

# English for Business

## ***LEVEL 1***

## Past Papers 2006

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Model Answers for some papers are available free of charge. Contact [info@lccieb-germany.com](mailto:info@lccieb-germany.com)

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## QUESTION 1

### Situation

Your company, Salford Electrics, uses the Bellway Recruitment Agency to find new staff for your office and typing pool. In the last month they have sent a number of people who have caused problems for your Office Manager.

### Task

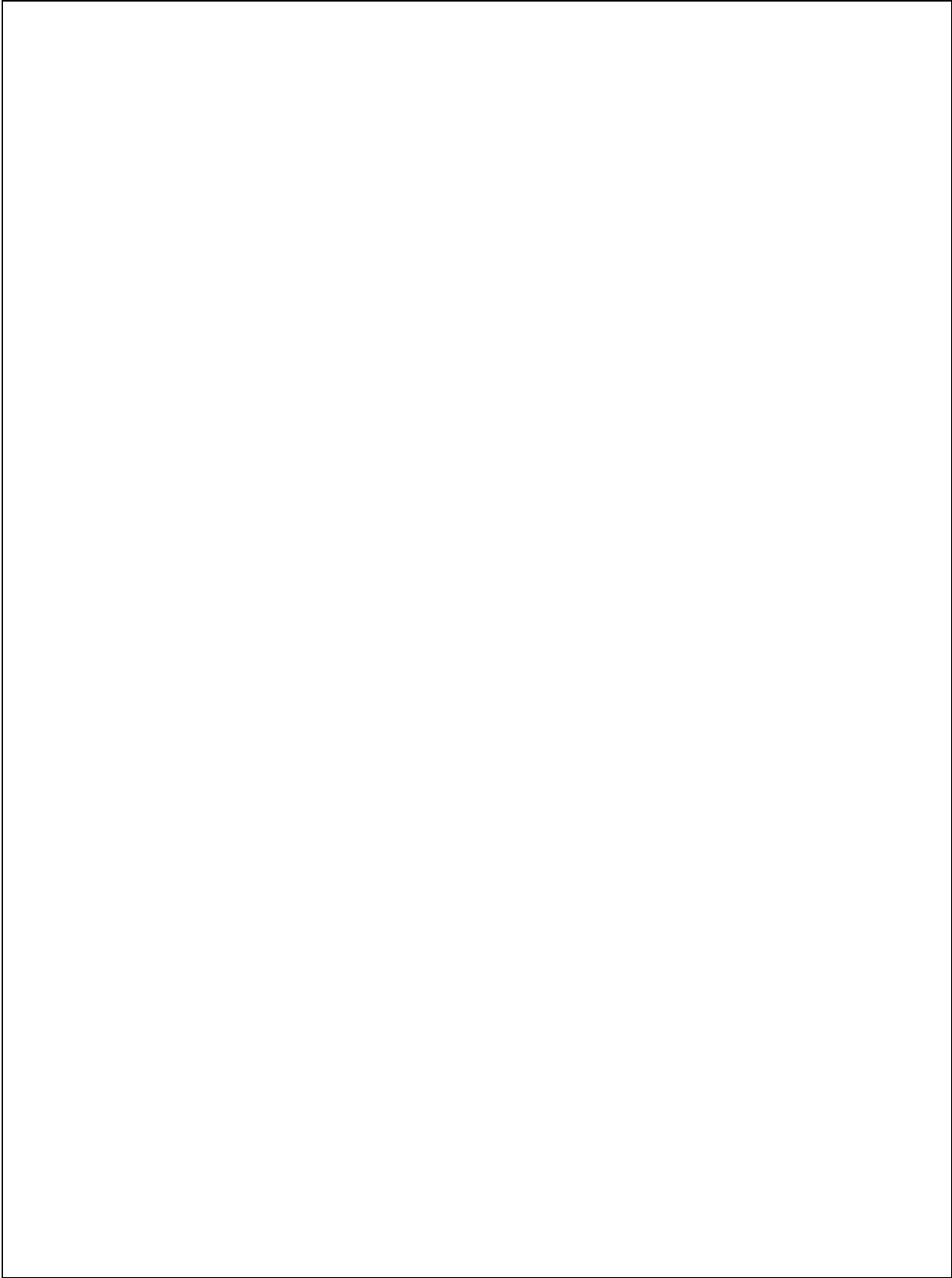
**Write a letter of complaint of between 150 and 200 words** to the Managing Director of the Bellway Recruitment Agency. Describe some of the problems caused by the staff they sent to you, and request a meeting at an early date to discuss the difficulties and how they can be solved.

