

# English for Business

## Level 1



## Infopack

2009

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### **CONTENTS**

FAQs Frequently Asked Questions  
Sample Examination Paper  
Answers to Sample Examination Paper  
Examination Syllabus  
Contact Details

## FAQS (Frequently Asked Questions)

### WHO is LCCI and what are LCCI IQs?

LCCI IQ stands for London Chamber of Commerce and Industry International Qualifications. The London Chamber of Commerce and Industry (LCCI) was established in 1887 and LCCI examinations offered by the London Chamber of Commerce and Industry Examinations Board (LCCIEB). In 2003 the LCCIEB merged with an Online Assessment company to create Education Development International (EDI) who now deliver London Chamber of Commerce and Industry International Qualifications (LCCI IQ) through a network of over 4000 registered LCCI IQ centres in 100 countries worldwide. In Germany over 30,000 people take LCCI IQ exams every year through a network of over 200 official LCCI IQ Examinations Centres. The LCCI IQ range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

### WHAT is English for Business?

The LCCI "English for Business" exam is a practical, task-based examination offered at 5 levels from elementary to advanced and is aligned to the Common European Framework. The qualification consists of a compulsory written examination and optional Speaking and Listening Tests.

### WHY choose the LCCI English for Business qualification?

The LCCI English for Business Certificate enjoys a high level of recognition from employers worldwide. Companies in Germany which use and/or recognise English for Business include ABB, Audi, BMW, Bosch, C&A, Deutsche Bank, Ruhrkohle, RWE, Siemens, Sparkasse, Thyssen, Unilever. This high recognition by employers had led to the English for Business Certificate becoming a compulsory component in many Business English courses funded by the Employment Office (Agentur für Arbeit). In November 2007 the magazine **Stiftung Warentest** published its Test Spezial Sprachen Lernen and the opening line of the Business English section stated **"Ein Zertifikat in Wirtschaftsendgisch von der Londoner Handelskammer macht sich gut im Job."** This article has been reproduced and can be obtained free of charge from [info@lcciiq.com](mailto:info@lcciiq.com). Furthermore a certificate in English for Business Level 3 is recognised by a large number of universities as proof of English Language Level for entry purposes.

### WHERE can I take the English for Business qualification?

LCCI IQ exams are held in official examinations centres. Worldwide there are over 4,000 Examinations Centres for London Chamber of Commerce and Industry International Qualifications. In Germany there are over 200 Centres which include language schools, business schools, training institutes, management academies, technical colleges, companies, Volkshochschulen and universities. A complete list is published on our website [www.lcciiq.com](http://www.lcciiq.com). For details of Centres in other countries contact [info@lcciiq.com](mailto:info@lcciiq.com).

### WHEN can I take the English for Business qualification?

English for Business is offered on the worldwide "Series" dates in April, June and November – see [www.lcciiq.com](http://www.lcciiq.com). In addition to this EFB is offered On Demand\*; the exam dates are totally flexible. This means it is suitable for any course at any time. When you and your candidates are ready, so are we. Registration for On Demand exams is 4 weeks before the exam date.

\* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

### HOW MUCH does the English for Business Qualification cost?

Current prices for all LCCI International Qualifications are published on [www.lcciiq.com](http://www.lcciiq.com) or will be emailed to you on request. If your pupils are 18 or under they are entitled to a reduced price as part of the LCCI "Zusatzqualifikation Englisch" Offer. Please contact [info@lcciiq.com](mailto:info@lcciiq.com) requesting the "Zusatzqualifikation Englisch" Information Pack.

### Is there a recommended book?

Yes. The LCCIEB together with the German publisher Logophon Verlag in Mainz has published a Series of Examination Preparation Books entitled "How to Pass English for Business". The details are:

TITLE	AUTHOR	Publisher	ISBN
How to Pass English for Business Preliminary Level	Mellor, Davison	Logophon/LCCIEB	3-922514-27-8
How to Pass English for Business Level 1	Mellor, Davison	Logophon/LCCIEB	3-922514-28-6
How to Pass English for Business Level 2	Mellor, Davison	Logophon/LCCIEB	3-922514-29-4
How to Pass English for Business Level 3	Mellor, Davison	Logophon/LCCIEB	3-922514-32-4

These books are available from bookshops, internet booksellers or direct from the publisher:

Logophon Verlag GmbH

Alte Gärtnerei 2, 55128 Mainz

Tel: 06131 / 71645 Fax: 06131 / 72596

Email: [verlag@logophon.de](mailto:verlag@logophon.de) Website: [www.logophon.de](http://www.logophon.de)

### What other support material is available?

Past Paper Packs are available free and can be downloaded from [www.lcciq.com](http://www.lcciq.com) or requested from [info@lcciq.com](mailto:info@lcciq.com). Answer Packs are free and are available on request from [info@lcciq.com](mailto:info@lcciq.com).

