Contents

English for Business

Preliminary Level

Past Papers 2007

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There was no Series 1 in 2007

Model Answers for some papers are available free of charge. Contact info@lcci.q.com

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ENGLISH FOR BUSINESS

Preliminary Level

Monday 2 April

Subject Code: 1044

Time allowed: 1 hour 30 minutes

Complete the details below in block capitals.

Candidate Name

Centre Code

Candidate ID Number

Candidate Number

Number of additional sheets handed in

INSTRUCTIONS FOR CANDIDATES

• Answer all 3 sections.

• Write your answers in the spaces provided on the question paper.

• If you need more space, use the additional sheets provided.

• Write your name, candidate number and section number on each sheet and attach them to the inside of your booklet.

• Cross through any rough notes.

• There is credit for correct spelling, punctuation and grammar.

• Check your work carefully.

• You may use an English or bilingual dictionary.
SECTION A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

A1 What is in the picture? (1 mark)

(a) a waiting room
(b) an office
(c) a library

A2 How many desks are in the room? (1 mark)

(a) none
(b) two
(c) four

A3 How many chairs can you see? (1 mark)

(a) none
(b) two
(c) four

A4 What time of day is it? (1 mark)

(a) morning
(b) afternoon
(c) evening

A5 A man is leaning on the desk, is he (1 mark)

(a) talking to another man?
(b) talking to a woman?
(c) talking to a man and a woman?

A6 Who is talking on telephone? (1 mark)

(a) a man
(b) a woman
(c) no one
SECTION A CONTINUED

A7 In the picture are there

(a) more men? □
(b) more women? □
(c) the same number of men and women? □

A8 What are the filing cabinets made of?

(a) paper □
(b) glass □
(c) metal □

A9 What shape is the door?

(a) a square □
(b) a rectangle □
(c) a circle □

A10 How tall are the filing cabinets?

(a) about two metres □
(b) about two centimetres □
(c) about two kilograms □

A11 How many computers can you see?

(a) none □
(b) two □
(c) six □

A12 A woman is using a computer. Which hand can you see?

(a) her left hand □
(b) her right hand □
(c) both hands □
SECTION A CONTINUED

A13 Which of these is not in the picture? (1 mark)
   (a) a clock
   (b) a staircase
   (c) a waste-paper basket

A14 A man is standing at the back of the room on the right hand side. What is he going to do? (1 mark)
   (a) go up some stairs
   (b) go to a desk
   (c) go to a car

A15 Which is closest to the door? (1 mark)
   (a) filing cabinets
   (b) the stairs
   (c) the window

Look at the picture. Then write short answers to these questions on the line where it says Answer.

A16 What in the picture has a round shape? (2 marks)
   Answer________________________________________

A17 How many people are in the picture? (2 marks)
   Answer________________________________________

A18 What is to the left of the window? (2 marks)
   Answer________________________________________

A19 Where is the clock? (2 marks)
   Answer________________________________________

A20 What time is it in the picture? (2 marks)
   Answer________________________________________

A21 How many cars are in the car park? (2 marks)
   Answer________________________________________
SECTION A CONTINUED

A22 Two men are wearing ties. What colour are the ties? (2 marks)
Answer__________________________________________________________

A23 A man is walking behind the desks, holding a letter. Which hand is it in? (2 marks)
Answer__________________________________________________________

A24 Is the door on the left of the picture open? (2 marks)
Answer__________________________________________________________

A25 How many people in the picture are sitting? (2 marks)
Answer__________________________________________________________

(Total 35 marks)

SECTION B

Ms Anna Morvillo works in the office of Useful Products in the town of Metroville. Her company employs many sales representatives who visit shops and stores in the area. She is now speaking on the telephone to a man called George Kern.

Anna: Good afternoon. This is Useful Products – Anna Morvillo speaking. Can I help you?

Mr Kern: Hello. I’m speaking from Kern’s Stores in Metroville. I’m the manager. One of your sales representatives visited us this morning. After he left we found that he’d left his lap-top computer. He didn’t come back for it so he might not know it is here.

