

Please stick your candidate label here



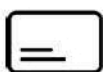
# Anglia Examinations

## ESOL International

### Intermediate Business Level

Paper Number: Sample4

#### 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 you must complete the form below. You will hear the conversation twice.**

Complete the form.

**Accommodation Booking Request**

Accommodation requested by: (1) Jane Loxham of

(2) \_\_\_\_\_ department.

Name of guest: (3) \_\_\_\_\_.

Contact number for guest: (4) **07748** \_\_\_\_\_ (mobile).

Reason for overnight stay: (5) *Guest has* \_\_\_\_\_ *for 2 days*

Type of room required: (6) \_\_\_\_\_

Date of arrival: (7) \_\_\_\_\_.

Date of departure: (8) \_\_\_\_\_.

Special requests: i. (9) \_\_\_\_\_.

ii. (10) \_\_\_\_\_.

Method of payment: (11) *on the* \_\_\_\_\_, *in advance*

**Part Two (20 marks)**

**Listen to the information given and choose the best response then tick the correct answer.  
You will hear the information twice.**

<b>1</b>	Yes, please. I'm very well.	A	
	I'm pleased for you, too.	B	
	How do you do? Pleased to meet you.	C	

<b>6</b>	Thank you.	A	
	Not at all.	B	
	Yes, please.	C	

<b>2</b>	You're welcome.	A	
	Never mind.	B	
	Of course not.	C	

<b>7</b>	Don't mention it.	A	
	Certainly.	B	
	Never mind.	C	

<b>3</b>	So are they.	A	
	Not at all.	B	
	Of course.	C	

<b>8</b>	Congratulations.	A	
	I'm well.	B	
	That's very kind of you.	C	

<b>4</b>	Of course.	A	
	Yes, please.	B	
	That's OK.	C	

<b>9</b>	Of course not.	A	
	I'm afraid so.	B	
	Never mind.	C	

<b>5</b>	So does he.	A	
	So do I.	B	
	So is that.	C	

<b>10</b>	Yes, thank you very much.	A	
	Yes, you're right.	B	
	Yes, I'm sure.	C	

**Part Three (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.**

**Read the fax, then look at the information on the next page, which will give you the answers to the questions. Write a response.**

**FAX**

To: Business Traveller's Club  
Fax no: 44 020 6597 1767  
From: Ben Jacobson  
Fax no: 44 01923 27886

Date: 14.04.2004  
No of pages: 1

Dear Sir or Madam

Business Traveller's Club

I saw an advertisement for your organisation, and would like to know more. I understand that you have Gold, Silver and Bronze Cards for members, and I would like to know what the difference is between Gold Card benefits and Bronze Card benefits - what extra services does a gold card allow you? I would be grateful if you could also tell me the cost of membership for one year for both Gold and Bronze Card membership.

I would also like to know about your travel insurance. What is the maximum amount (in US\$) you cover your members for? Finally, could you tell me how many people belong to your association?

With thanks,

Ben Jacobson

### **Business Traveller's Club**

As the world's top traveller's association for over 40 years, BTC knows business travel! The range of savings, services and security benefits we have developed are second to none - over 400,000 members world wide testify to that.

Joining BTC will make a world of difference to your business travel and you could easily cover the cost of your membership with the savings you make on just one trip.

### **Benefits for Business Traveller's Club Members**

	<b>Gold Card</b>	<b>Silver Card</b>	<b>Bronze Card</b>
Free access to over 400 airport VIP lounges	✓	—	—
Free international hotel directory	✓	✓	✓
Free international car rental directory	✓	✓	✓
Free international flight directory of 650,000 scheduled flights (on CD)	✓	✓	✓
Emergency cash	✓	✓	✓
Save up to 50% at 19,000 hotels world wide	✓	✓	✓
30% discount on car rental worldwide	✓	✓	--
Free hotel reservation service	✓	✓	✓
Online hotel and car rental reservations	✓	✓	✓
Discounts at <i>Regal</i> meeting rooms	✓	✓	--
Up to date information on over 375 cities in 150 countries	✓	✓	✓
Quarterly newsletter	✓	✓	✓
Travel insurance	✓	✓	✓

### **Business Traveller's Club Travel Insurance**

- Up to US\$2,000,000 cover against loss, accident, theft and damage, including against terrorist activity
- Credit card protection - cover against theft and loss

### **Business Traveller's Club Membership Fees**

	<b>Gold Card</b>	<b>Silver Card</b>	<b>Bronze Card</b>
1 year	\$399	\$349	\$300
3 years	\$600	\$549	\$500
5 years	\$750	\$700	\$650

**Save 15% if you join online!**

**FAX**

To:  
Fax no:  
From:  
Fax no:

Date:  
No of sheets:

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: Gary Jewson, Hardacre's Clothing Manufacturers  
Date: 30.03.04  
To: Sales Office, First Signs of Manchester  
Subject: Signs for new business

Dear Sir/Madam

We need to order some signs for our new business. I saw your advertisement for special offers for first-time customers, and would like further information.

We would like three large signs for the outside of our factory premises, and various smaller signs for inside the building. Could you please send details of the price range for exterior and interior signs, including the special offer for new customers. We would also be interested in our delivery vehicles carrying the same design as the building signs. Do you provide a vehicle sign service? We plan to launch our business in three months' time, so we need confirmation that you could have all the signs ready by then.

We would be very interested in visiting your site to look at your designs and to see examples of your work, so would be grateful if you could suggest a date and time for a visit.

Looking forward to hearing from you

Gary Jewson, Hardacre's Clothing Manufacturers

Now write your email response here:

To:

Subject:

SAMPLE