

Please stick your candidate label here



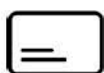
# Anglia Examinations

## ESOL International

# Practical Business Level

Paper Number: Sample 6

### 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.  
The first one is done for you as an example. You will hear the message twice.

**Phone Message**

This message is for: (Example) Mrs Vera Brewster.

From: Sandy <sup>(1)</sup> \_\_\_\_\_ of Plumb World.

Date: <sup>(2)</sup> \_\_\_\_\_

Time: <sup>(3)</sup> \_\_\_\_\_

**Message:**

We need to arrange a <sup>(4)</sup> \_\_\_\_\_ for installation of  
your new <sup>(5)</sup> \_\_\_\_\_ suite.

Work will take approximately <sup>(6)</sup> \_\_\_\_\_ days.

I'd like to start work next <sup>(7)</sup> \_\_\_\_\_.

The bath, basin and <sup>(8)</sup> \_\_\_\_\_ will be delivered this  
<sup>(9)</sup> \_\_\_\_\_.

Call me on my mobile <sup>(10)</sup> \_\_\_\_\_

## Part Two (20 marks)

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

EXAMPLE:

	A	Of course not.	
	B	It's my pleasure.	✓
	C	Of course I am.	

1.	A	No, I haven't.	
	B	Yes, it is.	
	C	I like it.	

6.	A	There hasn't.	
	B	No, it's free.	
	C	Neither do I.	

2.	A	So did I.	
	B	Yes, I do.	
	C	It's here.	

7.	A	I don't mind.	
	B	It's here.	
	C	Yes, I did.	

3.	A	Have they?	
	B	Sorry. I can't.	
	C	Yes, we did.	

8.	A	No, go ahead.	
	B	Yes, it is.	
	C	Here it is.	

4.	A	Next Friday.	
	B	Thanks a lot.	
	C	See you later.	

9.	A	I'm not hungry.	
	B	I'll have tea, please.	
	C	Yes, I do.	

5.	A	Around 2.30.	
	B	Now and again.	
	C	Once or twice.	

10.	A	No, she didn't.	
	B	You're welcome.	
	C	Yes, she is.	

### 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@bramleys.co.uk

From: frank.cousins@crookhornschool.ac.uk

Subject: Team Building Day for Teachers

Hello,

My name is Frank Cousins and I am the administrator at Crookhorn School.

We are planning a day out for our 15 teachers so that they can do team activities while they are having an enjoyable day out. The day will be during the school's summer holiday. Please can you give me the following information about what there is to do at Bramley's?

1. What team building activities are there at Bramley's?
2. How much does it cost for each person for one day at Bramley's?
3. Is there a cafeteria where we can buy lunch?
4. Is it possible to book a day at Bramley's on July 22<sup>nd</sup>, please?

I look forward to hearing from you.

Regards

Frank Cousins,  
Administrator,  
Crookhorn School

**BRAMLEY'S OUTDOOR ACTIVITY & SURVIVAL CENTRE**  
**LOXLEY, NOTTINGHAMSHIRE, UK**

Bramley's Outdoor Activity & Survival Centre is an ideal day out for adults wanting to test their skills and endurance. Working in pairs, small groups or as part of a large team, you will learn how best to share your strengths and how to overcome your weaknesses.

A day out at Bramley's will build confidence, demonstrate the benefits of team work and unite groups of family, friends or co-workers. It's also a lot of FUN! We have a cafeteria on site that sells hot food as well as snacks, sandwiches and drinks throughout the day. All activities include tuition, guidance and support.

Please be aware that we only allow people to take part in pairs or groups. If you come by yourself, you will be placed with another person or persons for each team activity you choose to do.

**PRICES- PER PERSON-Low Season /High Season**

Assault Course	£28	£35
River Crossing	£23	£30
Shelter Building	£20	£25
Wall Climbing	£20	£25
Fire Lighting	£12	£15

**HIGH SEASON - 1<sup>st</sup> May to 30<sup>th</sup> September**

**10% DISCOUNT FOR GROUP BOOKINGS OF MORE THAN 12 PEOPLE**

To book or check availability, please visit our website:

**[www.bramleyscentre.co.uk](http://www.bramleyscentre.co.uk) or call us on 0333 040 0404**

**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.*

**1. Sample email response:**

To:	Helen Stoppard
Subject:	Garden Seats
<p>Dear Helen,</p> <p>Thank you for your enquiry about garden seats. I am pleased to say that we do make and supply garden seats, both separate chairs and benches.</p> <p>We can send you a brochure that shows all the garden furniture we make and sell. If you would like a brochure please email your mailing address and I will post one to you. The brochure also includes a list of prices including discounts for large orders. You can also visit our website at <a href="http://www.thegardencentre.co.uk">www.thegardencentre.co.uk</a> to see the products we make and sell plus the prices.</p> <p>If you need any other information please either email or call me on 0800 777 127. I look forward to hearing from you.</p> <p>Kind regards,</p> <p>Robert Church, Sales Manager The Garden Centre</p>	

**2. Now, read this email enquiry:**

To:	Stephen James
Subject:	Adjustable Office Chairs
<p>Hello Mr James,</p> <p>We need to change our office chairs. We are looking for chairs that are adjustable so that we can raise or lower them to suit each individual worker. Can you tell me if you make and supply chairs like this?</p> <p>We would like to buy green chairs to match our business colours. Is it possible to see the colours you make? Can you please tell me the price of this type of chair and if you would give us a discount if we purchased thirty chairs? Do you have a brochure? Many thanks.</p> <p>I look forward to hearing from you.</p> <p>Regards,</p> <p>Martha Cohen Office Manager, Headway Computers</p>	

Write your reply here.

To:

Subject:

**SAMPLE**

**Blank page**