

Level 2

***Intermediate Business
English***

Exam Content of Level Two: Anglia Intermediate Business

Part One

In this section, the candidates hear a simple conversation between two speakers on a business topic, typically making an arrangement to meet, confirming or changing an appointment, or reporting details of a visit for example. They hear the conversation twice. On their question paper they are given a form with ten gaps where information is missing. Using the information given in the conversation, candidates must complete the gaps in the form. This part of the examination tests the candidate's ability to pick out the relevant information from a simple conversation (rather than a message) and accurately transfer it to a form typical of a business or work-related situation.

Part Two

In this section there are ten three-option multiple choice questions. For each question, the candidate hears a speaker give an opening gambit or prompt. The candidate hears this input twice. He or she must then choose the best response from the three given. This part of the examination tests the candidate's ability to deal with the typical exchanges he or she would have to cope with in a routine business or work-related environment such as the office or a retail outlet.

Part Three

In this section the candidates are given a fax to which they must respond. Instead of a short text, as in level one, they are given further information in, for example, table form from which they must extract the relevant points to be able to answer the fax accurately. This task therefore tests the candidate's ability both to construct a plausible and coherent fax and to understand and manipulate data presented in tabular or graphic form.

Part Four

In this section, the candidates must read an email and respond to it in the space provided on the question paper. The size of the space gives the candidate an indication of the length of response required. In order to answer the email, the candidate may be required to invent some practical details such as *a date, a time, a name* and so on.

No model email is given at this level, but the reason for writing it, the target reader and the exact kind of information required are all easily extractable from the email which the candidate must respond to. Thus, in this part of the examination, the candidate's ability to understand what is required, and to use his or her initiative is tested in the context of creating a typical office communication - an email.



Intermediate Business English

Please stick your Candidate label here

For Office Use:

Anglia International Business English

Certificate in English for Overseas Candidates

Paper B – 2007 (Level 2)

Instructions to Candidates
<p>Time allowed – Two hours.</p> <p>Candidates should answer ALL questions.</p> <p>Write your answers in <u>PEN</u> in the spaces provided.</p> <p>You may use correcting fluid if necessary.</p> <p>Ask for extra paper if you need it.</p>

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Part 1	Part 2	Part 3	Part 4

Part 1 (20 marks)

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

Complete the form.

Form V107 International Trips Approval	
Name:	(eg) <i>Jane Barlow</i>
Department:	(1)
Position:	(2)
Country/countries to be visited	(3)
From: (date)	(4)
To: (date)	(5)
Purpose of visit:	(6)
Travelling with (full names):	(7)
Proposed travel budget:	(8)
Proposed subsistence budget:	(9)
Trip also supported by:	(10)

Part 2 (20 marks)

Listen to the information given and choose the best response. Then tick (✓) the correct answer. You will hear the information twice.

	A	B	C
1. A) It's wonderful. B) You're very kind. C) Well, really nice.			
2. A) Not me. B) I don't either. C) Nor am I.			
3. A) Still only 10 o'clock. B) Only until 6. C) Only for a few minutes.			
4. A) Don't worry about it. B) I apologise. C) It's very unhappy.			
5. A) Not too many. B) Not, surely. C) Not at all.			
6. A) Really? B) Certainly C) Surely			
7. A) Not at all, thanks. B) No, thanks. C) Not to me, thanks.			
8. A) A month gone. B) After a month. C) In a couple of months.			
9. A) Every 5 Euros, I think. B) About 5 Euros, I think. C) Roundly 5 Euros, I think.			
10. A) How do you do? B) I'm doing OK. C) I do quite well.			

Part 3 (30 marks)

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

Fax

To: Print Works
 Fax No.: 41 020 548 574
 From: Brian Adams
 Fax No.: 44 01923 27981

Date: 15.05.2007
 No. of pages: 1

Dear Sir or Madam

I have a product information leaflet which I need to have printed. My present print company has let us down and I therefore need to find a reliable printing solution urgently. The product itself is due to be launched in 4 days time, but a safety leaflet which must accompany it has not been printed yet.

For the first print-run I will need 25,000 A5 copies. The leaflet is only one page although it needs to be printed on both sides. No folding or binding is needed. It can be done in black and white if this is the only way we can meet the launch date but it would be much better in colour.

You have been recommended to me as a company who can work fast. I would be very grateful if you could let me know how much this would cost and whether you could do it and deliver it to my product warehouse within three days?

I look forward to hearing from you.

