

# English for Business

## Preliminary Level



## Infopack

2009

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## FAQS (Frequently Asked Questions)

### WHO is LCCI and what are LCCI IQs?

LCCI IQ stands for London Chamber of Commerce and Industry International Qualifications. The London Chamber of Commerce and Industry (LCCI) was established in 1887 and LCCI examinations offered by the London Chamber of Commerce and Industry Examinations Board (LCCIEB). In 2003 the LCCIEB merged with an Online Assessment company to create Education Development International (EDI) who now deliver London Chamber of Commerce and Industry International Qualifications (LCCI IQ) through a network of over 4000 registered LCCI IQ centres in 100 countries worldwide. In Germany over 30,000 people take LCCI IQ exams every year through a network of over 200 official LCCI IQ Examinations Centres. The LCCI IQ range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

### WHAT is English for Business?

The LCCI "English for Business" exam is a practical, task-based examination offered at 5 levels from elementary to advanced and is aligned to the Common European Framework. The qualification consists of a compulsory written examination and optional Speaking and Listening Tests.

### WHY choose the LCCI English for Business qualification?

The LCCI English for Business Certificate enjoys a high level of recognition from employers worldwide. Companies in Germany which use and/or recognise English for Business include ABB, Audi, BMW, Bosch, C&A, Deutsche Bank, Ruhrkohle, RWE, Siemens, Sparkasse, Thyssen, Unilever. This high recognition by employers had led to the English for Business Certificate becoming a compulsory component in many Business English courses funded by the Employment Office (Agentur für Arbeit). In November 2007 the magazine **Stiftung Warentest** published its Test Spezial Sprachen Lernen and the opening line of the Business English section stated **"Ein Zertifikat in Wirtschaftsendgisch von der Londoner Handelskammer macht sich gut im Job."** This article has been reproduced and can be obtained free of charge from [info@lcciiq.com](mailto:info@lcciiq.com). Furthermore a certificate in English for Business Level 3 is recognised by a large number of universities as proof of English Language Level for entry purposes.

### WHERE can I take the English for Business qualification?

LCCI IQ exams are held in official examinations centres. Worldwide there are over 4,000 Examinations Centres for London Chamber of Commerce and Industry International Qualifications. In Germany there are over 200 Centres which include language schools, business schools, training institutes, management academies, technical colleges, companies, Volkshochschulen and universities. A complete list is published on our website [www.lcciiq.com](http://www.lcciiq.com). For details of Centres in other countries contact [info@lcciiq.com](mailto:info@lcciiq.com).

### WHEN can I take the English for Business qualification?

English for Business is offered on the worldwide "Series" dates in April, June and November – see [www.lcciiq.com](http://www.lcciiq.com). In addition to this EFB is offered On Demand\*; the exam dates are totally flexible. This means it is suitable for any course at any time. When you and your candidates are ready, so are we. Registration for On Demand exams is 4 weeks before the exam date.

\* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

### HOW MUCH does the English for Business Qualification cost?

Current prices for all LCCI International Qualifications are published on [www.lcciiq.com](http://www.lcciiq.com) or will be emailed to you on request. If your pupils are 18 or under they are entitled to a reduced price as part of the LCCI "Zusatzqualifikation Englisch" Offer. Please contact [info@lcciiq.com](mailto:info@lcciiq.com) requesting the "Zusatzqualifikation Englisch" Information Pack.

### Is there a recommended book?

Yes. The LCCIEB together with the German publisher Logophon Verlag GmbH in Mainz has published a Series of Examination Preparation Books entitled "How to Pass English for Business". The details are:

TITLE	AUTHOR	Publisher	ISBN
How to Pass English for Business Preliminary Level	Mellor, Davison	Logophon/LCCIEB	3-922514-27-8
How to Pass English for Business Level 1	Mellor, Davison	Logophon/LCCIEB	3-922514-28-6
How to Pass English for Business Level 2	Mellor, Davison	Logophon/LCCIEB	3-922514-29-4
How to Pass English for Business Level 3	Mellor, Davison	Logophon/LCCIEB	3-922514-32-4

These books are available from bookshops, internet booksellers or direct from the publisher:

Logophon Verlag GmbH  
 Alte Gärtnerei 2, 55128 Mainz  
 Tel: 06131 / 71645 Fax: 06131 / 72596  
 Email: [verlag@logophon.de](mailto:verlag@logophon.de) Website: [www.logophon.de](http://www.logophon.de)

**What other support material is available?**

Past Paper Packs are available free and can be downloaded from [www.lcciiq.com](http://www.lcciiq.com) or requested from [info@lcciiq.com](mailto:info@lcciiq.com). Answer Packs are free and are available on request from [info@lcciiq.com](mailto:info@lcciiq.com).

**What is involved in the English for Business written exam?**

The English for Business exam consists of a compulsory written examination at all levels as follows:

<b>ENGLISH FOR BUSINESS COMPULSORY WRITTEN EXAM OVERVIEW</b>					
	<b>Preliminary</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>Length</b>	1 hour 30 mins	2 hours	2 hours 30 mins	3 hours	3 hours
<b>Tasks</b>	<ul style="list-style-type: none"> <li>• Multiple-Choice</li> <li>• Short Answers</li> <li>• True-False</li> <li>• Long Answers</li> <li>• Message Writing</li> </ul>	<ul style="list-style-type: none"> <li>• Memo</li> <li>• Letter</li> <li>• Short Answers</li> <li>• True-False</li> <li>• Form-Filling</li> </ul>	<ul style="list-style-type: none"> <li>• Memo</li> <li>• Letter</li> <li>• Leaflet</li> <li>• Article</li> <li>• Report</li> <li>• Notice</li> <li>• List</li> </ul>	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Report</li> <li>• Reading Comprehension</li> <li>• Message Writing</li> </ul>	<ul style="list-style-type: none"> <li>• Letter</li> <li>• Memo</li> <li>• Summary</li> <li>• Graph Analysis</li> <li>• Reading Comprehension</li> <li>• Writing Task</li> </ul>
<b>Format</b>	3 sections. ALL questions must be answered.	4 questions. ALL questions must be answered.	3 questions. Question 1 has 3 options, only <u>one</u> of which must be answered. Question 2 & 3 are compulsory.	4 questions. ALL questions must be answered.	4 questions. ALL questions must be answered.
<b>Structure</b>	<b>Section A</b> (Picture) Multiple-choice Short Answers (35 marks)  <b>Section B</b> (Dialogue) True-False questions Long Answers (35 marks)  <b>Section C</b> (Writing) Eg Memo / Email / Telephone message (30 marks)	Q1 Letter or Memo (30 marks) Q2 True-False (30 Marks) Q3 Short Answers (20 Marks) Q4 Forms & Diagrams (20 Marks)	Q1 Memo, Leaflet, Article, Report, or Notice (40 Marks) Q2 Letter (30 Marks) Q3 List (or task from Question 1) (30 Marks)	Q1 Letter (25 Marks) Q2 Report (25 Marks) Q3 Reading Comp (25 Marks) Q4 Memo (25 Marks)	Q1 Reading Comp Memo (25 Marks) Q2 Report (25 marks) Q3 Writing Task Graph Analysis (25 Marks) Q4 Writing Tasks using keywords, eg advert, article (25 Marks)
<b>Dates</b>	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series	On Demand* and Series
<b>CEF</b>	A1-A2	A2-B1	B1-B2	B2-C1	C1-C2
<b>Price**</b>	95 Euros	96 Euros	98 Euros	104 Euros	115 Euros

\* An administration (OD) fee is charged for this with the exception of the "Zusatzqualifikation Englisch" offer where no OD fee is charged.

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

**What about the Speaking and Listening Tests?**

Candidates may, in addition to the written exam, also register for a Speaking Test and/or Listening Test. The Speaking Test lasts between 11 minutes at Preliminary through to 18 minutes at level 4 and consists of general conversation followed by questions based on a picture or topic sheet. The Listening Test lasts approximately 20 minutes at all levels and is multiple-choice. A free Infopack for each test is available from [info@lcciiq.com](mailto:info@lcciiq.com).

Below is an overview of the Speaking Test.

OPTIONAL SPEAKING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
<b>Length</b>	Preparation 5 mins Warm-up 2 mins Test 4 mins <b>Total 11 mins</b>	Preparation 5 mins Warm-up 2 mins Test 5 mins <b>Total 12 mins</b>	Preparation 5 mins Warm-up 2 mins Test 6 mins <b>Total 13 mins</b>	Preparation 5 mins Warm-up 2 mins Test 8 mins <b>Total 15 mins</b>	Preparation 5 mins Warm-up 2 mins Test 10 mins <b>Total 17 mins</b>
<b>Tasks</b>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a picture</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a picture</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>	<ul style="list-style-type: none"> <li>• General Conversation</li> <li>• Questions and answers based on a topic sheet</li> </ul>
<b>Price**</b>	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

Below is an overview of the Listening Test.

OPTIONAL LISTENING TEST					
	Preliminary	Level 1	Level 2	Level 3	Level 4
<b>Length</b>	20 mins	20 mins	25 mins	25 mins	30 mins
<b>Tasks</b>	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Question and 3 Answers. Choose the correct answer. <b>Part 2a:</b> Conversation and Comprehension Question <b>Part 2b:</b> Monologue and Comprehension Question	Multiple-choice <b>Part 1:</b> Conversation and 2 questions. Choose the correct answer. <b>Part 2:</b> Monologue and 2 questions. Choose the correct answer.
<b>Price**</b>	17 Euros	17 Euros	17 Euros	17 Euros	17 Euros

\*\* Price valid for exams taken between 1 October 2008 and 30 September 2009

### How long before I get my exam results?

All exam scripts are forwarded to the UK to be marked by a team of professional markers. Results and Certificates are usually issued 4 weeks after the date of exam and at the latest 6 weeks after the exam date provided that all exam material was returned to LCCI IQ below on the day of the exam.

### Who do I contact for more information?

Find your local LCCI IQ Centre at [www.lcciiq.com](http://www.lcciiq.com) or contact us:

<b>Germany, Austria, Switzerland, Czech Republic, Slovakia</b>  LCCI International Qualifications Platanenstr. 5, 07549 Gera, Germany Tel: +49-365 / 7 38 85 19 Fax: +49-365 / 7 38 85 36 Email: <a href="mailto:info@lcciiq.com">info@lcciiq.com</a> Website: <a href="http://www.lcciiq.com">www.lcciiq.com</a>	<b>Rest of World</b>  Education Development International International House Siskin Parkway East Middlemarch Business Park Coventry. CV3 4PE. England Tel: +44 (0) 8707 202909 Email: <a href="mailto:customerservice@ediplc.com">customerservice@ediplc.com</a> Website: <a href="http://www.ediplc.com">www.ediplc.com</a>
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SECTION	EXAMINER'S USE ONLY
A	
B	
C	
TOTAL	