### What is involved in the English for Business written exam?

The English for Business exam consists of a compulsory written exam as follows:

ENGLISH FOR BUSINESS COMPULSORY WRITTEN EXAM OVERVIEW					
	Preliminary	Level 1	Level 2	Level 3	Level 4
<b>Length</b>	1 hour 30 mins	2 hours	2 hours 30 mins	3 hours	3 hours
<b>Tasks</b>	<ul style="list-style-type: none"> <li>Multiple-Choice</li> <li>Short Answers</li> <li>True-False</li> <li>Long Answers</li> <li>Message Writing</li> </ul>	<ul style="list-style-type: none"> <li>Memo</li> <li>Letter</li> <li>Short Answers</li> <li>True-False</li> <li>Form-Filling</li> </ul>	<ul style="list-style-type: none"> <li>Memo</li> <li>Letter</li> <li>Leaflet</li> <li>Article</li> <li>Report</li> <li>Notice</li> <li>List</li> </ul>	<ul style="list-style-type: none"> <li>Letter</li> <li>Report</li> <li>Reading Comprehension</li> <li>Message Writing</li> </ul>	<ul style="list-style-type: none"> <li>Letter</li> <li>Memo</li> <li>Summary</li> <li>Graph Analysis</li> <li>Reading Comprehension</li> <li>Writing Task</li> </ul>
<b>Format</b>	3 sections. ALL questions must be answered.	4 questions. ALL questions must be answered.	3 questions. Question 1 has 3 options, only <u>one</u> of which must be answered. Question 2 & 3 are compulsory.	4 questions. ALL questions must be answered.	4 questions. ALL questions must be answered.
<b>Structure</b>	<b>Section A</b> (Picture) Multiple-choice Short Answers (35 marks)  <b>Section B</b> (Dialogue) True-False questions Long Answers (35 marks)  <b>Section C</b> (Writing) Eg Memo / Email / Telephone message (30 marks)	Q1 Letter or Memo (30 marks)  Q2 True-False (30 Marks)  Q3 Short Answers (20 Marks)  Q4 Forms & Diagrams (20 Marks)	Q1 Memo, Leaflet, Article, Report, or Notice (40 Marks)  Q2 Letter (30 Marks)  Q3 List (or task from Question 1) (30 Marks)	Q1 Letter (25 Marks)  Q2 Report (25 Marks)  Q3 Reading Comp (25 Marks)  Q4 Memo (25 Marks)	Q1 Reading Comp Memo (25 Marks)  Q2 Report (25 marks)  Q3 Writing Task Graph Analysis (25 Marks)  Q4 Writing Tasks using keywords, eg advert, article (25 Marks)
<b>Dates</b>	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series
<b>CEF</b>	A1-A2	A2-B1	B1-B2	B2-C1	C1-C2
<b>Price**</b>	95 Euros	96 Euros	98 Euros	104 Euros	115 Euros

\* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

### What about the Speaking and Listening Tests?

Candidates may, in addition to the written exam, also register for a Speaking Test and/or Listening Test. The Speaking test lasts between 11 minutes at Preliminary through to 18 minutes at level 4 and consists of general conversation followed by questions based on a picture or topic sheet. The Listening Test lasts approximately 20 minutes at all levels and is multiple-choice. A free Infopack for each test is available from [info@lcciq.com](mailto:info@lcciq.com).

Below is an overview of the Speaking Test.

OPTIONAL SPEAKING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
<b>Length</b>	Preparation 5 mins Warm-up 2 mins <u>Test 4 mins</u> <b>Total 11 mins</b>	Preparation 5 mins Warm-up 2 mins <u>Test 5 mins</u> <b>Total 12 mins</b>	Preparation 5 mins Warm-up 2 mins <u>Test 6 mins</u> <b>Total 13 mins</b>	Preparation 5 mins Warm-up 2 mins <u>Test 8 mins</u> <b>Total 15 mins</b>	Preparation 5 mins Warm-up 2 mins <u>Test 10 mins</u> <b>Total 17 mins</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a picture</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a picture</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>
<b>Price**</b>	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

Below is an overview of the Listening Test.

OPTIONAL LISTENING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
<b>Length</b>	20 mins	20 mins	25 mins	25 mins	30 mins
<b>Tasks</b>	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Conversation and 2 questions. Choose the correct answer. <b>Part 2:</b> Monologue and 2 questions. Choose the correct answer.
<b>Price**</b>	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

#### How long before I get my exam results?

All exam scripts are forwarded to the UK to be marked by a team of professional markers. Results and Certificates are usually issued 4 weeks after the date of exam and at the latest 6 weeks after the exam date provided that all exam material was returned to LCCI IQ below on the day of the exam.

#### Who do I contact for more information?

Find your local LCCI IQ Centre at [www.lcciiq.com](http://www.lcciiq.com) or contact us:

<p><b>Germany, Austria, Switzerland, Czech Republic, Slovakia</b></p> <p>LCCI International Qualifications            Platanenstr. 5, 07549 Gera, Germany            Tel: +49-365 / 7 38 85 19            Fax: +49-365 / 7 38 85 36            Email: <a href="mailto:info@lcciiq.com">info@lcciiq.com</a>            Website: <a href="http://www.lcciiq.com">www.lcciiq.com</a></p>	<p><b>Rest of World</b></p> <p>Education Development International            International House Siskin Parkway East Middlemarch            Business Park Coventry. CV3 4PE. England            Tel: +44 (0) 8707 202909            Email: <a href="mailto:customerservice@ediplc.com">customerservice@ediplc.com</a>            Website: <a href="http://www.ediplc.com">www.ediplc.com</a></p>
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QUESTION NO.	EXAMINER USE ONLY
1	
2	
3	
4	
TOTAL	



## Sample Examination

### ENGLISH FOR BUSINESS

#### Level 1

Subject Code: 1041

Time Allowed: **2 hours**

Complete the details below in block capitals.