Many thanks

George Lambert

FULL COLOUR LEAFLET PRINTING**2 SIDED FLAT**

	A5 (210 x 148 mm)	A4 (297 x 210 mm)
500	£80	£105
1 000	£105	£117
2 500	£139	£175
5 000	£159	£190
10 000	£244	£287
15 000	£298	£444
20 000	£340	£551
30 000	£444	£575

2-SIDED WITH SINGLE FOLD

500	£96	£121	£200
1 000	£121	£133	£220
2 500	£156	£192	£275
5 000	£199	£230	£450
10 000	£314	£357	£750
15 000	£398	£544	£950
20 000	£420	£681	£1200
30 000	£634	£955	£1800

Our prices include Free Delivery
No charge for credit or debit cards

OUR FULL COLOUR LEAFLET PRINTING SERVICE GIVES YOU COLOUR LEAFLETS PRINTED BOTH SIDES ON 130gsm GLOSS ART PAPER, FROM ECO FRIENDLY CERTIFIED SUSTAINABLE SOURCES.

Delivered FREE within 5 working days to mainland UK

Fast-track queue-jumping service

Door to door delivery of urgent orders:

12 hours final cost plus 20% urgent print-run costs plus actual cost of Special delivery

Same day (24 hours) final cost plus 15% urgent print-run costs plus actual cost of Special delivery

2-4 days final cost plus 10% urgent print-run costs but delivery free
don't forget – allow five working days and not only is delivery free but you pay no urgent print-run costs at all!!

Fax

To:

Fax No.:

From:

Fax No.:

Date:

No. of pages:

Part 4 (30 marks)

Read the following e-mail, which has been sent to your company. Create an appropriate response giving all the information that the enquirer requires.

From: Fiona Raven
Date: 22/04/07
To: Sales Office, Trail Blazers Ltd
Subject: Travel insurance

Dear Sir or Madam,

We are looking for travel insurance for a number of our staff. Until now, travel insurance has been the responsibility of the individual employee. However, we are increasing the number of staff who are travelling on behalf of the company from 5 to 35.

The insurance would be for world-wide travel on business. No one trip would be more than three weeks, and the total number of days abroad will not be more than 60 for any one person.

Please could you send us a quote for this type of cover? Also, could you let us know if there is a discount or company package available for this number.

Finally, if you think a visit to the company to discuss the possibilities would be a good idea, could you please suggest a time and date?

I look forward to hearing from you.
 Fiona Raven
 Human Resources
 T and JH Ltd

Now write your email response here:

To:

Subject:



Intermediate Business English

Please stick your Candidate label here

For Office Use:

Anglia International Business English

Certificate in English for Overseas Candidates

Paper A – 2008 (Level 2)

Instructions to Candidates
<p>Time allowed – Two hours.</p> <p>Candidates should answer ALL questions.</p> <p>Write your answers in <u>PEN</u> in the spaces provided.</p> <p>You may use correcting fluid if necessary.</p> <p>Ask for extra paper if you need it.</p>

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Part 1	Part 2	Part 3	Part 4

Part 1 (20 marks)

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

Complete the form.

<u>Plant Order</u>	
Ordered by:	(1) <i>Robert Low</i>
Company name:	(2)
Telephone No:	(3) <i>0735</i>
Date:	(4)
<u>Trees</u>	
Size:	(5)
Quantity:	(6)
<u>Plants</u>	
Size:	(7)
Quantity:	<i>225 green plants with</i> (8) <i>leaves</i>
<u>Pots</u>	
Size:	(9)
Quantity:	175
Discount:	(10)
<u>Delivery</u>	
Day	(11)

Part 2 (20 marks)

Listen to the information given and choose the best response. Then tick (✓) the correct answer. You will hear the information twice.

	A	B	C				
1. A) Yes please.		B) Yes, please do.		C) Yes, I suppose so.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. A) Never mind.		B) No, thanks.		C) I'd rather not.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. A) See you later.		B) Yes, very much.		C) No, not at all.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A) Good idea.		B) Yes, please.		C) Thank you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. A) Yes, that's me.		B) Yes, it's mine.		C) Yes, me too.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. A) Half and half.		B) I'm not sure, really.		C) It doesn't matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A) I don't care.		B) Never mind.		C) Shame on you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. A) Of course not.		B) I'm well.		C) What a pity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. A) Of course not.		B) One moment please.		C) Well done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. A) Not at all.		B) Don't mention it.		C) Thank you very much.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3 (30 marks)

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

Fax

To: Get Acquainted
 Fax No.: +44 (0)20 6597 1767
 From: Raymond Gloater
 Fax No.: +44 (0)1923 27886

Date: 17.08.2007
 No. of pages: 1

Dear Sir or Madam,

Team Building Activity Course

I visited your stand at a conference recently and I'm interested in learning more about your activity courses. I have a staff group of 13 I would like to bring to the centre; our visit would be over a weekend, preferably in October if you have any vacancies. I would be grateful if you could let me know which activities would be on offer over the two days, how many of them we would be able to do and the cost per person.

If we book, the most convenient method of payment for me would be by company credit card. I would be grateful if you could let me know if this is acceptable and how I could register my group for a course.

Kind regards,

Raymond Gloater.

Get Acquainted Team Building Activity Centre**Team Building For the Future**

The spirit of 'Get Acquainted' is all about having a go! So we've organised an amazing choice of activities to help new and old colleagues of different abilities get to know each other and start working together. You can choose from two of the four options below that you think will most suit your company.