## Sample Examination

### ENGLISH FOR BUSINESS

#### Preliminary Level

Subject Code: 1044

Time Allowed: **1 hour 30 minutes**

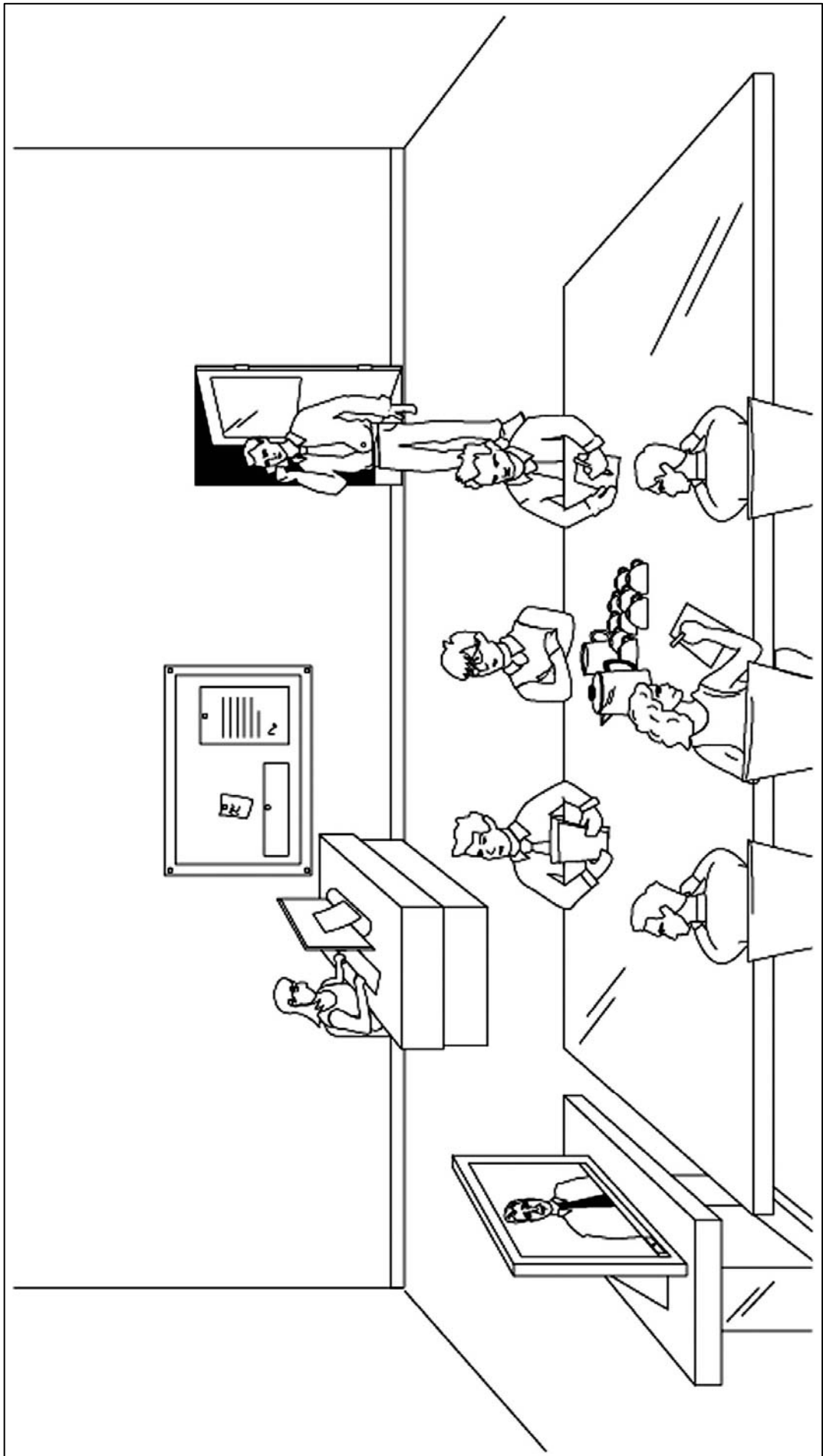
Complete the details below in block capitals.

<b>Candidate Name</b>																					
<b>Centre Code</b>																					
<b>Candidate ID No.</b>																					
	<b>Candidate No.</b>																				
	<b>Number of additional sheets handed in</b>																				

#### INSTRUCTIONS FOR CANDIDATES

- Answer **all 3** sections.
- Write your answers in the spaces provided on the question paper.
- If you need more space, use the additional sheets provided.
- Write your name, candidate number and section number on each sheet and attach them to the inside of your booklet.
- Cross through any rough notes.
- There is credit for correct spelling, punctuation and grammar.
- Check your work carefully.
- You may use a standard English or bilingual dictionary.

TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE



**SECTION A**

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

- A1 What is in the picture? (1 mark)
- (a) a meeting
- (b) a store
- (c) a party
- A2 How many people are sitting at the big table? (1 mark)
- (a) one
- (b) six
- (c) nine
- A3 A woman is sitting at a small desk. What is she doing? (1 mark)
- (a) speaking on a telephone
- (b) looking at the television
- (c) using a computer
- A4 A man at the big table is writing. Who is on his right? (1 mark)
- (a) a woman writing
- (b) a man with his arms folded
- (c) a man looking at the television
- A5 What is on the big table? (1 mark)
- (a) coffee jugs and cups
- (b) a computer
- (c) nothing
- A6 The people at the big table are listening to someone speaking. Who is it? (1 mark)
- (a) a woman using a computer
- (b) a man standing near the door
- (c) a man on the television

**SECTION A CONTINUED**

- A7 Which part of the room can you not see? (1 mark)
- (a) walls
  - (b) floor
  - (c) ceiling
- A8 What is made of wood? (1 mark)
- (a) the big table
  - (b) the television
  - (c) the computer
- A9 What shape is the big table? (1 mark)
- (a) round
  - (b) rectangular
  - (c) square
- A10 How many filing cabinets can you see in the room? (1 mark)
- (a) none
  - (b) two
  - (c) five
- A11 What is closest to the door? (1 mark)
- (a) the small desk
  - (b) the television
  - (c) the man standing
- A12 In the picture are there (1 mark)
- (a) more men?
  - (b) more women?
  - (c) the same number of men and women?



