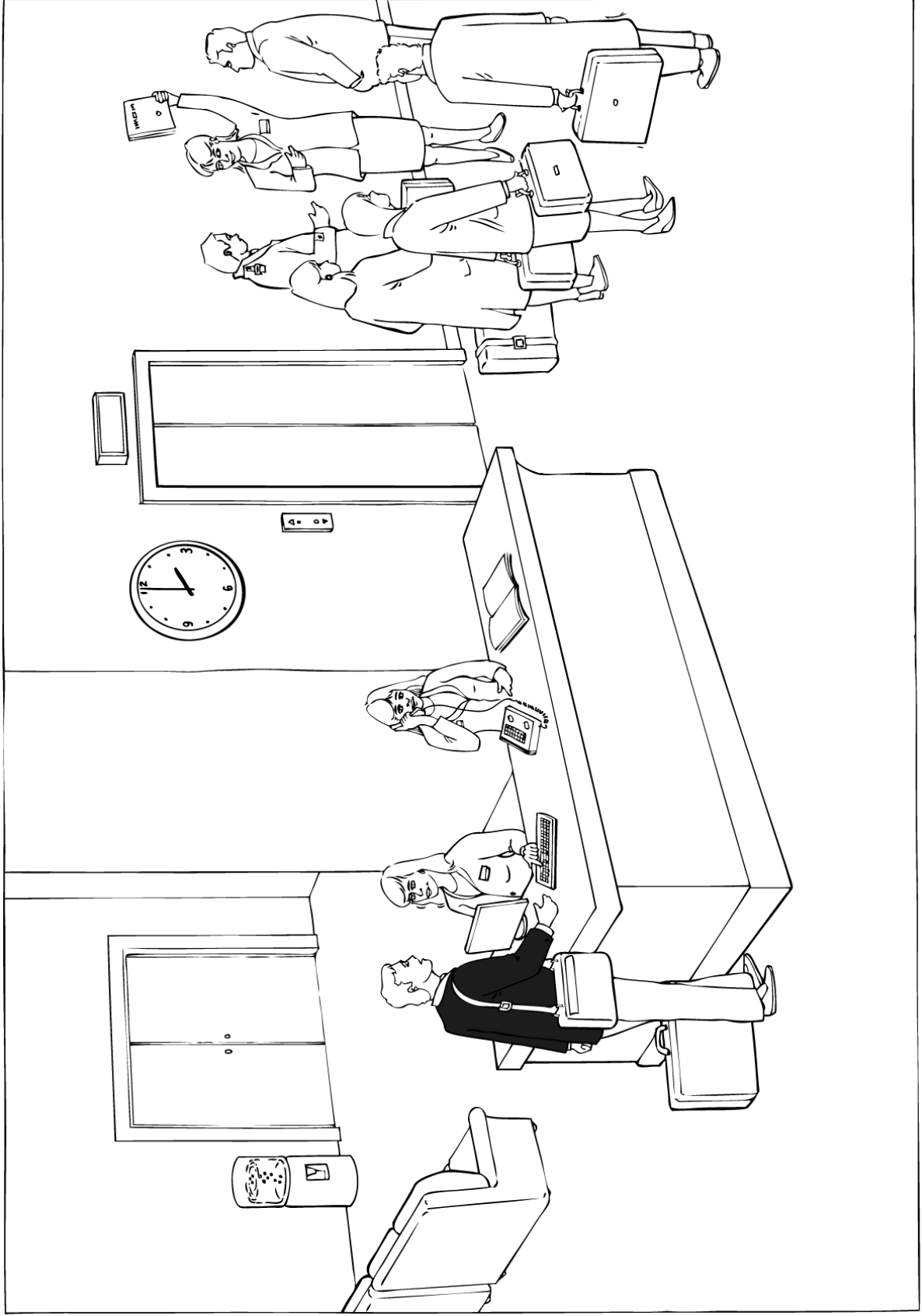






TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE





## 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 reception area
  - (c) a restaurant
- A2 How many people are in the picture? (1 mark)
- (a) none
  - (b) nine
  - (c) nineteen
- A3 What time is it in the picture? (1 mark)
- (a) two o'clock
  - (b) six o'clock
  - (c) twelve o'clock
- A4 What is the weather like in the picture? (1 mark)
- (a) it is fine
  - (b) it is raining
  - (c) you cannot know
- A5 How many people are standing near the lift? (1 mark)
- (a) nine
  - (b) six
  - (c) three
- A6 A woman is using a computer. Is she (1 mark)
- (a) behind a desk?
  - (b) in front of a desk?
  - (c) on top of a desk?