Activities:

- **Aerial Adventure** – Into the trees! You will need to encourage your colleagues to help them to get through the rope web and over the swinging bridge 40 metres in the air!
- **4x4 experience** – Can you trust your colleagues to drive safely through rivers and over hills?
- **Survival Special** – this can't be done alone, work as a team to survive extreme heat and cold through the night!
- **Movie making** – are you a star or a director? Make your film; you will need to be able to follow orders!

Price Information

	Off peak Monday - Friday	Peak weekends
Groups of 5 – 10 people	£75 per person	£80 per person
Groups of 11 – 20 people	£70 per person	£75 per person
Groups of 21 + people	£60 per person	£65 per person

All prices include 2 nights' bed and breakfast. Evening meals can be ordered from a set menu at £9.50 per person.

STOP PRESS!	Dates still available in 2007. Hurry – places filling up fast!
September:	Mon 10 – Fri 14, Sat 22 – Sun 23.
October:	Mon 8 – Fri 12, Sat 13 – Sun 14, Mon 29 – Fri 1 Nov.
November:	fully booked.
December:	Mon 3 – Fri 7. Mon 17 – Fri 21. Sat 8 – Sun 9.

How to book and pay

- Complete one registration form per delegate.
- Fax (+44 (0)35 880 3355) or send the form to: Get Acquainted, The Activity Centre, Thetford Forest, Thetford, TH15 2SF.
- For further details and credit card payment phone Jenny Small on +44 (0)35 880 7089.
- Pay by cheque (payable to Get Acquainted), or ask to be invoiced.

Fax

To:

Fax No.:

From:

Fax No.:

Date:

No. of pages:

Part 4 (30 marks)

Read the following e-mail, which has been sent to your company. Create an appropriate response giving all the information that the enquirer requires.

From: Sam Bell, Southern Conference Centre [mail from www.topstationery.com]
Date: 30.9.2007
To: Top Stationery, France
Subject: Conference Equipment

Dear Sir or Madam,

I am looking for interactive white boards for a conference centre in the South of England and I am interested in the products on your website.

We need to purchase some good quality 30 centimetre and 60 centimetre boards. Can you supply us with these? I understand you also provide a rental service on these products and I would be interested in the price of this. I would also need to have them installed when they arrive, so I am interested in your installation service, if you have one.

I would like prices for the two different sizes, delivery charges and earliest delivery dates for a possible order of six of each size, plus any discounts you offer and whether your products come with insurance or guarantees.

With thanks,
 Sam Bell
 Southern Conference Centre

Now write your email response here:

To:

Subject:



Intermediate Business English

Please stick your Candidate label here

For Office Use:

Anglia International Business English

Certificate in English for Overseas Candidates

Paper B – 2008 (Level 2)

Instructions to Candidates

Time allowed – Two hours.

Candidates should answer ALL questions.

Write your answers in PEN in the spaces provided.

You may use correcting fluid if necessary.

Ask for extra paper if you need it.

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Part 1	Part 2	Part 3	Part 4

Part 1 (20 marks)

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

Complete the form.

<u>Stock Re-order Form</u>	
Ordered by:	(1) <i>Peter Blake</i>
Shop:	(2)
Telephone No:	(3) <i>01353</i>
Date:	(4)
<u>Dog Food</u>	
Quantity:	(5)
Flavour:	(6)
<u>Cat Food</u>	
Cost:	(7) <i>for 10 tins</i>
Flavour:	(8)
<u>Dog toys</u>	(9) <i>45 balls</i>
<u>Delivery</u>	
Day:	(10)
Time:	(11)

Part 2 (20 marks)

Listen to the information given and choose the best response. Then tick (✓) the correct answer. You will hear the information twice.

			A	B	C	
1.	A) Yes please.	B) She's pleased to.	C) Yes, of course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	A) Never mind.	B) Good idea.	C) Don't mention it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	A) Not at all.	B) Nothing much.	C) Nowhere.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	A) Yes, so do I.	B) Yes, let's.	C) Nor me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	A) About how many, then?	B) I'm afraid, too.	C) Never mind.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	A) Thank you.	B) Not at all.	C) It doesn't matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	A) Yes, I can do it.	B) Yes, very much so.	C) Yes, there you go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	A) Neither have I.	B) So do I.	C) I don't think.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	A) No, please do.	B) Never mind.	C) Well done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	A) Of course.	B) Nothing doing.	C) Don't mention it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3 (30 marks)

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

Fax

To: Robert Bern, The Book World
 Fax No.: +44 (0)20 6597 1767
 From: Gerry Small
 Fax No.: +44 (0)1923 278 846
 Date: 14.1.08
 No. of pages: 1

Dear Sir or Madam,

The Book World's Annual Conference 3rd-4th October 2008

I attended the book fair last year and I would like to attend again this year. I will be attending with five other colleagues from my company and we would like to know if there is any accommodation you would recommend? We would like to stay in a hotel within walking distance of the conference, if possible.

