

Please stick your candidate label here



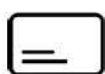
# Anglia Examinations

## ESOL International

# Advanced 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 [20]	Part Four [20]	Part Five [20]

Total [100]

Marker's ID

**Part One Listening / Reading / Writing (20 marks)**

Your manager has received notification that the filing cabinets she ordered are ready for delivery. She has asked you to contact the delivery company to arrange delivery of the cabinets. Listen to the information and send your manager an email with the key details.

*Write your notes here. These notes are for your own use and are not marked by the examiner.*

SAMPLE

Write your email here:

To:

From:

Date:

Subject:

SAMPLE

## Part Two Analysis and Writing (20 marks)

You have been sent an email to which you are required to respond. The email requires a detailed response and the information needed is contained in the attached promotional material.

From: James Courtier  
Date: 21.09.12  
To: Louise May  
Subject: Website Development

Louise,

As you know we are going to restructure our website. We need to look at all aspects of website placement and design to optimise our share of the marketplace through our website.

Can you please find out the type of services a website design company can offer? I also need to understand how best to choose the right company to use and how they will make our company more profitable through the internet. Finally, I would like to know the quality of previous work, so can anyone show us their previous work?

Thanks.

Best regards,  
James Courtier, Chief Executive Officer

Our website offers the ideal opportunity for business owners to improve visibility through our free directory and press release channels. For those looking to actively improve online profitability we offer a host of affordable services.

If your business is struggling online, you may need assistance. At Business Services UK we hold a first class record in turning around struggling ventures and working with start ups. Many of our long standing projects are now performing at the highest level, often in competitive areas. From design to optimisation, our services can be fully validated. Services Include:

- On-site Optimisation - Source Code
- Off-site Optimisation - Link Building
- Web Design & Development - All projects are Search Engine Friendly
- Content Solutions
- Social Media Integration
- Help, Advice, Consultation

If you are interested in commissioning the services of an affordable Google optimisation provider, ensure that you look for a company which:

- owns a high ranking website with competitive terms
- has a list of genuine testimonials
- is cost effective
- does not lock you into a contract

Our Google optimisation company prides itself on providing a top notch service ticking all of the boxes above. If your business website is underperforming, contact us today!

The starting point for all Google optimisation projects is to make sure each page of a website is geared around top quality keywords. When this work is complete each page will be well-balanced in terms of keyword frequency and be viewed favourably by Google. Business Services UK treat each page of a website as a valuable resource as they all have the ability to attract interest from Google users.

Links really do form the cornerstone of the World Wide Web. Whatever page you are viewing there will be links to another source. This is why link building plays an important part in our success. If a link building campaign is carried out correctly it will certainly benefit a website. Done poorly, it will have an adverse effect.

All our design projects are overseen by search engine optimisation specialists, all of which have over five years' experience. This guarantees the finished site is fit for purpose. We are often asked to provide verifiable proof that our work has produced sparkling results in competitive areas. If you are interested in viewing our previous work, with examples of how the sites are now performing, please call our helpdesk. They will be delighted to help.

**Write your email here:**

To:	<input type="text"/>
Subject:	<input type="text"/>
<p style="font-size: 100px; opacity: 0.3; transform: rotate(-30deg);">SAMPLE</p>	

**Part Three Writing (20 marks)**

**Read the following email which has been sent to your company. Create an appropriate response.**

From: Bamber Technology  
Date: 7/11/12  
To: Sure Couriers  
Subject: Exhibition Delivery

I refer to our recent use of your company for a delivery in London of our exhibition equipment. As you know we have used your company for several years to collect and deliver our equipment to different venues. Recently, we asked for some items to be delivered to an exhibition hall in London. Unfortunately, when the goods arrived, there were several problems. They were late to arrive, causing our sales staff great distress as they could not show potential customers our products. Not only that, but the frame for our poster stand was broken, so we could not use it and the brochure stand was missing.

Please can you advise us what you intend to do about this? We would like a refund on the cost of the courier service. We would also like compensation for the missing and broken items.

