

a guide to...

ANGLIA BUSINESS ENGLISH EXAMINATIONS



Liz Bangs-Jones



A GUIDE TO...

**ANGLIA BUSINESS ENGLISH
EXAMINATIONS**

2010 EDITION

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ANGLIA EXAMINATION SYNDICATE

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INTRODUCTION

About Anglia Examinations England

Anglia Examinations England has specialised in ESOL assessments for 15 years and has been based in Chichester, England since 1994.

Anglia offers a comprehensive and structured programme of assessing English language competence, from beginner through to native speaker level. This step by step approach to testing encourages and motivates students to make clear and effective progress.

In addition, all exam development is always undertaken by Anglia Examinations in close consultation with interested client groups. In this way, Anglia can offer internationally recognised examinations that directly address the needs of the users.

Anglia works in close collaboration with the UK national awarding body, Ascentis, which is accredited by both the Qualifications and Curriculum Authority (QCA) and an Access Validating Agency for "Access to higher Education" Programmes, licensed by the Quality Assurance Agency for Higher Education (QAA).

Ascentis was established in 1975 as a partnership scheme between universities and colleges. Ascentis is owned by, and accountable to, its member organisations, the University of Liverpool, the University of Central Lancashire, Northumbria University, Edge Hill and the University of Cumbria who supply both educational expertise and academic validation.

Both Anglia Examinations and Ascentis are members of the European Association for language testing and Assessment (EALTA) and owned by non-profit educational institutions. Ascentis is registered charity in the United Kingdom.

Anglia Examinations currently has offices and test centres in Latin America, North Africa, Asia, and Europe with over 40,000 candidates each year from 26 countries.

About the exams

There are ten levels of general English examinations and four levels of business English examinations. These are shown below, with their corresponding levels in Anglia general English examinations and how these relate to the Common European Framework of Reference (CEFR):

COMMON EUROPEAN FRAMEWORK	ANGLIA GENERAL ENGLISH EXAMINATIONS	ANGLIA INTERNATIONAL BUSINESS EXAMINATIONS
C2 Mastery	MASTERS LEVEL	ANGLIA PROFICIENCY IN BUSINESS ENGLISH
C1 EOP	PROFICIENCY LEVEL	ANGLIA ADVANCED BUSINESS ENGLISH
B2 Vantage	ADVANCED LEVEL	
B1 Threshold	INTERMEDIATE LEVEL	ANGLIA INTERMEDIATE BUSINESS ENGLISH
	PRE-INTERMEDIATE LEVEL	ANGLIA PRACTICAL BUSINESS ENGLISH
A2 Waystage	ELEMENTARY LEVEL	
A1 Breakthrough	PRELIMINARY LEVEL	
	PRIMARY LEVEL	
	JUNIOR LEVEL	
	FIRST STEP LEVEL	

All levels of the Business English Examinations test all four skills. The listening, reading and writing elements are compulsory, and there is an optional speaking test. The speaking examination can either be aggregated into the final total or can be separately certificated. We prefer the speaking test to be as independent as possible from the tests of the other skills because it is inevitably conducted under very different conditions. We realise, however, that some employers and institutions may require a final total aggregating all the skills together and if so, the reading/writing test takes 60%, the listening 20% and the speaking 20%.

All the tasks at all levels have a modern business or work-related topic or context. The tasks are designed with the needs in mind of students who find themselves working every day with office technology and twenty-first century methods of communication. In addition, as in all Anglia examinations, the format of the tasks is designed to give the students the best possible chance of showing his or her skills in, and knowledge of, the language.

At the lowest level the students must show that they can complete basic tasks and fulfil essential functions in a business context such as the office. For example, they will show that they can take a telephone message accurately, recording details of arrangements such as

appointments and meetings. They must be able to write simple emails and in speaking, answer questions about a product and a company of their choice.

At the intermediate levels, the students must show that they can both record and respond to given information in an increasingly sophisticated way, in their answers, for example, to fax and email messages. In speaking, they are given the opportunity to deliver prepared presentations using presentation methods such as power point, as well as having the chance to show that they can take part in question and answer sessions and discuss relevant and contemporary business issues.

At the highest level, candidates must show that they have full active control of the language needed to discuss, both in writing and in an interview situation, a wide range of business issues. For example they must be able to write reports based on given information, deliver a swot analysis, argue a case for promoting a particular strategy or describe and explain a particular company's performance.

The examinations can also be tailored on demand to meet the needs of particular business sectors. In the Netherlands, for example, major companies as well as small or medium-sized businesses use them for assessing the English competence of their employees, together with specifically targeted Anglia Business portfolio-style training courses.

No matter where the examinations are held, the papers are dispatched to England and marked in-house by a team of qualified and experienced examiners. The results are sent two to six weeks after the examination to the local representative, who informs candidates as soon as possible. Within each level, one of four grades is awarded:

REFER	PASS	MERIT	DISTINCTION
BELOW 50%	50-65%	65-79%	80% AND OVER

The official certificates bearing the candidates' names and grades follow shortly after the issuing of the results.

About this guide

The aim of this guide is to provide both teachers and the candidates with all the information they need to prepare for the Anglia Business English exams. It includes a syllabus for each level, a book list, and, most importantly, practice papers at every level, including the listening sections and a mark-scheme which includes sample answers for all the writing sections. A CD with all the recordings for the listening sections of the papers is also provided with the book.

ANGLIA INTERNATIONAL BUSINESS ENGLISH SYLLABUS

The Business English exams are based on a candidate's ability to perform certain practical functions in the workplace. Therefore, they do not have a specific structural syllabus. However, Appendix Four shows the structural syllabus of the corresponding levels of the General English examinations. These are not a complete description of the structures used in the Business English examinations, because the business context tends to demand set structures – for example, formulae for being polite – which do not necessarily sit easily within a General English list. However, the structural list does give an overview of the English needed at the higher levels.