<b>Candidate Name</b>																					
<b>Centre Code</b>																					
<b>Candidate ID No.</b>																					
	Candidate No.																				
	Number of additional sheets handed in																				

#### INSTRUCTIONS FOR CANDIDATES

- Answer **all 4 questions**.
- 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.

## QUESTION 1

### Situation

You work for Norman Furniture plc whose head office is at: 64 Redhill Road, Barham BA1 4MX. The company supplies furniture and fittings to a wide range of hotels. Mrs. Jenni Pierce, the Sales Director, is planning to display the firm's products at the Annual Hotels' Exhibition in Bristol. The Exhibition, which starts on 15 April, takes place over 4 days at the City Conference Centre.

Jenni has left the following information on your voicemail.

"Hello, it's Jenni here. Just a few points about the exhibition. We must have a display area in the main exhibition hall – that is absolutely essential! We need 2 sections, one for a hotel reception area (reception desk, tables, chairs etc) and the other so we can display a small bar and restaurant layout ... You need to write to Tina Sarola at the Conference Centre. Ms Sarola is in charge of bookings. Just say you are writing on my behalf and she will make sure we get what we want. Be polite and businesslike in your letter to her ... We need to set up the day before the exhibition opens, and we need somewhere to stay. Ask Tina to book 2 rooms (single) at the Derby Hotel. Check if there is a discount for 3 nights or more. We need 5 nights' accommodation and the rooms should be *ensuite* ... Last but very important. Tina will need to know that the bar and restaurant we set up will be fully operational. I've booked a firm called Chefs Unlimited to staff it and serve drinks and light meals. Thanks."

### Task

**Write a letter** of between 150 and 200 words to Tina Sarola to arrange the bookings for the exhibition and accommodation. Tina's address is: Room 204, The Conference Centre, Park Street, Bristol BR1 4AE.

Lay out your answer as a **letter** below and on the next page.

Continue writing your letter here.

**(30 marks)**

**QUESTION 2****Situation**

You work as a trainee food correspondent for a magazine. Your boss has asked you to check an article about changes in fast food outlets.

**Task**

Read the passage below entitled "Healthy Eating Tops the Menu" then say whether the statements on the following page 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.

**Healthy Eating tops the Menu**

Gordons Fast Foods, founded in 1962, are starting to make big changes to their range of fast food meals. There are plans to phase out traditional fast foods such as burgers and fried chicken throughout the 200 plus outlets. In their place customers can purchase sandwiches made on the premises along with fresh salads, fruit, and vegetables. Even porridge and yogurt are available for breakfast, while lunchtime customers can enjoy pitta bread filled with chicken and roasted vegetables.

The biggest menu changes are found in the children's meals. Gordons are launching an £8 million advertising campaign to promote healthy eating. The 3 months' campaign aims to persuade parents that Gordons care about children's good health. The number of meal combinations for children has doubled from 54 to 108. As fried food is phased out, in come the grilled and fresh alternatives. To fill their plate children can choose fresh salad, fruit, or a jelly made with fresh fruit juice.

These changes to the menu have cost an estimated £2 million and Gordons are spending an extra £3.5 million to encourage a balanced and active lifestyle. It all sounds very good, but is it *really* possible to get balanced meals in a fast food outlet? Food experts say they welcome the changes but they think that many of the new meals still contain too much salt and not enough calories. Anna Kowalski, who is an independent food expert, reported that many children will still be hungry because the new meals are not filling enough. This leads children to ask for crisps or chocolate. Ms Kowalski says parents should still cook regularly at home with their children. Fast food meals should only be eaten occasionally and should never be given as a treat. Rewards should be a visit to the park to play on the swings and to enjoy an ice cream.

**(30 marks)**

**QUESTION 2 CONTINUED****Example:**

Statement: Gordons have stopped serving burgers and fried chicken; their campaign is aimed at children.

Answer: FALSE plans to / parents

**Write your answers on the lines marked A.**

1 The healthy eating campaign lasts for a year; it will cost £2 million.

A \_\_\_\_\_

2 Gordons will offer less fried food and more fresh alternatives to eat.

A \_\_\_\_\_

3 Gordons have been in business for over 30 years; they now have over 200 outlets.

A \_\_\_\_\_

4 Gordons are making no effort to change people's eating habits.

A \_\_\_\_\_

5 Food experts like Gordons' new meals, but still have some doubts about them.

A \_\_\_\_\_

6 Yogurt and pitta bread are on the Gordons' menu right through the day.

A \_\_\_\_\_

7 Children should be taken to Gordons on special occasions; the food fully satisfies them.

A \_\_\_\_\_

8 The menu changes at Gordons cost £3.5 million; the number of meals for children has increased by 200 per cent.

A \_\_\_\_\_

9 Anna Kowalski works for Gordons; she recommends daily visits to Gordons.

A \_\_\_\_\_

10 Gordons sandwiches are delivered; their fruit jelly is made from dried fruit.

A \_\_\_\_\_

**QUESTION 3**

**Situation**

Your company is planning to buy a number of health and leisure centres. You have been asked to investigate the facilities offered by a number of centres.