Anna: I see. Do you know his name?

Mr Kern: I think he told me his name but I can’t remember it. He was a tall young man and he wore a dark blue suit.

Anna: Most of our representatives are young men and many wear dark blue suits! But do you have the lap-top with you now?

Mr Kern: Yes, it’s here.

Anna: Good. Could you please look at the top right hand corner of the box. Is there a number?

Mr Kern: Yes, it says “Useful Products: Lap Top No 7”.

Anna: Excellent. I can check my list of staff and see who owns the lap-top. I’ll ask this person to collect it from you.

Mr Kern: That’s fine. He was a pleasant young man so I’d like to return his lap-top to him. He will know our opening hours and I’ll give the lap-top to my secretary, Miss Faye. He can collect it at any time.

Anna: Thank you very much Mr ----. Oh, sorry! I forgot to ask your name!

Mr Kern: It’s Kern, George Kern

Anna: Well thanks once again, Mr Kern. You’ve been very helpful. Goodbye.
SECTION B CONTINUED

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

<table>
<thead>
<tr>
<th></th>
<th>TRUE</th>
<th>FALSE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>B1</td>
<td>Anna Morvillo works for Kern’s Stores.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B2</td>
<td>Useful Products and Kern’s Stores are in the same town.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B3</td>
<td>George Kern is a man.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B4</td>
<td>Most sales representatives are men.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B5</td>
<td>The sales representative is a tall young woman.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B6</td>
<td>Mr Kern could not remember the sales representative’s name.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B7</td>
<td>Mr Kern does not have the lap-top with him.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B8</td>
<td>The sales representative returned to the store to collect the lap-top.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B9</td>
<td>Miss Faye works for Kern’s Stores.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B10</td>
<td>Mr Kern tells Anna the store’s opening hours.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>B11</td>
<td>Mr Kern was not very helpful.</td>
<td>☐</td>
<td>☒</td>
</tr>
</tbody>
</table>

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 Where is the office of Useful Products? (3 marks)
Answer __________________________________________________________________________

B13 Who are speaking on the telephone? (3 marks)
Answer __________________________________________________________________________

B14 What did the sales representative leave at Kern’s Stores? (3 marks)
Answer __________________________________________________________________________

B15 What time of day was it when Anna spoke to Mr Kern? (3 marks)
Answer __________________________________________________________________________

B16 What colour was the suit worn by the sales representative? (3 marks)
Answer __________________________________________________________________________
SECTION B CONTINUED

B17 What number is written on the lap-top box? (3 marks)
Answer ____________________________________________________________

B18 Why does Anna want to know the number of the lap-top? (3 marks)
Answer ____________________________________________________________

B19 Who is Mr Kern's secretary? (3 marks)
Answer ____________________________________________________________

(Total 35 marks)
SECTION C

Look at the list of the numbers of the lap-top computers owned by Useful Products’ sales representatives. Use the information to write a memo from Anna Morvillo to the person who left the lap-top at Kern’s Stores.

<table>
<thead>
<tr>
<th>Name of Sales Representative</th>
<th>Number of lap-top</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Rdzanowska</td>
<td>1</td>
</tr>
<tr>
<td>Bae Su Yung</td>
<td>2</td>
</tr>
<tr>
<td>Luigi Casolgro</td>
<td>3</td>
</tr>
<tr>
<td>Peter Davies</td>
<td>4</td>
</tr>
<tr>
<td>Milan Chandoga</td>
<td>5</td>
</tr>
<tr>
<td>Tim Asch</td>
<td>6</td>
</tr>
<tr>
<td>John Mafwenke</td>
<td>7</td>
</tr>
<tr>
<td>Andrew McColl</td>
<td>8</td>
</tr>
<tr>
<td>Jenny Hunoz</td>
<td>9</td>
</tr>
<tr>
<td>Manuela Cortez</td>
<td>10</td>
</tr>
</tbody>
</table>

MEMORANDUM

To:                                     Date:
From:                                    
Subject:
Series 3 Examination 2007

ENGLISH FOR BUSINESS

Preliminary Level

Tuesday 5 June

Subject Code: 1044

Time allowed: 1 hour 30 minutes

Complete the details below in block capitals.