Many thanks.  
Regards,  
Tony Hail

Now write your response here:

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

**Part Four (20 marks)**

**You are required to complete the dialogue with appropriate responses.**

**Example:**

**A:** Hello, I'm Sally Fletcher, Recruitment Executive. Nice to meet you.

**B:** *Hello, I'm Karen Bean. How do you do?*

**A:** So, you're here to talk about your summer recruitment requirements, is that right?

**B:**

**A:** Can I just confirm the start date of your summer season for the children's activity camp?

**B:**

**A:** OK. And how many staff will you need?

**B:**

**A:** That's fine. We have at least 75 staff on our books, so that will be no problem. What age groups of children will they be supervising?

**B:**

**A:** Ok, will they need to be qualified teachers?

**B:**

**A:** Fine, are there any special activities that the teachers will need to know how to do?

**B:**

**A:** So, they need to be sporty. Will they all be based in the same area?

**B:**

**A:** Ok, so we are looking for people nationwide. Have you prepared an advert with salary?

**B:**

**A:** That's good. If you could email that to me, I can add the other information. When can you email it?

**B:**

**A:** Great, that's everything. Thanks for coming, goodbye.

**B:**



## **Part Five Reading and Writing (Total 20 marks)**

**Your company is looking at ways of developing their disciplinary procedure. Read the following information about carrying out a disciplinary. Summarise the main details in about 100 words.**

A disciplinary matter must be dealt with at a formal meeting. It is no longer acceptable for you to issue warnings without this procedure. If you were asked to justify your actions in front of an employment tribunal, they would not accept that you had complied with the law unless you had dealt with the matter in the laid-down format.

You must call the employee to a hearing so they can give their point of view before you reach a decision to issue any disciplinary warning, or take any action such as dismissal. The hearing must not proceed if the employee has not received written notification confirming the date, time and place plus details of the reasons for the hearing. If the employee has over 12 months' service it is recommended that he or she receives notice of the meeting at least 48 hours before the meeting is held.

All employees have the right to be accompanied at a hearing either by a trade union officer or a work colleague. The employee does not have a right to bring a solicitor, barrister or similarly qualified person.

Thorough preparation is the key to any successful disciplinary meeting. You must not go in with a preconceived idea that the employee is guilty, but with an open mind no matter what the current facts indicate. This can be very difficult but is of great importance. As the employer you are the person controlling the meeting and you should steer it through to its conclusion and the decision.

We strongly suggest that you prepare an extensive list of questions; in this way you will have an appropriate question to ask whichever way the conversation goes.

On arrival at the meeting, introduce yourself and the person you have selected to sit in as minute taker. Explain that the minute taker will not play an active part in the proceedings they are there simply to take notes. You should then refer to the agenda, and ask for confirmation that the employee received written notification of the meeting, its purpose and that it was received in good time. You should then ask the employee to confirm the identity of their companion for record purposes.

You are now ready to proceed with the meeting. Initially explain the purpose of the meeting e.g. "The reason for the meeting is your unacceptable level of absenteeism and failure to follow the reporting procedure as per your terms and conditions".

Outline your understanding of the situation, e.g. "On checking your records I can see that you have been absent over the last 2 months for 12 days over 4 separate occasions. I also see that on only one occasion did you follow the correct procedure and call in to advise us of your absence".

You will then ask the employee to express their views, giving them the opportunity to explain the reasons for their absence and lack of contact.

Once you have asked your questions and feel that you have enough information on which to base your decision, you should ask the employee and their companion if they have anything else they wish to be considered. Once their summing up is complete you may adjourn the meeting to allow time to consider the situation.

You may reconvene to confirm your decision and to outline the employee's right to appeal against any action taken. If you are confident and in control an employee is more likely to appreciate the company's point of view and so may be more accepting of the outcome.

**Write a summary of the key facts about how to conduct a disciplinary.**

**Write your summary here:**

**Title:**

SAMPLE