

English for Business

Level 1

Past Papers **2009**

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Level 1

Past Papers 2009

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QUESTION 1

Situation

You work in the Customer Relations Dept of the Musbury Hotel, whose address is 64 Upper Thames Street, London EC4 3JY. Mrs Janet Goldberg, a frequent visitor to the hotel, has written to complain about a number of items which appeared on her last bill. She is certain that the bill is wrong. On checking you find that the items should have been on the bill of a Mrs. Jenny Goldblum, who was staying at the hotel at the same time.

Task

Write a letter of between 150 and 200 words apologising to Mrs Goldberg for the error. Mention the items in detail and tell her how the error occurred. Let her know that the hotel will credit her account for the over-charge and leave her in no doubt that the hotel values her as a customer.

Write your letter in the space below.

QUESTION 1 CONTINUED

You may continue writing your letter in the space below.

(Total 30 marks)

QUESTION 2

Situation

You work in the offices of a monthly business magazine. This month the leading article is about credit cards.

Task

Read the article entitled “**Credit Cards Today**” on the page opposite, then say whether the following statements are **True or False**. Then **quote the words or phrases** from the article which 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: Thousands of pounds are stolen every year; the computer chip is separate from the credit card itself.

Answer: False millions of pounds in the card

Write your answers on the lines marked A.

1 Fifty years ago most people used credit cards; people could spend a lot of money on their cards.

A _____

2 Credit card theft is growing all the time; card users should alter their PIN often.

A _____

3 The chip and pin method is quite old now; you should tell other people your PIN.

A _____

4 Credit and debit cards are now used more than cheques; everybody is now used to credit cards.

A _____

5 Cash machines are always safe to use; “cashback” is only available in banks.

A _____

6 On the internet a different delivery address is *always* checked; most credit card users have a very safe PIN.

A _____

7 In their emails thieves pretend to be shopkeepers; at cash machines they record your name.

A _____

QUESTION 2 CONTINUED

8 Theft by use of emails is very common; you must always be wary of strange emails.

A _____

9 Credit cards are a good idea; many people spend much more than they can afford.

A _____

10 Credit card thieves keep using the same methods; they never tamper with cash machines.

A _____

(Total 30 marks)

CREDIT CARDS TODAY

In the 1960s very few people had credit cards, and the credit limit allowed was very small by today's standards. Nowadays, credit and debit cards are a part of everyday life. They are useful and convenient because you do not need to carry large sums of money. Credit and debit cards have almost replaced the cheque book. Another advantage is that shopkeepers do not have large sums of money in their till. This stops thieves robbing them. One disadvantage is that many people misuse credit cards and end up in debt.

Card theft and fraud are on the increase and millions of pounds are stolen every year. Thieves quickly find new ways to get at the money in the cardholder's account. With online sales on the internet, millions of *'customer not present'* sales are made. A thief can use the card details to buy goods. Of course the thief has to ask for delivery to an address that is not the original cardholder's address, but this is not often questioned.

To combat this large-scale fraud, the UK banks started the new 'chip and pin' system. A computer chip is placed in the card and the PIN (Personal Identification Number) is chosen by the cardholder. The number should be changed frequently at a cash machine. The trouble is that cardholders often choose a PIN that they can easily remember, such as a birthday, a phone number or 1,2,3,4. You should choose a PIN that only you can know.

Obtaining cash from a cash machine has its problems; cash machines can be dangerous, as thieves can fit a camera to them to record the PIN you put in. The safest way to obtain cash, apart from in a bank, is through the 'cashback' service in a supermarket.

Today's biggest danger is the unexpected email. Thieves will pretend to be your bank checking your account details. Never disclose your details at these times; carelessness can cost you your savings.