SUMMARY OF TASK TYPES ACROSS THE LEVELS.

Level One Anglia Practical Business English Time allowed – One Hour Total marks – 100		
Part 1	Listen to an answer phone message (3 times), and complete a form .	20 marks
Part 2	Listen to statements or questions (twice) and choose the best response from three multiple-choice options.	20 marks
Part 3	Read a fax containing detailed information. Write an answer using <i>the information given and the fax shell provided</i> .	30 marks
Part 4	Read two emails . Write an answer to the second email <i>using the first email as a model</i> .	30 marks

Level 2 Anglia Intermediate Business Time allowed – Two hours Total marks – 100		
Part 1	Listen to a conversation (twice) and complete a form .	20 marks
Part 2	Listen to statements or questions (twice), and choose the best response from three multiple-choice options.	20 marks
Part 3	Read a fax and scan a separate sheet of information. Write an answer to the fax, <i>selecting information from the sheet and using the fax shell provided</i> .	30 marks
Part 4	Read an email and write an answer to it. <i>No model answer is given</i> .	30 marks

Level 3 Anglia Advanced Business English		Time allowed – Two hours Total marks – 100
Part 1	Listen to an authentic recorded message. Write a memo based on the information heard.	20 marks
Part 2	Read an email and a separate text containing information. Write an answer to the email based on information in the text.	20 marks
Part 3	Write an email in response to an email given.	20 marks
Part 4	Complete a dialogue by providing appropriate responses to a series of opening gambits.	20 marks
Part 5	Read a business-related text and write a short summary of it.	20 marks

Level 4 Anglia Proficiency in Business English		Time allowed – Two and a half hours Total Marks – 100
Part 1	Listen to a presentation and convert the spoken information into a graph .	15 marks
Part 2	Listen to a speaker, complete the text, and write a summary of it.	25 marks
Part 3	Write a report based on written information.	20 marks
Part 4	Write a report based on a given set of facts and figures.	20 marks
Part 5	Read a business text or texts, match titles to articles .	14 marks
Part 6	Gap-fill test on a written text.	6 marks

List of business-related skills, functions and contexts covered in the examinations

This list is offered as an aid to students and those preparing students for the Anglia Business English examinations. It is not a complete and comprehensive list, nor is it a list of everything the student must know about business, as this is not a business exam itself but a business English exam. Clearly, just as the levels required of linguistic skill in English rise with the examination levels, in business terms the simpler, more practical topics are the ones tested at the lower levels, whereas at the higher levels students are expected to be able to cope with more complex issues.

A. BASIC FUNCTIONS

- Understanding arrangements
- Making appointments
- Confirming arrangements
- Changing arrangements
- Accepting instructions
- Giving instructions
- Obtaining information
- Giving information
- Taking messages
- Sending messages
- Making introductions
- Being introduced
- Responding to greetings/enquiries/invitations etc

B. UNDERSTANDING AND GIVING DETAILS (company and personal)

- times
- names
- dates
- places
- prices
- numbers and figures
- abbreviations
- occupations
- company positions/responsibilities
- phone numbers/fax numbers
- addresses
- numerical data
- statistics
- graphic representations
- tables

C. BUSINESS CONTEXTS

- meetings
- meeting someone
- exhibitions
- conferences
- training courses
- entertaining clients/visitors
- travel
- hotel reservations
- job applications
- the employment process
- company business
- day to day work routine
- the office environment

D. METHODS OF COMMUNICATION

- telephone
- face to face dialogue
- fax
- email
- letter
- memo
- form
- notice
- report
- presentation
- CV
- meeting records
- summary
- newspaper/trade magazine article
- training text etc

E. BUSINESS TOPIC AREAS AND ISSUES

- negotiating contracts
- buying and selling (prices/invoices/delivery dates/orders etc)
- import/export
- the concepts of tax/insurance
- marketing
- advertising
- Human Resources (salaries/promotion/selection procedures etc)
- management skills
- manufacturing processes
- health and safety issues
- the movement of capital (stocks/shares/currencies/investment etc)
- company performance and results
- trends - company/economic
- business personalities
- problems/complaints/delays
- facilities
- company organisation

Performance Indicators

LEVEL ONE

In a typical office or workplace context, the student can

- listen to, understand and record practical factual information given in message form
- deal with basic social situations, such as making introductions, asking/giving permission, showing gratitude
- deal with the basic methods of modern office communication i.e. write an accurate fax from information provided; write an appropriate email response to an enquiry

LEVEL TWO

In a typical business or work-related environment, the student can

- pick out relevant information from a conversation or exchange and accurately record it
- deal with the common exchanges of a business environment, both functional and social such as making an arrangement, confirming an appointment, making introductions
- manipulate basic data
- deal with the basic methods of modern office communication i.e. write a plausible and coherent fax; respond to an email

LEVEL THREE

In a typical business environment, the student can

- listen to, pick out and record relevant information from an authentic context
- read and manipulate a variety of written forms of business communication including letter, memo, note, fax, email, newspaper article
- deal with a longer business-related text; provide an accurate summary of key points
- respond appropriately in a typical business conversation or exchange

LEVEL FOUR

In a typical business environment, the student can

- follow presentations or exchanges typical of business meetings and accurately convert information from them into an acceptable graphic representation
- summarise information from a wide range of different spoken and written sources
- deal with longer, complex business texts
- write a coherent, structured report
- control the language of business and manipulate it for specific purposes

Level 1

***Practical Business
English***

Exam Content of Level One: Anglia Practical Business English

Part One

In this section the candidate hears a message that has been left on an answer phone, by a *single* speaker. The candidate hears the message three times. The message contains factual information. On the question paper there is a form, with ten gaps where information is missing. The candidates must complete the gaps in the form from the information they hear. The information typically includes: *dates*; *prices*; *names* (which may be spelt out); *numbers* such as telephone numbers; *places*; and *single words* or *phrases*, such as 'sales', and 'our meeting tomorrow'. This section is thus testing the candidate's ability to understand and accurately record the kind of practical information he or she would need to be able to deal with at work in a typical office context.