## SECTION A CONTINUED

- A7 There are two doors at the left of the picture. What is to the left of these doors? (1 mark)
- (a) nothing
  - (b) a clock
  - (c) a water cooler
- A8 Are the seats in the picture (1 mark)
- (a) empty?
  - (b) occupied?
  - (c) closed?
- A9 Where in the picture is an open book? (1 mark)
- (a) in a case
  - (b) on a desk
  - (c) in a woman's hand
- A10 What are the people near the lift doing? (1 mark)
- (a) looking at a woman holding papers
  - (b) leaving the area
  - (c) getting into the lift
- A11 What could the cases be made of? (1 mark)
- (a) wood or glass
  - (b) glass or leather
  - (c) leather or plastic
- A12 What is no-one in the picture doing? (1 mark)
- (a) talking
  - (b) walking
  - (c) standing

**SECTION A CONTINUED**

A13 One man is wearing a black jacket. Where is he? (1 mark)

- (a) next to the lift
- (b) next to the desk
- (c) next to a chair

A14 One man is at the far right hand side of the picture. Where is his left hand? (1 mark)

- (a) pointing to someone
- (b) behind his back
- (c) in his pocket

A15 Which part of the computer equipment can you **not** see? (1 mark)

- (a) the keyboard
- (b) the monitor
- (c) the printer

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

A16 There are five women in the picture. How many men are there? (2 marks)

**Answer** \_\_\_\_\_

A17 What could someone use to move to another floor? (2 marks)

**Answer** \_\_\_\_\_

A18 What time of day is it likely to be in the picture? (2 marks)

**Answer** \_\_\_\_\_

A19 Someone is speaking on the telephone. Is it a man or a woman? (2 marks)

**Answer** \_\_\_\_\_

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

**Answer** \_\_\_\_\_

A21 Is anyone in the picture wearing a hat? (2 marks)

**Answer** \_\_\_\_\_

A22 What is round in the picture? (2 marks)

**Answer** \_\_\_\_\_

## SECTION A CONTINUED

A23 Are any doors in the picture closed? (2 marks)

**Answer** \_\_\_\_\_

A24 If it is Monday in the picture, what day will it be tomorrow? (2 marks)

**Answer** \_\_\_\_\_

A25 Who is most likely to be saying "Hello can I help you?"? (2 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION B

It is now Tuesday lunchtime and Carla Brooks is working on the reception desk of KAE Industries, a large company. The usual receptionist is at lunch. A woman called Sophia Provic is at the reception desk and Carla is talking to her.

Carla: Hello, madam. Can I help you?

Sophia: Yes, I hope so. I'd like to see your Finance Director, please.

Carla: Do you have an appointment?

Sophia: No, not today. But he will want to see me. I'm Sophia Provic from the Paramount Insurance Company. It is important.

Carla: I'm afraid I have been told that no-one can see any Director without an appointment.

Sophia: It is very important that I speak to him now. I don't need an appointment. You should know that. Go and ask him.

Carla: I'm sorry, but this is company rule. I'll get into trouble if I do not follow the rules. Also I can't leave the desk at the moment.

Sophia: (angry) You'll get into trouble when he finds out that you would not let me see him.

Carla: I can speak to his secretary and ask her to make an appointment.

Sophia: Oh, all right. Please ask his secretary to ring me on my mobile phone, no later than two o'clock. My number is 0788733149. I must see him today.

Carla: Very well Mrs Provic. I'll do that when I leave this desk at one o'clock.

Sophia: I wish you could have been more 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.**

		<b>TRUE</b>	<b>FALSE</b>	
B1	Sophia Provic works for KAE Industries.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	KAE Industries is a small company.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	The conversation is between two women.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Visitors need an appointment to see KAE Industries Directors.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B5	Sophia thinks it is important that she speaks to the Finance Director.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	The name of the Finance Director is given in the conversation.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	Mrs Provic's telephone number is 0788 733149.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Carla is at lunch when she speaks to Sophia.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	The last word Carla says is "Goodbye".	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	Sophia does not need to see the Finance Director today.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Sophia thought Carla was very helpful.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

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

B12 Why is Carla working on the reception desk? (3 marks)

