

Please stick your candidate label here



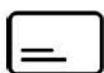
Anglia Examinations

ESOL International

Practical Business Level

Paper Number: Sample 5

Candidate Instructions:



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



Time allowed – ONE hour.
(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)

You will hear a message that has been left on an answerphone. Listen carefully and complete the phone message form below. There is one example. You will hear the message twice.

Phone Message

This message is for Paul: (example) Baker.

From: Alex ⁽¹⁾ _____

Date: ⁽²⁾ _____ at 09:40 am

Message:

Information about the: ⁽³⁾ _____ meeting, on ⁽⁴⁾ _____.

The meeting will be in room: ⁽⁵⁾ _____.

Take the stairs up to the ⁽⁶⁾ _____ floor

and turn ⁽⁷⁾ _____.

Meeting starts at ⁽⁸⁾ _____.

For lunch there is coffee and ⁽⁹⁾ _____.

Please call me on ⁽¹⁰⁾ 07562 _____ if there's any problem.

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	Thank you.	
	B	You're welcome.	
	C	Pleased to meet you.	✓

1.	A	Yes, please.	
	B	I didn't.	
	C	Yes, it is.	

6.	A	I can help.	
	B	No, I'm fine thanks.	
	C	Yes, it is.	

2.	A	Yes, please.	
	B	Yes, I have, thanks.	
	C	Yes, I did.	

7.	A	Of course not.	
	B	So would I.	
	C	Yes, I like it too.	

3.	A	It was very interesting.	
	B	I went to the conference.	
	C	It was yesterday.	

8.	A	I don't like it.	
	B	Yes, I did.	
	C	It went well, I think.	

4.	A	Yes, it is, thanks.	
	B	I really like it.	
	C	I'm fine, thanks.	

9.	A	Yes, but she'll be late.	
	B	She didn't do it.	
	C	Yes, she has one.	

5.	A	I'm sorry, it's finished.	
	B	Behind reception.	
	C	Yes, they are.	

10.	A	Yes, she does.	
	B	We saw it.	
	C	Yes, I do.	

Part Three (30 marks)

Read the following email, which is asking for information. The information you need is in the text and tables on the next page.

Write an email reply giving the information that is requested.

To: enquiries@blackbull.co.uk

From: lisa.conway@berrypublishers.com

Subject: Lunch and Dinner at the Black Bull

Hello,

I am looking for a pub or restaurant where I can bring some business clients for lunch on Tuesday 13th January and a formal dinner on Thursday 15th January.

Please could you tell me the following:

1. What time do you serve lunch?
2. Do you offer a set lunch and if so, what is the price?
3. Do we have to book a table for dinner in the restaurant?
4. Can you tell me the price range of the main courses for dinner please?
5. Can you advise me where you get your produce from?

I look forward to hearing from you. Thank you.

Regards,

Lisa Conway
Personal Assistant
Berry Publishers

The Black Bull - pub and restaurant

Welcome to the Black Bull pub and restaurant. We are delighted to welcome you to come in for a drink or to eat lunch or dinner. You can choose the setting to suit you and the occasion. We serve food in the bar at lunchtime between 12:00 and 3:00 pm, and in the evening between 7:00 and 9:00 pm. Please see our bar menu. There's no need to book a table in the bar. Please note, lunch is not served in the restaurant.

For a more formal setting you can eat from our a la carte menu in the restaurant. The restaurant is open Tuesday to Saturday between 7:00 and 9:30. It is essential to book a table in the restaurant. You can call us on 02380 667 765.

All our food is from organic farms and suppliers within a 20-mile radius from the Black Bull. This means all the produce we use in our menus is very fresh and free from chemicals. We are very proud to support local producers. We are sure you will enjoy the meat, fish and vegetables that we cook in our modern kitchen. We are famous for our delicious desserts which use in-season fruits and organic chocolate together with meringues and home-made ice creams.

Restaurant – a la carte dinner menu

- Starters range from £7.99 to £9.99
- Main courses start at £14.95
- Desserts – all at £7.85 each

We have an extensive list of aperitifs, wines, sparkling wines, port and liqueurs.

Bar Menu - Dinner

2 Courses at £18.99 per head
3 courses at £23.99 per head
To accompany your dinner, why not order a carafe of house red, white or rosé wine, or choose from any of our well-known beers or spirits served in the bar?

Bar Menu - Lunch

- Filled baguettes - £6.95
- Sandwiches - £5.95
- Soup of the day - £3.95
- Fish and chips - £8.95
- Ham, egg & chips - £7.95
- Desserts - £3.95 each
- **Set lunch - £12.95 for two courses**

Now, write your email reply here.

To:

Subject:

Part Four (30 marks)

You have received an email with an enquiry about a product. You need to provide a response. *A sample email response is given as a model.* Read the following emails. The first is a sample response to an enquiry. The second is an enquiry to a different company. Use the first email as a model to create a response to the second.

1. Sample email response:

To:	Charles Masters
Subject:	Stone floor tiles
<p>Thank you for your enquiry. I confirm we do supply stone floor tiles that are suitable for bathrooms and toilets. The TR12 is suitable for floors and walls. It comes in a range of colours and the size is 40cm x 40cm.</p> <p>We can come to your offices and measure the area for the tiles. We will be able to tell you the full price when we measure. Please call me on 0170 678 678 to arrange that. If you wish to place an order, we will set up an account. Payment is due on delivery for new customers. I look forward to hearing from you.</p> <p>Kind regards,</p> <p>Harry Jackson Stone Tiles Ltd</p>	

2. Now, read this email enquiry:

To:	enquiries@tradecarpets.co.uk
Subject:	Office Carpets
<p>Hello,</p> <p>Please can you tell me which carpets are suitable for a busy office area where lots of people walk on it? What colours do you have in stock? Can you come to our office to measure the space and give us a price, please?</p> <p>Can you also tell us how we can pay for the carpet if we buy it from you?</p> <p>Thanks.</p> <p>Regards, Sharon Small PA to the Director Harvard Insurance</p>	

Write your reply here.

To:

Subject:

Blank page