QUESTION 3 CONTINUED**BARGAIN HOTELS**

HOTEL	CITY	ROOMS	2 OR 3 STAR	£££ PER NIGHT	COFFEE SHOP	KM. FROM AIRPORT	INTERNET ACCESS IN ROOM	BUSINESS CENTRE
STAR	LONDON	65	3	80	YES	30	NO	YES
HERMES	PARIS	110	3	60	NO	60	YES	NO
LERON	BRUSSELS	40	2	80	NO	40	NO	YES
GARDA	ROME	80	2	70	NO	30	NO	YES
ALPEN	GENEVA	40	2	90	YES	45	NO	YES
ZEUSS	BERLIN	120	3	70	YES	20	YES	YES
NARVIK	OSLO	110	3	60	NO	50	YES	NO
NOVISAD	BELGRADE	95	3	55	YES	30	YES	YES
BALTIC	WARSAW	100	2	65	NO	25	YES	YES
ELGIN	ATHENS	70	3	50	NO	60	NO	NO

(Total 20 marks)

QUESTION 4

You work as the assistant to the Manager of Organico Wines Ltd. He has given you details of his activities for the next month.

Task

Using the information below, **complete the diary schedule** on the page opposite.

Diary information:

2 nd and 4 th Tuesdays	Area Sales meetings
13 th	Bordeaux Wine Festival (3 days)
5 th	Visit from MD of Chilean Wines (NB repeat visit in 2 weeks' time)
Every Monday	Management meeting
Last 2 Fridays	Write in "Keep free"
3 rd full weekend	Staff Wine Competition (Sat and Sun)
1 st Wednesday and 2 nd Thursday	Meetings with supermarket wine buyers
1 st Thursday that is free	Meet publishers of new catalogue

NB. I may not be back in time for the Management meeting following the visit to Bordeaux, so re-schedule the meeting for the day after!

(Total 20 marks)

QUESTION 4 CONTINUED

**MONTHLY DIARY.
(Complete in capitals)**

DAY	DATE	DIARY ENGAGEMENT
SUNDAY	1ST	
MONDAY	2ND	
TUESDAY	3RD	
WEDNESDAY	4TH	
THURSDAY	5TH	
FRIDAY	6TH	
SATURDAY	7TH	
SUNDAY	8TH	
MONDAY	9TH	
TUESDAY	10TH	
WEDNESDAY	11TH	
THURSDAY	12TH	
FRIDAY	13TH	
SATURDAY	14TH	
SUNDAY	15TH	
MONDAY	16TH	
TUESDAY	17TH	
WEDNESDAY	18TH	
THURSDAY	19TH	
FRIDAY	20TH	
SATURDAY	21ST	
SUNDAY	22ND	
MONDAY	23RD	
TUESDAY	24TH	
WEDNESDAY	25TH	
THURSDAY	26TH	
FRIDAY	27TH	
SATURDAY	28TH	
SUNDAY	29TH	
MONDAY	30TH	
TUESDAY	31ST	

QUESTION 1

Situation

For 2 weeks the restaurant and leisure area of your factory will be closed for re-decorating and the installation of new kitchen equipment. You have made arrangements to use the canteen of a company near to your premises. The lunchtime break will be extended by 15 minutes for all workers, to give time for walking to and from the factory. Lunchtime will operate on a rota system, 3 groups at half hour intervals, beginning at 11.30am.

Task

Write a memo of between 150 and 200 words to all supervisors, telling them of the new arrangement. It will be their job to inform workers, to organise the rota system, and to ensure that no unnecessary time is spent away from the workplace.

(30 marks)

Write your memo in the space below.

MEMORANDUM
TO:
FROM:
DATE:
SUBJECT:

QUESTION 1 CONTINUED

You may continue writing your memo below.

QUESTION 2

Task

Read the article on the next page titled “Hodder Valley Inns”, 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 that you need may be in different parts of the article.

Example:

Statement: The 3 restaurants are in completely new buildings; the meals cost too much.

Answer: **False** old inns; good value.

Write your answers on the lines marked A.