**Answer** \_\_\_\_\_

B13 Who works for the Paramount Insurance Company? (3 marks)

**Answer** \_\_\_\_\_

B14 What will happen to Carla if she does not follow the company rules? (3 marks)

**Answer** \_\_\_\_\_

B15 Who will make an appointment for Sophia Provic to speak to the Finance Director? (3 marks)

**Answer** \_\_\_\_\_

B16 What is the latest time that Sophia Provic can receive a message? (3 marks)

**Answer** \_\_\_\_\_

**SECTION B CONTINUED**

B17 What time of day is it when the conversation takes place? (3 marks)

**Answer** \_\_\_\_\_

B18 What time will Carla speak to the Finance Director's secretary? (3 marks)

**Answer** \_\_\_\_\_

B19 Why can Carla not ask the Finance Director about the appointment immediately? (3 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

**SECTION C**

Carla does not know the names of the secretaries of the directors of the company. She must look at the list below.

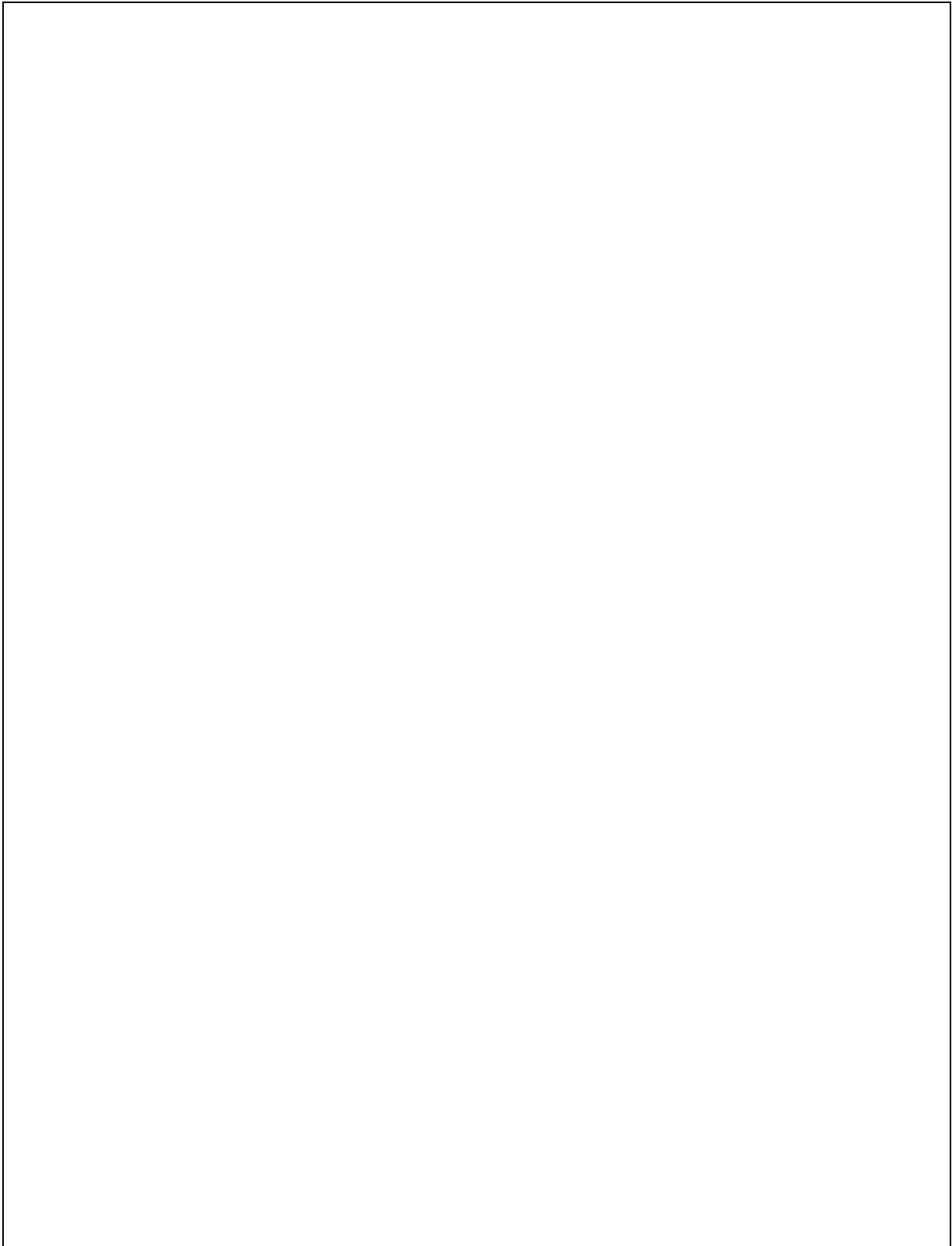
Read the conversation again and then look at the list of secretaries. Use this information to write a memo that Carla could send to the correct secretary.

