20. Which hardback costing less than £20, was published before the year 2000?

(20 marks)

QUESTION 3 CONTINUED**BOOKLIST**

TITLE	PRICE £	DATE PUBLISHED	H OR P*	PAGES	NUMBER OF PICTURES	PUBLISHER	AUTHOR
SAHARA	24.50	2000	H	270	20	WEST	CARTER
BOLIVIA	16.00	1998	P	200	25	HADDER	PEREIRA
ANGOLA	11.90	2003	H	345	76	MARKS	DIXON
INDIA	25.50	1999	H	280	60	WEST	BJORG
TAHITI	10.50	2005	P	160	18	FLEET	ELLIS
FIJI	14.50	2002	P	180	20	CORBY	SOUZA
TIBET	18.00	1998	H	300	36	HADDER	LEE
FRANCE	7.50	2002	P	175	25	WEST	DORFF
SYRIA	18.50	2006	H	220	20	MARKS	POLDER

* H = HARDBACK
P = PAPERBACK

QUESTION 4

Situation

You work in the general office at Contour Windows plc. Representatives from a number of important building firms are due to visit your workshops in the coming week. Your boss, Elsa Kramm, is telling you about the arrangements:

“The builders’ representatives will arrive at 1030 and will spend 2 hours touring the workshops. Carl Donnelly will accompany them on his own for the first hour. He then has to leave to catch a train, so Jenny Lee will take over the tour when Carl leaves. Her assistant, Mia Pell, will assist her. After the tour the representatives will have coffee with the MD and Gerald Morley for 30 minutes. Gerald will then take them for lunch, where they will be introduced to our Sales Director, Nancy Kowalski. I’ve allowed an hour for lunch. In the afternoon I want them to meet our Chief Designer, Denzil Caro. Nancy will accompany them and Denzil will give a half-hour presentation about the latest materials. To end the day I’ll talk to them in my room for a few minutes. It would be helpful if you could be there to take notes. That’s it, then.”

Task

Use the information above to complete the Programme Schedule below. Some of the boxes have been completed to help you.

PROGRAMME SCHEDULE
(Please complete in capitals)

START TIME	GROUP ACTIVITY	MEMBER OF STAFF IN CHARGE	OTHER STAFF PRESENT
<i>1130</i>			
		<i>MANAGING DIRECTOR</i>	<i>GERALD MORLEY</i>
<i>1400</i>			

(20 marks)

QUESTION 1

Situation

Each year your company organises a special day out for all employees at the company's expense. It is customary to ask the staff where they would like to go, and what they would like to do in the course of the day.

Task:

Write a memo of between 150 and 200 words to all the supervisors, asking them to seek staff ideas and suggestions about:

- where to go
- what to do
- how to get there (train, bus, cars etc):

Remind them about the previous year's success (or problems!) and ask for a reply within a certain period of time.

Write your memo in the space below

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT:

QUESTION 1 CONTINUED

You may continue writing your memo in the space below.

(Total 30 marks)

QUESTION 2

Situation

You work as the assistant editor for a printing firm. You have been asked to check the details of an article advertising a local retail jewellery shop.

Task

Read the article on the page opposite entitled “**Proudfoot’s – Personally Yours**”, then say whether the following statements are **True or False**. Then **quote the words or phrases from the article** that support your answer. **Do not write more than 6 supporting words for each answer**. You will lose marks if you write more than this.

Note: Answers usually have 2 parts, and the words or phrases you need may be in different parts of the article.

Example:

Statement: Proudfoot’s normally sell goods from little known makers; no goods are guaranteed.

Answer: FALSE leading makers fully guaranteed

Write your answers on the lines marked A.

1. The main entrance of the shop is in Hope Street; no goods can be seen from the street.

A _____

2. Proudfoot’s have been in business for many years; jewellery is made on the premises.

A _____

3. A visit to the shop is a very nice experience; you can buy jewellery that nobody else owns.

A _____

4. Some items at Proudfoot’s are fakes; buying items from them needs great care.

A _____

5. Customer service at Proudfoot’s is excellent; the staff can tell you all you want to know.

A _____

6. The staff at Proudfoot’s offer little assistance; they make customers feel uneasy.

A _____

7. The craftsmen help you to choose the stones; their work is the first step in the process of making a piece of jewellery.

A _____

8. The shop is open morning and afternoon; Tuesday to Thursday is best for an appointment.

A _____

QUESTION 2 CONTINUED

9. At present only one generation of the Proudfoot family is involved in the shop, and all the staff are new to the business.

A _____

10. The shop is hard to find; it does very little trade on Saturdays.

A _____

(Total 30 marks)

PROUDFOOT'S – PERSONALLY YOURS

The long-established watch and jewellery business of James Proudfoot and Sons is situated at the very bottom of the main street of the town. It is easily recognised because of the large clock over the main entrance. There is a second, smaller entrance round the corner in Hope Street.

In the shop window you will find watches and jewellery from all the leading makers. The shop has more leading brands readily available than any other shop in the region. If you want a James Bond designer watch, you can have it straightaway. Other firms will need to order the watch and you will have to wait a few weeks for delivery.

At Proudfoot's the staff can answer all your questions. They have more than 100 years' experience in the jewellery trade and can make you feel comfortable and relaxed. They will take the time to find out your likes and dislikes, and will guide you to the right watch or piece of jewellery for you. All goods are, of course, completely genuine and fully guaranteed. Unlike buying on-line, there is no risk at Proudfoot's.