Last year Alfie Stapleton gave a presentation on his latest series of books. Could you tell me who will be speaking this year and whether there will be any book signings. Also, will there be any discount on orders given during the conference?

Finally, I would be grateful if you would let me know who to contact to pre-book and pay.

With thanks,

Gerry Small

The Book World's Annual Conference 3rd – 4th October 2008

Books for all from around the World

Key Speakers

This year's book fair will be full of new ideas for you to enjoy! It will give your business an opportunity to learn about and listen to the latest novels, autobiographies and business books being published this year. Our speakers are:

John Bean, Novelist, Blue Notes. He will speak on 3.10.08 at 9.30 about his new novel and will be signing books after his talk.

David Whitley, CEO, Everlast Glazing. He will speak on 3.10.08 at 11.00 about business building.

Mary Meek, Living Life. She will speak on 4.10.08 at 9.30 about overcoming disability.

Chris Salts, Career change. She will speak on 4.10.08 at 2.00 about how to change direction in your career.

NB. There will be a discount on bulk orders for all of the above books for those who attend the lectures.

Hotel Information

Hotel	Cost	location
The Ship	£65 per person	15 kilometres from conference centre
The Busketts Lawn	£85 per person	3 kilometres from conference centre
The Hilton	£120 per person	At conference centre

All prices include bed and breakfast

How to book and pay

For all details on how to, pre-book the conference and accommodation at The Hilton hotel phone Julie Bright on +44 (0)20 8245 7089.

- Complete one registration form per delegate.
- Fax (+44 (0)20 8245 7788) or send the form to The Book World, 85 Regents Road, London, SW1 2QW.
- Pay by cheque (payable to The Book World), credit card or ask to be invoiced.

Fax

To:
Fax No.:
From:
Fax No.:

Date:
No. of pages:

Part 4 (30 marks)

Read the following e-mail, which has been sent to your company. Create an appropriate response giving all the information that the enquirer requires.

From: Angela Trend, Wood Fen Computers
Date: 4.1.2008
To: Sparkle Cleaning Services
Subject: Office Cleaning

Dear Sir or Madam,

I am looking for a cleaning service to clean our offices in the Centre of Birmingham and your company has been recommended to me.

We need a company that can clean our office area, kitchen and toilets. Could you offer this service? I would also like to know if you provide all the equipment and cleaning products for the work.

I would also be grateful if you could let me know what your prices are for a daily clean either between 5 a.m. and 7 a.m. or after 9 p.m. and whether there is a discount for a regular service. If you publish a full price list perhaps you could send me that?

Finally, I would like to know when you would be able to start, as our contract with our present cleaning service ends in two weeks time.

With thanks,
Angela Trend
Wood Fen Computers

Now write your email response here:

To:

Subject:

**ANGLIA INTERNATIONAL BUSINESS ENGLISH
LEVEL 2****ANGLIA INTERMEDIATE BUSINESS ENGLISH****PAPER B 07****LISTENING SCRIPT****Part One**

- F:** Hi Tom. I need to go through a Form VI07 with you rather urgently.
- M:** Hi. You need me to do an International Trips Approval Form?
- F:** Yes, please. It's Jane Barlow from the Marketing Department. Something's come up and I need to travel next week.
- M:** Hi Jane. OK. Here we are. Right. And you're an Assistant Manager, is that right?
- F:** Yes. I've got to go to Hungary next week.
- M:** Just Hungary?
- F:** Yes. From 21st to 24th.
- M:** (writing) OK 21st -24th Feb. And what shall I put down as the purpose of your visit, Jane?
- F:** Investigate and, if possible, sign up, a new rep there. He made contact last week and if we can get him on board he might be able to shift our products into practically every retail outlet of any size in the country. It's got to be me because everyone else is away at the national conference.
- M:** OK, so what shall I put down?
- F:** Negotiating new agreement?
- M:** Fine. Are you taking anyone else?
- F:** Stephen Long is coming with me. He did a form with someone else yesterday.
- M:** Stephen Long. OK And what's your proposed travel budget?
- F:** I think £300 will cover it.
- M:** And subsistence? That's four days - average £80 a day for the hotel and £80 for other expenses so £640.
- F:** Right. Is that it?
- M:** Hang on, no, I haven't got another backer for the trip. I've got to get it countersigned. Who should I put?
- F:** Oh sorry, yes. Put Pam Weldon - W E L D O N, she's sufficiently senior.
- M:** OK - will do. I'll get that on file. Have a good trip, Jane. And good luck.
- F:** Thanks Tom. Bye then.

Part Two

1. Well done with that presentation.
2. I really don't like the new office hours.
3. How long have you been here?
4. I'm so sorry about the contract.
5. Would you mind if I rang Jim myself?
6. Mr Holness has resigned!
7. Would you like milk in your coffee?
8. When is he retiring?
9. How much is a ream of paper?
10. How do you do?