**Task**

Study the information in the table opposite headed **Health and Leisure Centres**, then answer the questions below. **Write your answer in the answers column using no more than 2 words, a name or a figure.** You will lose marks for unnecessary information.

**ANSWERS**

1 Does every centre have a gym and a steam room?	
2 Is there a kit shop at Fighting Fit?	
3 How many centres have a crèche?	
4 How many centres charge more than £100 per month?	
5 How many centres are open at 0720?	
6 How many centres have fitness classes every day?	
7 Which centre has the shortest pool?	
8 How many centres have a pool longer than 20 metres?	
9 Is the minimum membership period at ABC the same as at Gable Health?	
10 How many centres have no business suite and no crèche?	
11 Can you have lunch and a beauty treatment at Corley Fitness?	
12 Which centre is the last to close in the evening?	
13 How many centres charge extra for fitness classes?	
14 Which centre has the fewest facilities?	
15 Is there a fitness class at Total Health on Tuesdays?	
16 At FastFit are fitness classes included in the monthly fee?	
17 Which centre has a pool the same length as Gable Health?	
18 Which centre is the last to open in the morning?	
19 How many of the centres with a restaurant have no crèche?	
20 How many of the centres which close before 2200 have a business suite?	

## QUESTION 3 CONTINUED

## HEALTH AND LEISURE CENTRES.

	FASTFIT	TOTAL HEALTH	FIGHTING FIT	ABC HEALTH	CORLEY FITNESS	GABLE HEALTH
££ MONTHLY	100	60	65	120	200	120
MINIMUM MEMBERSHIP (months)	3	12	6	3	6	6
KIT SHOP	YES	YES	NO	NO	YES	YES
BUSINESS SUITE	YES	YES	NO	NO	YES ££	NO
SWIMMING POOL SIZE (metres)	25	15	NO POOL	20	30	20
STEAM ROOM	YES	YES	YES	NO	YES	YES
GYM	YES	YES	YES	YES	YES	YES
FITNESS CLASSES	DAILY***	MONDAY TO FRIDAY	SATURDAY SUNDAY ONLY	DAILY	DAILY***	DAILY
RESTAURANT AND BAR	YES	NO	NO	YES	YES	YES
CRECHE	NO	NO	YES	NO	YES	NO
BEAUTY SALON	YES	NO	NO	YES	YES	YES
OPENING TIME	0700	0800	0930	0900	0600	0700
CLOSING TIME	2100	2000	2200	2100	2330	1900

££ = FEES ON REQUEST

\*\*\*= £15 MONTHLY EXTRA.

(20 marks)

**QUESTION 4****Situation**

You work in the London Royal Hotel as Transport Manager. One of your jobs is to organise courtesy cars for guests arriving at the city's airports. The Booking Clerk has given you details of the list of guests arriving tomorrow.

**Task**

Use the information below to complete the Airport Collection List that follows.

"We have 5 people to collect at various times tomorrow. Mr Daniel Leon will arrive at 0930 at Gatwick Airport on flight KLM222 from Oslo. We had a message from Mr Leon to say that his colleague, Ms Jerri Weill, is delayed in Cairo. She was due to arrive at Heathrow Airport on EGT134 at 1400. She will contact us later with her new arrival time. Two more guests arriving at Heathrow are Mrs Sonja Henkel arriving from Düsseldorf at 1430, and Mr Kenneth Lo. He is due in at 1600 from Beijing on flight AMM173. Mrs Henkel is travelling on British Airways flight BAA168. Our final guest is Mr Todd Smalley flying in from Boston on KLM264 to Gatwick arriving at 1000. He has to meet a colleague at the airport and wants to be collected an hour after midday. Remember to collect them in order of arrival time – except, of course, in Mr Smalley's case. PS. Phone call from Ms Weill. She is arriving on MON 618 which is due to arrive at Gatwick at 1700."

**AIRPORT COLLECTION LIST**

(Complete in CAPITALS)

<b>GUEST NAME</b>	<b>FLIGHT NUMBER</b>	<b>DEPARTURE AIRPORT</b>	<b>ARRIVAL AIRPORT</b>	<b>COLLECTION TIME</b>

(20 marks)

## English for Business Level 1 Sample Examination Paper Answers

**DISTINCTION MARK 75%**

**CREDIT MARK 60%**

**PASS MARK 50%**

TOTAL 100 MARKS

### QUESTION 1 Sample Answer

Norman Furniture plc  
64 Redhill Road  
BARHAM  
BA1 4MX

Today's Date...

Ms Tina Sarola  
Room 204  
The Conference Centre  
Park Street  
Bristol BR1 4AE

Dear Ms Sarola

I am writing to you at the request of our Sales Director, Mrs Jenni Pierce, regarding the Annual Hotels' Exhibition in April.

Our firm would like to book a display area at this event. The display area should be sited in the main hall and will have two sections. In one section we intend to display a hotel reception area and in the second section a small bar and restaurant area. This will be operational so that we can serve drinks and light meals to our visitors. We have hired the firm Chefs Unlimited to provide this service for us.