<b>Director</b>	<b>Secretary</b>
Managing Director	Miss Kate O'Hara
Production Director	Mrs Simone Dubois
Customer Services Director	Mr John Angus
Sales Director	Miss Phoebe Mbenga
Finance Director	Miss Julie Kline
Human Resources Director	Mrs Irim Ali

**MEMORANDUM**

**To:**  
**From:**  
**Date:**  
**Subject:**

**You may continue to write your memo here.**

A large, empty rectangular box with a thin black border, intended for the student to write their memo. It occupies most of the page's vertical space.

**(Total 30 marks)**









## 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 Post Office
- (b) a factory
- (c) a library
- A2 How many people can you see in the picture? (1 mark)
- (a) two
- (b) five
- (c) seven
- A3 What time is it? (1 mark)
- (a) one o'clock
- (b) two o'clock
- (c) twelve o'clock
- A4 How many people are standing in a queue? (1 mark)
- (a) none
- (b) two
- (c) five
- A5 A woman is standing with her hands in her pockets. Where is her small bag? (1 mark)
- (a) under her left arm
- (b) next to her right arm
- (c) between both arms
- A6 What is on the wall in the left of the picture? (1 mark)
- (a) a sign
- (b) a notice board
- (c) forms and papers

**SECTION A CONTINUED**

- A7 In the picture are there (1 mark)
- (a) more men?
  - (b) more women?
  - (c) the same number of men and women?
- A8 What are on the long counter for customers' use? (1 mark)
- (a) books
  - (b) pens
  - (c) stamps
- A9 How many chairs are there with no one sitting on them? (1 mark)
- (a) two
  - (b) four
  - (c) none
- A10 Which of these parts of the room can you **not** see? (1 mark)
- (a) some walls
  - (b) the floor
  - (c) the ceiling
- A11 What is the weather like outside of the room? (1 mark)
- (a) it is hot
  - (b) it is raining
  - (c) you cannot tell
- A12 How tall is the man being served? (1 mark)
- (a) about one metre
  - (b) about two metres
  - (c) about ten metres
- A13 Which staff are serving customers? (1 mark)
- (a) a man and a woman
  - (b) two men
  - (c) two women

**SECTION A CONTINUED**

A14 How many men can you see wearing a tie (1 mark)

(a) none

(b) one

(c) two

A15 Who is nearest to the shelves? (1 mark)

(a) a woman who is working

(b) a woman who is a customer

(c) a man who is writing

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

A16 What time of day is it? (2 marks)

**Answer** \_\_\_\_\_

A17 What is round in the picture? (2 marks)

**Answer** \_\_\_\_\_

A18 Are there any children in the picture? (2 marks)

**Answer** \_\_\_\_\_

A19 What could be made of glass? (2 marks)

**Answer** \_\_\_\_\_

A20 Who is writing? (2 marks)

**Answer** \_\_\_\_\_

A21 What is on the shelves behind the people working? (2 marks)

**Answer** \_\_\_\_\_

## SECTION A CONTINUED

A22 How many people are speaking on the telephone? (2 marks)

**Answer** \_\_\_\_\_

A23 How many people are using computers? (2 marks)

**Answer** \_\_\_\_\_

A24 A woman is serving a customer. Can you see her right hand? (2 marks)

**Answer** \_\_\_\_\_

A25 Who is probably the next customer who is going to be served? (2 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION B

Christina Schardt is the receptionist for a large company, *KTJ Manufacturing*. She is now working on the reception desk and a man has just arrived.

Christina: Good afternoon, can I help you?

Man: Hello, I'm from Metro Motors, the car repair company. I've brought the car of one of your staff. We have repaired it.

Christina: Right. Which one of our staff owns the car?

Man: (laughing) I am sorry I can't remember the name. I wrote the name on a piece of paper and now I can't find it.

Christina: Oh dear. A lot of our staff have cars.

Man: Of course. I know it is a woman and I think she works in your sales department.