That is the end of the listening test.

Intermediate Business Level 2 Paper B 2007

Key and mark scheme

Part One (20 Marks)

(2 marks for each question)

Example: Jane Barlow

1. marketing
2. assistant manager
3. Hungary
4. 21st Feb
5. 24th Feb
6. [Negotiating] [new agreement] (either or both parts of the phrase)
7. Steven/Stevan/Stephen/Stephan Long/Longe/Longue etc
8. £300
9. £640
10. [Pam] Weldon

Part Two (20 marks)

(2 marks for each correct answer, ticked, crossed, circled, underlined or whatever)

1. B
2. B
3. C
4. A
5. C
6. A
7. B
8. C
9. B
10. A

Part Three (30 marks)

5 marks for the following information.

- 1 mark - To George Lambert
- 1 mark - 2 fax numbers
- 1 mark - From – any name
- 2 marks - Date

20 marks for this information clearly presented:

- 25,000 A5 copies, no folding, is between prices: he can have 20,000 for £340 or 30,000 for £444.
- This will be in colour.
- For delivery within three days probably better off going for same day (24hours) which will add 15% to the price. [Could go for 2-4 days for 10% but this is riskier].
- The leaflets will be delivered to the warehouse directly (door to door).

5 marks for style and accuracy

Deduct up to 5 marks for including unnecessary information e.g. all prices including A4 and / or folded leaflets.

EXAMPLE ANSWER**Fax**

To: George Lambert
 Fax No.: +44 (0)1923 279 012
 From: Print Works
 Fax No.: +41 (0) 20 540 574

Date: 11.05.07
 No. of pages: 1

Dear George Lambert,

I'm very happy that you chose our company to print your leaflets. I will make sure the recommendation was no lie.

The first print-run of 25,000 A5 copies will cost £499. The copies will be copied in colour, just as you wanted. Because you need your leaflets within three days we have to add 10% urgent print-run costs to the total of £499 pounds. The delivery however will be free.

Altogether the costs will be £548.90. The leaflets will be delivered at your warehouse.

I hope this information is enough and thanks for letting us print your leaflets.

Yours sincerely

Maarten Van Den Huesen

THIS ANSWER ACHIEVED A SCORE OF 25 OUT OF 30

Part Four (30 marks)

For full marks the email must include:

- 1 mark - To Fiona Raven
- 1 mark - Subject: appropriate heading e.g. Travel Insurance
- **20 marks for a clear answer outlining:**
 - a quote (it does not have to be plausible)
 - saying whether there is a discount or company package
 - making arrangements for a visit *or* saying one is unnecessary
- 1 mark - appropriate signing off
- 7 marks - style and accuracy

EXAMPLE ANSWER

To:	Fiona Raven
Subject:	Travel Insurance
<p>Dear Miss Raven</p> <p>I think we can help you with your insurance needs. In this case, with the 35 employees, we have to take a travel insurance for every individual.</p> <p>Because each staff member stays no longer than 60 days abroad, they will all be in the lowest range of insurance. And because they all get their insurance at the same moment we can give you 10 per cent discount on the total price.</p> <p>I would love to come and visit your company to discuss other possibilities. I think Monday the 21st of May will be a good date. It's possible I will come round at 9.30 in the morning.</p> <p>I look forward to our meeting.</p> <p>Maarten Van Den Huesen</p> <p style="text-align: center;">THIS ANSWER ACHIEVED A SCORE OF 25 OUT OF 30</p>	

ANGLIA INTERNATIONAL BUSINESS ENGLISH LEVEL 2

ANGLIA INTERMEDIATE BUSINESS ENGLISH

PAPER A 08

LISTENING SCRIPT

Part One

F: Hello, Greenways Garden Supplies.

M: Hello, I need to order some plants for the new housing development in Witcham.

F: Ok, who's calling, please?

M: It's Robert Low here.

F: And what's your company name?

M: It's Bright Gardens Ltd.

F: Ok, that's great. What's your telephone number there?

M: It's oh seven three five two double one three four five.

F: Thanks, and it's the 16th August today..... right what plants do you need?

M: We would like some medium sized trees for hedges.

F: Mmm, how many would you like.

M: Well, we'll need 250 of them plus 100 for the exhibition, so that's 350 altogether please.

F: Right, no problem. Is that all?

M: No, we also need some *small* plants..... let's see 225 green plants please and 225 plants with red leaves too.

F: That's fine, anything else?

M: Yes, last thing, have you got any large plant pots?

F: Yes, how many do you need?

M: We'll need 175, how much are they?

F: Well, they are £1.30 each, but with that size order we can offer a 35% discount.

M: Oh, that's great, can you deliver them next Tuesday?

F: Yes, of course everything is in stock.

M: Fine, thank you very much, bye!

F: Thank you goodbye!

Part 2

Listen to the information given and choose the best response.