You may make up suitable names and addresses.

Lay your answer out as a **letter** in the space below.

**QUESTION 1 CONTINUED**

**You may continue writing your letter here.**

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter. The box occupies most of the page's vertical space.

**(30 marks)**

## QUESTION 2

### Situation

You work on the reception desk of a holiday apartment site. You are updating the general information leaflet about the on-site facilities etc.

### Task

Read the article entitled **Biniorella – General Information** below, then say whether the following statements are **TRUE** or **FALSE**. Then write down exactly as they appear in the passage **only the words or phrase** that support your answer. Do not write more than **6 supporting words** for each answer. You will lose marks if you write more than this.

### Example:

Statement: The bank in Camp de Mar is open daily, as are the supermarkets.

Answer: False: weekdays only; closed Sundays.

Write your answers on the lines marked **A**.

### **BINIORELLA – GENERAL INFORMATION**

At the Biniorella holiday site near Camp de Mar the bar and restaurant are open from 0800 until 2300 for your enjoyment. On Wednesdays the restaurant is closed because we hold a barbecue evening.

The barbecue evening starts at 1900 and all the tools and the barbecue are provided. You only need to bring plates, glasses and cutlery from your apartment – and, of course, your food! If you wish, you can order a barbecue food pack from reception on the day before.

The site has 2 outdoor swimming pools and 1 indoor heated pool. Small children must be with their parents at all times. The code for the swimming pool gates is 2064. Please bring your own beach towels for use at the pools and not the towels provided in your apartment.

Behind the large swimming pool there is a play area for children up to 11 years. Supervision is provided from 1000 to 1700 each day except Sunday. Children over 11 are not allowed in this area.

There are 2 sandy beaches close to the site. They are both safe for swimming and have a good range of bars and restaurants.

Camp de Mar has only one bank which is open from 0830 until 1400 on weekdays only. There is, however, a 24- hour cash dispenser outside.

The site has a small shop for basic items you may need. There are 3 supermarkets (all closed Sundays) within 3 kilometres for your main shopping.

A public bus service runs from the end of the site to Camp de Mar. From the bus station you can connect with buses going all over the island. The buses are cheap and very punctual. If you prefer we can arrange car hire for you. The weekly charge varies depending on the time of year. In June, July and August car hire is very expensive.

At reception we have lots more information – maps, guides, walking routes (we can supply picnic food) and even discount vouchers for public transport, theme parks, museums and restaurants. Just come in and ask. We are here to help!

**Write your answers on the lines marked A.**

1 The restaurant on site is open from 0900 every day of the week.

A \_\_\_\_\_

2 At reception you can get food for the barbecue.

A \_\_\_\_\_

3 Buses from Camp de Mar go to many places; the site offers reduced fares.

A \_\_\_\_\_

4 The site shop sells lots of products; supermarkets are not easily reached.

A \_\_\_\_\_

5 At the barbecue tableware is provided by reception.

A \_\_\_\_\_

6 In Summer car hire is cheaper; to hire a car you must go to Camp de Mar.

A \_\_\_\_\_

7 The number of nearby beaches is equal to the number of on-site swimming pools.

A \_\_\_\_\_

8 Swimming at the beach is dangerous; you need your own food at the beach.

A \_\_\_\_\_

9 Buses are a reliable form of transport and everyone can use them.

A \_\_\_\_\_

10 The heated pool is closest to the play area; towels for swimming are provided.

A \_\_\_\_\_

**(30 marks)**

### QUESTION 3

#### Situation

You work for a firm which supplies garden furniture. Information updates are necessary and you have been asked to review the sales figures for a number of your products.

#### Task

Study the table below, then answer the following questions. Write your answer as **a single word, a name or a number** in the answer column. You will lose marks for unnecessary information.

#### GARDEN FURNITURE SALES FIGURES

MODEL	CHAIRS	WOOD	PRICE £	SUPPLIER	SALES	COUNTRY OF ORIGIN
HARVEY	4	TEAK	700	TURNER	600	POLAND
WISLEY	6	QUELA	1200	GEELONG	800	JAVA
BROADWAY	6	REDWOOD	1000	BUNTON	750	CANADA
HENLEY	8	OAK	1100	BUNTON	700	CANADA
GRASMERE	4	TEAK	850	TURNER	500	BRAZIL
HELSTON	4	QUELA	1000	GEELONG	1200	JAVA
KINGSTON	8	QUELA	900	HARDY	1000	JAVA
HONITON	6	OAK	700	BUNTON	700	USA



