



English for Business

Level 1

Past Papers 2004

London Chamber of Commerce and Industry Examinations Board (LCCIEB)
Platanenstr. 5
07549 Gera
Tel: 0365 / 7 38 85 19
Fax: 0365 / 7 38 85 36
Webseiten: www.lccieb-germany.com
Email: info@lccieb-germany.com

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QUESTION 1

Situation:

You are the Managing Director of a small company.

Your firm has just received a letter from the Planning Officer for your city. The letter states that a new road link is planned and your premises lie directly in the proposed route for the road link. The Planning Officer is offering you alternative premises some 10 miles away. This move would cause problems for your staff and distribution, not to mention considerable expense. You know that a number of other routes for the road link have been suggested.

Task:

Write a letter of between 150 and 200 words to the Planning Director at the Town Hall in your city. State your objections to his proposal about the road link and ask for the other routes to be considered more carefully. You may invent any details you think are necessary.

Write your letter in the space below.

QUESTION 1 CONTINUED

You may continue writing your letter in the space below:

(30 marks)

QUESTION 2

Task:

You work for an advertising agency in London, and you are checking the facts in a client's advertisement before publication.

Read the advertisement on the page opposite entitled "It Really Suits You, Sir!", then say whether the following statements are **TRUE** or **FALSE**. Then **quote** the words from the advertisement 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.

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

Example:

Statement: Paolo is from Brazil; he is unable to write.

Answer: False – from Italy/makes detailed notes.

Write your answers on the lines marked A.

1 Paolo keeps no records of customer details.

A _____

2 Paolo's workers live in London; they are all new to the trade.

A _____

3 Paolo is the fourth in his family to be a tailor.

A _____

4 Paolo's London visits last more than a week; some customers are entertainers.

A _____

5 Paolo's suits are beyond most people's budget; he gets no repeat orders.

A _____

6 You must arrange to see Paolo; you cannot get your deposit back.

A _____

7 Paolo makes 50 suits a week in London.

A _____

8 Paolo's suits are nice to wear; they are better than ready-made suits.

A _____

9 For £500 Paolo offers you a suit and nothing else.

A _____

10 To make an appointment you must write a letter in Italian.

A _____

(30 marks)

“It Really Suits You, Sir!”

Are you worried about not looking well-dressed at formal functions? There is a man from Italy who knows just how to dress you – Paolo Sabatini. Paolo is a master tailor from Milan and he and his team of experienced craftsmen make over 100 handsome suits every week for their London customers. You do not need to go to Milan for a Sabatini suit, because Paolo comes to you in London. He speaks perfect English.

Paolo is a third generation tailor (his father and grandfather were tailors too) and he has developed his family’s skills to produce top-quality suits at an affordable price for his customers. Apart from simply taking measurements, Paolo also takes a digital photograph and makes detailed notes about the physical aspects of his clients. These are then taken back to Milan where the suit is made.

When he is in London for business Paolo uses a hotel suite for his consultations, which are strictly by appointment only. Usually he stays at the Park Lane Tower Hotel close to Knightsbridge. He sees all kinds of people in the course of a visit, which usually lasts for about ten days. There are politicians, writers, city brokers, film and TV celebrities.

The average cost of a finished suit is around £500 – a deposit of £100 is required and there are no refunds. For this sum of £500 Paolo offers free alterations to suits bought from him, along with a full choice of colour linings to suit the individual. Most of his customers are happy to buy again because they feel good and comfortable in their suits. Paolo offers a service that is superior to tailors selling ready-made clothes.

So why not give Paolo a try? In just a few weeks you could be dressed like a king!
Just call 0207-600-2000 or email at paolo@sabatailor.co.uk.

Adapted from an advertisement in The Independent

QUESTION 3

Situation:

Your company is about to start trading in a number of EU countries and, for staff training purposes, you are checking on the courses offered at nearby language centres.

Task:

Study the table on the page opposite, entitled Foreign Language Courses, then answer the following questions. **Write your answer as a single word, or a name, or a number.** You will lose marks if you write more than this.