**SECTION A CONTINUED**

A13 A woman is using a computer. Which hand is she using? (1 mark)

(a) right hand

(b) left hand

(c) both hands

A14 How far is the small desk from the television? (1 mark)

(a) about 2 centimetres

(b) about 2 metres

(c) about 12 metres

A15 You can see outside the door. Is it? (1 mark)

(a) dark

(b) light

(c) clear

**Look at the picture. Then write short answers to these questions where it says Answer.**

A16 How many people are actually in the room? (2 marks)

**Answer** \_\_\_\_\_

A17 Where is the man with a black tie? (2 marks)

**Answer** \_\_\_\_\_

A18 Is the door open? (2 marks)

**Answer** \_\_\_\_\_

A19 A man is standing near the door. What is he doing? (2 marks)

**Answer** \_\_\_\_\_

A20 A woman is writing. Which hand is she using? (2 marks)

**Answer** \_\_\_\_\_

A21 What is on the wall behind the small desk? (2 marks)

**Answer** \_\_\_\_\_

**SECTION A CONTINUED**

A22 How many people in the room are sitting? (2 marks)

**Answer** \_\_\_\_\_

A23 Are more people in the picture talking or listening? (2 marks)

**Answer** \_\_\_\_\_

A24 How many people at the big table are writing? (2 marks)

**Answer** \_\_\_\_\_

A25 Why do you not know what time it is in the picture? (2 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

**SECTION B**

Ms Anna Portnoy works in the office of a small company. The company manager is Mr Paul Engels. Anna is now working on the reception desk and Mr Engels is out of his office. A visitor to the company, Mrs Isabel Tope, is now speaking to Anna.

Anna: Good morning, can I help you?

Mrs Tope: Could I speak to Mr Engels please? I haven't an appointment but I must speak to him urgently. My name is Isabel Tope. I'm Mr Engels' lawyer.

Anna: Hello, Mrs Tope. We've met before. I'm sorry, Mr Engels is not here. He is visiting a supplier.

Mrs Tope: Do you know what time he'll be back?

Anna: He won't be back until after lunch. He should be here by two thirty.

Mrs Tope: Unfortunately, I'm not free this afternoon. I'm visiting another client. Do you know if he is free tomorrow?

Anna: I know Mr Engels' diary is on the desk in his office – I'm allowed to look at it, but I can't leave the reception desk at the moment.

Mrs Tope: I must discuss an urgent matter with him. It's about the new building the company is buying. He must sign some papers.

Anna: If you can tell me when you are free tomorrow, I can check Mr Engels' diary and suggest a time he can see you.

Mrs Tope: That's a good idea. Please ask him to ring me on my mobile phone any time to confirm the arrangements.

Anna: Right. So when are you free?

Mrs Tope: I'm free at 10 o'clock in the morning, 2 o'clock and 4 o'clock in the afternoon.

Anna: Thank you. As soon as I can I'll look at Mr Engels' diary and suggest a time to ring you.

Mrs Tope: That's fine. My mobile telephone number is 0609 200715. Please ask him to ring me anytime today. Thanks very much for your help.

Anna: It's a pleasure. Goodbye Mrs Tope.

## SECTION B CONTINUED

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

		TRUE	FALSE
B1	Anna works for a large company.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Mr Engels is a lawyer.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	Anna is speaking to Mrs Tope on the telephone.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	Mr Engels is visiting a supplier.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	Anna is allowed to look at Mr Engels' diary.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	Mr Engels will return before lunch.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	Mrs Tope's mobile phone number is 0609 200715.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	Mr Engels will ring Mrs Tope tomorrow.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	Mrs Tope is not free at all tomorrow morning.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	Mrs Tope has an appointment to see Mr Engels.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	Mrs Tope is grateful for Anna's help.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 Where is Anna when she speaks to Mrs Tope? (3 marks)

**ANSWER** \_\_\_\_\_

B13 What is Mrs Tope's job? (3 marks)

**ANSWER** \_\_\_\_\_

B14 What time of day is it when Anna speaks to Mrs Tope? (3 marks)

**ANSWER** \_\_\_\_\_

B15 Where will Mrs Tope be this afternoon? (3 marks)

**ANSWER** \_\_\_\_\_

B16 Why can't Anna look at Mr Engels' diary in his office? (3 marks)

**ANSWER** \_\_\_\_\_

B17 When is Mrs Tope free tomorrow afternoon? (3 marks)

**ANSWER** \_\_\_\_\_

B18 What does Mrs Tope want to speak to Mr Engels about? (3 marks)

**ANSWER** \_\_\_\_\_

B19 When should Mr Engels ring Mrs Tope? (3 marks)

**ANSWER** \_\_\_\_\_

**(Total 35 marks)**

**SECTION C**

Read the conversation between Anna and Mrs Tope and then look at Mr Engels' diary for tomorrow. He is free when nothing is written. Then use this information to **write a memo** that Anna could give to Mr Engels.

Diary for (date)			
9.00	-	10.00	
10.00	-	11.00	Meeting with Mr Hertzberg (Hertzberg Industries)
11.00	-	12.00	
12.00	-	1.00	Meeting with Chief Accountant
1.00	-	2.00	Lunchtime meeting with work experience students
2.00	-	3.00	
3.00	-	4.00	Interviewing candidates for warehouse manager post
4.00	-	5.00	Social Committee Meeting

MEMORANDUM	
To	_____ Date _____
From	_____
Subject	_____

**(30 Marks)**

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**English for Business Preliminary Level  
Sample Examination Paper  
Answers****DISTINCTION MARK 75%  
CREDIT MARK 60%  
PASS MARK 50%**

TOTAL 100 MARKS

**SECTION A****A1 to A15.** Each correct answer is given **1 mark**, as follows.

- A1 a
- A2 b
- A3 c
- A4 b
- A5 a
- A6 c
- A7 c
- A8 a
- A9 b
- A10 a
- A11 c
- A12 a
- A13 c
- A14 b
- A15 a

**Questions A16 to A25** carry 2 marks each. Short answers are required, so articles (the, a) are not necessary. Figures (8) or words (eight) are acceptable for questions requiring numerical answers. For each spelling error 1 mark should be deducted, but accept any incorrect spellings as factually correct if the sense is clear. If candidates write full sentences only the part of the sentence containing the correct answer will be marked. No extra marks are awarded for full sentences as this is not required. Equally no marks will be deducted for grammatical / spelling errors in the rest of the sentence.