**QUESTION 3 CONTINUED**

**ANSWERS**

- 1 Which 4 chair model has been the best seller?
- 2 Which supplier offers the most models?
- 3 Does the Redwood 6 chair model cost more than the teak 4 chair models?
- 4 How many models under £1,000 come from Canada or the USA?
- 5 From which country does the least expensive 4 chair model come?
- 6 Who supplies the 4 chair model from Java costing more than £900?
- 7 Which 6 chair model costing over £800 has been the poorest seller?
- 8 How many suppliers offer a 4 chair model?
- 9 From which wood is the worst- selling model made?
- 10 Does Bunton offer a 6 chair model under £1,000?
- 11 Which supplier offers an 8 chair model cheaper than the Broadway?
- 12 How many 6 and 8 chair models cost less than the model made from redwood?
- 13 Which supplier has sold the most 6 or 8 chair models made from Quela?
- 14 From which wood is the cheapest 6 chair model made?
- 15 How many models made from teak or oak cost less than the Wisley model?
- 16 Has Bunton sold more models made from oak than models made from redwood?
- 17 Which wood, apart from redwood, comes from only 1 country?
- 18 Which supplier offers the best selling 8 chair model?
- 19 Who supplies the 6 chair model which costs no more than the Harvey model?
- 20 From how many countries does Turner get its furniture?


**(20 marks)**

**QUESTION 4**

**Situation**

You work in the despatch office of Worldwide Flowers. It is Monday and you have just received a voicemail message from Ms Lucy Goschen who owns a small number of flower shops called Flowerpower:

“ Hello! This is Lucy from Kingston-on-Thames. I’ve just returned from holiday and my duty manager had forgotten that it’s Mothers’ Day this weekend. We need extra stocks of flowers urgently. Will you please send 3 times our usual order for roses (red and white) and carnations, and double the order for lilies and freesia.”

“We must have them for Friday at the latest. Send them all to our shop in the centre of Kingston, please, and just put them on our account as usual. What a rush it all is!  
Oh, I’ll need some boxes of green fern as well – six should be plenty. Thanks for your help.”

In the order book you find that Lucy normally has 6 boxes each of white and red roses and 3 boxes of all other flowers. The Kingston shop is at 97 Handel Place and delivery day is Thursday.

**Task**

Complete the order form below for Lucy Goschen.

<b>WORLDWIDE FLOWERS</b> <b>Customer order form and delivery note.</b> <b>(Please complete in capitals)</b>	
<b>NAME OF CUSTOMER:</b>	
<b>COMPANY NAME:</b>	
<b>DELIVERY ADDRESS:</b>	
<b>DELIVERY DAY:</b>	
<b>PAYMENT METHOD:</b>	
<b>ORDER RECEIVED BY:</b>	
<b>FLOWER TYPE</b>	<b>NUMBER OF BOXES</b>

**(20 marks)**

QUESTION NUMBER	EXAMINER'S USE ONLY
1	
2	
3	
4	
<b>TOTAL</b>	



**SERIES 3 EXAMINATION 2006**  
**ENGLISH FOR BUSINESS**

**LEVEL 1**

(Code No: 1041)

THURSDAY 8 JUNE

**Instructions to Candidates**

- (a) The time allowed for this examination is **2 hours**.
- (b) Answer **all 4** questions.
- (c) Use the spaces provided in the combined question and answer booklet to complete the answers. If more space is needed for answers or rough notes, use the supplementary sheets provided and secure them inside your booklet with your name and candidate number clearly written on each sheet. Rough notes should be clearly crossed through.
- (d) Credit will be given for correct spelling, punctuation and grammar.
- (e) Adequate and appropriate communication is required rather than a particular number of words.
- (f) When you finish, check your work carefully.
- (g) The use of standard English dictionaries and cordless non-programmable calculators is permitted. Candidates whose first language is not English may use a bilingual dictionary.

**ENTER DETAILS BELOW**

**CANDIDATE'S NAME IN FULL**

as it is to appear on the certificate

**IDENTITY CARD NUMBER** .....

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Subject Code Number .....**1041**.....

Candidate's Number ..... Centre Code .....

Full Private Address .....

..... Postcode .....

Centre Name and Address .....

.....

**STATE HERE THE NUMBER OF ADDITIONAL SHEETS HANDED IN**

**QUESTION 1**

**Situation:**

You work in the Marketing Department of a large bakery firm which owns 25 shops in your area. In 2 weeks' time the firm will celebrate 50 years in business with a Bread for Health Week in the shops. There will be new products for customers to sample, including bread and cakes made from the original recipes. All staff will wear the old- style uniforms of the 1950s. Shop managers have already attended a very successful one-day training course about the new products, the uniforms and customer involvement, to prepare for the event.