- 1 Which centre has the lowest fees?
- 2 On which day do the most lessons take place?
- 3 How many centres offer a 3-month course in German?
- 4 How many centres offer a January start date?
- 5 Which language is not offered as a 3-month course?
- 6 How many centres with a September start date have 2-hour lessons?
- 7 Which centre offers the longest course in German?
- 8 On how many lesson days can you learn Danish?
- 9 Which centre offers Greek for the lowest fee?
- 10 Are there any 3-hour French lessons on Fridays?
- 11 Does Smith run more courses with January start dates than Green?
- 12 How many 6-month courses take place on Mondays?
- 13 At which centre can I start a 6-month French course in January?
- 14 How many courses in Italian cost more than £240?
- 15 Which centre offers a 3-month Danish course with 3-hour lessons?
- 16 How many centres offer 2-hour Spanish lessons starting in January?
- 17 On Fridays are there more Italian courses than French courses?
- 18 Does Parr handle more languages than Green?
- 19 How many centres offer Italian for less than £300?
- 20 Which centre offers a 6-month course in Dutch with 3-hour lessons?

ANSWERS	

(20 marks)

FOREIGN LANGUAGE COURSES

CENTRE	LANGUAGES OFFERED	COURSE LENGTH (MONTHS)	LESSON LENGTH (HOURS)	LESSON DAYS FOR EACH LANGUAGE	FEEES £	START DATES	AREA TUTOR
Preston	French Spanish Italian	3	2	Monday Tuesday Thursday	100	September January	Smith
Whalley	Dutch Spanish Greek	6	3	Monday Friday	200	September April	Green
Tebay	French Danish Italian	6	3	Tuesday Friday	250	September January	Smith
Cartmel	French Italian Greek	12	3	Monday Thursday	400	September	Parr
Brough	French Italian Spanish German	3	2	Wednesday	120	September January April	Green
Bootle	German Italian Greek	6	3	Monday Friday	230	September January	Kyle
Askrigg	French Dutch Danish	3	3	Monday Wednesday Friday	110	September January April	Parr

QUESTION 4

Situation:

You work as the Personal Assistant to Mr Charles Cardew in a large travel insurance firm. At the moment you are working on a leaflet about the firm's 50 years in the insurance business. Over the years the name of the firm has changed a number of times. Ms Celia Conway, who at one time was the firm's Managing Director, is talking to you about the firm's history. She tells you:

"I came into the firm in 1959, five years after it was started by Paul Smith and Andrew Harvey. They traded as Smith Harvey Ltd and sold house contents insurance. I was responsible for changing the firm's name to Insurance Direct when I took over as Managing Director. My former firm, Northern Insurance, bought Smith Harvey Ltd and we switched to selling car insurance. The number of employees rose quickly, and after 20 years we had 60 staff. Very different from Smith Harvey Ltd – they just employed one typist! I met Paul Smith, the very first MD, last year in London. Anyway, three years after 1979, with me still as MD, we became Firecover Ltd. Car insurance had become too competitive, so from then on we specialised in fire insurance. The number of employees was double what it was in 1979. I finished work in 1992 when the present firm, T I Associates, bought us out. I believe you said earlier that the firm now has 300 employees. It's come a long way in 50 years. I would be very interested to meet the present MD, Mr Cardew. Could that be arranged?"

Task:

Using the information above, complete the chart below. Complete the chart in date order and use capital letters.

FIRM'S NAME	YEAR STARTED	NAME OF MD	NUMBER OF EMPLOYEES	INSURANCE TYPE

(20 marks)

QUESTION 1

Situation

You work as an Assistant Manager in a small packing warehouse. Part of your responsibility is the internal safety of the premises. This includes:

- the fixtures and fittings
- safety equipment
- staff safety training.

The annual inspection of your premises is due in a few weeks' time and you have conducted a survey of the present safety situation in the warehouse.

Task

Write a memo of between 150 and 200 words to your Warehouse Manager, reminding him of the coming inspection. Give him details about what needs to be done in order to meet the inspector's expectations in the safety areas listed above.