We will require access to the Conference Centre on the day before the exhibition opens in order to set up the stand.

Mrs Pierce and I also require accommodation from 14 April for the period of the exhibition. Please could you book two ensuite single rooms for us at the Derby Hotel? We will stay for 5 nights and would welcome any discount offers that are available.

Thank you in advance for making these arrangements on our behalf.

I look forward to meeting you at the exhibition.

Yours sincerely

Your Name

(182 words)

**QUESTION 2 Sample Answers**

- 1 FALSE 3 month / £8 million
- 2 TRUE phase out / salad, fruit, vegetables
- 3 TRUE founded 1962 / 200 plus
- 4 FALSE big change / healthy eating
- 5 TRUE welcome changes / too much salt (OR not enough calories)
- 6 FALSE yogurt ... breakfast / pitta bread ... lunchtime
- 7 FALSE never ... as a treat / not filling (OR still hungry)
- 8 FALSE £2 million / doubled (OR 54 to 108)
- 9 FALSE independent / occasionally
- 10 FALSE made on ... premises / fresh fruit juice

**QUESTION 3 Sample Answers**

- 1 No
- 2 No
- 3 2
- 4 3
- 5 3
- 6 4
- 7 Total Health
- 8 2
- 9 No
- 10 2
- 11 Yes
- 12 Corley
- 13 2
- 14 Fighting Fit
- 15 Yes
- 16 No
- 17 ABC
- 18 Fighting Fit
- 19 3
- 20 2

**QUESTION 4 Sample Answers****AIRPORT COLLECTION LIST  
(Complete in capitals)**

<b>GUEST NAME</b>	<b>FLIGHT NUMBER</b>	<b>DEPARTURE AIRPORT</b>	<b>ARRIVAL AIRPORT</b>	<b>COLLECTION TIME</b>
DANIEL LEON	KLM 222	OSLO	GATWICK	0930
TODD SMALLEY	KLM 264	BOSTON	GATWICK	1300
SONJA HENKEL	BAA 168	DÜSSELDORF	HEATHROW	1430
KENNETH LO	AMM 173	BEIJING	HEATHROW	1600
JERRI WEILL	MON 618	CAIRO	GATWICK	1700

## Examination Syllabus

The English for Business Level 1 qualification is intended for candidates who have achieved a sound basic understanding of English in a business context, equivalent to Council of Europe A1/A2\* level, gained either through previous learning or employment or both, and who have the ability to use the language at a basic functional level. It is intended for candidates who wish to

- gain a recognised English qualification at the equivalent of Council of Europe A2/B1\* level
- progress to LCCI IQ Level 2 in English for Business at the equivalent of Council of Europe B1/B2\* level.

Further progress can be made up to Level 4 of this qualification. Each of these levels builds on the previous one and provides a consistent extension to the levels of skill and knowledge developed at the previous level.

*\* The lower CEF level relates to a "pass" grade; the higher CEF level relates to a "credit" or "distinction" grade, ie a Level 1 pass = CEF A2; credit / distinction = CEF B1.*

## Structure of the qualification

This qualification consists of a compulsory written examination and optional Speaking and Listening Tests. The LCCI IQ Level 1 Certificate in English for Business will be awarded to candidates who successfully complete the written examination. Candidates who take and pass the optional Speaking and/or Listening Test will have this included on the certificate.

## Aims

The aims of this qualification are to enable candidates to develop their ability to:

- read and understand basic business-related English texts
- write basic English for simple, brief business communication
- understand simple, spoken and recorded business English
- participate in short conversations.

## Assessment Objectives

The examination will assess the candidate's ability to:

### Reading and Writing

- demonstrate understanding of simple business-related communication
- read, interpret and respond to simple business texts and data
- adapt simple forms of office correspondence and other data to produce completed formats such as
  - charts
  - tables
  - booking forms
  - report forms, etc
- write in continuous English simple business style letters and memos based on given information.

### Speaking

- provide appropriate oral responses to questions on familiar, personal matters
- express an opinion and discuss a topic orally.

### Listening

- demonstrate understanding of simple business-related enquiries
- demonstrate understanding of short, simple business-related conversations
- demonstrate understanding of short, simple business-related announcements.

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## Syllabus Topics

### Reading and Writing

- 1 Composing a simple business letter or memo
- 2 Basic business reading comprehension
- 3 Business information processing
- 4 Business text and data reformulation

For a full breakdown of these topics, refer to syllabus topics 1 to 4 and the associated learning outcomes that are shown later in this document.

### Speaking

The English for Business Speaking Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in English within a general business and/or commercial context. The topics for the speaking test are as follows:

- 1 Earning a living
- 2 Production and sale of goods
- 3 Trade
- 4 Money
- 5 Transport
- 6 Communications
- 7 Education
- 8 Travel and tourism

Candidates will be expected to demonstrate a level of linguistic competence as outlined in syllabus topics 5 to 8 and the associated learning outcomes that are shown later in this document.

### Listening

The English for Business Listening Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in a general business and / or commercial context. The topics for the listening test are as follows:

- 1 Personal information
- 2 Travel information
- 3 Work information
- 4 Business transactions
- 5 Instructions
- 6 Arrangements

Candidates will be expected to demonstrate a level of listening competence as outlined in syllabus topic 11 and associated learning outcomes that are shown later in this document.