1 The inns prefer not to have children present; they have no separate areas for children.

A

2 The inns use meat, fruit and vegetables from the nearby area; they have won many prizes in their area.

A

3 Children are specially catered for; Sunday lunchtime is not very peaceful.

A

4 All food has to be eaten indoors; every single item must be paid for.

A

5 A lot of money has been spent by the owners; they especially want to attract people on holiday.

A

6 The river Hodder starts in the south of England; it flows directly into the sea.

A

7 Fish is delivered to the inns once a week; only The Three Fishers has Singleton’s cheese.

A

8 You can order a birthday cake when you arrive; The Milestone does not take bookings.

A

QUESTION 2 CONTINUED

9 The inns have only won awards for food; Singleton’s started making cheese 2 years ago.

A

10 All the inns are in Scotland; The Milestone is the largest of the 3 inns.

A

(Total 30 marks)

HODDER VALLEY INNS

Hodder Valley Inns is the company name for 3 new restaurants in the Hodder Valley area. The River Hodder starts in the northern hills and passes through 4 English counties before it joins the River Lune near Garsdike.

The 3 restaurants are old inns on the road to Scotland, and have always served food to travellers. Nowadays the inns concentrate on attracting tourists looking for interesting places to eat and drink, but they serve local people as well.

More than a million pounds has been spent on improving the restaurants. The 3 inns are called The Three Fishers, The Milestone and The Crossroads. Each one uses locally grown ingredients from carefully chosen farms and suppliers. Ducks come from Luncaster, fish arrives every morning from the seaport of Fleetmeer and the local cheeses of the Singleton family (started by Old Jack in 1751) are on every menu.

Children are always welcome and have their own special dishes that use the same local ingredients. The children’s playgrounds have tables and seating, so food can be taken outside. Each restaurant has a safe play area, professionally supervised.

In the 5 years since they opened the inns have won many local and national awards – for excellent food, for top-quality beers and wines, and for smooth service.

At 2 restaurants you cannot book a table in advance, but at The Milestone, which is the smallest of the 3 inns, bookings are taken for groups of 6 persons or more. Sunday lunch is the most popular time for local people at all 3 places. The atmosphere is then fairly noisy, with whole families enjoying a meal. A free birthday cake can be ordered 24 hours in advance of your visit.

The inns are a welcome addition to the area and offer good value meals in pleasant surroundings. Go and try them yourself soon!

QUESTION 3

Situation

Your company needs the services of a number of part-time English-speaking translators to help with business enquiries from abroad.

Task

Study the information in the table entitled “**Foreign Language Translators**”, 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.

ANSWERS

1	Which translator under 30 years old studied at a UK university?	
2	How many translators over 40 years old do not live in London?	
3	Is there more than 1 female translator who speaks both French and Russian?	
4	Who is the oldest Spanish-speaking translator?	
5	Which male Italian-speaking translator charges the most?	
6	Is Kroto the oldest French-speaking translator not living in London?	
7	How many years experience has the cheapest translator?	
8	Which German-speaking translator with more than 5 years experience is younger than Jagasia?	
9	At which university did the female translator study who has over 18 years' experience?	
10	Is Al Saidi both older and more experienced than all the other female translators?	
11	How many male translators with more than 5 years' experience studied in the UK?	
12	Do all the female translators over 28 years old charge less than Lessing?	
13	Does the Dutch-speaking translator charge more than the oldest French-speaking translator?	
14	How many universities trained a French speaker under 35 years old?	
15	Which female translator is older than the translator who studied in Warsaw?	
16	How many languages, except French, are listed in the table?	
17	Do all the German-speaking translators charge less than the Hebrew translator?	
18	How many female translators with more than 10 years experience charge less than £60?	
19	Is there a Russian or Greek-speaking translator who studied in the UK and lives outside London?	
20	How many translators under 40 years old charge more than £50?	

(Total 20 marks)

QUESTION 3 CONTINUED

FOREIGN LANGUAGE TRANSLATORS.