<table>
<thead>
<tr>
<th>Candidate Name</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Centre Code</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Candidate ID Number</td>
<td></td>
<td>Number of additional sheets handed in</td>
<td></td>
</tr>
</tbody>
</table>

INSTRUCTIONS FOR CANDIDATES

- Answer all 3 sections.
- Write your answers in the spaces provided on the question paper.
- If you need more space, use the additional sheets provided.
- Write your name, candidate number and section number on each sheet and attach them to the inside of your booklet.
- Cross through any rough notes.
- There is credit for correct spelling, punctuation and grammar.
- Check your work carefully.
- You may use a standard English or bilingual dictionary.
SECTION A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

A1 What is in the picture? (1 mark)
(a) an office
(b) a school
(c) a factory

A2 What can you see outside the window? (1 mark)
(a) a car park
(b) some buildings
(c) the street

A3 What is on each side of the window? (1 mark)
(a) filing cabinets
(b) desks
(c) plants

A4 A man is carrying a box. Is he (1 mark)
(a) coming into the room?
(b) going out of the room?
(c) looking for the room?

A5 How many desks have no one working at them? (1 mark)
(a) none
(b) one
(c) four

A6 A man is talking to a woman. What is he wearing? (1 mark)
(a) a dress
(b) a raincoat
(c) a suit
SECTION A CONTINUED

A7 Who is most likely saying “Hello, can I help you?”
(a) the man coming into the room
(b) the man talking to the woman
(c) the man speaking on the telephone

A8 A woman is using a computer. Which of these is not on her desk?
(a) a pen
(b) a telephone
(c) a picture

A9 What are the filing cabinets made of?
(a) glass
(b) paper
(c) metal

A10 Which of these can you see?
(a) the ceiling
(b) a wall
(c) stairs

A11 Where are all the computers?
(a) in the desks
(b) under the desks
(c) on the desks

A12 Can you see more desks or more filing cabinets?
(a) more desks
(b) more filing cabinets
(c) the same number
SECTION A CONTINUED

A13  Who are holding drinks from the drinks machine?  (1 mark)

   (a)  two men  
   (b)  a man and a woman  
   (c)  two women  

A14  How many chairs are empty?  (1 mark)

   (a)  one  
   (b)  three  
   (c)  four  

A15  What is next to the wall behind the standing woman?  (1 mark)

   (a)  a plant  
   (b)  the door  
   (c)  a drinks machine  

Look at the picture. Then write short answers to these questions where it says Answer.

A16  How many people are in the picture?  (2 marks)

Answer_________________________________________________________________

A17  How many men are sitting?  (2 marks)

Answer_________________________________________________________________

A18  A man is talking to a woman. Where are they standing in the room?  (2 marks)

Answer_________________________________________________________________

A19  What time is it in the picture?  (2 marks)

Answer_________________________________________________________________

A20  A man is holding a telephone. Which hand is it in?  (2 marks)

Answer_________________________________________________________________

A21  How many desks are in the room?  (2 marks)

Answer_________________________________________________________________
SECTION A CONTINUED

A22 Is there a computer on each desk?  (2 marks)
Answer_________________________________________________________________

A23 What has a round shape in the room?  (2 marks)
Answer_________________________________________________________________

A24 Is the door open or closed?  (2 marks)
Answer_________________________________________________________________

A25 Can you see a wastepaper bin in the room?  (2 marks)
Answer_________________________________________________________________

(Total 35 marks)

SECTION B

Julia Popsha works in the Human Resources Department of Positive Products, a small manufacturing company in the city of Archville. She is busy today because the company is holding interviews for new staff. She is now speaking on the telephone to a man called Peter Checkun.

Julia: Good morning, HR Department, Julia Popsha speaking.