### Use of Dictionaries

Candidates are allowed to take one dictionary into the Reading and Writing examination which may be either English or foreign language/English; candidates make the choice entirely at their own risk. Poor quality dictionaries may be misleading and, if they frequently have recourse to them, candidates will lose time looking up words. Dictionaries are not allowed in the Speaking or Listening Tests.

## Assessment

### Reading and Writing – compulsory

There will be 4 compulsory questions corresponding to the 4 syllabus topics listed. Questions 1 and 2 carry 30 marks each. Questions 3 and 4 carry 20 marks each. Candidates will be assessed via a 2 hour examination consisting of 4 questions as follows:

- **Question 1** involves the composition of a letter or memo, based on given information. The content of the letter or memo should be between 150 and 200 words of simple business style communication dealing with such topics as:
  - retail orders
  - customer enquiries
  - requests for information
  - replies to complaints
  - reminders about tasks in hand
  - communications between work colleagues

The stimulus will be rubric information giving data on which to base the response.

- **Question 2** involves understanding and responding to a passage of business-related prose of about 300 words. The stimulus for the exercise will be:
  - a passage on a business-related topic in language appropriate to the level
  - a series of statements about the content and information in the passage.

Candidates must identify whether the statements are true or false, and provide supporting evidence.

- **Question 3** involves a 'read and think' comprehension test, based on some graphic or numerical display, requiring very short answers. The stimulus for the question will be data in the form of a table or a chart relating to, for example:
  - company branches and staffing details
  - conference facilities at an hotel
  - office accommodation agencies
  - company car fleet hire charges
- **Question 4** involves a 'read and write' reformulation task using data to complete forms or diagrams. The stimulus for the question will be selected from:
  - data or information in written notes
  - a conversation about a business related situation
  - a record of a telephone message or fax

### Speaking – optional

Candidates will be assessed by a 12 minute examination including 5 minutes preparation time. The examination consists of 2 parts. There are four criteria – fluency, lexis, grammar and pronunciation – and candidates will be assessed on their performance in both parts. The assessment tasks are as follows:

- Part 1 consists of a warm up conversation during which the candidate will be asked about, eg. study, work ambitions for the future.
- Part 2 requires the candidate to participate in a discussion of the picture presented by the examiner.

### Listening – optional

Candidates will be assessed via a listening test lasting about 20 minutes. The test comprises 30 short listening tasks, each with a multiple-choice question. There is one mark for each question. There are 2 types of tasks:

- Task 1 (10 questions). Candidates listen to a question three times. Each time the question is followed by a different answer. Candidates have to choose the correct answer (A or B or C).
- Task 2 (20 questions). Candidates listen to a short conversation or announcement. They then read a question about the conversation or announcement, which has 4 possible answers (A, B, C, D) and choose the correct answer.

## Candidate Answer Guidance

### Answer Formats for the Reading and Writing Test

Each question requires an answer that is:

- correct in formal terms regarding
  - grammar, punctuation, spelling and layout
  - good non-literary business communication at a basic level
- appropriate in terms of
  - adopting a simple, low grade business role if required
  - fitness for the occasion and any simple social role required
  - displaying simple politeness in giving straightforward information or a simple opinion
- adequate in practical business terms in the sense that
  - the purpose of the communication is achieved
  - the task is successfully completed
  - the correct format is chosen
  - essential matters are included and dealt with
  - irrelevant information is excluded
  - order, clarity, balance and relevance are evident

While candidates will receive credit for good grammar, accuracy, style, layout, and maturity of expression, the scope of these criteria will be limited, since comparatively little continuous prose will be demanded. Candidates will be able to display good comprehension without risking a loss of marks through poor production.

## Pass Mark Information and Mark Allocation

### Reading and Writing

Pass	50%
Credit	60%
Distinction	75%

In Question 1 marks are awarded for accuracy in spelling, punctuation, grammar; appropriacy of content, tone, style, length, format; and clarity and suitability of communication.

A typical weighting of marks for a complete written paper would be:

• clarity and appropriacy of layout	20%
• style, tone, suitability to the task	30%
• content and communication of message	20%
• accuracy of grammar, spelling etc	30%
TOTAL	100%

### Speaking

Marks are awarded for: fluency, lexis, grammar and pronunciation with 4 possible marks available for each criterion (i.e. F = Fail, P = Pass, C = Credit, D = Distinction). An overall grade is then awarded as follows:

FAIL	two or more criteria scored at fail level.
PASS	minimum of three criteria scored at pass level (or higher) but failing to meet credit/distinction requirements.
CREDIT	minimum of three criteria scored at credit level + one at pass (or higher) but failing to meet distinction requirements.
DISTINCTION	minimum of three criteria scored at distinction level + one at credit.

The weighting of marks for a complete speaking test is:

• fluency	25%
• lexical range and accuracy	25%
• grammatical range and accuracy	25%
• pronunciation	25%
TOTAL	100%

**Listening**

One mark is awarded for each correct answer.

Pass 15 – 17 marks

Credit 18 – 22 marks

Distinction 23 > marks

**Varieties of English**

Candidates may use any of the main varieties of English (British, North American, and Australasian) in their answers as long as candidates are consistent in the variety they use.