1. Could I take one of your cards, please?
2. I'm afraid I can't make the dinner this evening.
3. Do you mind if I arrive late on Monday?
4. Why don't we meet for lunch on Tuesday?
5. Excuse me, are you Julie James?
6. Let's buy this photocopier.
7. I'm sorry we haven't got any left.
8. Would you mind driving?
9. Hello, I'd like to speak to Mr Baker, please?
10. I think your presentation was fantastic.

That is the end of the listening test.

Business Level 2 (Intermediate) 2008 Paper A

Key and Mark Scheme

Part One (20 Marks)

2 marks each question

1. Robert Low (example)
2. Bright Gardens Ltd
3. 211345
4. 16th August
5. medium sized
6. 350
7. small
8. red
9. large
10. 35%
11. Tuesday

Part Two (20 marks)

2 for each correct answer, can be ticked, crossed, circled, underlined etc.

1. B
2. A
3. C
4. A
5. A
6. B
7. B
8. A
9. B
10. C

Part Three (30 marks)

- to: Raymond Gloater 2
- from: suitable name 2
- two fax numbers 2
- date: some time in second half of August 2

Fax **must** include:

- which activities are on offer 4
- they can do 2 activities 2
- cost £70 per person (i.e. off peak 11- 20 people) 2
- date available: Oct 13-14 2
- credit card acceptable 2
- how to register 2
- appropriate signing off 2

for accuracy and style 6

EXAMPLE ANSWER**Fax**

To: Raymond Gloater
Fax No.: +44 (0)1923 27886
From: Get Acquainted
Fax No.: +44 (0)20 6597 1767

Date: 19.8.07
No. of pages: 1

Dear Mr Gloater

Thanks for your interest in our activity courses.

We propose four activities which are Aerial Adventures, 4x4 experience, Survival special and Movie making. These amazing activities will help improve you're the team working skills of your colleagues. You would be able to do two options from out four activities. You can find more information about our activities on the attached document.

Over a weekend you can book Saturday 13th and Sunday 14th October. November is fully booked but you can also book on Saturday 22nd and Sunday 23rd September. The price for a group of 13 persons is £75 per person including two nights bed and breakfast. You can order an evening meal for £9.50 per person.

You can order by fax or by post. Please find attached the application form which contains all the information you will need to book your experience.

You can also pay by cheque made payable to Get Acquainted or ask to receive an invoice.

For further details and credit card payments please contact Jenny Small on +44 (0) 35 880 7089.

I recommend that you book as soon as possible because the places are filling up quickly. Please do not hesitate to contact me if you need any more information.

Regards

Robert Kaint – Manager – Get Acquired

THIS ANSWER ACHIEVED A SCORE OF 26 OUT OF 30

Part Four (30 marks)

E-mail must include:

To: Sam Bell	2
Subject: something to do with white boards	2
• whether or not they can supply all the goods requested	2
• whether they provide products on rental and how much	2
• whether or not they can install the goods	2
• prices for the two sizes	2
• delivery charges and delivery dates	2 + 2
• discounts or not	2
• insurance, guarantee or not	2
• appropriate signing off	2
for style and appropriacy	8

EXAMPLE ANSWER

To:	Sam Bell
Subject:	Services Conference Equipment
	<p>Thanks for your interest in our company</p> <p>I am writing to inform you that we can provide and install 14 and 28 inch white boards. The price is £150 for a 14 inch board and £200 for a 28 inch board. The installation cost is £50 per board.</p> <p>The rental service cost is £50 per month for a minimum of 6 months. This price covers both size boards as well as installation, insurance and guarantee.</p> <p>Our boards are guaranteed for 2 years and insurance is included. We can offer a discount of 10% if you order more than 10 boards. We can deliver your order within 5 working days. Payment by cheque and order either by email or fax.</p> <p>Please do not hesitate to contact me if you need any further information.</p> <p>Regards</p> <p>Peter Smith – Salesman – Top Stationary</p> <p style="text-align: center;">THIS ANSWER ACHIEVED A SCORE OF 27 OUT OF 30</p>

**ANGLIA INTERNATIONAL BUSINESS ENGLISH
LEVEL 2****ANGLIA INTERMEDIATE BUSINESS ENGLISH****PAPER B 08****LISTENING SCRIPT****Part One**