- A16 8
- A17 on television
- A18 yes
- A19 talking on telephone
- A20 right
- A21 notice board
- A22 7
- A23 listening
- A24 2
- A25 no clock

## SECTION A CONTINUED

Suitable answers would be as follows:

- A16 8
- A17 on the television
- A18 yes
- A19 talking/speaking on the telephone
- A20 right hand
- A21 a notice board
- A22 7
- A23 listening
- A24 2
- A25 there is no clock

## SECTION B

**B1 to B11.** Each correct answer gains **1 mark**, as follows.

- B1 false
- B2 false
- B3 false
- B4 true
- B5 true
- B6 false
- B7 true
- B8 false
- B9 false
- B10 false
- B11 true

## SECTION B CONTINUED

**Questions B12 to B19** carry 3 marks each. Full sentences are required. The maximum of three marks for each question can only be obtained if the answer is factually correct and expressed in a recognisable sentence. Candidates who do not answer in sentences will only gain one mark for content if correct. One mark should be deducted for each spelling or grammatical error, up to a maximum of three per question. Accept incorrect spellings as factually correct for content marks if the meaning is clear.

Suitable answers would be as follows:

- B12 She is working on the reception desk.
- B13 She is a lawyer.
- B14 It is morning.
- B15 She is visiting a client.
- B16 She can't leave the reception desk.
- B17 She is free at two o'clock and four o'clock.
- B18 She wants to speak to him about the new building the company is buying.
- B19 He should ring Mrs Tope any time today.

**SECTION C**

**30 marks** are allocated to this section. These are divided as follows:

**Layout and Correct Details (6 marks)**

**4 marks for correct details as below and 2 for layout.**

To: Mr Engels  
 From: Anna Portnoy  
 Date: Today's Date  
 Subject: Suitable Subject

**Accuracy and Style: 24 marks as follows:****Spelling, Punctuation and Grammar (6 marks)**

Correct spelling, use of capital letters, full stops, paragraphs.  
 Correct forms used, correct verb tense and person, pronoun agreement etc.

**Clarity of Communication (6 marks)**

Simple, clear use of language and paragraphing  
 Clear message given, ideas "flow" in a lucid, coherent manner in an appropriate sequence.

**Correct Content of Message (12 marks)**

Marks awarded to candidates who mention the points below accurately and in a logical order.

- Mrs Tope visiting office this morning
- you were out visiting supplier
- needs to speak to you
- urgently
- about the new building company is buying
- you need to sign some papers
- she wants to visit you tomorrow
- checked diary
- you are both free at 2 o'clock
- said you would ring today
- mobile phone number 0609 200715
- suitable close

A suitable answer would be as follows:

**MEMORANDUM**

To: Mr Engels Date: Today's Date  
 From: Anna Portnoy  
 Subject: IMPORTANT - Contact Mrs Tope

Mrs Tope visited the office this morning when you were visiting a supplier. She needs to speak to you urgently. It is about the new building the company is buying and she wants you to sign some papers. She said she would like to visit you tomorrow.

I checked your diary. You are free to meet her at two o'clock tomorrow when she is also free. I told her that you will ring her later today to confirm the time. Her mobile telephone number is 0609 200715.

I hope this is satisfactory.

## Examination Syllabus

The English for Business Preliminary Level qualification is intended for candidates who have achieved a fundamental understanding of English in a business context and who have the ability to use the language in a practical way at a very basic level. It is intended for candidates who wish to

- gain a recognised English qualification at the equivalent of Council of Europe A1/A2\* level
- progress to Level 1 in English for Business at the equivalent of Council of Europe A2/B1\* level.

Further progress can be made up to Level 4 of this qualification. Each of these levels builds on the previous one and provides a consistent extension to the levels of skill and knowledge developed at the previous level.

*\* The lower CEF level relates to a “pass” grade; the higher CEF level relates to a “credit” or “distinction” grade, ie a preliminary pass = CEF A1; credit / distinction = CEF A2.*

## Structure of the qualification

This qualification consists of a compulsory written examination and optional Speaking and Listening Tests. The LCCI IQ Preliminary Level Certificate in English for Business will be awarded to candidates who successfully complete the written examination. Candidates who take and pass the optional Speaking and/or Listening Test will have this included on the certificate.

## Aims

The aims of this qualification are to enable candidates to develop their basic linguistic ability, in a predictable business English context, to:

- identify basic data, facts and instructions
- produce basic, formulaic text
- listen and understand short, basic, business-related English conversations and announcements
- understand basic, spoken and recorded business English
- participate in short conversations in routine contexts.

## Assessment Objectives

The examination will assess the candidate’s ability to:

### Reading and Writing

- identify relevant data, facts, and instructions appropriately from simple texts
- take any action necessary from the stimulus material
- refer to a dictionary or other reference material to clarify and confirm meaning.
- produce basic and formulaic text reasonably accurately using basic structures and conventions
- convey the meaning of the written material to enable the reader to understand the message.

### Speaking

- provide appropriate oral responses to questions on familiar, personal matters
- answer appropriate questions based on a series of pictures.

### Listening

- demonstrate understanding of simple business-related enquiries, conversations, and announcements.



## Syllabus Topics

### Reading and Writing

- 1 Basic office or place of work descriptions
- 2 Basic jobs and roles in a work context
- 3 Basic social language within a business context
- 4 Basic work or business-related instructions and directions
- 5 Simple numerical information
- 6 Standard business or work-related messages

For a full breakdown of these topics, refer to syllabus topics 1 to 6 and the associated learning outcomes that are shown later in this document.

