

Please stick your candidate label here



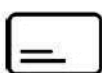
Anglia Examinations

ESOL International

Proficiency Business Level

Paper Number: Sample 6

Candidate Instructions:



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



Time allowed – TWO and a HALF 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 [10]	Part Two A [10]	Part Two B [30]	Part Three [30]	Part Four [10]	Part Five [10]

Total [100]

Marker's ID

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Part One (10 marks)

You have been asked to attend a talk about the importance of the culture of a business. Listen to the presenter and complete the text. You may need to write more than one word in each gap. You will hear the information twice.

Last year Webster's dictionary stated that 'culture' was the most popular word of the year. It has now become one of the most important words in
(1) _____ boardrooms, and for good reason.

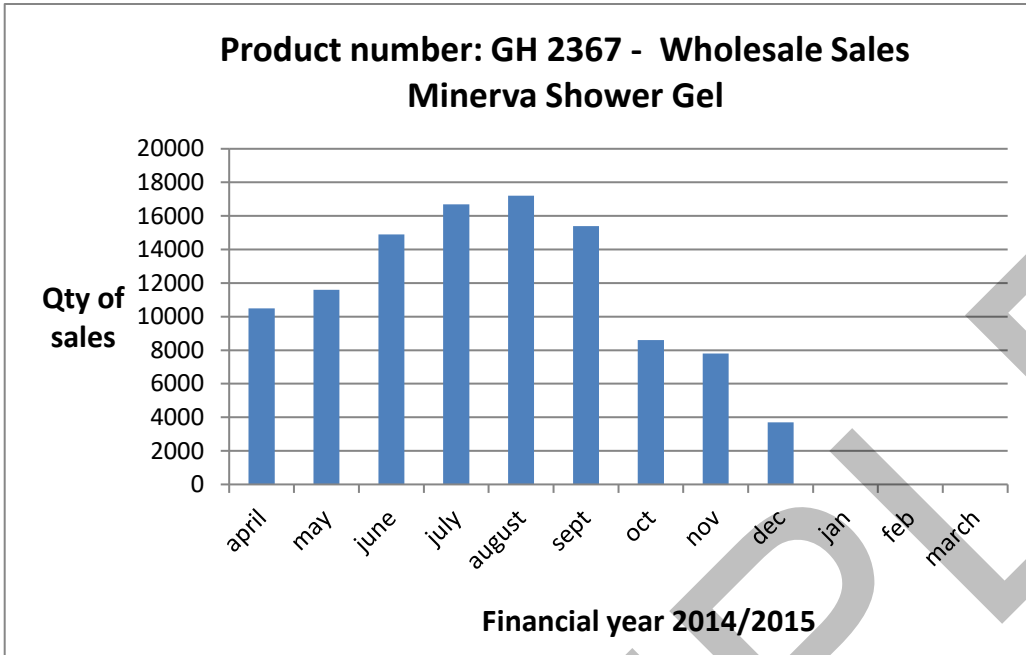
As the (2) _____, employees have more bargaining power than ever before. Thanks to social websites, a company's employment reputation is now public information so if you're not a great place to work, people find out fast. This shifts power into the hands of
(3) _____. Research shows that culture, in relation to employee engagement and retention, is now one of the top (4) _____ facing business leaders.

What *is* culture anyway? Culture is the set of behaviours, values, artefacts, reward systems and rituals that (5) _____ your organisation. You can 'feel' culture when you visit a company, because it is often
(6) _____ in people's behaviour, enthusiasm, and the space itself. Are people busy, communicating with each other and customers? Or are they quietly working alone? Do they work (7) _____ hours or do they all make a swift exit at five o'clock? The appearance of the physical space where employees work also helps diagnose the culture of the business. An office area that is beautiful and inspiring with values and icons around, will
(8) _____ a different culture to one that is messy, chaotic and featureless.

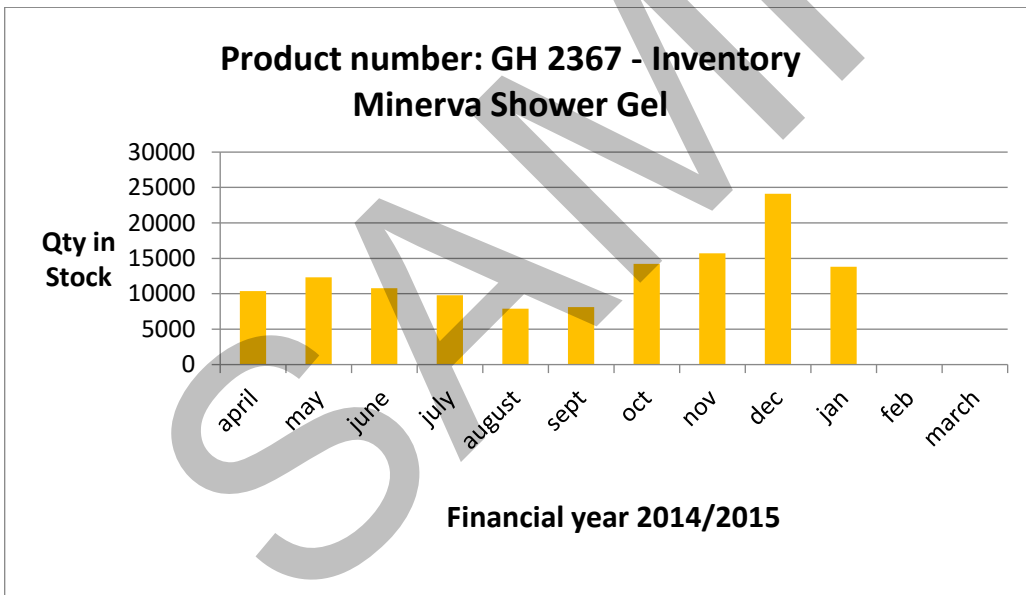
If your business is (9) _____ its culture, you will be encouraging managers and HR teams to think about the 'total employee
(10) _____. Everything has a role to play in the culture of an organisation: from the sort of coffee in the vending machine to the quality of the management.

