

Please stick your candidate label here



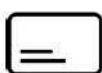
Anglia Examinations

ESOL International

Intermediate Business Level

Paper Number: Sample 6

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.

HOTEL LAUNDRY SERVICES - Order Form

Caller: (Example) Shiori Kato

Hotel name: (1) Mill Hotel Warwick

Customer number: (2) _____

Date order placed: (3) _____

Laundry Items

Sets of bed linen: Quantity: (4) _____ Size: double bed

Bath towels: Quantity: (5) _____

Hand towels: Quantity: (6) _____

Day of collection: (7) _____

Time of collection: (8) _____

Day for return: (9) _____

Time for return: before 09:00 am

Method of payment: (10) _____

Part Two (20 marks)

Listen to the information given and choose the best response. There is one example. You will hear the information twice.

EXAMPLE:

0.	A	No, thank you.	
	B	My name is Florence.	
	C	Fine, thanks.	✓

1.	A	Yes, I am.	
	B	Yes, I will.	
	C	And you too.	

6.	A	Mine, sorry!	
	B	Yes, they are.	
	C	Of course.	

2.	A	This is it.	
	B	Of course.	
	C	Thank you very much.	

7.	A	I like it.	
	B	What a pity!	
	C	Thank you.	

3.	A	Fine, thanks.	
	B	No, by car.	
	C	Yesterday.	

8.	A	Yes, I have.	
	B	Next Tuesday.	
	C	No, I'm fine thanks.	

4.	A	You're welcome.	
	B	No, I haven't.	
	C	Yes, I did.	

9.	A	No problem.	
	B	That's true.	
	C	Of course.	

5.	A	Thank you.	
	B	I don't mind.	
	C	Blue and white.	

10.	A	No, I haven't.	
	B	Thanks very much.	
	C	Yes, I have.	

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:	communityprojects@newbridgecouncil.gov.uk
Subject:	Open Day - for funding bids

Hello,

I am the leader for an environment group in the borough of Newbridge. I have heard about an Open Day when we can bid for funding regarding some of the work we do. Can you give me some information, please?

1. Where and when is the Open Day?
2. When does the meeting start and finish?
3. When is the closing day for applications?
4. How much is the charge for the Open Day?
5. How many people can attend from my group?
6. Will there be any help with making our application at the Open Day?

I look forward to hearing from you.

Regards,

David Fairhead
Leader, Environment Group
Newbridge Residents' Association

Grants for Community Projects-
PLAN YOUR BID - OPEN DAY 15th June 2015 at THE PLAZA, NEWBRIDGE

This is the twelfth year that the Local Council in the borough of Newbridge has offered grants to community projects. The work done by members of the community, on a voluntary basis, is vital support to the Council and the residents and businesses in the borough and as such, the opportunity to be awarded funds is again available to groups in the area. If you are the leader of a group of volunteers who regularly do work in the borough to clear litter, look after wildlife, help schools and the elderly with transport, or the like, and you want to apply for funding to support your efforts, this **OPEN DAY** is for you.

There will be a keynote speaker from the Council who will outline how the local government budget is prioritised and where help from the community is required, in the present economic climate.

To book a place at the Open Day to **PLAN YOUR BID FOR FUNDING** for the work your group has done and their plans for the future, together with what you need funding for, call 0333 456 456 or email: communityprojects@newbridgecouncil.gov.uk

Please note: There is no charge for attending this meeting but places are restricted to 2 people from each group.

Applications must be made by 30/5/2015.

PLAN YOUR BID - OPEN DAY - 15th June 2015 - Grants for Community Projects

Itinerary:

- 10:00 - 10:30 - Arrival for reception with refreshments and an opportunity to meet old and new friends.
- 10:30 - 11:00 - Clarification of Funding Application - the FORMS, PROCESS & DEADLINES explained. Please note, questions will be taken from individual project leaders during the afternoon workshops.
- 11:00 - 12:00 - Key note speaker from Local Council for the Borough of Newbridge.
- 12:00 - 13:00 - Lunch in The Plaza cafeteria - Please note you will have to pay for your lunch.
- 13:00 - 15:30 - Feasibility Workshops - Help with Applications; Building your Presentation; Q & A, *all* with support from a member of staff at the Local Council in Newbridge.
- Close at 15:30
NB: Refreshments will be available throughout the afternoon workshops.

Now, write you email reply here.

To:

Subject:

SAMPLE

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:	<input style="width: 95%;" type="text" value="jackjohnson@johnsonsprinting.co.uk"/>
Subject:	<input style="width: 95%;" type="text" value="Handbook Printing"/>

Hello Jack,

My customer reference number is UB1212. We urgently require another run of our Employee Handbook. As you know, this is approximately 100 pages, in full colour and bound, like a soft cover book.

1. Could you re-print 200 copies of the handbook by the end of June please?
2. There is only one change to be made. That is the cover. We are amending the graphics on the front page and information on the back of it. Would it be alright if I email the new cover to you? Please let me know the date by when you would need that.
3. Last time you did a re-run for us, the cost was £675 for 100 copies. Can you tell me the cost for this re-run please, including the changes?

I look forward to hearing from you.

Regards,

Barbara Harrow
HR Manager, Ulix Enterprises

Now write your email response here:

To:	<input style="width: 95%;" type="text"/>
Subject:	<input style="width: 95%;" type="text"/>

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