### Speaking

The English for Business Speaking Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in English within a general business and/or commercial context. The topics for the speaking test are as follows:

- 1 Earning a living
- 2 Production and sale of goods
- 3 Trade
- 4 Money
- 5 Transport
- 6 Communications
- 7 Education
- 8 Travel and tourism

Candidates will be expected to demonstrate a level of linguistic competence as outlined in syllabus topics 7 to 10 and the associated learning outcomes that are shown later in this document.

### Listening

The English for Business Listening Test is a test of English with a commercial and business focus, so candidates will be tested for their competence in a general business and / or commercial context. The topics for the listening test are as follows:

- 1 Personal information
- 2 Travel information
- 3 Work information
- 4 Business transactions
- 5 Instructions
- 6 Arrangements

Candidates will be expected to demonstrate a level of listening competence as outlined in syllabus topic 11 and associated learning outcomes that are shown later in this document.

## Assessment

### Reading and Writing – compulsory

Candidates will be assessed by means of a 90 minute examination paper consisting of 3 sections. Section A will concentrate on syllabus topics 1 and 2 above, Section B on syllabus topics 3 and 4, and Section C will involve tasks related to syllabus topics 5 and 6. Sections A and B both carry 35 marks, and Section C carries 30 marks.

- **Section A** will contain a picture of an office or other workplace setting and candidates will be given 15 'tick box' type questions carrying 1 mark each and 10 short answer questions carrying 2 marks each, on what is happening in the picture, to demonstrate use of key structures and concepts
- **Section B** will contain a 2–person dialogue of about 10 exchanges to provide a reading comprehension exercise. Candidates will be given 11 questions carrying 1 mark each, with true or false answers, and 8 questions carrying 3 marks each requiring longer answers in full sentences.
- **Section C** will use the dialogue in Section B as a basis for a piece of productive writing. This will be the completion of a document provided (eg a telephone message or memo) which candidates will use to present selected information to a third party mentioned in the dialogue. Candidates will also be provided with some additional numerical data which they will be expected to consult in order to complete the exercise (eg a price list or timetable).

**Speaking – optional**

Candidates will be assessed by an 11 minute examination including 5 minutes preparation time. The examination consists of 2 parts. There are four criteria – fluency, lexis, grammar and pronunciation – and candidates will be assessed on their performance in both parts. The assessment tasks are as follows:

- Part 1 consists of a warm up conversation during which the candidate will be asked about, eg study, work ambitions for the future.
- Part 2 requires the candidate to participate in a discussion of the picture presented by the examiner.

**Listening – optional**

Candidates will be assessed via a listening test lasting about 20 minutes. The test comprises 25 short listening tasks, each with a multiple-choice question. There is one mark for each question. There are 2 types of tasks:

- Task 1 (13 questions). Candidates listen to a question three times. Each time a different response is given. Candidates have to choose the correct response (A or B or C).
- Task 2 (12 questions). Candidates listen to a short conversation or announcement. They then read a question about what they have heard, with 4 possible answers marked A, B, C or D. Candidates have to choose the correct answer.

**Use of Dictionaries**

Candidates are allowed to take one dictionary into the Reading and Writing examination which may be either English or foreign language/English; candidates make the choice entirely at their own risk. Poor quality dictionaries may be misleading and, if they frequently have recourse to them, candidates will lose time looking up words. Dictionaries are not allowed in the Speaking or Listening Tests.

**Candidate Answer Guidance****Answer Formats for the Reading and Writing Test**

Unless otherwise requested, candidates will be asked to provide answers in the following formats:

- multiple choice 'tick box' responses
- one-word answers
- True/False answers
- simple sentence answers
- completion of a document such as a telephone message or a memo.

When completing the short answers in Section B and the message in Section C, candidates should pay attention to good handwriting and layout, correct spelling and punctuation, and clarity of phrasing.

**Pass Mark Information and Mark Allocation****Reading and Writing**

Pass	50%
Credit	60%
Distinction	75%

In Section C, marks are awarded for: accuracy in spelling, punctuation, grammar; appropriacy of content, length, format; clarity of communication. A typical weighting of the 30 allocated marks would be:

- |  |                 |
|--|-----------------|
| • correct details (names, dates, times, etc)       | 4 marks         |
| • Accuracy and Style                               | 14 marks        |
| ○ Spelling and punctuation (5 marks)               |                 |
| ○ Grammar (5 marks)                                |                 |
| ○ Style and Fluency (4 marks)                      |                 |
| • correct content of message (facts, actions, etc) | <u>12 marks</u> |
| TOTAL  | 30 marks        |

## Speaking

Marks are awarded for: fluency, lexis, grammar and pronunciation with 4 possible marks available for each criterion (i.e. F = Fail, P = Pass, C = Credit, D = Distinction). An overall grade is then awarded as follows:

FAIL	two or more criteria scored at fail level.
PASS	minimum of three criteria scored at pass level (or higher) but failing to meet credit/distinction requirements.
CREDIT	minimum of three criteria scored at credit level + one at pass (or higher) but failing to meet distinction requirements.
DISTINCTION	minimum of three criteria scored at distinction level + one at credit.

The weighting of marks for a complete speaking test is:

• fluency	25%
• lexical range and accuracy	25%
• grammatical range and accuracy	25%
• pronunciation	25%
TOTAL	100%

## Listening

One mark is awarded for each correct answer.

Pass	12 – 14 marks
Credit	15 – 18 marks
Distinction	19 > marks

## Varieties of English

Candidates may use any of the main varieties of English (British, North American, and Australasian) in their answers as long as candidates are consistent in the variety they use.

## Guided Learning Hours

60-70 Guided Learning Hours (GLHs) should provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. Please note; the number of GLHs can vary significantly from one training centre to another.

## Recommended Reading List and Support Material

### Recommended Reading

Title	Author	Publisher	ISBN Code
How to Pass English for Business Preliminary Level	Mellor & Davison	Logophon & LCCIEB	3-922514-27-8

NB The 4<sup>th</sup> edition provides practice material for the Speaking and Listening Test as well as thorough coverage of the tasks in the Reading and Writing examination.