Part Two - A (10 marks)

You will hear a telephone conversation. Listen and complete the graphs where appropriate, and also complete the information required. You will hear the conversation twice.



Qty of Sales:	
Jan	1)
Feb	2)
Mar	3)



Qty in Stock:	
Feb	4)
Mar	5)

Reasons for low sales and high inventory in December:

- (6) _____
- (7) _____

Factors that helped increase sales and restore inventory to acceptable levels:

- (8) _____
- (9) _____
- (10) _____

Part Two B - (30 marks)

Analyse the completed graphs in part 2A which relate to a product. Write an email to your manager, Ken Chato, as if you were attaching the graphs. Give an overview of what happened to the product over the time period shown in the graphs. Draw some conclusions about the product from the data on the completed graphs and the information you heard.

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

Part Three, Facts and Figures (30 marks)

Your manager, Rosa Beal has asked you to do some research to find a new vacuum cleaner for the office space. It needs to be lightweight yet durable and efficient. In line with your company philosophy, it should be environmentally friendly.

Look at the facts below. Write a structured report which *compares and contrasts* the various products. Draw a conclusion about the equipment and make a recommendation. Write about 250 words.

<p>PREMATIC- PM620 model</p> <p>The efficient, professional cleaner</p> <ul style="list-style-type: none"> • Compact, light and easy to handle • One action disposable bag removal • Multiple tools for easy access to all spaces • Robust and reliable for commercial use • Powerful two-stage 620W motor • Prematic PM620 comes with an 'A' energy rating • Price: £84.49 <p>12 month guarantee</p>	<p>KLEANMATIC-KM1250 model</p> <p>Versatile, compact and durable; this cleaner has been designed to meet the demands of a contract cleaner.</p> <ul style="list-style-type: none"> • With robust 1250W motor • Easily replaceable power cable • Toughened to provide maximum durability in a commercial environment. • See-through cylinder collects up to 5 litres of waste • No need to buy wasteful replacement bags • Comes with standard multiple-surface tool kit • Energy rating 'A' • Price: £64.99 <p>2 year guarantee</p>
<p>ZULU- ZL1250 model</p> <p>The Ultimate Wet & Dry Vacuum Cleaner</p> <ul style="list-style-type: none"> • High powered, lightweight industrial unit. • Dual filtration system for superior performance. • Features safety shut-off for wet operation. • Swivel bin and two rear locking wheels for easy emptying. • Fitted with twin motors offering superior vacuuming power to collect any type of solid from dust to rubble • Particularly suitable for industrial and commercial applications where extra capacity and power are required • Energy rating 'A' <ul style="list-style-type: none"> • Price: £589 <p>1 year manufacturer's warranty</p>	<p>PULSAR-PS1250 Workshop Utility Vacuum</p> <p>Compact and lightweight design makes this vacuum suitable for storing under the work bench</p> <ul style="list-style-type: none"> • Turbo-charged 1250W vacuum motor providing more than enough power for most cleaning tasks • Complete with a "PulsarFlex" filter giving a filtration level down to "0.5 microns". • A 2.5 metre 51mm vacuum hose with rubber cuff up to 58mm and crevice tool are also supplied • The PS1250 workshop utility vacuum ready for use straight out of the box • Pulsar PS1250 W machine-energy rated 'A' • Price: £259 including one pack of "HYPO-FLO" disposable bags. <p>2 year manufacturer's guarantee</p>

Write your report here. Use about 250 words.

SAMPLE

Part Four, Reading Skills (10 marks)

There are ten headlines below and ten short news stories on the next page.
Match each story letter to the best headline number.

1. BANK OF MUM AND DAD
2. IT PAYS TO ADVERTISE
3. RENTING NOT SAVING
4. LANDLORDS CASH-IN ON LOW INTEREST RATES
5. DIY MARKET IMPROVES DESPITE BAD WEATHER
6. MORTGAGE DEALS FAIL TO BOOST HOME OWNERSHIP
7. LOVE AFFAIR WITH DIY OVER
8. HOME OWNERSHIP AFFECTED BY PROPERTY INVESTORS
9. RISE OF THE TRADESMAN CHALLENGES DIY SECTOR
10. HOUSE SHORTAGES PUSH UP PRICES

WRITE YOUR ANSWERS HERE.