Christina: That is helpful. I have a list of cars that our staff own. If you tell me the number of the car I can let the owner know what has happened.

Man: Thank you. I would also like to leave her the car keys so she can drive the car now. The car number is W109 5UN.

Christina: Yes, that's fine. I'll check whose car it is and send her a memo so she can collect the keys from me.

Man: Thank you very much. Could you please tell her that we will send her the bill? There was a problem with the car brakes but we have repaired them.

Christina: Yes, I'll let her know.

Man: You've been very helpful. 'Bye.

**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.**

		<b>TRUE</b>	<b>FALSE</b>	
B1	Christina Schardt works for Metro Motors.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	The car owner works in the sales department of KTJ Manufacturing.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	The car owner is a man.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	The man remembers the name of the car owner.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B5	Christina has a list of staff car owners.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	KTJ Manufacturing is a car repair company.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	Many of the KTJ Manufacturing staff own cars.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Christina says the car number is W109 5UN.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	Christina and the man from Metro Motors are speaking on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	The car owner will receive a memo from Christina.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Both Christina and the man were helpful to each other.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

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

B12 What time of day is it when Christina speaks to the man? (3 marks)

**Answer** \_\_\_\_\_

B13 Who is going to send the car repair bill? (3 marks)

**Answer** \_\_\_\_\_

B14 What is Christina's job? (3 marks)

**Answer** \_\_\_\_\_

B15 Who will now drive the car with the number W109 5UN? (3 marks)

**Answer** \_\_\_\_\_

B16 What will the car owner collect from the reception desk? (3 marks)

**Answer** \_\_\_\_\_

**SECTION B CONTINUED**

B17 What will Christina do before she sends the memo? (3 marks)

**Answer** \_\_\_\_\_

B18 Why did the car need to be repaired? (3 marks)

**Answer** \_\_\_\_\_

B19 What is the name of the man from Metro Motors? (3 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

**SECTION C**

Look at the list of the cars that the staff in the sales section of KTJ Manufacturing own. Use this information to write a memo on the form below and on the following page, that Christina can send to the car owner.

<b>Name of staff member</b>	<b>Car Number</b>
Mr Alan Crombie	X407 7JS
Miss Nicola Strong	Y911 7SS
Mrs Celine Peroux	W109 5UN
Mr George Murphy	W138 6NU
Mr Francis Sienna	S49 3PP
Mrs Suzanne Rowe	N355 8LI

**MEMORANDUM**

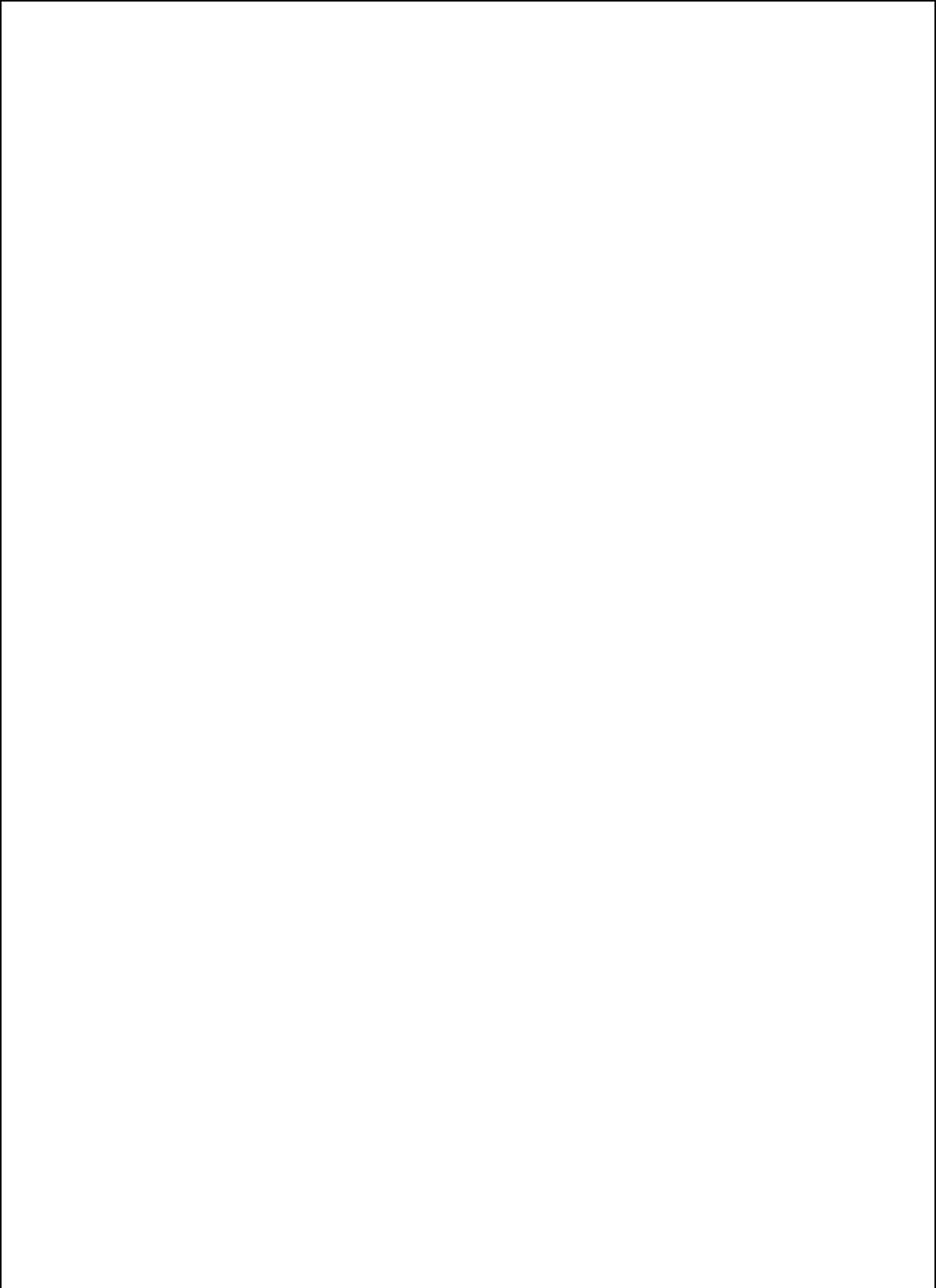
To: \_\_\_\_\_ Date: \_\_\_\_\_

From: \_\_\_\_\_

Subject: \_\_\_\_\_

**SECTION C CONTINUED**

You may continue writing your memo here.

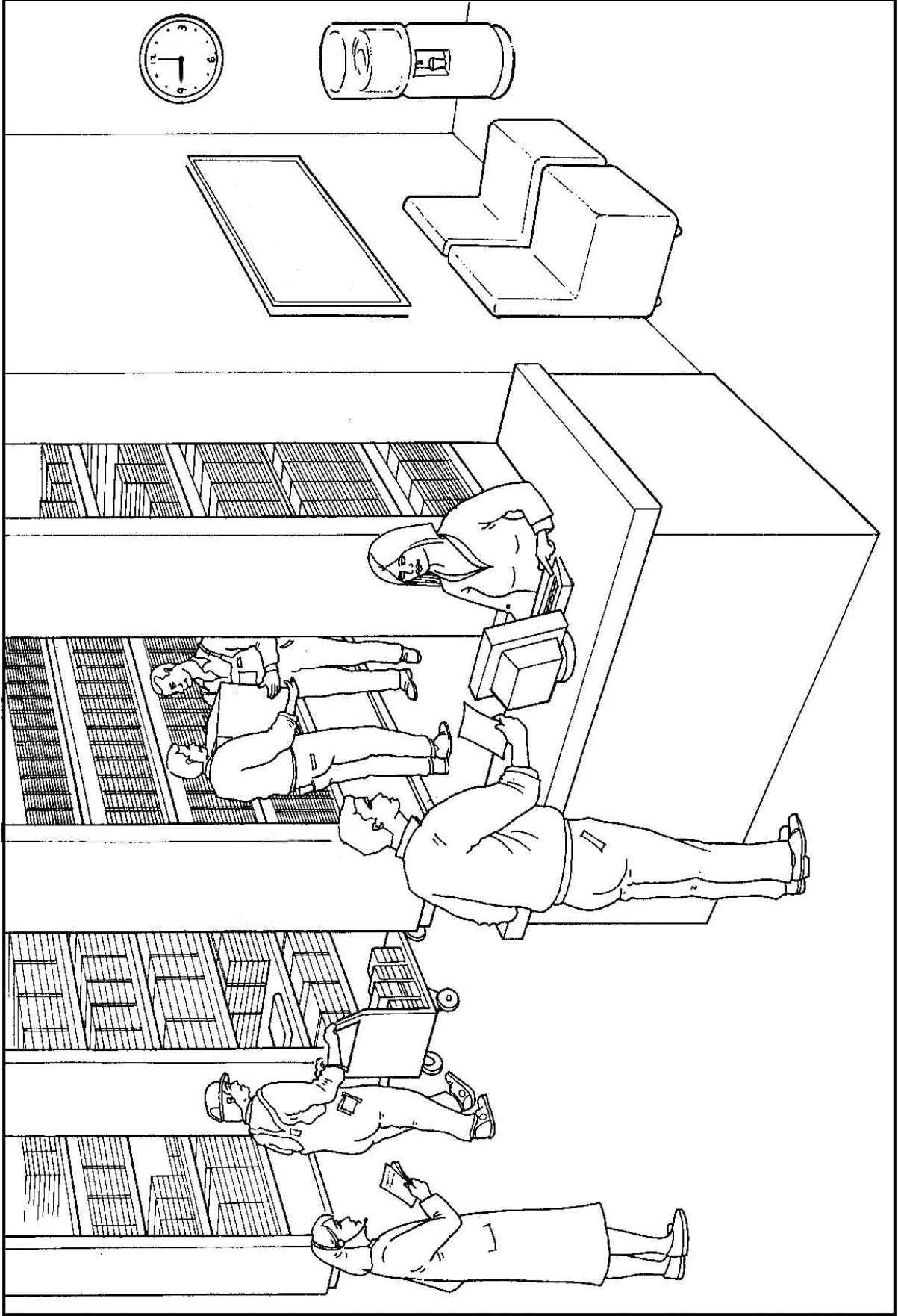
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**(Total 35 marks)**