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 section is testing the candidate's ability to deal with basic social situations in the workplace, such as making introductions, and their ability to deal with necessary exchanges, for example between colleagues (*Do you mind if I open the window? - No, that's fine*) or colleagues and clients (*Come in. Have a seat. - Thanks*).

Part Three

In this section the candidates are given a fax to which they must respond using the fax shell provided. They are also given a short text containing all the information they need to be able to answer the fax. For example, the fax may contain a number of questions such as:

- 1) *When does the conference start?*
- 2) *How much does the conference cost?*

The information required, '30 September 2001' and '£350' would be contained in a short, separate text about the conference. The candidate would find this information in the text and use it in their response. This section is therefore testing the candidate's ability to use a common method of communication in business - the fax - and to accurately answer questions from information provided.

Part Four

In this section the candidates are given two emails to read. One of them is a response to an enquiry. This one, the candidates must use as a model for their own email. The other is an open enquiry, for example about the price and delivery dates of a product. The candidates must respond to this enquiry with the invention of simple practical details. This section is testing the candidate's ability to manipulate a common method of communication in business - the email - and to construct a plausible response to an enquiry.



Practical Business English

Please stick your Candidate label here

For Office Use:

Anglia International Business English

Certificate in English for Overseas Candidates

Paper B – 2006 (Level 1)

Instructions

- Time allowed – One hour including listening.
- 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)

You will hear a message that has been left on an answer-phone.
Listen carefully and complete the phone message form below.
The first one is done for you as an example. You will hear the message three times.

Phone message

To: ⁽¹⁾ Eva Brock.

From: ⁽²⁾ _____.

Date: 29th June Time: ⁽³⁾ _____.

Message:

Your booking for bus to Heathrow airport on ⁽⁴⁾ _____ is confirmed.

Your reserved seat is number ⁽⁵⁾ _____.

You will be collected from outside the ⁽⁶⁾ _____ at 4.30am.

After you've checked in to your hotel please phone and give your ⁽⁷⁾ _____.

The bus journey takes ⁽⁸⁾ _____ so you have enough time to check

in at the airport for your flight at ⁽⁹⁾ _____ am. If you have any

problems, please phone the booking office on ⁽¹⁰⁾ 01293 _____.

If you cancel late, they will keep a charge of ⁽¹¹⁾ _____ of your booking costs.

Part 2 (20 marks)

Listen to what the speaker says and choose the best response, then tick the correct one. The first one is done for you as an example. You will hear the information twice.

- Ex.** A. That's right.
 B. It's fine.
 C. Yes, please.
- 1.** A. Yes, of course.
 B. Don't mention it.
 C. Yes, it is.
- 2.** A. Certainly.
 B. It's great.
 C. Not at all.
- 3.** A. I'm afraid not.
 B. Never mind, it doesn't matter.
 C. Not at all.
- 4.** A. I am.
 B. It's true.
 C. Of course not.
- 5.** A. I've got one, thanks.
 B. Yes, I do like it.
 C. This document is not bad.
- 6.** A. How do you do?
 B. Not very good today.
 C. I'm Jane Smith.
- 7.** A. Of course not.
 B. Never mind.
 C. Not at all.
- 8.** A. Certainly.
 B. I'm fine.
 C. Hello.
- 9.** A. I'm sorry, I'm busy.
 B. Of course not.
 C. Not at all.
- 10.** A. Thanks.
 B. Here you are.
 C. Never mind.

Part 3 (30 marks)

Here is a fax which you must respond to. Your fax will require a detailed response and the information needed is given in the short text below.

You will need to read the information and provide appropriate answers to the questions in the fax, in a response of your own. A proforma is provided for you.

FAX

To: Top Stay Hotels
Fax no: 00 44 897 234 889
From: Charles Raymond
Fax no: 00 44 712 142 667

Date: 8th July 2003
No of sheets: 1

Dear Sir or Madam

Special Business Deals

I saw an advertisement for special deals that you offer business people at your chain of hotels in London. I frequently travel to London on business, and would be interested in learning more about your deals. I would be grateful if you could reply with the following information:

1. Where in London are your hotels?
2. What is the cheapest rate you offer for a single adult staying in a single or double room?
3. Do all the rooms have private bathrooms, TV's and internet access?
4. What facilities do your hotels offer?
5. Is breakfast included in the price – and have all the hotels got facilities for an evening meal?

I look forward to hearing from you.

Yours faithfully,

Charles Raymond

Top Stay Hotels
Special pre-booked business tariffs

	Single	Twin (two people)	Twin / Double (single occupancy)
Green Bank Hotel	£96	£125	£102
Park View Hotel	£94	£122	£99
Riverside Hotel	£91	£117	£96
Canal Head Hotel	£84	£109	£89
Forest Lane Hotel	£90	£109	£95

All these tariffs include dinner, bed and breakfast.

Top Stay Hotels, providing a total of 6,000 beds, are all located in Central London, near Covent Garden. Conference and meeting facilities are available on request. Each hotel has its own bar and restaurant and garage. There is a Leisure Centre at the Green Bank Hotel.

