Please stick your candidate label here

Anglia EXAMINATIONS ENGLAND

Anglia ESOL International Examinations

Practical Business English

Level 1

Sample 1

CANDIDATE INSTRUCTIONS:

- Time allowed – ONE hour including listening
- Stick your candidate label in the box above.
- Answer ALL questions in PEN in the spaces provided.
- You may use correcting fluid if necessary.
- Ask for extra paper if you need it.

You must ask any questions now as you cannot speak during the test.

For Examiner's Use Only			
Part One [20]	Part Two [20]	Part Three [30]	Part Four [30]

Listening Total

Marker's ID

Marks Awarded

Part One (20 marks)

You will hear a message that has been left on an answerphone. Listen carefully and complete the phone message form below. There is one example. You will hear the message twice.

Phone Message

This message is for: (example) Lilly Finch

From: Sally (1) _____ of Bakery Supplies

Date: (2) _____

Time: (3) _____

Message:

Your order for (4) _____ white rolls

and (5) _____ brown sliced loaves

is ready for collection.

Collection must be before (6) _____

Please bring (7) _____ with you when you come to collect the order.

The total cost is (8) _____

Please pay in (9) _____

If you have any queries, please call Sally on: (10) 0776 _____

20

Marks Awarded

Part Two (20 marks)

Listen to what the speaker says and choose the best response. Then tick (✓) the correct box. There is one example. You will hear the information twice.

EXAMPLE:

0.	A	Thank you.	
	B	You're welcome.	
	C	Fine, thanks.	✓

1.	A	Yes, it was.	
	B	Yes, they were.	
	C	Yes, I was there.	

2.	A	Yes, please.	
	B	Yes, I did.	
	C	Yes, it was.	

3.	A	It really wasn't.	
	B	It was fine, thank you.	
	C	Yesterday.	

4.	A	I think so.	
	B	It was good.	
	C	It is a lot.	

5.	A	Hi, how are you?	
	B	I don't mind.	
	C	I'm not sure.	

6.	A	I can help.	
	B	No, I'm fine, thanks.	
	C	Yes, it is.	

7.	A	I don't mind.	
	B	Good idea.	
	C	Yes, here it is.	

8.	A	Thanks.	
	B	I like it.	
	C	Yes, I'll do it now.	

9.	A	She's just coming.	
	B	I'm here.	
	C	I just arrived.	

10.	A	No, I haven't.	
	B	I'm David Kemp.	
	C	Yes I am.	

20

Marks Awarded

Part Three (30 marks)

Read the following email which is asking for information. The information you need is in the text and tables on the next page.

Write an email reply giving the information that is requested.

To:	enquiries@medinacommunitycentre.org.uk
From:	daniel.sharp@molehillprimary.ac.uk
Subject:	Using the Community Centre

Hello,

I am the head teacher at Mole Hill Primary School. We are running out of space at the school because each year we have more children coming to our school. We would like to find a space where the children could take their end of term exams. We are looking for a large hall that we can hire.

Please could tell me the following:

1. Do you have a large hall that would be big enough for about 20 desks and chairs?
2. Is the hall available at the end of May for 3 days?
3. How much would it cost to rent the hall for 3 days?
4. Do you have a cafeteria on site where our staff could buy drinks and sandwiches etc.?
5. Are there any car parking spaces for visitors?

I look forward to hearing from you.

Regards,

Daniel Sharp
Head Teacher
Mole Hill Primary School

Marks Awarded

The Moorside Community Centre

The Moorside Community Centre offers a wide and diverse range of activities including dance classes, toddler groups, martial arts, social clubs, sports and educational events for all age groups. We hold social events for the surrounding community on a regular basis such as quiz nights, skittle evenings, birthday parties, bingo, Christmas parties, and for those of you looking to be healthier, we have very popular Slimming World classes. Hot and cold drinks plus sandwiches and snacks are available until 6 pm from the Mermaid Coffee Shop. Our community centre offers many functional areas to hire. We have a large main hall (can be used for birthday parties, dance clubs etc.); the small hall is ideal for parties, meetings, fitness classes etc. The conference room is perfect for events such as conferences, workshops and meetings; with 4 PCs and 2 laptops it can be used for educational purposes. We also have a large kitchen that you can hire; it has a hatch to both the main hall and conference room. There is a large, free car park for visitors.

Large hall - £50 per day / £10 per hour
(Seats up to 50 people)

Small hall - £35 per day / £8 per hour
(Seats up to 20 people)

Conference room - £30 per day / £6 per hour
(Seats up to 12 people)

To check availability and book: -
Call us on 0250 556 667

We look forward to hearing from you

Now, write your email reply here.

To:

Subject:

30

Marks Awarded

Part Four (30 marks)

Read the following emails. The first is a sample response to an enquiry. The second is an enquiry to a different company. Use the first email as a model to create a response to the second.

1. ***Sample email response:***

To: Rebecca Dent

Subject: Kitchen equipment

Hello Rebecca,

Thank you for your enquiry about some kitchen items for your shop. I am pleased to inform you that we do have the items you asked about in stock, and could fulfil an order with immediate effect, should you wish to go ahead and place that order.

- **Large mixing bowls - £3 each wholesale for a minimum order of 6.**
- **Medium sized mixing bowls - £2.50 per item wholesale, min order 6.**
- **Mixed sizes order of sieves - £12.80 for the pack of 3 - can be sold in your shop separately.**
- **Salad spinners - these are plastic - £1.85 each, minimum order of 6.**

If you wish to place an order, please either email me bsherman@toddsupplies.com or call me on my direct line 01497 435641. I look forward to hearing from you.

Kind regards,

Barry Sherman
Todd Supplies Ltd

2. **Now, read this email enquiry:**

To: Donna Cortina

Subject: Office equipment & furniture

Hello Donna,

I need to replace some of the equipment in my offices. I am looking for some new desktop printers/scanners and a couple of filing cabinets that will sit under the desks.

Please could you let me know if you have these items in stock and give me some prices? Could you send me a copy of your latest brochure too, please?

Many thanks. I look forward to hearing from you.

Regards,

Gary Pelham
GP Insurance Services

Marks Awarded

Write your reply here.

To:

Subject:

30

Blank page