Peter: Hello. I hope you can help me. My name is Peter Chekun. I should be coming to Positive Products this afternoon for the job interview.

Julia: Which interview is that? There are many interviews today.

Peter: Oh yes, sorry. It’s the interview at three o’clock for the Chief Designer job.

Julia: Is there a problem, Mr Chekun?

Peter: I’m afraid there is. I’m still at the airport in my home town, Petrovia. There is a problem here. It’s the weather. There has been a major storm and the runways are covered with water. It is not safe for the aircraft to take off.

Julia: The weather is fine here. Would you be able to get to Archville later tonight, or tomorrow?

Peter: I think so, but my interview is today.

Julia: You are in luck, Mr Chekun. There are also interviews for the Chief Designer job tomorrow. I think that there is still one free time. Are you still interested in the job?

Peter: Oh yes. I’d love to work for Positive Products.

Julia: Right. I’ll check the interview schedule for tomorrow and ask my boss, Mr Gopa the Human Resources Manager, if he will add your name.

Peter: That’s excellent. At the moment the Airline company is saying that there will be flights later this afternoon. I am staying at the Hotel Parisienne in Archville tonight. Perhaps Mr Gopa could contact me tonight. My cellphone number is 017639 842755.
SECTION B CONTINUED

Julia: I’ve made a note of the number and I’ll ask Mr Gopa to contact you to tell you the time of the interview.

Peter: Thank you very much for your help. I hope I can see you tomorrow so I can thank you personally.

Julia: No problem. Good luck with your interview, goodbye.

Read these sentences about the conversation. Some are true and some are false. Put a tick (✔) in the TRUE or FALSE box.

B1 Peter Checkun is Julia’s boss.

B2 There are not many interviews today.

B3 Peter is speaking to Julia on the telephone.

B4 HR means “Human Representatives”.

B5 There is a heavy storm in Archville.

B6 There are Chief Designer interviews today and tomorrow.

B7 Peter would like to work for Positive Products.

B8 The airline company is saying there will be no flights this afternoon.

B9 Peter’s hotel telephone number is 017639 842755.

B10 Julia will contact Peter to tell him the time of the interview tomorrow.

B11 Peter is grateful for Julia’s help.

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 Which company does Julia Popsha work for? (3 marks)

Answer ____________________________________________

B13 What time of day does the conversation take place? (3 marks)

Answer ____________________________________________

B14 Where is Positive Products based? (3 marks)

Answer ____________________________________________

B15 What time should Peter’s interview take place? (3 marks)

Answer ____________________________________________

B16 Why can planes not take off from Petrovia Airport? (3 marks)

Answer ____________________________________________
SECTION B CONTINUED

B17 What is Mr Gopa’s job? (3 marks)
Answer __________________________________________________________________________

B18 Where will Peter stay tonight? (3 marks)
Answer __________________________________________________________________________

B19 What will Peter do if he meets Julia tomorrow? (3 marks)
Answer __________________________________________________________________________

(Total 35 marks)
SECTION C

Julia cannot speak to Mr Gopa now as he is holding interviews. She decides to leave a message about Peter Chekun in a memo to Mr Gopa.

Look at the information below about the times of interviews tomorrow, 6th June. Read the conversation again and then write a memo that Julia could leave for Mr Gopa about Peter Chekun’s interview.

**INTERVIEWS FOR CHIEF DESIGNER – SECOND DAY – 6TH June**

Interviews to begin at 10 am. Each interview lasts 1 hour.