All rooms have their own bathrooms equipped with shower, bath, WC. Satellite TV and internet access are also available in every room.

FAX

To:
Fax no:
From:
Fax no:

Date:
No of sheets:

Part 4 (30 marks)

You have received an e-mail with an enquiry about a product. You need to provide a response. A sample response is given as a model.

Read the following e-mails. The first is a response to an enquiry. The second is an enquiry to a different company. Use the first e-mail as a model to create a response to the second.

1. Sample e-mail response:

To:	David Jackson
Subject:	Woolen Carpets
<p>Dear Mr Jackson</p> <p>Thank you for your enquiry about our woollen carpets. We manufacture a huge range, in every colour and different qualities. We will send you some samples straightaway. I can confirm that we could supply 100 rolls of carpet a month, and for a large order of over 50 rolls per month we give a discount of 10%.</p> <p>Please contact me again if you need any further information.</p> <p>Dave Beech</p> <p>Sales</p>	

2. Read this enquiry:

From:	Sophie Darley, Darley Leather Goods
Date:	15.02.04
To:	Hans Achim, The Leather Factory
Subject:	Leather Handbags
<p>Dear Mr Achim</p> <p>We are interested in importing your leather handbags. Could you please send details of the colours and sizes you manufacture, and a current price list. We would require a first delivery of 50 to sample before the end of this month, and later we would need to import 500 every three months. Could you do this? Please give details of any discount for large orders.</p> <p>With regards</p> <p>Sophie Darley, Darley Leather Goods Suppliers</p>	

Write your response

To:

Subject:



Practical Business English

Please stick your Candidate label here

For Office Use:

Anglia International Business English

Certificate in English for Overseas Candidates

Paper A – 2007 (Level 1)

Instructions

- Time allowed – One hour including listening.
- 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)

You will hear a message that has been left on an answer-phone.
Listen carefully and complete the phone message form below.
The first one is done for you as an example. You will hear the message three times.

Phone message

To: ⁽¹⁾ Andrew White.

From: ⁽²⁾ _____

Date: 12th July Time: ⁽³⁾ _____

Message:

Ringling to confirm the changes to the meeting.

Not going to the International ⁽⁴⁾ _____ Centre.

Now going to The ⁽⁵⁾ _____ Hotel.

The new time is ⁽⁶⁾ _____.

The meeting will take ⁽⁷⁾ _____ hours.

I have also booked afternoon ⁽⁸⁾ _____.

Would you like ⁽⁹⁾ _____ at the hotel?

Please let me know before ⁽¹⁰⁾ _____.

My direct contact number is 01737 ⁽¹¹⁾ _____.

Part 2 (20 marks)

Listen to what the speaker says and choose the best response, then tick the correct one. The first one is done for you as an example. You will hear the information twice.

- Ex.** A. Certainly, I can.
 B. It's nice.
 C. Yes, it is.
- 1.** A. Yes, of course.
 B. Don't mention it.
 C. You're welcome.
- 2.** A. You're welcome.
 B. Yes, here you are.
 C. Really?
- 3.** A. Yes, thank you.
 B. I'm fine, thanks.
 C. No, pleased to meet you.
- 4.** A. Yes, please.
 B. Yes, here you are.
 C. Yes, I will.
- 5.** A. I'm sorry about it.
 B. I'll ring back later.
 C. Well, goodbye, then.
- 6.** A. Yes, I'd love one.
 B. Yes, I do.
 C. Thank you, it's good.
- 7.** A. It's all right.
 B. I really don't know.
 C. Okay, show him in.
- 8.** A. Sorry, it's already taken.
 B. We're not free today.
 C. Not at all.
- 9.** A. Not at all.
 B. Okay, what time.
 C. Thank you.
- 10.** A. Yes, it's ready.
 B. Yes, I have.
 C. Yes, I can.

Part 3 (30 marks)

Here is a fax which you must respond to. Your fax will require a detailed response and the information needed is given in the short text below.

You will need to read the information and provide appropriate answers to the questions in the fax, in a response of your own. A proforma is provided for you.

FAX

To: Tony Grey
Fax no: 00 44 1265 843 964
From: Madeline Chapeau
Fax no: 00 41 253 373 365

Date: 17th June 2005
No of sheets: 1

Dear Mr.Grey

Computing and Accountancy

I am interested in coming to Glasgow to attend your 2 day course on Computing and Accountancy. I'd like to do it in August if possible. I would be grateful if you could provide me with the following information:

1. What dates in August does it take place?
2. How much does it cost?
3. Will there be any other foreign students on the course?
4. Do I need to bring any materials with me?
5. How much is the accommodation? What does it include?

I look forward to hearing from you.

Yours sincerely,

Madeline Chapeau

Computing and Accountancy Course £155***Summer courses are held on the following dates**

July	4/5	11/12	18/19	26/27
August	1/2	7/8	14/15	21/22
September	3/4	10/11	17/8	24/25

Accommodation (per night)

4* Hotel	From £75	Breakfast not included
3* Hotel	From £65	Breakfast and evening meal included
Bed and Breakfast	From £35	Breakfast included
Youth Hostel	£10	Self-catering

Applications to join the course are welcome from students of any nationality. A level of English equivalent to CEFR B2 recommended. There will be no testing of participants on arrival.

***The price quoted does *not* include refreshment or meals but *does* include all materials and use of equipment including laptop; there will be no reduction for participants using their own equipment. There are many bars and restaurants within easy walking distance of the course venue.**

FAX

To:
Fax no:
From:
Fax no:

Date:
No of sheets:

Part 4 (30 marks)

You have received an e-mail with an enquiry about a product. You need to provide a response. A sample response is given as a model.