NAME	AGE	BORN IN	UNIVERSITY	LANGUAGES SPOKEN	YEARS EXPERIENCE	UK HOME TOWN	FEEES £££	MALE OR FEMALE
AL SAIDI	43	EGYPT	CAIRO	EGYPTIAN URDU HEBREW	16	LONDON	40	MALE
ARBUS	28	FRANCE	LYONS	FRENCH GERMAN RUSSIAN	5	LEEDS	50	FEMALE
JAGASIA	55	INDIA	MUMBAI	URDU FRENCH ITALIAN	30	LONDON	45	MALE
JIMENEZ	30	SPAIN	MADRID	SPANISH EGYPTIAN JAPANESE	7	BATH	60	FEMALE
SCOTT	47	ENGLAND	BRISTOL	FRENCH SWAHILI	23	HULL	80	FEMALE
LESSING	31	GERMANY	LEEDS	GERMAN ITALIAN DUTCH	7	LONDON	70	MALE
KROTO	40	POLAND	WARSAW	POLISH SWEDISH FRENCH	16	CORBY	45	FEMALE
SAVOLA	37	ITALY	ROME	ITALIAN SPANISH RUSSIAN	15	LONDON	65	FEMALE
NIKOLAOS	28	GREECE	LONDON	GREEK RUSSIAN FRENCH	6	DERBY	55	MALE

QUESTION 4

Situation

You work in the Reservations Department of the Hotel Bauza in Madrid. You have just received the following voicemail message about a future booking for your Alhambra Suite.

Task

Use the information in the voicemail transcript printed below to **complete the booking form** on the page opposite.

Voicemail Transcript.

“Good morning! This is Conchita Delgado ringing you on behalf of our company, Viajes Hispánicos of Valencia.

“We would like to book your Alhambra Suite for the 20th July 2009. We shall be holding our Annual Travel Managers’ Conference, which will be attended by all our directors, our travel managers, and their guests. Last year we had a very poor experience in Barcelona, and we hope you can provide us with a more enjoyable one.

“We should like to have use of the suite from eleven in the morning until 4.30pm. At 11.30 we propose to have a Reception with drinks for our guests. We estimate there will be 150 people. This will last one and a half hours, then we will sit down for lunch, which is expected to take an hour and a half. I would be pleased if you can send me some sample menus to look at. Please arrange tables to seat 10 people.

“Our main Speaker this year is the celebrated travel writer, Carlotta Martínez-Bujanda. She is flying in for the occasion, and her flight is due in at 10.30am. Please arrange to have a car to collect her from the airport and place a guest room at her disposal in the hotel.

“Sorry, I forgot to mention drinks for the reception. Please have a selection of sherries, plus some non-alcoholic drinks, for our guests.

“You can invoice me personally at conchita@viajes-hispanicos.com.

“Thank you for your kind attention.”

(Total 20 marks)

QUESTION 4 CONTINUED

**BAUZA HOTEL
AVENIDA GOYA
MADRID**

**CONFERENCE BOOKING FORM
(COMPLETE IN CAPITALS)**

COMPANY NAME:

CONTACT PERSON:

DATE OF CONFERENCE:

NAME OF SUITE:

TIME: FROM: TO:

NUMBER OF GUESTS:

MEALS: (please underline) BREAKFAST LUNCH DINNER

TIME OF MEAL:

DRINKS RECEPTION FROM:

DRINKS REQUIRED:

SPECIAL REQUESTS:

- 1
- 2
- 3
- 4

INVOICE TO:

EMAIL ADDRESS FOR INVOICE:

QUESTION 1

Situation

You work as the Personal Assistant to Holly Cohen, the Director of the Liddisford Chamber of Commerce. She has asked you to write a letter of invitation (to be signed by her) to Ms Alexandra Petrocelli, who was recently named UK Business Woman of the Year. Ms Petrocelli is currently the Northern President of the Retailers' Association. The invitation is to speak as Guest of Honour at the Annual Dinner of the Chamber of Commerce in Liddisford.

The dinner will take place in Liddisford Town Hall on 22 December. There are usually around 200 guests at the dinner, which starts at 19.30 with a champagne reception. This is followed by dinner and a brief speech from the Chairman of the Chamber, who will introduce the Guest of Honour.