**Guided Learning Hours**

60-70 Guided Learning Hours (GLHs) should provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge.

Please note; the number of GLHs can vary significantly from one training centre to another

**Recommended Reading List and Support Material****Recommended Reading**

<b>Title</b>	<b>Author</b>	<b>Publisher</b>	<b>ISBN Code</b>
How to Pass English for Business Level 1 (4 <sup>th</sup> edition)	Mellor & Davison	Logophon & LCCIEB	3-922514-28-6

NB The 4<sup>th</sup> edition provides practice material for the Speaking and Listening Test as well as thorough coverage of the tasks in the Reading and Writing examination.

**Additional Support Material**

To familiarise themselves with the layout and presentation of the reading and writing examination, candidates are recommended to refer to the Past Paper Packs and corresponding Answers Packs available free from [www.lcciq.com](http://www.lcciq.com). For the listening and speaking tests, candidates and teachers are recommended to refer to the EFB Speaking Test Infopack and the EFB Listening Test Infopack which is free and can be obtained from [info@lcciq.com](mailto:info@lcciq.com). Both the Speaking Test Infopack and the Listening Test Infopack include sample questions on CD.

## Syllabus Topics and Learning Outcomes

### 1 Composing a simple business letter or memo

Candidates must be able to:

- 1.1 Compose a letter or memo on the basis of given data with a particular aim or instruction
- 1.2 Adopt an appropriate style or tone for the particular purpose
- 1.3 Employ consistent business letter/memo conventions regarding:
  - 1.3.1 layout, addresses, salutation, complimentary close, and signature
  - 1.3.2 conventions of simple business letter/memo language
  - 1.3.3 paragraphing
- 1.4 Display coherence and cohesion to ensure fluent reading of the letter/memo
- 1.5 Avoid over-use and unnecessary copying from the rubric
- 1.6 Ensure that the length of the letter/memo is adequate for the stated purpose
- 1.7 Ensure that the finished letter/memo is mailable /sendable

### 2 Basic business reading comprehension

Candidates must be able to:

- 2.1 Demonstrate an ability to read and understand a passage
- 2.2 Use the information in a passage to determine the validity of the series of statements
- 2.3 Select appropriate information from a passage to support their opinions about the statements
- 2.4 Transfer accurately to their answer paper all words selected from a passage
- 2.5 Avoid the inclusion of all unnecessary words in their answers

### 3 Business information processing

Candidates must be able to:

- 3.1 Read and understand a table or chart
- 3.2 Compare the information in order to answer simple questions based on the data contained in a table or chart
- 3.3 Answer using a single word, a name or a figure
- 3.4 Avoid the use of all unnecessary information

### 4 Business text and data reformulation

Candidates must be able to:

- 4.1 Understand given material or data
- 4.2 Select from material to complete a chart or list
- 4.3 Use material to complete a business related form (eg a form for staffing rotas, accident report form, order or delivery form, or a chart showing a simple company staffing structure)
- 4.4 Use appropriate, precise and accurate wording

### 5 Linguistic competence (structures)

Candidates must be able to:

- 5.1 Recognise and use the following verb forms:
  - 5.1.1 the simple present (eg *I enclose...*)
  - 5.1.2 the present continuous (eg *I am enclosing...*)
  - 5.1.3 the simple past (eg *You ordered...*)
  - 5.1.4 the present perfect (eg *I have invoiced...*)
  - 5.1.5 the future expressed with the present tense plus a time marker (eg *I am meeting her today*)
  - 5.1.6 the future expressed with *will* and *going to* (eg *We will /are going to despatch the goods*)
  - 5.1.7 imperatives (eg *Please refer to our letter of...*)
  - 5.1.8 the modals *can, may, would, must* and *will* (eg *We can offer you a discount*)
- 5.2 Recognise the following verb forms:
  - 5.2.1 the passive voice (eg *Invoices are sent every day*)
  - 5.2.2 the past continuous (eg *I was ordering...*)
  - 5.2.3 the past perfect (eg *He had invoiced...*)
  - 5.2.4 the modals *could, shall* and *should* (eg *What software should we purchase?*)
- 5.3 Recognise and use the following types of adjectives:
  - 5.3.1 possessive adjectives (eg *We refer to your letter of...*)
  - 5.3.2 demonstrative adjectives (eg *He chose these samples*)
  - 5.3.3 descriptive adjectives, comparatives and superlatives (eg *The report was very good, Sales figures are better than last month*)
- 5.4 Recognise the more complex descriptive adjectives *quite* and *rather* (eg *Sales will be quite good next month*)
- 5.5 Recognise and use the locative adverbs *here, there, anywhere* and *inside* (eg *Please come inside on arrival*)
- 5.6 Recognise the locative adverb *nowhere* (eg *There is nowhere cheaper now*)