Read the following e-mails. The first is a response to an enquiry. The second is an enquiry to a different company. Use the first e-mail as a model to create a response to the second.

1. Sample e-mail response:

To:	Jan Wriggley, Reach Recruitment
Subject:	EL Office Workstations
<p>Dear Ms Wriggley</p> <p>Thank you for your enquiry concerning EL office workstations for your new office complex. We have 2 models in stock, the 2 drawer at £220 and the 4 drawer at £275. However, for orders of 10 or over we can offer a 5% discount. We can deliver to your offices within 15 working days of receiving your order.</p> <p>Please do not hesitate to contact me if you need any further information.</p> <p>Kind regards</p> <p>Simon Rowe Sales Manager Office Supplies PLC</p>	

2. Read this enquiry:

From:	Tania Lee
Date:	30.07.05
To:	Eddie Yates, Superior Gestures
Subject:	Desk Calendars
<p>Dear Mr Yates</p> <p>I saw your corporate gifts at the Business Fair in Manchester recently and I am interested in purchasing 500 desk calendars for 2006.</p> <p>Please could you tell me if you have the car design and the animal design available? As we will need to send them worldwide, what is your earliest delivery date? Would you also confirm the price and discount for the order.</p> <p>Kind regards</p> <p>Tania Lee Senior Purchaser Cable Supplies</p>	

Write your response

To:

Subject:



Practical 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 1)

Instructions

- Time allowed – One hour including listening.
- 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)

You will hear a message that has been left on an answer-phone.
Listen carefully and complete the phone message form below.
The first one is done for you as an example. You will hear the message three times.

Phone message

To: ⁽¹⁾ Harry Hall.

From: ⁽²⁾ _____ *Littleport Books*

Date: ⁽³⁾ _____ Time: 9.40 am.

Message:

Your order for ⁽⁴⁾ _____ books is now in stock.

Collect them from the Little Downham Branch at ⁽⁵⁾ _____

First class post costs ⁽⁶⁾ _____ and

will be delivered within ⁽⁷⁾ _____.

Telephone me if you'd like them posted.

My number is ⁽⁸⁾ 01353 _____

To collect them, we're open from ⁽⁹⁾ _____ Monday to Saturday and 11

am to 4 pm on ⁽¹⁰⁾ _____

Or collection point is on the ⁽¹¹⁾ _____.

Part 2 (20 marks)

Listen to what the speaker says and choose the best response, then tick the correct one. The first one is done for you as an example. You will hear the information twice.

- Ex.** A. No, not much.
 B. I don't drink.
 C. No, I'm OK thanks.
- 1.** A. At least a year.
 B. It's the last one.
 C. £63.50.
- 2.** A. Yes, thank you.
 B. Very well.
 C. That's right.
- 3.** A. Pleased to meet you.
 B. That's right.
 C. I'm very pleased.
- 4.** A. Of course.
 B. It's great.
 C. Very much, thank you.
- 5.** A. Certainly.
 B. On the left.
 C. Here you are.
- 6.** A. Of course not!
 B. Good idea.
 C. Never mind!
- 7.** A. Yes, it was lovely.
 B. Mm. It was delicious.
 C. Yes. It was too long.
- 8.** A. Thanks a lot.
 B. Of course.
 C. Never mind.
- 9.** A. Not at all.
 B. No, thanks.
 C. Don't mention it.
- 10.** A. Certainly not.
 B. Don't mention it.
 C. There wasn't anything.

Part 3 (30 marks)

Here is a fax which you must respond to. Your fax will require a detailed response and the information needed is given in the short text below.

You will need to read the information and provide appropriate answers to the questions in the fax, in a response of your own. A proforma is provided for you.

FAX

To: Recycle it! Ltd.
 Fax no: 00 44 1254 733 724
 From: Irene Pure
 Fax no: 00 41 712 142 667

Date: 8th September 2007
 No of sheets: 1

Dear Sir or Madam,

Recycling Collection

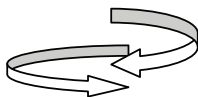
My company would like to become more eco friendly. I saw your advertisement on office recycling collection at a local business conference and would like some more information. Could you please fax me the following details.

1. Do you operate in the Ely area in Cambridgeshire?
2. How often do you collect recyclable material?
3. Can you recycle office furniture?
4. Do you provide recycling bins?
5. How much does it cost for 1 year?

I look forward to hearing from you.

Yours faithfully,

Irene Pure



Recycle It! Ltd.
Hertfordshire

HE4 4GP

Weekly office recycling collection service. Operating throughout London, Hampshire, Cambridgeshire and West Sussex. We offer collection of recyclable waste materials large and small including:

- Computers
- Pens, paper cups and shredded paper*
- Glass
- Cardboard and packing materials
- Plastic envelopes and files
- Ink cartridges

* we provide separate bins for paper and glass.

Contract time	Cost
3 months	£150
6 months	£275
9 months	£420
12 months	£525

NB. There is a small extra charge for the removal of larger items such as desks, and chairs.

FAX

To:
Fax no:
From:
Fax no:

Date:
No of sheets:

Part 4 (30 marks)

You have received an e-mail with an enquiry about a product. You need to provide a response. A sample response is given as a model.

Read the following e-mails. The first is a response to an enquiry. The second is an enquiry to a different company. Use the first e-mail as a model to create a response to the second.

