

Please stick your candidate label here



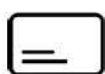
Anglia Examinations

ESOL International

Intermediate Business Level

Paper Number: Sample 3

Candidate Instructions:



Make sure you have the correct candidate label in the box above.



Time allowed – TWO hours.
(Including listening)



Answer ALL the questions.
Check the back page.



You may use correcting fluid
if necessary.



Use a black or blue PEN in
the spaces provided.

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

INVIGILATOR: PLEASE ENSURE THAT CANDIDATES UNDERSTAND THESE INSTRUCTIONS.

For Examiner's Use Only

Part One [20]	Part Two [20]	Part Three [30]	Part Four [30]

Total [100]

Marker's ID

Part One (20 marks)

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

<u>Visitor booking form</u>		
Name of Company visiting:	(example)	<u>Chipit Potatoes</u>
Name of person collecting potatoes:	(1)	<u></u>
Date of collection:	(2)	<u></u>
Arrival time:	(3)	<u></u>
Type of vehicle:	(4)	<u></u>
Type of potatoes:	(5)	<u></u>
Use of potatoes:	(6)	<u></u>
Number of bags:	(7)	<u></u>
Destination:	(8)	<u></u>
Telephone:	(9)	<u></u>
Booking reference:	(10)	<u></u>

Part Two (20 Marks)

Listen to the information given and choose the best response.
You will hear the information twice.

1.	A	No, I wouldn't.	
	B	It's over there.	
	C	Yes, I am.	

6.	A	I wasn't.	
	B	That's fine.	
	C	I saw her.	

2.	A	Good idea.	
	B	Here he is.	
	C	No, it wasn't.	

7.	A	I like it.	
	B	She's very nice.	
	C	It's lovely.	

3.	A	That's it.	
	B	Not really.	
	C	Thank you.	

8.	A	It doesn't.	
	B	So does mine.	
	C	Nor is mine!	

4.	A	Neither did I.	
	B	It is.	
	C	He's fine.	

9.	A	Here I am.	
	B	He wasn't.	
	C	How do you do?	

5.	A	No, thank you.	
	B	That's excellent!	
	C	Certainly.	

10.	A	Here they are.	
	B	You're welcome.	
	C	Yes, they are.	

Part Three (30 marks)

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

Read the fax, then look at the information on the next page, which contains the answers to the questions. Write a response.

Fax

To: Master Software
Fax no: 01335 665 665
From: Susie Allen, Snowflake Technology
Fax no: 01870 567895

Date: 18.08.12
No. of pages: 1

Dear Sir or Madam,

Software Training

I understand you are offering a new training package for FrameMaker and Robohelp software. We currently have 25 employees using these products, some more experienced than others.

We would like our employees to be able to improve their skills and knowledge of using both of these products. We would like them to attend basic to advanced courses depending on their abilities. Ideally we would like the training to take place in our own offices. Please could you let me know if this is possible?

I would be very grateful if you could send me details of your training packages plus a quote for the cost. I look forward to hearing from you by fax as soon as possible.

Yours faithfully

Susie Allen
Snowflake Technology

Master Software

Want to understand more about FrameMaker and Robohelp?
Need new skills or want to improve your software knowledge?
Using these products but want to know how to get the most from them?
Confused about Robohelp and want to understand the difficulties?

If the answer is 'Yes!' then our AGI training courses are designed just for you.

We've been running our training courses for several years, and are currently the only FrameMaker training provider in Europe. Whether you take a course at our training centre, book us to come to you, or study online you will always receive the same level of expertise.

Phone: 01335 336 562 Fax: 01335 665 665

website: www.mastersoftware.co.uk

Master Software - Courses

FrameMaker

At the end of this 2-day course you will be able to begin creating and modifying FrameMaker documents confidently.

Robohelp

Our 1-day RoboHelp training courses teach you how to create professional standard online help in popular formats such as HTML Help, Webhelp and XML Help.

FrameMaker & Robohelp
Advanced Courses

At the end of this 2-day course you will be able to create template documents and build and maintain multi-chapter books together with Tables of Contents and Indexes.

On Site Package

We are able to come to your offices to train all the staff for both FrameMaker *and* Robohelp Software. We can make the programme suitable for all levels of ability, from beginner to Advanced. Please contact us to discuss suitability of office venue.

Tea and coffee available all day.

Master Software Price list

All prices are per person

Course	Individual	Corporate (10+ people)
FrameMaker	£360	£320
Robohelp	£400	£370
Advanced course	£440	£400
On Site Package	£480	£440

There is online help available for all students after the programme.

Fax

To:

Fax no:

From:

Fax:

Date:

No.of pages:

SAMPLE

Part Four (30 marks)

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

From: Claire Tompkin, Intel Technology
Date: 03.11.12
To: Goget Couriers
Subject: Exhibition

Hello,

We are preparing to hold an exhibition in London and need some brochures and equipment delivered to the venue.

The equipment needs to be collected from our office in Bristol. As well as brochures, there is a brochure stand, an exhibition table and a portable video screen. Is it possible for you to move this equipment? Do you offer any guarantees in case any of the items are damaged in transit?

Please could you let me know how much it will cost? Finally, the exhibition is on Saturday 1st December, so we would like the items collected on Friday morning. Is this possible?

I look forward to hearing from you as soon as possible.

Best regards,
Claire, Intel Technology

Now write your email response here:

To:

Subject: