Please stick your candidate label here

Anglia EXAMINATIONS ENGLAND

Anglia ESOL International Examinations

Advanced Business English

Level 3

Sample 1

Anglia Examinations Sample Paper

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 may not speak during the test.

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

Total

Marker's ID

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Marks Awarded

Part One - Listening/Reading/Writing (20 marks)

You work for Stan Briggs, who is the manager of the order fulfilment staff at an online warehouse business. You attend a meeting between the HR Manager, Gustav, and his senior personnel officer, Louise.

Listen to the discussion, take notes and then write an email to *your* manager with the key details about the staffing problems and the proposed solutions.

You will hear the information twice.

Write your notes here. These notes are for your own use and are not marked by the examiner.

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Marks Awarded

Write your email here.

To:

Subject:

20

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Marks Awarded

Part Two - Reading and Writing (20 marks)

You have been given an email message that you need to reply to. The message requires a detailed response; the information needed is provided in the text below.

To: John Waters

Subject: Battery Technology

John,

As you know, I am attending a seminar on what's now called Battery Technology next week. I confess, I don't know anything about this subject so could you please get me some basic information, as soon as possible, such as:

1. What sort of applications are using this technology already?
2. What are the advantages and disadvantages of the new Battery Technology?
3. What's the future for the new Battery Technology?

Thanks John.

Regards,

Doug Bantry
Finance Manager
ELT Services

Advances in the new Battery Technology may help to solve our energy crisis. This is because the batteries we're talking about nowadays store electricity inside a closed-energy system, in chemical form. The chemical used is lithium, a soft, silver-white metallic element and the lightest alkali metal. The advantages of lithium batteries are that they can be re-charged and re-used thousands of times as a power source. They are particularly efficient when used in small appliances like mobile phones, machinery and in remote locations. Lithium-ion batteries are less environmentally damaging than those containing heavy metals. Lithium-ion batteries are also used in electric vehicles (EVs). With over a million EVs on the road globally at the end of 2015, and an increasing number of manufacturers around the world focusing on the growth of EV sales, we can expect an expansion in lithium-ion battery demand.

One major producer of EVs and large, electricity grid-support batteries is anticipated to require 8,000 metric tonnes of lithium by 2020. Developing countries like China and India have a much lower level of personal vehicle ownership than the US. As their demand increases, however, the need for EVs and the battery technology used will grow too. Increasing global demand and production raises questions about the supply of lithium. Can lithium-ion batteries keep up with increased demand? As with all finite resources, we can expect to reach a peak in production. However, there is a substantial difference between this commodity and oil because there are many ready substitutes for lithium that can be used in the manufacture of batteries. Battery technology has been developed using lithium because of its small atomic size. Lithium ions can fit into a battery's electrode without significantly changing its size or configuration, a feature that will be hard to replicate with other materials. However, sodium and magnesium, while each having a larger atom, could be suitable substitutes because they have similar electronic properties to lithium. As they are relatively plentiful and cheap, sodium and magnesium are attractive options for developers looking to bring down the price of batteries. Eventually, sodium and magnesium-based batteries could become viable successors to the lithium-ion battery, particularly in electricity grid storage. Battery size is not as important a consideration for electricity supplies coming off a national grid, as they are stationary. Battery technology is therefore a critical area of development for the automotive industry as well as the supply of energy throughout the world.

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Marks Awarded

Now write your email response here:

To:

Subject:

20

Anglia Examinations Sample Paper

Marks Awarded

Part Three - Writing (20 marks)

Read the following email which has been sent to your company. Create an appropriate response.

To: Lords Facilities Management

Subject: Electrical equipment – safety testing

Hello,

I am the co-owner of the Stylistics Hair & Beauty salon that has recently opened on the high street in Mitcham town centre.

We have a lot of electrical equipment on site and I am keen to ensure that every piece, from the fridge in the staffroom kitchen to the magnifying lamp in the salon, is checked for safety, on a regular basis.

I would like an electrician to carry out the safety testing of all the equipment on a quarterly basis and verify that with a certificate. I feel the best way to go about this is to enter into a contract with a service provider such as yourself. I understand from other traders that you supply this service in the Mitcham area.

I wonder if you could give me a quote for an annual contract? Please let me know what information I need to provide to enable you to give an estimate.

I look forward to hearing from you.

