Please stick your candidate label here

Anglia
EXAMINATIONS ENGLAND

Anglia ESOL International Examinations

Intermediate Business English

Level 2

Sample 1

CANDIDATE INSTRUCTIONS:

- Time allowed – TWO hours 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]

Total

Marker's ID

Marks Awarded

Part One (20 marks)

Listen to the conversation and, from the information provided, complete the form below. You will hear the conversation twice.

Alldays Business Solutions

Business Name: *Matthew's Opticians*

Business Address: (1) _____ street, Fleet

Business Reference Number: (2) _____

Maintenance agreement cover: 3 x desk top (3) _____

2 x (4) _____

Brief description of problem: computers are (5) _____

Specific urgent problems: No access to diary for appointments or client's (6) _____

An engineer will attend: within the (7) _____

Payment required: (8) _____

Credit Card number: 3470 (9) _____ 9054

Expiry Date: 11/19 Security Code: (10) _____

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	No, not really.	
	B	I'm fine, thanks.	✓
	C	Of course I am.	

1.	A	Oh! Don't worry.	
	B	No, not really.	
	C	I don't know.	

2.	A	I don't like it.	
	B	Never mind.	
	C	No, I'm not.	

3.	A	Of course.	
	B	I like it.	
	C	Nor do I.	

4.	A	Don't worry.	
	B	So was I.	
	C	I will. Thanks.	

5.	A	Of course he is.	
	B	OK, thanks.	
	C	Yes, he is.	

6.	A	I found the papers.	
	B	I can't find it.	
	C	I found it interesting.	

7.	A	How do you do?	
	B	Who's doing that?	
	C	Do you like that?	

8.	A	What a shame.	
	B	I don't mind.	
	C	Here you are.	

9.	A	Oh, not again!	
	B	Not bad.	
	C	Not now.	

10.	A	Don't mention it.	
	B	Never mind.	
	C	That's a pity.	

20

Marks Awarded

Part Three (30 marks)

You receive the following email which you must respond to. You will need to read the information and provide accurate answers to the questions in the email.

To:

Subject: Leasing a retail unit

Hello,

I am considering renting a retail unit in Wellington Way Park. My retail business consists of baby clothes and home nursery equipment and furniture. Before I commit to locating my business within the Wellington Way retail park, I'd like some information.

I was wondering if you could help me with the following questions, please:

1. What is the average number of visitors to the shopping centre per week?
2. What time do most shops open and close?
3. How much is the rent on a single store sized unit?
4. Are there any units available now?
5. How long is the lease on a unit?
6. What security arrangements are there in the centre and do the retailers have to pay for this?

I look forward to hearing from you.

Regards,

Tina Forsyth
Owner
Bouncing Babies Boutique

Marks Awarded

Wellington Way - Retail Park

- Wellington Way Retail Park is home to over 40 premium retail stores spread over the 50,000 square feet of newly refurbished, indoor shopping centre. If you love to shop there really is no better place than Wellington Way with famous brands including Polo Ralph Lauren, Michael Kors, Hugo Boss, Mint Velvet and Joules.
- And when it's time to relax, you'll find an array of bars, coffee shops and restaurants to tempt you from mouth-watering French cuisine at Brasserie Blanc, fresh seafood at Loch Fyne and a host of fine Italian dishes to choose from at Carluccio's. But if you want even more from your visit to Wellington Way, then there's Watch! Cinema and the 24-hour health and fitness club, 24/7FIT.
- There is ample free parking with easy access of the nearby M26, junction 10.
- No overnight parking is permitted.

Wellington Way - Retail Park - Information for vendors.

UNITS

There are opportunities to imbed your business at this vibrant retail park. Units start at 900 square feet but, due to the modular nature of the building, there may be an opportunity to change the amount of space you use.

TRADING TIMES

All vendors are required to be open for business between 9:00 am and 7 pm Monday, Tuesday, Wednesday and Saturday, 9:00 am to 9 pm Thursday and Friday and 11:00 am to 4:00 pm on Sunday.

The number of shoppers visiting the Retail Park has doubled in the last 3 years, peaking at an average of 100,000 visitors during the week ending 26th July 2016. The busiest times for shoppers is Thursday evenings 5 pm to 9 pm, Saturdays and Sundays between 12 pm and 3 pm.

LEASING

Leasing at Wellington Way Retail Park includes use of the service road to all stores' back entrances and parking for store tenants and security. Security is in the form of CCTV cameras throughout the park, strengthened by a team of three security guards who patrol during the trading hours Monday to Saturday. The charge for the security cameras and guards is included in the rent, and is shown separately in your tenancy agreement.

Leases range from 5 years to 20 years. The rent payable will depend on the size of the unit leased and the length of the lease signed. To find out more, book a tour and meeting with one of our advisors by completing the Wellington Way Vendor Interest form online and sending it to: vendorenquiries@wellingtonway.co.uk and we will contact you soon to arrange a date and time for your visit. Thank you.

We look forward to welcoming you and your business to Wellington Way Retail Park.

Marks Awarded

Now, write your email reply here.

To:

Subject:

30

Marks Awarded

Part Four (30 marks)

Read the following email, which has been sent to your company. Create an appropriate response giving all the information that the writer asks for.

To: enquiries@aceagency.co.uk

Subject: Temporary admin staff required

Hello,

I am looking for three administrators to work for my company for 6 months. I need help with a project to convert my paper-based files to computer files. This job involves using a simple computer programme and scanning documents. The administrators do not need to have any specific technical skills because full training will be given. However, I am looking for staff who are accurate and have an eye for detail. They must also be able to do a repetitive task without losing focus. I would like to start the project in two weeks' time.

Can you tell me if you can supply people who could do this job and how much you charge for each worker? Can you also suggest a date and time when you could come to my offices to see the situation and discuss the matter? I look forward to hearing from you.

Regards,

George Freshman
Wessex Insurance Co. Ltd.

Now write your email response here:

To:

Subject:

30

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