**Task:**

**Write a memo of between 150 and 200 words** to all shop managers reminding them of the Bread for Health Week. Give them final instructions about arrangements such as product displays and staff preparation to make sure the event is successful with the customers.

**Write your memo in the space below.**

**QUESTION 1 CONTINUED**

**You may continue to write your memo in the space below**

A large empty rectangular box intended for writing the memo.

**(30 marks)**

## QUESTION 2

### Situation:

You work in the Customer Relations Department of Trenton Supermarkets. It has been reported that some of your products contain a banned ingredient. A letter has been prepared to give to customers, and it is your job to check the letter before it is issued.

### Task:

Read the letter on the page opposite entitled “**Product Recall – Aswan 205**”, then say whether the following statements are **True or False**. Then **quote the words or phrases from the letter** that support your answer. **Do not write more than 6 supporting words for each answer**. You will lose marks if you write more than this.

### Note:

Answers usually have 2 parts, and the words or phrases you need may be in different parts of the letter.

### Example:

**Statement:** Philip Trenton holds a high position in the firm; he says the firm is sorry about the product recall.

**Answer:** True. Managing Director / we apologise.

### Write your answers on the lines marked A.

- 1 The Aswan 205 recall affected only Trenton Supermarkets and their ready meals.  
A \_\_\_\_\_
- 2 FSA was told about Aswan 205 by another company; they are worried that more products may be affected.  
A \_\_\_\_\_
- 3 Aswan 205 is a type of meat; people who have eaten it are told to see a doctor.  
A \_\_\_\_\_
- 4 Products containing Aswan 205 were withdrawn at once; all other products can be consumed without risk.  
A \_\_\_\_\_
- 5 A large number of Trenton products are affected; Trenton sells under 5,000 items.  
A \_\_\_\_\_
- 6 Trenton Supermarkets care a lot about customers and make great efforts to please them.  
A \_\_\_\_\_
- 7 Customers are advised to take affected products to FSA; they will receive a voucher in return.  
A \_\_\_\_\_

8 Trenton Supermarkets make only 2 or 3 checks a year; the checking method depends on the time of year.

A \_\_\_\_\_

9 Affected products are identified by the packaging design; to obtain a full list of affected products you must visit the supermarket branch.

A \_\_\_\_\_

10 Aswan 205 is not allowed in any food product; no products now sold at Trenton Supermarkets contain Aswan 205

A \_\_\_\_\_

(30 marks)

### PRODUCT RECALL – ASWAN 205

#### TRENTON SUPERMARKETS CUSTOMER INFORMATION

Dear Customer

Trenton Supermarkets wish to inform all our highly-valued customers that a banned ingredient (Aswan 205) has been found in some of the foods on sale in our stores and in other UK supermarkets. The discovery was made by the Food Standards Agency (FSA). As soon as the FSA informed us, we immediately removed all affected products from our shelves. Aswan 205 is a colouring agent which is banned in the UK.

All products presently on display (more than 20,000 in our range) are not affected and can be safely eaten without any risk to health. If you have already eaten a product containing Aswan 205 there is no need to worry. You should, nevertheless, not eat any more if you still have any of the affected products in your home. Only a small percentage of our products contained Aswan 205 and these were in the following areas of sale:

- Ready meals
- Prepared salads
- Fresh soups

Customers can obtain a full list of affected products at the Customer Service Desk or the Information Point in any of our supermarkets. Or you can call our Customer Hotline on 0845- 202- 4321.

We repeat that no Trenton products are now affected. The FSA are confident that they have identified all the affected products containing Aswan 205.

Trenton Supermarkets place great importance on product quality and our buyers make checks at frequent intervals on all our supply sources. We apologise to all customers who have bought any of the affected products. If you still have any of these products with the date codes 10601 to 10605, please take the product or the packaging to your nearest Trenton Supermarket. We will give you a full cash refund.

Sources of ingredients for our products sometimes change according to the season, but our checking system never alters. We remain fully committed to finding the best food products for our customers.

Please continue to shop with us.

Yours sincerely

Philip Trenton

Managing Director

### QUESTION 3

#### Situation:

You work in the Events Planning Department in your Town Hall. In preparation for a major event you need to check the capacity of the local car parks.

#### Task:

Study the Car Parks Table on the page opposite, then answer the questions below. **Write your answer as a single word, a name or a figure in the answer boxes.**

You will lose marks if you write more than this.