Match the number of the headline to the letter of the article:

A	B	C	D	E	F	G	H	I	J

A.

A report published by a major High Street building society this week said the proportion of people aged 20-45 putting money aside for a housing deposit had been steady for three years but fell last year by six percent to 43%, signalling that lower levels of ownership might become 'the new normal'.

C.

Half of parents think their children will never own a home without an inheritance from them, according to research. About 49% believe their children will need money from them to buy a property. The latest government figures suggest they are right to be concerned as home ownership for young people is in decline. The proportion of homeowners aged 25-34 has dropped from 59% in 2003 to 36% in 2013-14. The findings also revealed the psychological impact of not being able to buy without support from parents, with more than one in 10 saying this made them feel inadequate or dependent on others.

E.

Buy-to-let mortgages are not subject to new lending rules which came into force last year, and banks and building societies, keen to build market share, have been relaxing restrictions on buy-to-let loans and cutting interest rates. New landlords with a 40% deposit can access interest-only mortgages priced as low as 1.95%, or at 5.09% with just a 15% deposit.

G.

The UK DIY industry contracted by 0.6% in 2013, marking the sixth consecutive year the market has declined. However following aggressive ad campaigns and price reductions across the board, there are signs of a recovery. As demand rises, it is hoped that margins will recover faster than expected.

I.

Buy-to-let landlords have hit the investment jackpot by earning returns of almost 1,400% since 1996, leaving the performance of shares, bonds and cash trailing in the wake of Britain's property boom. The revelation drew criticism from housing campaigners, coming in the same week that a major report claimed rocketing house prices and years of stagnant wage growth have prompted a growing number of younger people to give up the idea of ever owning their own home.

B.

The Brits have long been considered a nation of DIY-lovers. The obsession with beautifying homes led to the DIY market ballooning. However, last year the DIY market shrank and the sector's woes were reflected in the major DIY retailer's first quarter results. Consumers are falling out of love with DIY. The trend towards 'Do it For Me' - DFM - is growing, either because consumers lack the skills to undertake various tasks around the home, or they simply lack the inclination to get involved.

D.

The average asking price for a house across England and Wales is currently £286,000, while buyers looking for a home in the capital are now facing an average asking price of over £500,000, according to property website Bricksmove. The figures represent new record highs, with growing demand - met by a sliding number of properties for sale - the main reason behind the rise. Severe property shortages in London in particular have pushed up prices there by more than £195,000, or almost 50 per cent, over the last five years.

F.

Buying a home is now more difficult compared to a year ago as rising house prices, slow wage growth and higher bills have made getting on the ladder increasingly unaffordable, new research suggests. Britons' ability to buy a home is now 3 per cent worse than it was last year, with Londoners suffering the most. Affordability worsened throughout last year despite a raft of record-low mortgage deals currently available on the market that should bring home-ownership closer to reach.

H.

The 'Do it For Me' trend, where consumers hire professional tradesmen to carry out jobs for them, is gaining more traction. This presents a challenge for the DIY market leader Bastion, which suffered a first-quarter group, like-for-like decline of 5.3%. Sales have been steadily falling over the last decade as there is a market shift from DIY to DFM.

J.

The unpredictable weather in the UK last year, particularly the wet summer, undoubtedly dampened the performance of DIY retailers. However, data points in the UK home DIY market have started to improve this year. Ongoing government measures - such as its Help to Buy scheme - should lead to increasing housing transactions and a desire to embark on home improvement.

Part Five (10 marks)

Read the text below. There are 10 gaps in the text. Fill each gap with *one* suitable word.

The annual cost of sickness absence has climbed to almost £29 billion for UK organisations, according ⁽¹⁾ _____ a recent study. It seems that one of the most common problems is recurring sickness absence. There are some fundamental things HR practitioners and line managers should demonstrate to ⁽²⁾ _____ they are fair and consistent when it comes to managing sickness absence, particularly recurring sickness absence. A robust sickness absence management policy needs to be in ⁽³⁾ _____, including absence reporting and recording procedures, applied equally to all staff. The frequency and methods of contact between the absent employee and their employer should be agreed ⁽⁴⁾ _____ all parties. If there is a concern about the length or frequency of the individual's absences from work, the employer may wish to either engage the employee's treating practitioners ⁽⁵⁾ _____ arrange an independent medical assessment. Return to work interviews should be used when managing sickness absence. Some of the topics to discuss with the individual concerned during the interview ⁽⁶⁾ _____ side effects of any medication that might affect the individual's ability to work, together with confirmation that their medical practitioners ⁽⁷⁾ _____ approved their return to work. Any concerns about reported workplace issues, such as problems with physical working conditions ⁽⁸⁾ _____ well as workplace relationships or outstanding grievances need to have ⁽⁹⁾ _____ addressed ⁽¹⁰⁾ _____ the absentee returns to work.

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