1. Sample e-mail response:

To:	Raymond Briggs
Subject:	Athletic medals
<p>Dear Raymond</p> <p>Thank you for your enquiry about medals for your athletics events for fifteen sets of gold, silver and bronze medals. The cost will be £6.50 a set. We can send them to you by first class post within two days of your order. We usually offer a 5% discount for orders over thirty sets.</p> <p>With best wishes, Susie Brit Sales</p>	

2. Read this enquiry:

From:	Julie Jones
Date:	12th July
To:	Rachel Gainer
Subject:	Trophies
<p>Dear Ms Gainer</p> <p>I want to buy some trophies for our dog shows that we are having this year. Could you tell me how much they cost? We will need twenty trophies. Can you deliver them? If you can, how long will they take to arrive? I would also like details of any discounts that you offer. I look forward to hearing from you</p> <p>With thanks, Julie Jones The Kennel Club</p>	

Write your response

To:

Subject:

ANGLIA INTERNATIONAL BUSINESS ENGLISH

LEVEL 1

ANGLIA PRACTICAL BUSINESS ENGLISH

PAPER B 06

LISTENING SCRIPT

Part One

You will hear a message that has been left on an answerphone. Listen carefully and complete the message form below. Number 1 is done for you as an example.

This is a message for Eva Brock, and it's from John King of Airport Link Bus Services. It's the 29th June and it's 3.45 pm. I'm phoning to confirm your booking for the airport bus to Heathrow Airport on 3rd July. We have reserved a seat for you, and you might like to make a note of it - it's seat number 54A. The bus will come and collect you from outside the Royal Hotel at 4.30am. After you have checked in to your hotel, could you please let us know your room number, that's in case of any problems on the day. The bus journey should take 30 minutes, so you will have plenty of time to check in at the airport for your flight at 7.15am. If you have any problems with any of these arrangements, please phone this booking office on 01293 534469. If you have to cancel less than 24 hours before the date of travel, we will keep a charge of 10% of your booking costs.

Now listen to the second part of the test.

Part Two

Listen to what the speaker says and choose the best response, then tick the correct one. Number 1 is done for you as an example.

1. Example. Would you like a cup of coffee?
2. Can I borrow your pen, please?
3. Could you carry this box for me, please?
4. I'm sorry I didn't come to the last meeting.
5. Do you mind if I close that window?
6. Would you like a copy of this document?
7. How do you do?
8. Thanks for calling me.
9. May I use the phone?
10. Would you like to have dinner with us this evening?
11. Here's your coffee.

That is the end of the listening test.

Practical Business English Level 1 – Paper B 2006

Key and Mark scheme

Part One (20 marks)

2 marks each question

Ex. Eva Brock (example)

1. John King 1+1 (accept any reasonable spelling variation)
2. 3.45pm
3. 3rd July
4. 54A
5. Royal Hotel
6. room number
7. 30 minutes
8. 7.15
9. 534469
10. 10%

Part Two (20 marks)

2 marks each question (2 – 11, 1 is given as an example)

1. C (example)
2. A
3. A
4. B
5. C
6. A
7. A
8. C
9. A
10. A
11. A

Part Three (30 marks)

For full marks the fax **must** include:

- **1 mark** - To: Charles Raymond
- **1 mark** - From: (Manager) Top Stay Hotels
- **1 mark** - Two plausible fax numbers
- **1 mark** - Date: any date from 8th July - mid July
- **1 mark** - No of sheets: 1
- **5 marks** - Hotels are in (Central London), Covent Garden
- **5 marks** - Cheapest rate for single room: £84 at the Canal Head Hotel
- **5 marks** - Meals included in price: breakfast and dinner
- **5 marks** - Hotel facilities: each hotel has its own bar, garage and restaurant, Green Bank has a Leisure Centre
- **5 marks** - all the rooms have private bathrooms, satellite TV and internet access points

EXAMPLE ANSWER

Fax

To: *Charles Raymond*
 Fax no.: *0044 712 142 667*
 From: *Sergio Georgini*
 Fax no.: *0044 153 259 219*

Date: *27th April 2006*
 No of sheets: *1*

Dear Mr Raymond

Top Stay Hotels has five hotels all based near Covent Garden in Central London. Our cheapest rate for a single adult is £84 for a single room and £89 for a twin / double room. These rates are both at the Canal Head Hotel.

All of our rooms have a private bathroom, TV's and full internet access. All of our hotels have their own bar, restaurant and garage. The Green Bank Hotel also has a leisure centre.

All of our rates include dinner, bed and breakfast and every hotel provides evening meals in the restaurant.

Let me know if you have any other questions about our special business tariff.

Yours sincerely

Sergio Georgini

THIS ANSWER ACHIEVED A SCORE OF 17 OUT OF 30

Part Four (30 marks)

The email **must** include:

- **3 marks** - To: Sophie Darley
- **3 marks** - Subject: anything plausible about importing leather handbags / requests four info
- **3 marks** - colours of the bags
- **3 marks** - sizes of the bags
- **3 marks** - something about sending price lists
- **3 marks** - confirming that they will send a sample of 50 by the end of the month
- **3 marks** - confirming that they could supply 500 every 3 months
- **3 marks** - details of any discounts for large orders
- **3 marks** - signed

+ 3 for style

EXAMPLE ANSWER

To:	<i>Sophie Darley, Darley Leather Goods</i>
Subject:	<i>Leather Handbags</i>
<p><i>Dear Mrs Darley</i></p> <p><i>Thank you for your enquiry. Our leather handbags come in a large selection of colours and sizes. I will send you full details of our products, an up to date price list and the sample selection of 50 handbags as requested before the end of the month. A regular of order of 500 handbags every three months is not a problem. Discount on large orders are negotiable. As an indication we usually offer a 15% discount on orders of at least 250 items.</i></p> <p><i>Regards</i></p> <p><i>Hans Achim</i> <i>The Leather Factory</i></p>	
THIS ANSWER ACHIEVED A SCORE OF 20 OUT OF 30	

ANGLIA INTERNATIONAL BUSINESS ENGLISH

LEVEL 1

ANGLIA PRACTICAL BUSINESS ENGLISH

PAPER A 07

LISTENING SCRIPT

Part One

You will hear a message that has been left on an answerphone. Listen carefully and complete the phone message form below. Number one is done for you as an example.