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

- F:** Hello, Purchasing department.
- M:** Hello, I need to order some more stock for our pet shop.
- F:** **Ok, who's calling, please?**
- M:** It's Peter Black here, at Scampers Pet shop
- F:** **Hi Peter, that's S - C - A - M - P - E - R - S , isn't it?**
- M:** That's right.
- F:** **What's your number there?**
- M:** It's oh one three five three, (pause) eight three six, double two one.
- F:** **Fine, and it's the 8th, no sorry, 9th October today..... Ok what do you need?**
- M:** Right, food first. We've sold a lot of Chum dog food this month, we normally order 100 tins, but we'll take 150 tins this time.
- F:** **Which flavours would you like?**
- M:** We'll have beef flavoured, please.
- F:** **Ok and is there anything else? We have a special price on cat food, £3.50 for 10 tins.**
- M:** Oh, that sounds good. I'll take 80 tins in a variety of flavours.
- F:** **A variety of flavours. OK, got that.**
- M:** Good, now all I've got left are the dog toys. Can I have 45 red balls, please?
- F:** **No problem. Now, we have two different delivery dates available, either 5.30 pm Monday or 10 o'clock on Wednesday. Which would be best for you?**
- M:** Um, I'm not sure if any one will be here at that time on Monday, so I think Wednesday would be better.
- F:** **Great, we'll deliver them on Wednesday 14th October at 10 o'clock. Thank you for your order.**
- M:** Super, thanks very much, bye.
- F:** Bye.

Part Two

Listen to the information given and choose the best response.

1. Could I have a glass of water, please?
2. Let's try this new range of products.
3. Would you mind taking notes?
4. Why don't we offer him the job?
5. I'm afraid it's going to take longer than we thought!
6. Would you like to take a seat?
7. Could you pass me that shirt, please?
8. I think she'll be perfect for the position.
9. Do you mind if I open the window?
10. Thanks for all your help today.

That is the end of the listening test.

Business Level 2 (Intermediate) 2008 Paper B

Key and Mark Scheme

Part One (20 Marks)

2 marks each question

1. Peter Blake (example)
2. Scampers [pet shop]
3. 836221
4. 9th October
5. 150
6. beef
7. £3.50
8. [a] variety
9. red
10. [Wednesday] [14th October] (accept either piece of information or both)
11. o'clock

Part Two (20 marks)

2 for each correct answer, ticked, crossed, circled, underlined or whatever

1. C
2. B
3. A
4. B
5. C
6. A
7. C
8. B
9. A
10. C

Part Three (30 marks)

- to: Gerry Small 2
 - from: Robert Bern 2
 - two fax numbers 2
 - date 2
- Fax **must** include:
- cost of Hotels and distance from conference centre, or just one, 6
 - or two recommended hotels
 - People speaking and who is doing book signings 4
 - Whether there's a discount on book orders for people who attend the lectures 2
 - Who to contact to pay and register 2
 - appropriate signing off 2
- accuracy and style** 6

EXAMPLE ANSWER**Fax**

To: Gerry Small
 Fax No.: +44 (0)1923 278 846
 From: Robert Bern, The Book World
 Fax No.: +44 (0) 20 6597 1767

Date: 15.1.08
 No. of pages: 1

Dear Mr Small,

Thank you for your interest on our company. We are delighted to inform you about our book fair. With reference to your fax, please find attached the information you enquired about our conferences, accommodation, prices and payment details.

This year we are offering four speakers and one will be signing his books after his talk. He is John Beau, Novelist, Blue Notes. In addition we provide a discount on bulk orders for all of the above books for those who attend the lectures.

If you would like to stay in a hotel within walking distance of our conference we recommend the Hilton Hotel which is located at the conference centre. It costs £120 per person and includes breakfast.

To pre-book the conference and your accommodation phone Julie Bright on +44 (0)20 82457089. Our company offer several ways to pay but we recommend payment by cheque which can be made payable to the Book World. Delegates should also complete the registration form.

I look forward to seeing you at the conference. We hope you enjoy it.

Robert Bern, the Book World

THIS ANSWER ACHIEVED A SCORE OF 24 OUT OF 30

Part Four (30 marks)**E-mail MUST include:**

To: someone at Sparkle Cleaning Services	2
Subject: something to do with office cleaning	2
• Whether or not they can supply the service of cleaning all areas	2
• Whether they bring their own equipment or not and what equipment	4
• Whether there is a discount for a regular contract visit	4
• <i>Either</i> confirmation that a price list is enclosed or prices for the morning and evening times	4
• When they will be able to start	2
appropriate signing off	2
style and appropriacy	8

EXAMPLE ANSWER

To:	Angela Trend, Wood Fen Company
Subject:	Office cleaning
<p>Dear Mrs Trend</p> <p>Thank you for your interest in our cleaning services. We always provide services to new customers with numerous discounts all year round. We have competitive prices. Please find below a full price list and discounts.</p> <p>If you would like to get our services daily we can give you a discount of 30%. Our equipment and cleaning products are high quality and we guarantee lots of interesting discounts.</p> <p>I look forward to doing business with you.</p> <p>Sparkle Cleaning Services</p> <p style="text-align: center;">THIS ANSWER ACHIEVED A SCORE OF 23 OUT OF 30</p>	

Anglia Language Examinations Intermediate Business English

Speaking Test 2009

Candidate's Instructions

Procedure

The Anglia Intermediate Business English Speaking Test has three parts and should take about 18 minutes to complete. The examiner will ask you a number of questions. The examination is recorded on a computer, CD, or cassette tape. The recording is sent to Chichester College, where your work will be moderated.