		<b>ANSWERS</b>
1	Which car park, open after 2200, has the most spaces?	
2	How many car parks, costing more than £4, have CCTV?	
3	Excluding the 24 hours car parks what is the daily charge for the car park which opens the earliest?	
4	How many car parks are less than 300 metres from the venue?	
5	Does the 24 hours car park with the least spaces have Staff Patrol?	
6	What is the daily charge for the car park nearest to the venue?	
7	Which car park charging under £5 is open the longest?	
8	How many car parks less than 250 metres from the venue have CCTV?	
9	Which car park charging less than £5 has the most parking spaces?	
10	How many car parks which are open later than 2000 have Staff Patrol?	
11	Is the car park with the least spaces open at 0300?	
12	How many car parks are open after 2000?	
13	Which car park with over 150 spaces has Staff Patrol and CCTV?	
14	Excluding the 24 hours car parks, how many car parks are open for the same <i>number</i> of hours?	
15	Which car park with no CCTV is the first to open?	
16	Does the most expensive car park have CCTV and Staff Patrol?	
17	How many car parks which are open at midday are more than 200 metres from the venue?	
18	Car park A has more spaces than car park F and is nearer to the venue. Is this statement true?	
19	How many spaces has the car park with CCTV and a daily charge of £3?	
20	There are 5 car parks with more than 100 spaces and either CCTV or Staff Patrol. Is this statement true?	

**(20 marks)**



**QUESTION 3 CONTINUED**

**CAR PARKS TABLE**

<b>CAR PARK</b>	<b>NUMBER OF SPACES</b>	<b>DAILY CHARGE £££</b>	<b>OPENS</b>	<b>CLOSES</b>	<b>CCTV</b>	<b>STAFF PATROL</b>	<b>METRES FROM VENUE</b>
A	150	4	0600	2200	NO	YES	300
B	200	6	0700	2000	YES	NO	200
C	80	3	24 HRS	N/A	YES	YES	100
D	300	4	0900	2100	NO	YES	400
E	240	5	24 HRS	N/A	YES	YES	250
F	180	4	0800	2000	YES	NO	80
G	100	3	0500	2100	NO	YES	160

#### **QUESTION 4**

**Situation:**

You work as the Personal Assistant to the Production Director of a large pottery firm. She has left you some notes about her engagements for the next month.

**Task:**

Use the information below to complete your boss's diary on the page opposite.

**Notes for diary:**

20<sup>th</sup> - monthly sales review

2<sup>nd</sup> and 4<sup>th</sup> Thursdays – Pottery Guild

Wednesdays – Production Committee Meeting

Pottery Conference – starts on 7<sup>th</sup> for 4 days

Tuesdays – visits to retailers

1<sup>st</sup> Monday – Schools' Competition Semi-Final (NB Final is 2 weeks later)

5<sup>th</sup> - Paris Exhibition.

Visit to Madrid – 2 days before Schools' Competition Final

**NB** Pottery Conference finishes at noon on the last day. Schedule retail visits for afternoon.

**(20 marks)**

**QUESTION 4 CONTINUED****MONTHLY DIARY**  
**(Complete in capitals)**

<b>DAY</b>	<b>DATE</b>	<b>ENGAGEMENTS</b>
SUNDAY	1 <sup>ST</sup>	
MONDAY	2 <sup>ND</sup>	
TUESDAY	3 <sup>RD</sup>	
WEDNESDAY	4 <sup>TH</sup>	
THURSDAY	5 <sup>TH</sup>	
FRIDAY	6 <sup>TH</sup>	
SATURDAY	7 <sup>TH</sup>	
SUNDAY	8 <sup>TH</sup>	
MONDAY	9 <sup>TH</sup>	
TUESDAY	10 <sup>TH</sup>	
WEDNESDAY	11 <sup>TH</sup>	
THURSDAY	12 <sup>TH</sup>	
FRIDAY	13 <sup>TH</sup>	
SATURDAY	14 <sup>TH</sup>	
SUNDAY	15 <sup>TH</sup>	
MONDAY	16 <sup>TH</sup>	
TUESDAY	17 <sup>TH</sup>	
WEDNESDAY	18 <sup>TH</sup>	
THURSDAY	19 <sup>TH</sup>	
FRIDAY	20 <sup>TH</sup>	
SATURDAY	21 <sup>ST</sup>	
SUNDAY	22 <sup>ND</sup>	
MONDAY	23 <sup>RD</sup>	
TUESDAY	24 <sup>TH</sup>	
WEDNESDAY	25 <sup>TH</sup>	
THURSDAY	26 <sup>TH</sup>	
FRIDAY	27 <sup>TH</sup>	
SATURDAY	28 <sup>TH</sup>	
SUNDAY	29 <sup>TH</sup>	
MONDAY	30 <sup>TH</sup>	





## QUESTION 1

### Situation

You work for Norman Furniture plc whose head office is at:  
64 Redhill Road, Barham BA1 4MX.