### Additional Support Material

To familiarise themselves with the layout and presentation of the Reading and Writing examination, candidates are recommended to refer to the Past Paper Packs and corresponding Answers Packs available free from [www.lcciiq.com](http://www.lcciiq.com). For the Listening and Speaking Tests, candidates and teachers are recommended to refer to the EFB Speaking Test Infopack and the EFB Listening Test Infopack. These are free and can be obtained from [info@lcciiq.com](mailto:info@lcciiq.com). Both the Speaking Test Infopack and the Listening Test Infopack include sample questions on CD.

## Syllabus Topic and Learning outcomes

### 1 Basic office or place of work descriptions

Candidates must be able to:

- 1.1 Describe basic office furniture and equipment
- 1.2 Describe basic office or place of work layout

### 2 Basic jobs and roles in a work context

Candidates must be able to:

- 2.1 Describe basic job titles and work relationships
- 2.2 Explain basic work tasks

### 3 Basic social language within a business context

Candidates must be able to:

- 3.1 Exchange basic greetings and goodbyes in a business context
- 3.2 Elicit and provide basic personal information
- 3.3 Make and respond appropriately to invitations
- 3.4 Express gratitude in a business context

### 4 Basic work- or business-related instructions and directions

Candidates must be able to:

- 4.1 Explain basic and common work tasks
- 4.2 Give basic directions to a destination
- 4.3 Give basic directions within a building

### 5 Simple numerical information

Candidates must be able to:

- 5.1 Understand a basic timetable or schedule
- 5.2 Understand a basic price list, bill, or invoice

### 6 Standard business- or work-related messages

Candidates must be able to:

- 6.1 Compose a basic memo or note relaying simple information within a business context

### 7 Linguistic competence (structures)

Candidates must be able to:

7.1 Recognise and use the following verb forms:

7.1.1 the simple present and present continuous tenses (eg *I work/I am working*)

7.1.2 the simple past tense (eg *I worked*)

7.1.3 the simple future tense expressed by use of the present continuous tense and a time marker (eg *I'm working next week*)

7.1.4 simple imperatives (eg *open the door*)

7.2 Recognise the following verb forms:

7.2.1 the present perfect tense (eg *I have worked*)

7.2.2 the future expressed with *will* and *going to*

7.2.3 more complex imperatives (eg *bring me that file*)

7.2.4 the modals *can, may, would, must, and will*

7.3 Recognise and use the following types of adjectives:

7.3.1 possessive adjectives (eg *my, his, her*)

7.3.2 demonstrative adjectives (eg *this, those*)

7.3.3 the descriptive adjective *very*

7.4 Recognise a limited range of descriptive, comparative and superlative adjectives (eg *a little, much better, big, small, high, tall, (-er), (-est)*)

7.5 Recognise and use the locative adverbs *here* and *there*

7.6 Recognise a limited range of further locative adverbs (eg *inside, outside, near, far*)

7.7 Recognise and use the following pronoun forms:

7.7.1 possessive pronouns *mine, yours, his, hers, ours, theirs*

7.7.2 indefinite pronouns *something, anything, nothing, everything*

7.7.3 relative pronouns *who, which, that*

7.8 Recognise and use the following determiners:

7.8.1 singular demonstratives *this, that*

7.8.2 simple quantifiers *many, some*

7.8.3 basic count words (eg *a bottle of, a piece of, a cup of*)

7.9 Recognise the following determiners:

7.9.1 the definite and indefinite articles

7.9.2 plural demonstratives *these, those*

7.9.3 a range of quantifiers (eg *a bit of, a few, any, more, most, no, half*)

7.10 Ask and respond to *yes/no* questions

7.11 Recognise and use the interrogatives *when, where, why, what, who*

7.12 Recognise a further range of interrogatives (eg *how far/much/long, which, whose*)

## 8 Linguistic competence (concepts)

Candidates must be able to:

- 8.1 Recognise and use the following ways of expressing existence:
  - 8.1.1 simplest forms of existence (eg *there is/is there?*)
  - 8.1.2 simplest forms of presence and absence (eg *(not) here/(not) there*)
- 8.2 Recognise the simplest forms of nonexistence (eg *There isn't any ...*)
- 8.3 Recognise and use the following ways of expressing space:
  - 8.3.1 geographical location *north, south, east, west*
  - 8.3.2 simple directions *left, right*
  - 8.3.3 basic prepositions (eg *up, down, in, out, to, from, into*)
- 8.4 Recognise the following ways of expressing space:
  - 8.4.1 distance (eg *near, far*)
  - 8.4.2 a further range of directions (eg *straight on, back*)
  - 8.4.3 more complex prepositions (eg *past*)
  - 8.4.4 a further range of verbs (eg *bring, follow, send, turn*)
- 8.5 Express present, past and future time within the limits of the given verb range (see Section 7.1)
- 8.6 Recognise and use the following ways of expressing time:
  - 8.6.1 time divisions including days of the week and the term *weekend*
  - 8.6.2 months of the year
  - 8.6.3 seasons of the year
  - 8.6.4 times of day (eg *morning, afternoon, evening*)
  - 8.6.5 use of the term *from* to express starting and finishing (eg *I work from nine to five*)
  - 8.6.6 the simplest forms of frequency (eg *always, never*)
- 8.7 Tell the time using the *o'clock* form
- 8.8 Recognise the following ways of expressing time:
  - 8.8.1 *late, early*
  - 8.8.2 the *am* and *pm* forms
  - 8.8.3 the term *holidays*
  - 8.8.4 sequence (eg *first, then*)
  - 8.8.5 more complex expressions of frequency (eg *sometime, often, not often, on Mondays, every Monday, times per week, again*)
- 8.9 Recognise and use the following ways of expressing number and quantity:
  - 8.9.1 the singular and plural form of countable nouns (eg *computers, desks*)
  - 8.9.2 cardinal numbers of up to 4 digits
- 8.10 Recognise the following ways of expressing number and quantity:
  - 8.10.1 the singular and plural nature of uncountable nouns (eg *money, weight*)
  - 8.10.2 ordinal numbers up to 2 digits
  - 8.10.3 approximations (eg *it's about ...*)
- 8.11 Recognise and use the following ways of expressing quality:
  - 8.11.1 basic shapes (eg *square, round*)
  - 8.11.2 a range of adjectives concerning size (eg *big, small, high, low*)
  - 8.11.3 a limited range of weights and measures:
    - 8.11.3.1 *centimetre, metre, kilometre*
    - 8.11.3.2 *gram, kilo, ton*
    - 8.11.3.3 *litre*
  - 8.11.4 basic adjectives concerning temperature *hot, cold, warm*
  - 8.11.5 the names of basic colours (eg colours of the spectrum, plus *black, white, grey, light dark*)
  - 8.11.6 the names of basic materials (eg *gold, silver, leather, wood, paper, plastic*)
  - 8.11.7 the adjectives *new* and *old*
- 8.12 Recognise and use a limited range of adjectives for expressing evaluation and opinion (eg *cheap/expensive, good/bad, right/wrong, easy/difficult*)
- 8.13 Recognise the comparative forms of *better* and *worse* when an opinion is expressed