- 5.7 Recognise and use the following types of pronouns:
  - 5.7.1 possessive pronouns (eg *The calculator is mine / Yours is the desk by the window*)
  - 5.7.2 indefinite pronouns (eg *Can anyone assist you? / Everything is under control*)
  - 5.7.3 the relative pronoun *who* and simple clauses with *that* (eg *The Operations Manager, who was present at... / The items that must be sent*)
- 5.8 Recognise the indefinite pronouns *somebody, nobody* (eg *Is somebody coming to mend the photocopier?*)
- 5.9 Recognise the relative pronoun *whom* (eg *To whom it may concern*)
- 5.10 Recognise and use the determiners *a* and *the* (eg *The memo you wrote / A training schedule*)
- 5.11 Recognise and use the demonstratives *this, that, these* and *those* (eg *Take these files with you*)
- 5.12 Recognise and use the quantifiers *a lot of* and *some of* (eg *A lot of new trainees are joining the company*)
- 5.13 Recognise the quantifiers *enough* and *much* (eg *We have enough stock*)
- 5.14 Recognise and use the interrogatives *when, where, why, what, how far, how much* and *how many* (eg *When did you write? / How many did you buy?*)
- 5.15 Recognise and use the subordinate clauses following *if, that, because, where* and *when* (eg *We shall repeat the order, if delivery is prompt / Please cancel the meeting, because our speaker is ill*)

## 6 Linguistic competence (concepts)

Candidates must be able to understand and express the following concepts:

- 6.1 Spatial relationships:
  - 6.1.1 geographical location *north, south*
  - 6.1.2 distance *near, far*
  - 6.1.3 directions *left, right, straight on*
- 6.2 Time:
  - 6.2.1 days of the week
  - 6.2.2 telling time
  - 6.2.3 sequence *first, then*
  - 6.2.4 *starting, finishing*
  - 6.2.5 frequency *once, twice*
- 6.3 Quality:
  - 6.3.1 shape *round, square*
  - 6.3.2 dimension *size, length, weight*
- 6.4 Evaluation and opinion:
  - 6.4.1 a limited range of adjectives
    - 6.4.1.2 *cheap/expensive*
    - 6.4.1.3 *better/worse*
    - 6.4.1.4 *easy/difficult*

## 7 Linguistic competence (vocabulary)

Candidates must be able to use vocabulary in the following areas:

- 7.1 Social exchanges (eg *greetings, forms of address and introduction, leave-taking, expressing interest in job-related activities, leisure pursuits*)
- 7.2 Social arrangements (eg *making suggestions, issuing invitations, responding by acceptance or declining, making simple arrangements for meetings and functions, food and drink*)
- 7.3 Travel arrangements (eg *types of travel –rail/road/air, simple booking arrangement, arrival and departure, destinations, durations of journeys, arrangements for meeting clients, hotel bookings and facilities, services available*)
- 7.4 The workplace:
  - 7.4.1 organisations (eg *simple job titles/occupations, relationships within the organisation*)
  - 7.4.2 office items (eg *furniture and simple equipment in everyday use, correspondence methods, daily office routines*)
  - 7.4.3 orders (eg *dates for delivery and despatch, availability of goods, ordinal numbers to 2 digits*)
  - 7.4.4 quantities (metric), (eg *amounts, approximations, cardinal numbers to 4 digits*)
- 7.5 Products and services:
  - 7.5.1 basic description of products in the candidate's own organisation
  - 7.5.2 simple faults, symptoms and remedies
  - 7.5.3 simple operational instructions for basic equipment
  - 7.5.4 shapes, dimensions, texture, colour, materials
  - 7.5.5 simple evaluation and opinion about familiar items and procedures
- 7.6 Accommodation:
  - 7.6.1 furniture, fittings
  - 7.6.2 services (eg *gas/electricity*)
  - 7.6.3 regional varieties, differing types

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## 8 Linguistic competence (functions)

Candidates must be able to recognise and use expressions of:

- 8.1 Desires:
  - 8.1.1 positive desires (eg *I want to ask your advice*)
  - 8.1.2 negative desires (eg *I do not want to work here*)
  - 8.1.3 enquiring about desires (eg *What do you want to do about the missing computer?*)
- 8.2 Preferences (eg *I would prefer a job in Accounts / I would rather not travel to ...*)
- 8.3 Apology (eg *I am so sorry you missed your flight*)
- 8.4 Gratitude and pleasure:
  - 8.4.1 *Thank you very much for...*
  - 8.4.2 *The lunch was very pleasant indeed*
- 8.5 Social conventions:
  - 8.5.1 greetings (eg *Good morning / How are you? / How are things?*)
  - 8.5.2 responding to greeting (eg *I'm fine, thank you / I am very well*)
  - 8.5.3 addressing a customer (eg *Please excuse me, Sir/Madam*)
- 8.6 Communication repair:
  - 8.6.1 *Could you repeat the last item please?*
  - 8.6.2 *Sorry, when do you want delivery?*
  - 8.6.3 *Excuse me, but I missed your instruction*

## 9 Listening competence

Candidates must be able to demonstrate their ability to:

- 9.1 Understand phrases and expressions related to areas of most priority (i.e. basic personal information, local geography, employment), provided speech is clearly and slowly articulated.
- 9.2 Understand phrases and expressions related to immediate needs (eg at work, in shops, cafes and restaurants etc.)
- 9.3 Catch the main point and extract essential information from short clear simple recorded messages and announcements.
- 9.3 Follow clear instructions, and understand simple directions about how to get from A to B.

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go to:**

**[www.lcciiq.com](http://www.lcciiq.com)**

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