The company supplies furniture and fittings to a wide range of hotels.

Mrs. Jenni Pierce, the Sales Director, is planning to display the firm's products at the Annual Hotels' Exhibition in Bristol.

The Exhibition, which starts on 15 April, takes place over 4 days at the City Conference Centre. Jenni has left the following information on your voicemail.

"Hello, it's Jenni here. Just a few points about the exhibition. We must have a display area in the main exhibition hall – that is absolutely essential! We need 2 sections, one for a hotel reception area (reception desk, tables, chairs etc) and the other so we can display a small bar and restaurant layout. You need to write to Tina Sarola at the Conference Centre. Ms Sarola is in charge of bookings. Just say you are writing on my behalf and she will make sure we get what we want. Be polite and businesslike in your letter to her.

We need to set up the day before the exhibition opens, and we need somewhere to stay. Ask Tina to book 2 rooms (single) at the Derby Hotel. Check if there is a discount for 3 nights or more. We need 5 nights' accommodation and the rooms should be "ensuite".

Last but very important. Tina will need to know that the bar and restaurant we set up will be fully operational. I've booked a firm called Chefs Unlimited to staff it and serve drinks and light meals. Thanks."

### Task

**Write a letter** of between 150 and 200 words to Tina Sarola to arrange the bookings for the exhibition and accommodation. Tina's address is:

Room 204, The Conference Centre, Park Street, Bristol BR1 4AE.

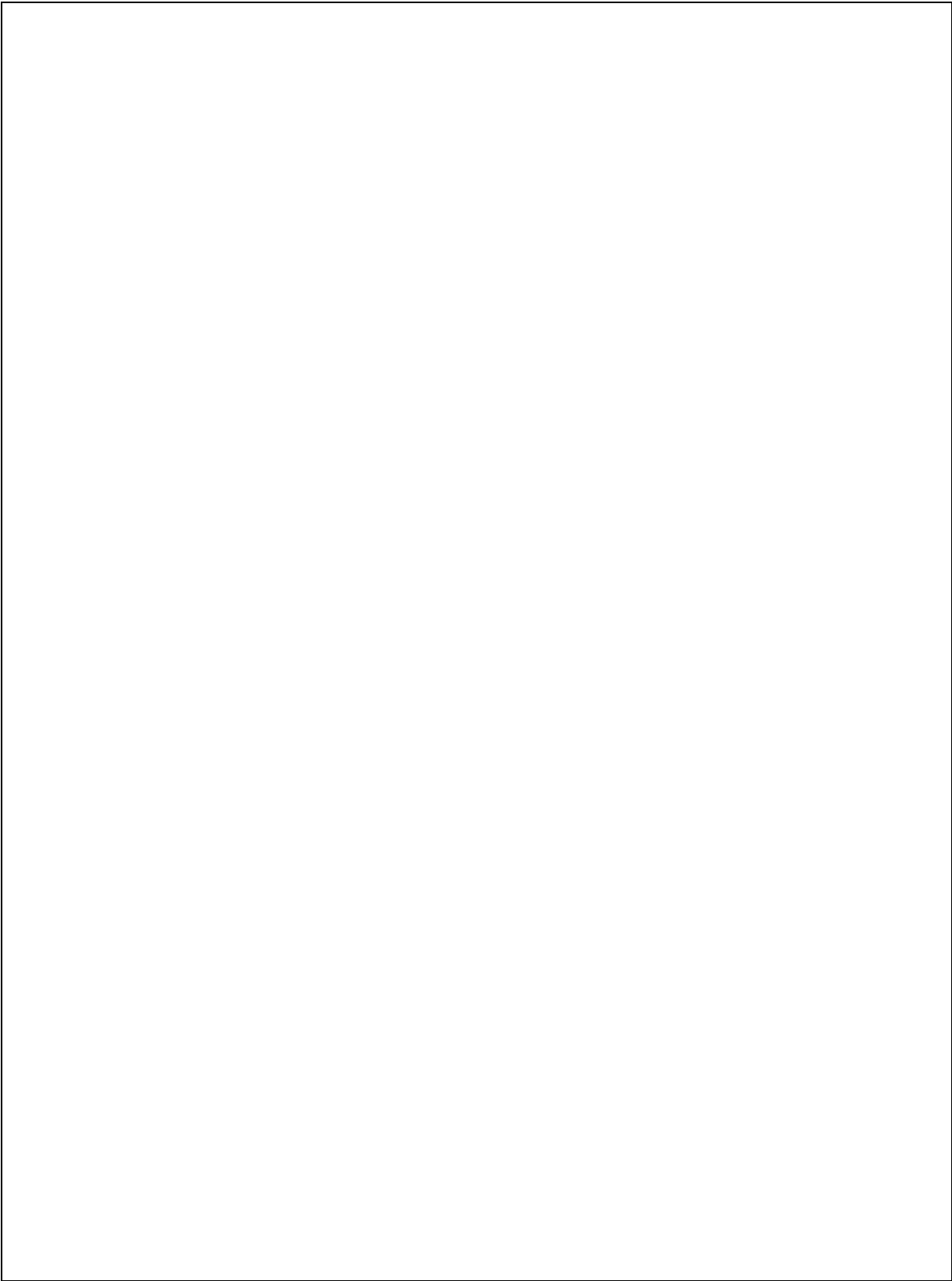
Lay out your answer as a **letter** on the next 2 pages.