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**BLANK PAGE**

## 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) part of an office
  - (b) part of a factory
  - (c) part of a railway station
- A2 How many people are in the picture? (1 mark)
- (a) 2
  - (b) 4
  - (c) 6
- A3 Two people are holding a box. Are they (1 mark)
- (a) two men?
  - (b) a man and a woman?
  - (c) two women?
- A4 A man is pushing a trolley. Is he pushing it (1 mark)
- (a) towards the shelves?
  - (b) away from the shelves?
  - (c) on the shelves?
- A5 How many people are wearing hats? (1 mark)
- (a) none
  - (b) one
  - (c) all the people
- A6 How tall is the man holding a piece of paper? (1 mark)
- (a) about one metre
  - (b) about two metres
  - (c) about three metres

**SECTION A CONTINUED**

- A7 Is anyone using a pen to write? (1 mark)
- (a) No, no-one
  - (b) Yes, a man is
  - (c) Yes, two people are
- A8 Can you see more shelves or chairs in the room? (1 mark)
- (a) the same
  - (b) more chairs
  - (c) more shelves
- A9 Apart from the clock and the drinks machine, what has a round shape? (1 mark)
- (a) the notice
  - (b) the trolley wheels
  - (c) the box
- A10 What can you not see? (1 mark)
- (a) floor
  - (b) walls
  - (c) ceiling
- A11 If someone sits on an empty seat, how many shelves could they see? (1 mark)
- (a) none
  - (b) two
  - (c) four
- A12 How many pairs of shoes can you see? (1 mark)
- (a) 5
  - (b) 6
  - (c) 12
- A13 Look at the clock. Is it (1 mark)
- (a) the beginning of a working day?
  - (b) the middle of a working day?
  - (c) the end of a working day?

**SECTION A CONTINUED**

A14 When will the staff probably use the area with the chairs? (1 mark)

- (a) at night time
- (b) at holiday time
- (c) at break time

A15 What could be made of cotton? (1 mark)

- (a) the computer
- (b) people's clothes
- (c) the trolley

**Look at the picture, then write short answers to these questions where it says Answer.**

A16 How many women can you see in the picture? (2 marks)

**Answer** \_\_\_\_\_

A17 What could be made out of wood in the picture? (2 marks)

**Answer** \_\_\_\_\_

A18 How many hours will it be until twelve o'clock? (2 marks)

**Answer** \_\_\_\_\_

A19 A man is holding a piece of paper. Which of his hands is it in? (2 marks)

**Answer** \_\_\_\_\_

A20 A woman is holding a paper with writing on it. What else is she doing? (2 marks)

**Answer** \_\_\_\_\_

A21 What is under the clock? (2 marks)

**Answer** \_\_\_\_\_

A22 Does the woman sitting look happy? (2 marks)

**Answer** \_\_\_\_\_

A23 How many chairs can you see? (2 marks)

**Answer** \_\_\_\_\_

## SECTION A CONTINUED

A24 Where are the chairs? (2 marks)

**Answer** \_\_\_\_\_

A25 If another woman appeared in the picture, would there be more men or women in the picture? (2 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION B

Paulina Romano is a secretary in a large company. Her manager is Robert Kramer, the Supplies Director of the company. This afternoon Paulina is in the office but Mr Kramer is visiting a supplier in a town nearby. A man called David Munroe has just arrived at the office.