Task

Write a letter of invitation of between 150 and 200 words to Ms Petrocelli. Give details of the time and venue, along with an outline of the programme for the evening as described above. Be sure in your letter to ask about the topic she will speak about, assuming she accepts the invitation. You may invent suitable addresses.

Write your letter in the space below.

QUESTION 1 CONTINUED

You may continue writing your letter in the space below.

(Total 30 marks)

QUESTION 2

Situation

You work in your local business college. At the moment you are planning a course for young people who want to train as journalists. You are preparing a leaflet to illustrate the contents of the course.

Task

Read the passage on the page opposite entitled “**Successful Interviewing**”, 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 support 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: “Closed” questions produce long answers; older people are always confident in interview situations.

Answer: False: Yes or No; often nervous.

Write your answers on the lines marked A.

1 Interviewing is an easy job; being rude at some stage is quite acceptable.

A _____

2 Before the recording a “warm-up session” is a good idea; equipment should be working reliably.

A _____

3 You should never be late for an interview; you should not rush older people.

A _____

4 You do not need to know much about the person you are interviewing; children will talk forever in interviews.

A _____

5 Some experiences can be unpleasant to talk about; with older people it is advisable not to sit too far away from them.

A _____

6 Not being on time is acceptable behaviour; all people are difficult to talk to in an interview.

A _____

7 “Prompting” people is done to wake them up; it is best not to show any liking for the person you are interviewing.

A _____

QUESTION 2 CONTINUED

8 A person's age is a major factor when you are conducting an interview; people do not find it difficult to talk about their successes.

A _____

9 To jog someone's memory it is best to shout at them; young people find it easy to focus on a topic for a long time.

A _____

10 "Open" questions always get a good response; the person you are interviewing must trust you.

A _____

(Total 30 marks)

SUCCESSFUL INTERVIEWING

Interviewing people for a newspaper article calls for skill. Some people are easier to talk to than others. Right from the start the interviewer should remember two basic rules. You must be both courteous and prompt. Arriving late is very bad-mannered and guarantees a poor start.

Make sure that the person you are interviewing knows that you will be recording what is said. Before starting to record, take plenty of time to chat to get the person relaxed. The person you interview must have confidence in you, so always appear friendly and interested in your subject. Make sure, too, that your recording equipment is in good order.

Once you start recording, show that you know plenty about the person, so that you can chat easily about the events in their life. You may be the first person to whom they have told their story – and sometimes things can be painful for them to talk about. It is easy to talk about success, but sometimes hard to talk about less happy experiences.

Try to use "open" questions that will invite them to talk freely, and always avoid "closed" questions which only get a "Yes" or "No" response. You may need to "prompt" a person to jog the memory about some part of life. Speak gently, but clearly.

The age of a person can affect the interview considerably. Older people are often nervous, and need you to sit close to them, so that they can hear more clearly; you also need to be patient. Very young people cannot concentrate for long periods, so the interview needs to be short. Expect shorter answers from them as well.

Once the recording is over and you have made paper copies of the conversation, send a copy to the person. Ask if they are happy with it, or if there is anything they wish to take out. They may even wish to add something. Courtesy and professionalism are important at every stage.

QUESTION 3

Situation

You work for a firm of estate agents with branch offices in many towns. Your boss plans to visit several branches, and has asked you to provide him with details about the branches and the staff who work in them.

Task

Study the information in the table opposite headed, **Branch Offices Information**, then answer the questions below. **Write your answers as a single word, a name or a figure.** You will lose marks for unnecessary information.