The firm will also design jewellery especially for you. The jewel experts will discuss with you and help you to choose the precious stones (diamonds, sapphires, rubies etc). Then the chief designer will advise you on which metal is best for the settings (gold, silver, platinum). Finally the in-house craftsmen will make the piece of jewellery, which will be uniquely yours.

Next time you are in the area, give yourself a treat and visit the shop. You will be pleasantly surprised by the service, which is first class. The shop is open daily (not Sundays) from 0930 to 1800. Saturday is a very busy day. If you want to make an appointment, it is better to come mid-week.

QUESTION 3

Situation

You have been asked by your boss to review a number of European language courses to assess their suitability for some language training for Sales staff.

Task

Study the table below entitled "European Language Opportunities", then answer the questions on the following page. **Write your answer as a single word, a name or a figure in the answer boxes.** You will lose marks if you write more than this.

EUROPEAN LANGUAGE OPPORTUNITIES

BRAND NAME	TOTAL HOURS OF CDs	COST £££	HELP LINE	FRENCH AND SPANISH	ITALIAN AND GERMAN	BEGINNER COURSE	ADVANCED COURSE	COURSE BOOK
LIVE LANGUAGE	12	60	NO	YES	YES	YES	NO	YES
FASTSPEAK	20	90	NO	YES	YES	YES	YES	YES
WORD FOR WORD	9	60	YES	NO	YES	YES	YES	NO
HEAR AND SAY	12	80	YES	YES	NO	YES	NO	NO
FLEXISPEAK	20	120	YES	YES	YES	YES	YES	YES
EUROTALK	24	100	NO	YES	NO	YES	YES	YES
QUICKSPEAK	15	75	YES	YES	YES	YES	YES	NO

QUESTION 3 CONTINUED

ANSWERS

- | | |
|---|--|
| 1. How many brand names have less than 15 hours of CD material? | |
| 2. Which brand name offers the most hours of CD material? | |
| 3. Do all the brand names offer either an Advanced course or a Helpline? | |
| 4. How many brand names costing more than £90 provide a Course book? | |
| 5. Which brand name with a Helpline costs the most? | |
| 6. Do all the brand names that offer an Advanced course also have a Helpline? | |
| 7. Does Fastspeak offer more hours of CD material than Eurotalk? | |
| 8. How many brand names offer all 4 listed languages at Advanced level? | |
| 9. Do the 2 cheapest brand names offering French and Spanish have less than 10 hours of CD material? | |
| 10. How many brand names offering French and Spanish have less than 10 hours of CD material? | |
| 11. Which brand name offering French at both Beginner and Advanced levels is the most expensive? | |
| 12. How many brand names with Course books offer an Advanced course? | |
| 13. Is it cheaper and faster to learn Italian with Quickspeak than Fastspeak? | |
| 14. How many Beginner courses cost more than £75 and offer more than 10 hours of CD material? | |
| 15. How many Advanced courses cost more than £100 and also have a Helpline? | |
| 16. Which is the cheapest brand name with more than 15 hours of CD material? | |
| 17. Are there more brand names which offer an Advanced course in Italian than there are brand names offering a Beginner course in French? | |
| 18. Does Word-for-Word have more hours of CD material than the most expensive brand name? | |
| 19. Which brand name with a Course book is the cheapest? | |
| 20. Which is the cheapest brand name offering a Course book and more than 15 hours of CD material? | |

(Total 20 marks)

QUESTION 4

Situation

You work as the Personal Assistant to the Chief Designer for Excel Greetings Cards. She has left you some notes about her engagements for the coming month.

Task

Use the information below to complete the monthly diary on the page below. You should leave blank any dates for which there is no engagement.

DIARY INFORMATION

Second Monday	Card Exhibition at Town Hall
20th	Review of new Birthday Card designs
First and final Tuesdays	Departmental meetings
Every Wednesday	Production Team meetings ***
12th and next 2 days	Annual Conference
Third Thursday	Lecture at City College
2nd	Shortlist for Design Vacancy (interview day 2 weeks after)
27th	Paris Trip – 2 days
All Thursdays (not 12th)	In-service training

Note:

Will need to re-arrange college lecture - following Monday will be ok!

*** First meeting will have to be 2 days later; Head of Production is on holiday.

(Total 20 marks)

QUESTION 4 CONTINUED**MONTHLY DIARY
(Complete in capitals)**

DAY	DATE	DIARY ENGAGEMENT
SUNDAY	1 ST	
MONDAY	2 ND	
TUESDAY	3 RD	
WEDNESDAY	4 TH	
THURSDAY	5 TH	
FRIDAY	6 TH	
SATURDAY	7 TH	
SUNDAY	8 TH	
MONDAY	9 TH	
TUESDAY	10 TH	
WEDNESDAY	11 TH	
THURSDAY	12 TH	
FRIDAY	13 TH	
SATURDAY	14 TH	
SUNDAY	15 TH	
MONDAY	16 TH	
TUESDAY	17 TH	
WEDNESDAY	18 TH	
THURSDAY	19 TH	
FRIDAY	20 TH	
SATURDAY	21 ST	
SUNDAY	22 ND	
MONDAY	23 RD	
TUESDAY	24 TH	
WEDNESDAY	25 TH	
THURSDAY	26 TH	
FRIDAY	27 TH	
SATURDAY	28 TH	
SUNDAY	29 TH	
MONDAY	30 TH	