**Write your letter here**

A large, empty rectangular box with a thin black border, intended for writing a letter. It occupies most of the page's vertical space.

**QUESTION 1 CONTINUED**

You may continue writing your letter here.

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter. The box occupies most of the page's vertical space.

**(30 marks)**



## QUESTION 2

### Situation

You work as a trainee food correspondent for a magazine. Your boss has asked you to check an article about changes in fast food outlets.

### Task

Read the passage below entitled "Healthy Eating Tops the Menu" then say whether the statements on the following page are **TRUE or FALSE**. Then **quote** the words or phrases from the passage that support your answer. **Do not write more than 6 support words for each answer**. You will lose marks if you write more than this.

### Healthy Eating tops the Menu

Gordons Fast Foods, founded in 1962, are starting to make big changes to their range of fast food meals. There are plans to phase out traditional fast foods such as burgers and fried chicken throughout the 200 plus outlets. In their place customers can purchase sandwiches made on the premises along with fresh salads, fruit, and vegetables. Even porridge and yogurt are available for breakfast, while lunch-time customers can enjoy pitta bread filled with chicken and roasted vegetables.

The biggest menu changes are found in the children's meals. Gordons are launching an £8 million advertising campaign to promote healthy eating. The 3 months' campaign aims to persuade parents that Gordons care about children's good health. The number of meal combinations for children has doubled from 54 to 108. As fried food is phased out, in come the grilled and fresh alternatives. To fill their plate children can choose fresh salad, fruit, or a jelly made with fresh fruit juice.

These changes to the menu have cost an estimated £2 million and Gordons are spending an extra £3.5 million to encourage a balanced and active lifestyle. It all sounds very good, but is it *really* possible to get balanced meals in a fast food outlet? Food experts say they welcome the changes but they think that many of the new meals still contain too much salt and not enough calories. Anna Kowalski, who is an independent food expert, reported that many children will still be hungry because the new meals are not filling enough. This leads children to ask for crisps or chocolate. Ms Kowalski says parents should still cook regularly at home with their children. Fast meal visits should never be given as a treat. Rewards should be a visit to the park to play on the swings and to enjoy an ice cream.

**(30 marks)**

**QUESTION 2 CONTINUED**

**Example:**

Statement: Gordons have already stopped serving burgers and fried chicken; their campaign is aimed at children.

Answer: FALSE plans to; parents

**Write your answers on the lines marked A.**

- 1 The healthy eating campaign lasts for a year; it will cost £2 million.  
A \_\_\_\_\_
- 2 Gordons will offer less fried food and more fresh alternatives to eat.  
A \_\_\_\_\_
- 3 Gordons have been in business for over 30 years; they now have over 200 outlets.  
A \_\_\_\_\_
- 4 Gordons are making no effort to change people’s eating habits.  
A \_\_\_\_\_
- 5 Food experts like Gordons’ new meals, but still have some doubts about them.  
A \_\_\_\_\_
- 6 Yogurt and pitta bread are on the Gordons’ menu right through the day.  
A \_\_\_\_\_
- 7 Children should be taken to Gordons on special occasions; the food fully satisfies them.  
A \_\_\_\_\_
- 8 The menu changes at Gordons cost £3.5 million; the number of meals for children has increased by 200 per cent.  
A \_\_\_\_\_
- 9 Anna Kowalski works for Gordons; she recommends daily visits to Gordons.  
A \_\_\_\_\_
- 10 Gordons have their sandwiches delivered; their fruit jelly is made from dried fruit.  
A \_\_\_\_\_

**QUESTION 3**

**Situation**

Your company is planning to buy a number of health and leisure centres. You have been asked to investigate the facilities offered by a number of centres.