<table>
<thead>
<tr>
<th>Time</th>
<th>Name of candidate</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00</td>
<td>Mr A Clark</td>
</tr>
<tr>
<td>11.00</td>
<td>Ms E Silvestro</td>
</tr>
<tr>
<td>12.00</td>
<td>Mr T Araki</td>
</tr>
<tr>
<td>13.00 - 14.00</td>
<td>Lunch hour – no interviews</td>
</tr>
<tr>
<td>14.00</td>
<td>Free time</td>
</tr>
<tr>
<td>15.00</td>
<td>Mr A Hamad</td>
</tr>
<tr>
<td>16.00</td>
<td>Mrs M Parry-Jones</td>
</tr>
</tbody>
</table>

(last interview)

**MEMORANDUM**

To _________________________________ Date _____________

From _______________________________

Subject ___________________________________________________________
You may continue writing your memo here.
ENGLISH FOR BUSINESS

Preliminary Level

Wednesday 7 November

Subject Code: 1044

Time allowed: 1 hour 30 minutes

Complete the details below in block capitals.

<table>
<thead>
<tr>
<th>Candidate Name</th>
<th>Centre Code</th>
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- Cross through any rough notes.
- There is credit for correct spelling, punctuation and grammar.
- Check your work carefully.
- You may use a standard English or bilingual dictionary.
SECTION A
Look at the picture. Put a tick (√) in the box for the best answer to each question.

A1 What is in the picture? (1 mark)
(a) an office
(b) a house
(c) a store room

A2 What time is it in the picture? (1 mark)
(a) twelve o’ clock
(b) two o’ clock
(c) four o’ clock

A3 Two people are sitting at a desk. What is on the desk? (1 mark)
(a) a lamp
(b) a telephone
(c) a computer

A4 Who is using a photocopy machine in the left of the picture? (1 mark)
(a) a man
(b) a woman
(c) nobody

A5 A man is pointing to a desk. What is he wearing? (1 mark)
(a) a hat
(b) a dress
(c) glasses

A6 Three people are standing in the middle of the room. Are they (1 mark)
(a) three men?
(b) two men and a woman?
(c) three women?
SECTION A CONTINUED

A7 Who is speaking? (1 mark)
  (a) a man who is standing
  (b) a woman who is standing
  (c) a man who is sitting

A8 How many people are sitting at desks? (1 mark)
  (a) one
  (b) two
  (c) three

A9 Where is the clock? (1 mark)
  (a) above the filing cabinets
  (b) in the filing cabinets
  (c) under the filing cabinets

A10 Two people, sitting at a desk, have their hands on the desk. Are they (1 mark)
  (a) their right hands?
  (b) their left hands?
  (c) one right and one left hand?

A11 Which of these can you see in the room? (1 mark)
  (a) doors
  (b) the floor
  (c) stairs

A12 A woman is in the smaller room. What is she doing? (1 mark)
  (a) using a photocopy machine
  (b) using a drinks machine
  (c) using a computer
SECTION A CONTINUED

A13  How tall is the tallest man in the picture?  (1 mark)

(a) about two kilometres

(b) about two metres

(c) about two kilograms

A14  How many chairs can you see?  (1 mark)

(a) none

(b) three

(c) seven

A15  There are two windows with the blinds closed. What shape are the windows?  (1 mark)

(a) round

(b) triangular

(c) rectangular

Look at the picture. Then write short answers to these questions where it says Answer.

A16  How many people are in the picture?  (2 marks)

Answer __________________________________________________________________________

A17  How many people are sitting?  (2 marks)

Answer __________________________________________________________________________

A18  What shape is the clock?  (2 marks)

Answer __________________________________________________________________________

A19  Give the name of one thing in the room that is made of metal?  (2 marks)

Answer __________________________________________________________________________

A20  How many filing cabinets are there?  (2 marks)

Answer __________________________________________________________________________

A21  Where are the filing cabinets?  (2 marks)

Answer __________________________________________________________________________
SECTION A CONTINUED

A22  Three people are standing. What is the man in the middle holding?  (2 marks)

Answer  _________________________________________________________________

A23  Where is the plant?  (2 marks)

Answer  _________________________________________________________________

A24  Can you see anyone speaking on the telephone?  (2 marks)

Answer  _________________________________________________________________

A25  What time of day is it in the picture?  (2 marks)

Answer  _________________________________________________________________

(Total 35 marks)

SECTION B

Nicola Atzori is the supervisor of the Personnel Office of a large company. She is now speaking on the telephone to a man called John Seitz.