This is a message for Andrew White. I'm Susan Smith at Saunders International. It's the 12th of July at um four thirty. I'm ringing to confirm the changes to the meeting about building materials. We will not be going to the International Conference Centre, instead I've found a lovely place with excellent facilities called The London Hotel. I've booked a meeting room there. It is still on 31st July. However, the new time is 2 o'clock With everything we need to discuss the meeting will take 4 hours. The hotel will provide water in the conference room, but I have also booked afternoon tea. As we will be finishing quite late some of the others are having their evening meal at the hotel. Would you like dinner at the hotel? O, that's all for now. I hope that this is possible for you. Please let me know before July 20th. If you have any questions, you can phone me. My direct contact number is 01737 236814.

Part Two

Listen to what the speaker says and choose the best response, then tick the correct one. Number 1 is done for you as an example.

1. Is the Agenda ready for the next meeting?
2. May I pay by credit card?
3. Thank you for your new product list.
4. John, have you met Sue?
5. Could I have this month's sales figures, please?
6. I'm sorry, his line's busy.
7. Would you like a coffee?
8. Mr Jones is here
9. May I take this chair?
10. Shall we meet for breakfast?
11. Have you booked the restaurant yet?

That is the end of the listening test.

BUSINESS ENGLISH LEVEL ONE – PAPER A07

Key and Mark Scheme

Part 1 20 marks

2 marks each question

Ex. Andrew White (example)

1. Susan Smith
2. 4.30
3. Conference
4. London
5. 2 o'clock
6. 4
7. tea
8. dinner
9. July 20th
10. 236814

Part 2 20 marks

2 marks each question (2 – 11, 1 is given as an example)

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

Part 3 30 marks

For full marks the fax **must** include:

- **1 mark** - To: Madeline Chapeau
- **1 mark** - From: Tony Grey
- **1 mark** - Two plausible fax numbers
- **1 mark** - Date: any date after 17th June
- **1 mark** - No of sheets: 1

- **4 marks** - Dates available 1/2, 7/8 and 14/15 21/22
- **4 marks** - Cost of the course £155
- **4 marks** - There are foreign students on the course
- **4 marks** - Course materials are included
- **4 marks** -Accommodation varies from £10 youth hostel to 4* hotel at £75

+5 for appropriate style and accuracy

EXAMPLE ANSWER

Fax

To: *Madeline Chapeau*
 Fax no.: *0047 2533 13365*
 From: *Tony Grey*
 Fax no.: *0044 7265 84396*

Date: *17th June 2005*
 No of sheets: *1*

Dear Mrs Chapeau

The courses in August will take place on the 1st / 2nd, the 7th/8th, the 14th/15th and the 21st/22nd. It costs £155.

There will be foreign students on the course and you don't need to bring your own materials.

A 4 hotel is available from £75 per night and breakfast is not included. A Bed and Breakfast hotel will be available from £35 per night and breakfast is included. A 3* hotel is available from £65 per night and breakfast and evening meals are included.*

A youth hostel will cost £10 and you will need to take care of your own food.

Yours sincerely

Tony Grey

THIS ANSWER ACHIEVED A SCORE OF 20 OUT OF 30

Part 4 (30 marks)

The email **must** include:

- 3 marks - To: Tania Lee
- 3 marks - Subject: anything plausible about corporate gifts
- 4 marks - Assurance of the availability of both types of calendar, car and animal design
- 4 marks - The earliest delivery dates possible
- 4 marks - Prices
- 4 marks - Possible discounts

+ 8 for appropriate style and accuracy

EXAMPLE ANSWER

To:	<i>Tania Lee, Senior Purchaser</i>
Subject:	<i>Desk Calendars</i>
<p><i>Dear Ms. Lee</i></p> <p><i>Thanks for your enquiry concerning our desk calendars. We have got 600 calendars in stock. The car design is available. The animal design is not available at the moment. We can deliver the calendars within ten days. For orders of 300 or over we can offer a 7.5% discount. The car design costs £1 per 100.</i></p> <p><i>Kind regards</i></p> <p><i>Mr Yates</i> <i>Superior Gestures</i></p> <p>THIS ANSWER ACHIEVED A SCORE OF 22 OUT OF 30</p>	

ANGLIA INTERNATIONAL BUSINESS ENGLISH

LEVEL 1

ANGLIA PRACTICAL BUSINESS ENGLISH

PAPER A 08

LISTENING SCRIPT

Part 1

You will hear a message that has been left on an answer phone. Listen carefully and complete the phone message form below. Number 1 is done for you as an example. You will hear the message twice.

This is a message for Harry Hall. It's a message from Jack Wright.....Wright spelt W-R-I-G-H-T, of Littleport Books. It's the 21st September at twenty to ten.
I'm calling to inform you that your order for Marketing books is now in stock. You can either come into the shop to collect them from our Little Downham branch at 25 Down Street or we can post them to you. First class post costs £3.95 and will be delivered within 2-3 days or second class post costs £2.95 and will take 5- 7 days. Please could you telephone me if you would like them posted . My number is 01353 235187. If you would like to collect them we are open from 10am to 5pm Monday to Saturdays and 11am – 4pm on Sundays. Our collection point is on the second floor and there is a lift at the back of the shop.

Now listen to the second part of the test.

Part 2

Listen to what the speaker says and choose the best response, then tick the correct one. Number 1 is done for you as an example.

