



Please stick your candidate label here

Office use only

Marker's initials

Anglia ESOL International Examinations  
**Practical Business English**  
Level 1 Paper B 2014

**CANDIDATE INSTRUCTIONS:**

- Time allowed - ONE hour including listening
- Stick your candidate label in the box above.
- Answer ALL questions in PEN in the spaces provided.
- You may use correcting fluid if necessary.
- Ask for extra paper if you need it.

For Examiner's Use Only			
Part One [20]	Part Two [20]	Part Three [30]	Part Four [30]

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Part One (20 marks)

You will hear a message that has been left on an answer phone.  
Listen carefully and complete the phone message form below for your boss.  
The first one is done for you as an example. You will hear the message twice.

**Phone Message**

This message is for: <sup>(Example)</sup> Julie Barns

From: <sup>(1)</sup> \_\_\_\_\_ Express

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

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

**Message:**

Your <sup>(4)</sup> \_\_\_\_\_ is now here and ready for you to pick up.  
The shop is next to the petrol station in <sup>(5)</sup> \_\_\_\_\_ Street.  
You need to bring your order <sup>(6)</sup> \_\_\_\_\_ and proof of identity.  
Open from <sup>(7)</sup> \_\_\_\_\_ until 10 p.m., Monday to  
<sup>(8)</sup> \_\_\_\_\_ and on <sup>(9)</sup> \_\_\_\_\_ from 10 a.m.  
until 4 p.m.  
For any problems please phone Pat on 013 50 <sup>(10)</sup> \_\_\_\_\_.

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	No, I'm not.	
	B	It's fine.	
	C	Yes, thank you.	✓

1.	A	Yes, it was.	
	B	£63.50.	
	C	2 or 3 times.	

2.	A	Yes, fine.	
	B	Go ahead.	
	C	I like it.	

3.	A	I am.	
	B	No I'm not.	
	C	Pleased to meet you.	

4.	A	Yesterday.	
	B	Yes I know.	
	C	Yes, it's half past three.	

5.	A	On the left.	
	B	Yes, I do.	
	C	No, thanks.	

6.	A	Never mind.	
	B	It's here.	
	C	I would like it.	

7.	A	Yes fine thanks.	
	B	I want it.	
	C	My name is James.	

8.	A	I'm afraid so.	
	B	Of course.	
	C	No, I haven't.	

9.	A	Yes, please.	
	B	No, I'm not.	
	C	No, I didn't.	

10.	A	I'm the new manager.	
	B	How do you do?	
	C	You're welcome.	

**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@recycleit.co.uk

From: Irene.pure@prontoprint.co.uk

Subject: Recycling collection

Hello,

My company, Pronto Print, would like to become more eco-friendly. I saw your advertisement about office recycling collection at a local business conference. I would like some information about the recycling service you can offer us. Could you please email the following details to me?

1. How often do you collect recyclable material?
2. Can you recycle office furniture?
3. Do you provide recycling bins?
4. How much does it cost for 1 year?

I look forward to hearing from you.

Regards,

Irene Pure  
Office manager  
Pronto Print

**Recycle it! Ltd. Hertfordshire HE4 4GP**

We offer weekly an office recycling and collection service, operating throughout London, Hertfordshire and Cambridgeshire. We offer collection of recyclable waste materials, large and small including:

- Computers
- Pens, paper cups and shredded paper
- Glass
- Cardboard and packing materials
- Plastic envelopes and files
- Ink cartridges

We provide separate bins for paper and glass.

Contract time	Cost
3 months	£150
6 months	£275
9 months	£420
12 months	£525

NB. There is a small extra charge for the removal of larger items such as desks, and chairs.

**Phone: 01986 432 532 Email: enquiries@recycleit.co.uk**

**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:	Philip Barker
Subject:	Water Coolers
<p>Hello Philip,</p> <p>Thank you for your enquiry about water coolers for your factory.</p> <ul style="list-style-type: none"> <li>• We supply water cooling machines in two sizes - 10 litres and 25 litres.</li> <li>• You can rent them on a monthly basis. The cost for one month's rental is £5 for one 10 litre machine or £7 for the 25 litre size.</li> <li>• Alternatively you could rent for one year which would be cheaper; 10 litre machines are £40 each for one year and the 25 litre machines are £55 for one year's rental.</li> </ul> <p>We can deliver water coolers to your factory any day before 1pm. Please let us know if you would like to place an order.</p> <p>Kind regards</p> <p>Pamela Hartridge Corporate Rentals.</p>	

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

To:	George Dunbar
Subject:	Office equipment required
<p>Hello George,</p> <p>We require some basic, photocopier machines for our new offices. Can you tell me the price of a standard photocopier please? Would it be cheaper if we purchased three machines; would you give us a discount if we buy three photocopiers at the same time?</p> <p>Please let me know how soon you could deliver three photocopiers, if we place an order? Many thanks.</p> <p>Regards, Peter Talbot, Senior Partner Talbot, Cheapside &amp; Talbot Solicitors</p>	

Write your reply here.

To:

Subject:

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