ANSWERS

- 1 How many offices with a central location have a female manager?
- 2 Which office, opened before 2000, has the highest monthly rent?
- 3 How many offices have a male manager and more than 2 assistants?
- 4 In which town is the most recently opened office?
- 5 Which of the centrally-located offices has the lowest monthly rent?
- 6 How many suburban offices sell more than 14 properties a week?
- 7 Which office opened next after the Penlee office opened?
- 8 How many centrally-located offices which opened before 2000 have more than 2 assistants?
- 9 In which town is there a suburban office with a female manager and 2 assistants?
- 10 Are there more than 3 centrally-located offices which opened after 1995?
- 11 Have both the suburban offices which opened before 2002 more assistants than the Monkton office?
- 12 How many offices with a male manager opened before 2004?
- 13 In which year did the centrally-located office with the lowest monthly rent open?
- 14 Which suburban office with a female manager has the lowest weekly sales?
- 15 How many offices opened after 2002 have average weekly sales of 15 or more?
- 16 Does the Penlee office have more assistants and a higher monthly rent than the Barham office?
- 17 Which office opened after 2000 and has a monthly rent over £500?
- 18 How many male managers work in a centrally-located office with more than 3 assistants?

QUESTION 3 CONTINUED

- 19 Does the office which opened before 2000, and has a monthly rent of over £450, have a female manager?
- 20 How many assistants work in a suburban office with a female manager which opened after 2000?

BRANCH OFFICES INFORMATION.

TOWN	CENTRAL OR SUBURBAN	MANAGER MALE OR FEMALE	ASSISTANTS	AVERAGE WEEKLY SALES	MONTHLY RENT ££	OPENED
BARHAM	CENTRAL	MALE	3	25	400	1997
DRIGG	CENTRAL	MALE	2	20	500	2002
PENLEE	SUBURBAN	FEMALE	3	16	350	1989
TREDLOW	CENTRAL	FEMALE	4	18	450	1996
WORSHAM	SUBURBAN	MALE	1	14	380	2004
MONKTON	SUBURBAN	FEMALE	2	17	320	2002
STORTH	CENTRAL	MALE	5	22	520	1990
KERSLEY	CENTRAL	MALE	4	20	490	2006
AMPTON	CENTRAL	MALE	3	16	600	2004
NEETH	SUBURBAN	FEMALE	4	12	280	1998

(Total 20 marks)

QUESTION 4

Situation

You work as the assistant to the General Manager, Ms Clara Tomms, at Omega Kitchens plc. A number of important retailers are due to visit the factory, and you are discussing the arrangements with Ms Tomms. The conversation is as follows:

Task

Use the information below to **complete the timetable** on the page opposite.

- You: The visitors are due to arrive at 10.00, I think.
- Ms.Tomms: No! I changed that to 10.30 to give us more time to prepare. As soon as they arrive, we shall start a 2 hour tour of the factory.
- You: Who is taking them round the factory? You?
- Ms Tomms: No, I'll see them in the afternoon. Rupert Park will start the tour and stay with them for an hour.
- You: Rupert has a train to catch, don't forget.
- Ms.Tomms: Yes, so I've arranged for Tina Jenks to do the second hour. Her junior, Sandi Cox, will be helping her.
- You: I've timed the coffee break for 12.30, if that's acceptable.
- Ms.Tomms: That's fine. The Managing Director and his assistant, Sam Kippax, will have coffee with them, so Tina and Sandi can get back to work.
- You: And that takes us up to lunch?
- Ms Tomms: Yes, at 13.00 sharp! Sam will take them to the staff restaurant where they will meet our new Finance Director.
- You: I've not met her yet. She's called Karla Malmo, isn't she?
- Ms.Tomms: Yes, that's her. Lunch will take an hour.
- You: And then what do they do? Ken Settle, the Chief Designer, was asking me about that.
- Ms.Tomms: Well, Ken will pick them up from the restaurant, along with Karla.
- You: Is Ken just talking to them?
- Ms.Tomms: By no means. He is giving a half hour demonstration of the latest models.
- You: And then they leave, I hope!
- Ms.Tomms: Not quite. Karla will bring them to my office for a quick question and answer session. Karla can't stay for that, but I'd like you to be present to take notes.

QUESTION 4 CONTINUED

VISITORS' PROGRAMME TIMETABLE

START TIME	GROUP ACTIVITY	MEMBER OF STAFF IN CHARGE	OTHER STAFF PRESENT
11.30			
		MANAGING DIRECTOR	SAM KIPPAX
13.00			