1. **Example: Would you like anything to drink?**
2. How much is this pen?
3. Did you have a good flight?
4. This is Tony.
5. Could you pass me the salt, please?
6. Where is room 103, please?
7. I'm sorry I can't make Friday.
8. I hope you enjoyed your stay here.
9. Can we meet at 8.30?
10. Would you like sugar in your tea?
11. Thank you for the figures.

That is the end of the listening test.

Business Level 1 (Practical) 2008 Paper A

Key and Mark Scheme

Part One (20 marks)

2 marks each question

Ex. Harry Hall (example)

1. Wright
2. 21st September
3. Marketing
4. 25 Down Street
5. £3.95
6. 2 – 3 days
7. 235187
8. 10am – 5pm
9. Sundays
10. Second floor

Part Two (20 marks)

2 marks each question

Ex. C (example)

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

Part Three (30 marks)**For full marks the fax *must* include:**

- To: Irene Pure **1**
- From: (Employee of) Recycle it! Ltd **1**
- two plausible fax numbers **1**
- Date: any date from the mid September **1**
- No of sheets: **1 1**
- Yes, we operate throughout Cambridgeshire **4**
- We collect recyclable material weekly **4**
- Yes, we can recycle desk chairs and computers **4**
- Yes, we supply recycling bins for paper and glass **4**
- It costs £525 for one year; there is a small extra charge for the removal of larger items. **4**

+ 5 for style and accuracy

EXAMPLE ANSWER

Fax

To: *Irene Pure*
 Fax no.: *0041 712 142 667*
 From: *Recycle it! Ltd.*
 Fax no.: *0044 125 473 372*

Date: *9th September 2007*
 No of sheets: *1*

Dear Mrs Pure

Thank you for your fax at 8th September. I hope that the following information answer your questions.

We are operating throughout London, Hampshire, Cambridgeshire and West Sussex. We collect weekly recyclable material. We offer collection of recyclable waste materials large and small including:

- *Computers*
 - *Pens, paper cups and shredded paper**
 - *Glass*
 - *Cardboard and packing materials*
 - *Plastic envelopes and files*
 - *Ink cartridges*
- * we provide separate bins for paper and glass.*

The cost will be £525 for 1 year. There is a small extra charge for the removal of larger items such as desks and chairs.

Yours faithfully,

Erica Van Kleijn

THIS ANSWER ACHIEVED A SCORE OF 16 OUT OF 30

Part Four (30 marks)

The email **MUST** include:

- To: Julie Jones **3**
- Subject: anything plausible about trophies **3**
- the cost for 20 trophies **3**
- whether or not they can deliver them **3**
- how long they will take to arrive **3**
- details of a discount **4**
- signed **3**

+ 8 for style and appropriacy

EXAMPLE ANSWER

To:	<i>Tania Lee, Senior Purchaser</i>
Subject:	<i>Desk Calendars</i>
<p><i>Dear Ms. Lee</i></p> <p><i>Thanks for your enquiry concerning our desk calendars. We have got 600 calendars in stock. The car design is available. The animal design is not available at the moment. We can deliver the calendars within ten days. For orders of 300 or over we can offer a 7.5% discount. The car design costs £1 per 100.</i></p> <p><i>Kind regards</i></p> <p><i>Mr Yates</i> <i>Superior Gestures</i></p> <p style="text-align: center;">THIS ANSWER ACHIEVED A SCORE OF 22 OUT OF 30</p>	

Anglia Language Examinations Practical Business English

Speaking Test 2009

Candidate's Instructions

Procedure

The Anglia Practical Business English Speaking Test has three parts and should take about 12 minutes to complete. The examiner will ask you a number of questions. The examination is recorded on a computer, cassette tape or CD. The MP3 file, tape or CD 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 are you taking this examination?
- What are your hobbies / interests / sports?
- Do you work or are you a student?
- What are your ambitions for the future?

Part Two: up to 5 minutes

This is a conversation with your examiner about a product or service that you have chosen beforehand. You are a front-office worker and must be able to answer simple questions about your product or service.

Part Three: up to 5 minutes

You work for a company or other organisation. You will get a phone call from an overseas client, who wants to make an appointment to visit your company.

You will be expected to answer questions like the following:

- What are your business hours?
- How do I get to your company from the UK (means of transport, travel plan)?
- Does the company have a website? What's the address? What will I find on it?

- What is the company's email address?
- What are the company's telephone and fax numbers?
- What's the core business?
- Who's your general manager?

(You must be prepared to spell out any of the above information)

At the end, your examiner wants to make an appointment (or reservation, where applicable) with you.

OVERVIEW OF TASKS

Position Level BOL	front-office positions BOL2 / first year
Introduction (Warming-up)	<ul style="list-style-type: none"> • name and number • hobbies / interests / sports • weekend job/s • ambition/s
Presentation	<p>you bring in product information and answer questions e.g. is product also available in (colour, size, heavy-duty ...)? can the product be adapted to suit our needs?</p>
Debate / Discussion	<p>you bring in brochure about company and answer questions on:</p> <ul style="list-style-type: none"> • how to get there • what's the core business • email address & fax no. • who's the general manager • business hours • make appointment or reservation

NOTICE OF TOPICS FOR PREPARATION

- find information about a product of your choice and be prepared to answer questions on it
- choose a brochure about a company you know or are interested in and be prepared to answer questions on

MARKING CRITERIA ANGLIA SPEAKING TEST 2009

PRACTICAL BUSINESS ENGLISH (LEVEL 1)

	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 subjects 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 office or workplace context, the candidate is able to:

- understand, respond and listen to practical, factual information;
- deal with basic social situations, such as mailings, introductions, asking for / giving permission, showing gratitude;
- refer to basic methods of modern office communication.