After the examination, you may not return to the candidates who still have to take the exam.

Part One: up to 2 minutes

Introduce yourself to the examiner (give your name and number).
You will be asked questions like the following:

- Why you are taking this examination?
- What are your strong points and points that need developing?
- What are your ambitions?

Part Two: up to 7 minutes

You have to do a two-minute presentation called: **My Working Week**

You must give a chronological account of a typical week at your workplace. You may be a regular employee, a temporary employee, a trainee, doing work experience, or whatever. This account should be about 2 minutes long. After this the examiner will ask you a number of questions about the activities you have mentioned.

Part Three: up to 9 minutes

You are going to have a discussion with the examiner about three of the topics from the list that you were given. The examiner will discuss each of the subjects for three minutes, and then the examiner will switch to another topic. The same will happen after six minutes. However, if the examiner feels you are doing particularly well on a topic he or she may decide to allow you to continue for three more minutes.

OVERVIEW OF TASKS

Position Level BOL	junior management level BOL4 / first year
Introduction (Warming-up)	<ul style="list-style-type: none"> • name and number • your strong points and points that need developing • ambition/s
Presentation	<p>prepared presentation: my working day</p> <p>(use own experiences)</p> <p>2 mins presentation + 5 mins of question-and-answer session</p>
Debate / Discussion	<p>discussion of 3 topics (prepared) from long list 9 mins</p> <p>if you do well, you may continue on topic, otherwise the interlocutor goes on to next topic</p> <p>maximum duration: 6 mins per topic</p>

NOTICE OF TOPICS FOR PREPARATION

LEVEL 2 - INTERMEDIATE BUSINESS ENGLISH

2007

- be prepared to talk for 2 minutes about your working week
- discussion topic list:
 - All businesses should be shut on Sundays to give the workforce a break.
 - How would you define a *bad* employee?
 - How would you define a *good* employee?
 - What are more important: qualifications or experience?
 - Legally, no-one should work more than 35 hours a week. Do you agree?
 - Job satisfaction or pay. Which is the most important to people?
 - How could offices be more environmentally friendly?
 - In your opinion, is it better to work for a very large company or a very small one?

2008

- be prepared to talk for 2 minutes about your working day
- discussion topic list:
 - Employees should be prepared to work overtime whenever it is required. Do you agree?
 - What do you think an employer looks for when he/she is recruiting staff?
 - How would you prepare for an interview for a job?
 - What are the most important characteristics of a responsible employer?
 - Should those with more qualifications automatically receive higher pay?
 - What makes you happy in a job, apart from the pay?
 - How can a working environment be made more pleasant for the employees?
 - Should employers provide training for the next generation?

2009

- be prepared to talk for 2 minutes about your working day
- discussion topic list:
 - What is the best way to prepare for an interview for a job?
 - Do you think it matters what people wear to work if they are not in a job where the public see them?
 - How much do you like to be managed at work and how much do you like to be left alone to make your own decisions?
 - Should people be allowed to go on social networking sites like *Facebook* in working hours?
 - Should there be a compulsory retirement age or should people be allowed to work as long as they have the health to do so?
 - What makes people loyal and committed to their work?
 - Is it true that 'the customer is always right'?

INTERMEDIATE BUSINESS ENGLISH (LEVEL 2)

MARKING CRITERIA ANGLIA SPEAKING TEST 2009

	COMMUNICATION	CONTENT	PRONUNCIATION	VOCABULARY	GRAMMAR
D	Communication is clear, active and effective. Good interaction.	Shows the ability to speak more than adequately about the subjects, is clear, and can add personal views.	Words are very well articulated and can easily be understood.	A wide range of vocabulary, appropriate for the level, is used well.	The grammatical forms required at this level are accurately used for most of the test.
M	There is active participation during the conversation, even if prompts are needed.	Has the ability to speak sufficiently about the subject and can react adequately.	Good articulation, but there may be some mistakes.	An adequate range of vocabulary is used to cover all the subjects discussed.	The candidate's use of the grammatical forms required at this level is sufficient for all the tasks, although there may be errors.
P	Often hesitates, but can keep conversation going with prompts.	Can speak about the subjects in a basic way, but no more than that.	Words are sufficiently well pronounced to be understood even if there are many mistakes.	Vocabulary is very limited for the level, but is just sufficient to cover most of the subjects discussed.	There may be obvious or even basic mistakes, but the use of grammatical forms appropriate to the level is still adequate.
R	Little or no communication with the examiner takes place.	Cannot speak intelligibly about the subjects.	Very poor articulation, virtually impossible to understand.	Vocabulary is not adequate for the situation.	Knowledge of grammar and sentence structure is clearly inadequate for the tasks.

Performance indicators

In a typical business or work-related environment, the candidate is able to:

- communicate practical and factual information;
- show initiative in basic social situations, such as making introductions and arranging and confirming appointments;
- give his / her opinion on practical business-related issues.