Paulina: Hello Mr Munroe. It's nice to see you. I thought you were going to meet Mr Kramer tomorrow.

Mr Munroe: Yes, Paulina, I have an appointment to see him tomorrow, but that is why I am here. There's something I need to say to Robert.

Paulina: I'm sorry, but he is not here. He's visiting CGK Supplies in Midtown. He won't be back today.

Mr Munroe: Well, it's not really important, but I wanted to ask Robert if I could bring somebody with me tomorrow. It is the person who is taking over my job.

Paulina: Are you leaving your company, Mr Munroe?

Mr Munroe: I am retiring.

Paulina: Really? Well I hope you have a happy retirement. What are you going to do?

Mr Munroe: As you know, I enjoy golf. I hope I can spend more time playing. Razir Nuur is taking over my job. I think you know her.

Paulina: Oh yes, I've met Mrs Nuur many times. I'll ask Mr Kramer if she can meet him with you tomorrow. I'm sure he will agree to this when I tell him why she will be coming with you.

Mr Munroe: Thank you. Please ask him to ring me if there is a problem.

Paulina: Right. Goodbye Mr Munroe.  
*(Mr Munro leaves the office)*

Paulina: *(shouting)* – Please wait, Mr Munroe *(he has gone)*.

Paulina: *(talking to herself)* Oh dear, I forgot to ask him for the time of the appointment. I'll look in Mr Kramer's diary to find out the time.

**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.**

		<b>TRUE</b>	<b>FALSE</b>	
B1	Paulina is a secretary in a small company.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	Mr Munroe had met Paulina before today.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	Mr Kramer will return to the office tonight.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Mr Munroe has an appointment to see Paulina tomorrow.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B5	Razir Nuur is a woman	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	Mr Kramer works for CGK Supplies	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	Paulina does not know Mrs Nuur.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Paulina wishes Mr Munroe a happy retirement.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	Mr Kramer and Paulina work for the same company.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	Paulina speaks to Mr Munroe on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Mr Munroe tells Paulina the time of his appointment.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

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

B12 What is Robert Kramer's job? (3 marks)

**Answer** \_\_\_\_\_

B13 Why is Mr Munroe leaving his company? (3 marks)

**Answer** \_\_\_\_\_

B14 Which sport does Mr Munroe enjoy playing? (3 marks)

**Answer** \_\_\_\_\_

B15 Why was Paulina surprised to see Mr Munroe today? (3 marks)

**Answer** \_\_\_\_\_

B16 What town is Mr Kramer visiting today? (3 marks)

**Answer** \_\_\_\_\_

**SECTION B CONTINUED**

B17 What did Paulina forget to do? (3 marks)

**Answer** \_\_\_\_\_

B18 What must Mr Kramer do if he does not want to see Mrs Nuur? (3 marks)

**Answer** \_\_\_\_\_

B19 How will Paulina find out the time of the appointment? (3 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION C

Read the conversation between Paulina Romano and David Munroe again and then look at Mr Kramer's diary for tomorrow.

<b>DIARY</b>	
09.00 – 10.00	Early briefing with deputies
10.00 – 11.00	Free
11.00 – 12.00	Meeting with Herbert Krall
12.00 – 13.00	Free (look at 2010/2011 proposals)
13.00 – 14.00	Lunch (with Mrs Vansing)
14.00 – 15.00	Visit to Production Department
15.00 – 16.00	Meeting David Munroe
16.00 – 17.00	Staff meeting (new computer system)

**Use this information to write a memo in the space below, that Paulina could give to Robert Kramer.**

<b>MEMORANDUM</b>	
To:	Date:
From:	
Subject:	

You may continue your memo on the following page.

**SECTION C CONTINUED**

You may continue writing your memo here.

**(Total 30 marks)**