Regards,
Alexander O'Neill

Partner & Senior Stylist
Stylistics Hair & Beauty Salon
0343 556 557

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Marks Awarded

Now write your response here:

To:

Subject:

20

Anglia Examinations Sample Paper

Marks Awarded

Part Four (20 Marks)

You are required to complete the dialogue with appropriate responses.

Example:
0A: Hello, Maintenance, Jason speaking.

0B: Oh hi. My manager has asked me to get some shelves put up in our store room. Can you help me with that, please?

1A: Yes, sure. I need a completed job card first. You could do that online if you want or I can take details over the phone, if you'd prefer.

1B: _____

2A: Fine. So, which department is it for?

2B: _____

3A: OK and how many shelves roughly do you want? Just so we can estimate time and materials.

3B: _____

4A: Where was it you said you wanted these shelves put up?

4B: _____

5A: OK. Now I just need a contact name and phone extension please.

5B: _____

6A: What time of day would it be convenient for someone to come and measure up?

6B: _____

7A: Oh, first, I need to know which building you're in.

7B: _____

8A: Ah, sorry, we don't actually look after that building. Sorry I should have asked this at the beginning.

8B: _____

9A: You'll have to contact Watson's direct, I'm afraid. Do you have their contact details?

9B: _____

10A: Sorry about that. Goodbye.

10B: _____

20

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Marks Awarded

Part Five - Reading and Writing (20 marks)

Your company is moving to smaller premises and as such, will only have half the office space in future. Your manager has asked you to find out about the implications of employees working from home. Read the following article and then write a summary of the main points, in no more than 100 words. You may do this as a continuous text or in bullet points.

Flexible-working regulations mean employers must now seriously consider requests to work from home from all employees who have been employed for at least 26 weeks at the date the application is made. The types of jobs most suitable for home working are those in tele sales and marketing, consultancy and professional services and administration. As an employer, you're responsible for providing, installing, and maintaining equipment the employee needs to carry out their role. You need to ensure that all equipment used by the home worker is fit for purpose and has regular, certified safety checks. You also need to ensure that your employee is working in a safe environment at home and apply the same checks as you would in the office. You need to keep records regarding time taken off for sickness and any injuries that might happen while working at home. The employee also has responsibilities regarding working from home. He or she must inform their insurance company that they are using their property as a work place. Employees who set aside a room in their home exclusively for work may be liable for business rates on that part of the property and capital gains tax if the property is sold. There are pluses and minuses on both sides to working from home. While the employee may be able to manage child care more easily by not having to leave home for work, the employer benefits from a less stressed worker who can fit the school run into their hours of working. Staff who do not have to battle the daily commute have more time and energy to be productive and creative in their role. It's been proven that employees who work from home see a better balance between their work and personal life and, in turn, improvements to their health and general well-being. Of course, one obvious advantage to the employer is the cost saving from allowing workers to work from home. Office space is at a premium in most cities so the smaller the premises you can get away with the better, to cut your overheads. It's not all win-win, though. It can be difficult to monitor performance when the employee is not on site and individual development can suffer from the employee working in isolation, away from peers and managers. Staff who express a desire to work from home, need to display skills in time management, self-discipline and communication and be fully trained to use any specific technology their job demands. Communication between workers and management can seriously suffer from employees working at different locations. It's important to put formal systems in place so that people feel part of the team, such as clear procedures to follow and people to contact if things go wrong. Frequent two-way feedback sessions about work and work-related issues plus the inclusion in social activities are vital in these circumstances. Keeping a team spirit going when the team members are not working together in the same location can be virtually impossible. Companies can see a drop in morale of the workforce when staff regularly work from home. Workers miss the camaraderie of the workplace, the feeling of belonging to an organisation and in having a shared experience. In fact, working from home isn't for everyone. Some people find it hard to motivate themselves to start work and avoid distractions the home environment can present. Generally, people who can work from home do so for part of the working week only. This allows them to regularly meet with their colleagues and attend meetings. Research shows workers get more work done at home by not being involved with unnecessary activities going on in the office. Splitting time between the office and home is more beneficial to both parties as the worker will have specific goals and tasks to achieve while working away from home that can be evidenced when they are back at the office.

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Marks Awarded

Write your summary here. Use about 100 words.

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20

Marks Awarded

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Anglia Examinations Sample Paper

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