John: Hello Nicola. It's John Seitz from the Maintenance Section of the company.
Nicola: Hi, John. I think I know why you want to speak to me.
John: Yes – we spoke about this in the restaurant a couple of days ago. I'd now like to confirm that we will paint your office on Thursday, next week. Is that OK?
Nicola: Oh yes. The office is very dirty. It needs to be repainted.
John: The good news is that you can choose the colour for the walls. All the doors and windows are white, of course.
Nicola: Really? We can choose any colour?
John: (laughing) Well, not any colour. You must choose one from the approved list. You can choose from six colours.
Nicola: I see. Please tell me these six colours.
John: Right. Well you can have plain white but you could also choose from magnolia, peach-pink, lime-green, light blue or grey.
Nicola: I don't think I would like grey. But the others sound nice. I'll now ask the others in the office and I can then tell you which is the most popular.
John: Very good. When you tell me the colour, please let me know how many doors and windows you have in the office.
Nicola: Yes, of course. I'll check with my colleagues and let you know which colour we prefer. It will be nice to work in a smart office again.
John: Thanks for your help. 'Bye Nicola.
SECTION B CONTINUED

Read these sentences about the conversation. Some are true and some are false. Put a tick (√) in the TRUE or FALSE box.

TRUE  FALSE
B1  John Seitz works in a Personnel Office. (1 mark)
B2  Nicola knows why John wants to speak to her. (1 mark)
B3  Nicola’s office is very smart now. (1 mark)
B4  John and Nicola speak on the telephone. (1 mark)
B5  Nicola cannot choose any coloured paint. (1 mark)
B6  Nicola cannot choose plain white for the walls. (1 mark)
B7  Black is a colour on the approved list. (1 mark)
B8  Nicola will choose the colour of the walls herself. (1 mark)
B9  Nicola does not like the idea of grey paint. (1 mark)
B10 Nicola laughs during the conversation. (1 mark)
B11 Light green is a colour on the list. (1 mark)

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 What is Nicola Atzori’s job? (3 marks)
Answer

B13 Where did John and Nicola speak before today? (3 marks)
Answer

B14 When will John’s staff paint Nicola’s office? (3 marks)
Answer

B15 How many colours are in the approved list? (3 marks)
Answer

B16 What colour will the doors and windows be painted? (3 marks)
Answer

B17 What does John say is the good news? (3 marks)
Answer
SECTION B CONTINUED

B18 When Nicola tells John the colour she has chosen, what else must she tell him? (3 marks)

Answer

B19 Why is Nicola pleased that the office is being painted? (3 marks)

Answer

(Total 35 marks)
Read the conversation again and then look at the list of colours that the staff in Nicola’s office prefer. Use the information given to **write a memo** that Nicola could send to John. Nicola must tell John the most popular colour, the number of windows and doors in the room and must remind him to cover all the furniture correctly.

<table>
<thead>
<tr>
<th>Name of staff member</th>
<th>Colour preferred</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christa</td>
<td>Magnolia</td>
</tr>
<tr>
<td>Marilene</td>
<td>Light blue</td>
</tr>
<tr>
<td>Muhittin</td>
<td>Light blue</td>
</tr>
<tr>
<td>Anna</td>
<td>Peach-pink</td>
</tr>
<tr>
<td>Wilfred</td>
<td>Light blue</td>
</tr>
<tr>
<td>Julia</td>
<td>Magnolia</td>
</tr>
<tr>
<td>Anwar</td>
<td>Light blue</td>
</tr>
<tr>
<td>Iqbal</td>
<td>Magnolia</td>
</tr>
<tr>
<td>Ingrid</td>
<td>Light blue</td>
</tr>
<tr>
<td>Rita</td>
<td>Lime-green</td>
</tr>
<tr>
<td>Nicola (supervisor)</td>
<td>Light blue</td>
</tr>
</tbody>
</table>

Doors 4, Windows 3. Ask him to cover all furniture before they paint.