## 9 Linguistic competence (vocabulary)

Candidates must be able to:

- 9.1 Recognise and use the following personal and biographical details:
- 9.1.1 the basic forms of titles used before names *Mr, Mrs, Miss, Ms*
  - 9.1.2 the basic terms used in an address (eg *number, street, road, park, square, postcode*)
  - 9.1.3 the forms of a telephone number and terms connected with telephoning (see 10.4)
  - 9.1.4 statements of nationality and means of expressing these (eg *I am from....*)
  - 9.1.5 simple expressions for gender (eg *man, woman, boy, girl*)
  - 9.1.6 statements of marital status (eg *I am (not) married*)
  - 9.1.7 names of immediate family members (eg *father, mother, husband, wife, child, son, daughter, brother, sister*)
- 9.2 Recognise and use the following basic terms used in socialising:
- 9.2.1 forms of greeting (eg *Hello, Good morning/afternoon/evening, How are you?*)
  - 9.2.2 the main formal and informal means of addressing others (eg title and surname/first name/*Sir/Madam*)
  - 9.2.3 the basic forms of introduction (eg *This is...*)
  - 9.2.4 the main forms of taking leave (eg *Goodbye/Goodnight*)
  - 9.2.5 the main forms of inviting (eg *Would you like to...? / Will you...?*)
  - 9.2.6 the main forms of accepting and declining (eg *Yes please / No thank you*)
- 9.3 Recognise and use the following terms connected with accommodation:
- 9.3.1 types of accommodation (eg *house, flat, apartment, room*)
  - 9.3.2 basic names of rooms (eg *living room, bedroom, kitchen, toilet*)
  - 9.3.3 types of furniture (eg *chair, table, bed*)
  - 9.3.4 names of services (eg *telephone, water, gas, electricity*)
- 9.4 Recognise and use the main terms connected with travel (eg *by air/taxi, suitcase, passport, visa*)
- 9.5 Recognise and use the following terms connected with food and drink:
- 9.5.1 names of main meals (eg *breakfast, lunch, dinner*)
  - 9.5.2 names of main categories of foodstuffs (eg *meat, vegetables, fruit, drinks*)
  - 9.5.3 the main forms of requesting and refusing food and drink (eg *I would (not) like a/some*)
  - 9.5.4 basic terms connected with eating out (eg *restaurant, café, bar, menu, bill*)
- 9.6 Recognise and use the following basic vocabulary of the workplace:
- 9.6.1 names of organisations (eg *company, college*)
  - 9.6.2 places of work (eg *office, factory, department*)
  - 9.6.3 job titles (eg *manager, officer, director, secretary, assistant*)
  - 9.6.4 relationships (eg *colleague, boss*)
  - 9.6.5 names of office furniture (eg *chair, table, desk, clock*)
  - 9.6.6 names of architectural features (eg *window, door, lift, stairs*)
  - 9.6.7 terms connected with transactions (eg *buy, sell, money, tax, price*)
  - 9.6.8 names of main national currencies
  - 9.6.9 names of office items (eg *pen, notepad, briefcase, calculator, report, file*)
  - 9.6.10 correspondence salutation and close (eg *Dear..., Yours sincerely, Best wishes*)
  - 9.6.11 terms connected with routines (eg *I come to work at..., I go home at..., I have lunch/coffee at..., I work from... to ...*)

## 10 Linguistic competence (functions)

Candidates must be able to:

- 10.1 Recognise and use the social conventions of arriving, departing and greeting (see 3.1)
- 10.2 Recognise and use basic expressions of gratitude *thanks, thank you (very much)* and apology (*I'm (very) sorry*)
- 10.3 Recognise and use the main forms of communication repair (eg (*sorry*) *Could you say that again please? What is...? Could you spell that please? Please could you speak more slowly?*)
- 10.4 Recognise and use the main telephone expressions (eg *This is... speaking, I'd like to speak to... please*)

## 11 Listening competence

Candidates must be able to demonstrate their ability to:

- 11.1 Follow speech which is slow and carefully articulated, with long pauses for him / her to assimilate meaning.
- 11.2 Understand everyday expressions aimed at the satisfaction of simple needs of a concrete type, delivered directly to him / her in clear, slow and repeated speech.
- 11.3 Understand questions and instructions addressed carefully and slowly to him / her and follow short simple directions.
- 11.4 Understand numbers, prices and times.
- 11.5 Understand the alphabet when used to spell words.



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