**Task**

Study the information in the table opposite headed **Health and Leisure Centres**, then answer the questions below. **Write your answer in the answers column using no more than 2 words, a name or a figure.** You will lose marks for unnecessary information.

**ANSWERS**

1 Does every centre have a gym and a steam room?	
2 Is there a kit shop at Fighting Fit?	
3 How many centres have a crèche?	
4 How many centres charge more than £100 per month?	
5 How many centres are open at 0720?	
6 How many centres have fitness classes every day?	
7 Which centre has the shortest pool?	
8 How many centres have a pool longer than 20 metres?	
9 Is the minimum membership period at ABC the same as at Gable Health?	
10 How many centres have no business suite and no crèche?	
11 Can you have lunch and a beauty treatment at Corley Fitness?	
12 Which centre is the last to close in the evening?	
13 How many centres charge extra for fitness classes?	
14 Which centre has the least facilities?	
15 Is there a fitness class at Total Health on Tuesdays?	
16 At FastFit are fitness classes included in the monthly fee?	
17 Which centre has a pool the same length as Gable Health?	
18 Which centre is the last to open in the morning?	
19 How many of the centres with a restaurant have no crèche?	
20 How many of the centres which close before 2200 have a business suite?	

QUESTION 3 CONTINUED

HEALTH AND LEISURE CENTRES.

	FASTFIT	TOTAL HEALTH	FIGHTING FIT	ABC HEALTH	CORLEY FITNESS	GABLE HEALTH
££ MONTHLY	100	60	65	120	200	120
MINIMUM MEMBERSHIP (months)	3	12	6	3	6	6
KIT SHOP	YES	YES	NO	NO	YES	YES
BUSINESS SUITE	YES	YES	NO	NO	YES ££	NO
SWIMMING POOL SIZE (metres)	25	15	NO POOL	20	30	20
STEAM ROOM	YES	YES	YES	NO	YES	YES
GYM	YES	YES	YES	YES	YES	YES
FITNESS CLASSES	DAILY***	MONDAY TO FRIDAY	SATURDAY SUNDAY ONLY	DAILY	DAILY***	DAILY
RESTAURANT AND BAR	YES	NO	NO	YES	YES	YES
CRECHE	NO	NO	YES	NO	YES	NO
BEAUTY SALON	YES	NO	NO	YES	YES	YES
OPENING TIME	0700	0800	0930	0900	0600	0700
CLOSING TIME	2100	2000	2200	2100	2330	1900

££ = FEES ON REQUEST  
 \*\*\*= £15 MONTHLY EXTRA.

(20 marks)

**QUESTION 4**

**Situation**

You work in the London Royal Hotel as Transport Manager. One of your jobs is to organise courtesy cars for guests arriving at the city's airports. The Booking Clerk has given you details of the list of guests arriving tomorrow.

**Task**

Use the information below to complete the Airport Collection List that follows.

"We have 5 people to collect at various times tomorrow. Mr Daniel Leon will arrive at 0930 at Gatwick Airport on flight KLM222 from Oslo. We had a message from Mr Leon to say that his colleague, Ms Jerri Weill, is delayed in Cairo. She was due to arrive at Heathrow Airport on EGT134 at 1400. She will contact us later with her new arrival time. Two more guests arriving at Heathrow are Mrs Sonja Henkel arriving from Düsseldorf at 1430, and Mr Kenneth Lo. He is due in at 1600 from Beijing on flight AMM173. Mrs Henkel is travelling on British Airways flight BAA168. Our final guest is Mr Todd Smalley flying in from Boston on KLM264 to Gatwick arriving at 1000. He has to meet a colleague at the airport and wants to be collected an hour after midday. Remember to collect them in order of arrival time – except, of course, in Mr Smalley's case. PS. Phone call from Ms Weill. She is arriving on MON 618 which is due to arrive at Gatwick at 1700.

**AIRPORT COLLECTION LIST**  
(Complete in capitals)

<b>GUEST NAME</b>	<b>FLIGHT NUMBER</b>	<b>DEPARTURE AIRPORT</b>	<b>ARRIVAL AIRPORT</b>	<b>COLLECTION TIME</b>

**(20 marks)**