

Please stick your candidate label here



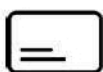
Anglia Examinations

ESOL International

Intermediate Business Level

Paper Number: Sample 5

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.

Gatwick Meeting Rooms - Purchase Order Form

Name of person making the booking: Rachel Riley

Company / Organisation name: ⁽¹⁾ _____ Telecoms

Date of Meeting: ⁽²⁾ _____

Number of people attending: ⁽³⁾ _____ Room booked: ⁽⁴⁾ _____

Room rental start time: 11:00 am / Room rental finish time: ⁽⁵⁾ _____

Refreshments ordered: sandwiches and ⁽⁶⁾ _____ plus tea & coffee

Time for lunch delivery: 12:30 pm

Special dietary requirements: Two rounds of ⁽⁷⁾ _____ sandwiches

Total Price: ⁽⁸⁾ _____

Credit Card number: 5420 5678 2130 ⁽⁹⁾ _____ Expiry date: Oct 2026

Booking reference: ⁽¹⁰⁾ _____

Part Two (20 marks)

Listen to what the speaker says and choose the best response. Then tick (✓) the correct box. There is one example. You will hear the information twice.

EXAMPLE:

	A	No, not really.	
	B	You too.	✓
	C	Of course, I am.	

1.	A	No, you won't.	
	B	I'd rather you didn't.	
	C	I don't know.	

6.	A	Interesting but tiring.	
	B	I don't mind.	
	C	Never mind.	

2.	A	Yes, we're ready.	
	B	No, I'm not.	
	C	He's in here.	

7.	A	How do you do?	
	B	I'm afraid I don't know.	
	C	Do you like that?	

3.	A	I like it.	
	B	I don't like that.	
	C	Of course.	

8.	A	No, I'm not.	
	B	Thanks.	
	C	Yes, I am.	

4.	A	He doesn't mind.	
	B	Please come in.	
	C	OK, no problem.	

9.	A	That's a pity.	
	B	I will, thanks.	
	C	Thanks a lot.	

5.	A	I'm not certain.	
	B	I certainly will.	
	C	Yes, I'm sure.	

10.	A	That would be great.	
	B	I'm afraid I didn't.	
	C	It's a lovely present.	

Part Three (30 marks)

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

To:	enquiries@fitforall.com
Subject:	Corporate membership

Hello,

We have 350 employees working locally but almost 5,000 nationwide. Our employees travel quite a lot to visit customers. Therefore, I would like them to be able to take advantage of a Fit-For-All fitness centre, wherever they may be staying, while on business.

Please could you let me know: -

1. the monthly corporate subscription fee for an adult
2. the monthly family membership fee under a corporate scheme
3. the times when corporate members can use the gym
4. can members use their membership cards at all gyms in the UK?
5. will members get any discount off spa treatments?

Please include any other information you feel could be relevant to our employees and membership of Fit-For-All. I look forward to hearing from you.

Regards,

Theresa Pickering
HR Director
KLS Solutions Ltd

Fit-For-All - Fitness Centre and Spa

At Fit-For-All our aim is to help you get the best results for your health and fitness. We have trained staff who can support you to reach your fitness goals. You can book an appointment with a trainer as part of your membership, to assist you with using equipment, or to monitor your progress in getting fitter while staying safe within your limits. Daily exercise classes include yoga, pilates and aerobics.

We have the latest gym equipment and a single-depth swimming pool at all our gyms, nationwide. We provide fresh towels, basic toiletries and hairdryers in the changing rooms. A member of staff is on duty, during opening hours, to maintain our high standards of cleanliness in the gym and swimming pool.

There is a spa at every gym, throughout the country. Our spas offer beauty treatments and body therapies. We use only Swiss Angelique products. By appointment only, during opening hours. See our price list below.

MEMBERSHIP

Membership - prices are per calendar month

- All memberships are for one year from the date of purchase
- Membership includes exercise classes
- Membership gives 20% discount on all spa treatments

- Individual Adult Membership - Peak time £70
- Individual Adult membership - Off-peak time £60
- Family Membership* - Peak time £180
- Family membership* - Off-peak time £160
- Over 65s membership £55.50

NB: *Family membership is for 2 adults + 2 children under 15

Corporate Membership - prices are per calendar month

- Corporate members can use any Fit-For-All gym & spa in the UK
- Individual Adult Membership only - Peak time £63
- Corporate Membership gives 20% discount on all spa treatments

NB: There is no family membership under the corporate scheme.

Fit-For-All – Spa Treatments

Full body massage - £45
 Neck, back & shoulders massage - £35
 Manicure - £25
 Pedicure - £25
 Waxing – from £10 (please speak to the therapist)
 Angelique lifting facial - £70
 Angelique revitalising facial - £65

OPENING HOURS

Gym & pool – Peak time - 06:00 - 22:00
 Gym & pool – Off peak - 09:00 - 17:00
 Spa – Mon – Thu 09:00 – 18:00
 Fri & Sat 11:00 – 20:00
 Sunday 11:00 – 16:00

Phone: Gym – 0161 667 678
 Spa – 0161 667 680

Now, write your email reply here.

To:	<input type="text"/>
Subject:	<input type="text"/>
<div>SAMPLE</div>	

Part Four (30 marks)

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

To:	Angela.Macey@mediagency.com
Subject:	Nurses needed for the emergency department
<p>Hello Angela,</p> <p>As you know, we are always busy in the emergency department at the Southbridge Hospital in Manchester. I would like to discuss the cost of the agency nurses we will need in order to cover the winter months. Last year we paid £335 for each nurse to work for eight hours. This figure did not give us any discount because we requested the staff when we needed them in the winter.</p> <p>This year, I hope you can give us a better price because we want to order agency staff by the end of June this year. Please confirm that we can order nurses for the winter months in June. Can you tell me the price for each nurse, to work eight hours?</p> <p>I would like to meet to discuss this further, and hopefully complete an order form. Please let me know a date and time when we could meet.</p> <p>Kind regards,</p> <p>Jose Manuel, Emergency Medicine Staffing Manager Southbridge Hospital</p>	

Now write your email response here:

To:	
Subject:	
<div></div>	

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