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

MEMORANDUM

TO:

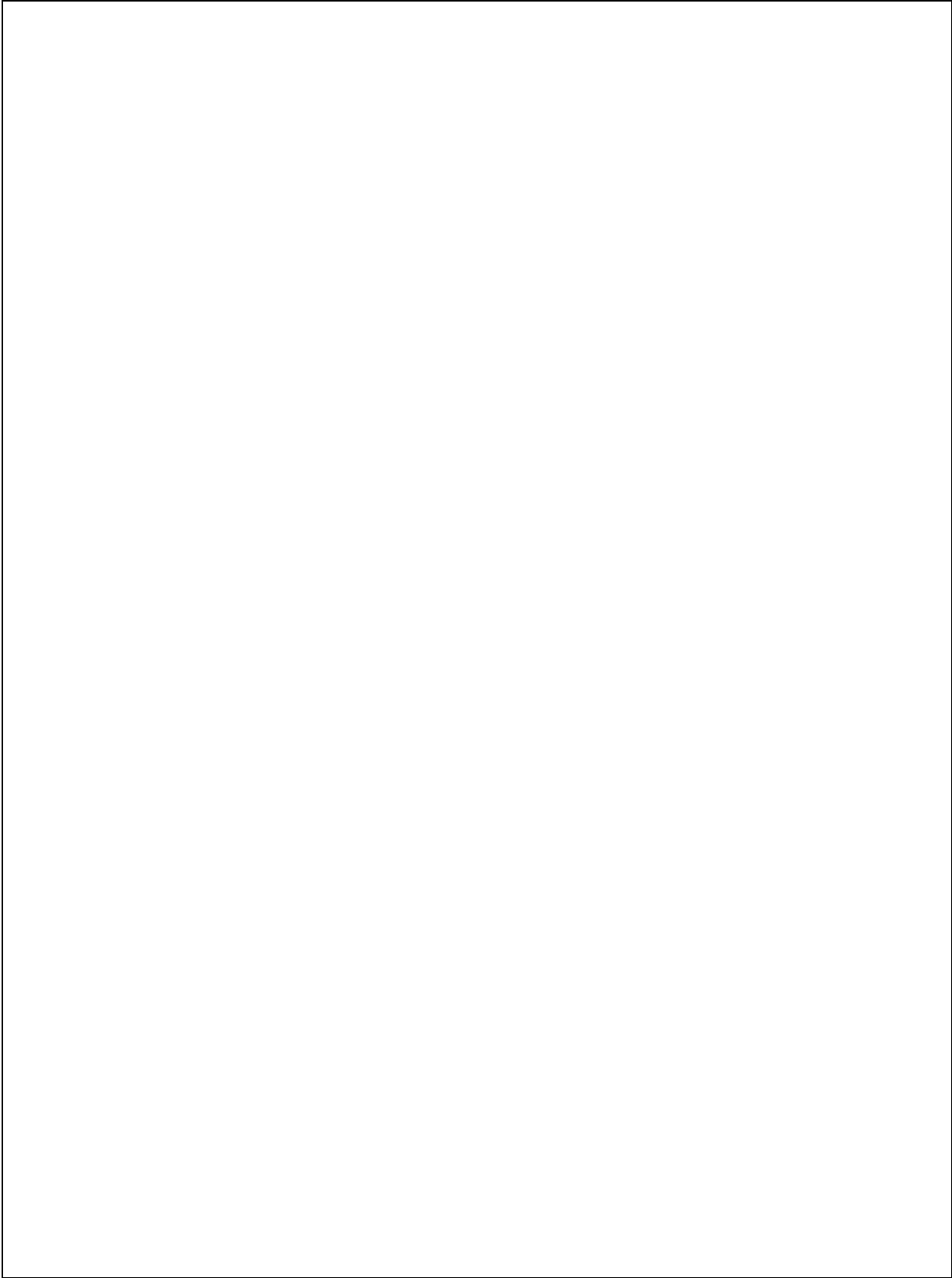
FROM:

DATE:

SUBJECT:

QUESTION 1 CONTINUED

You may continue writing your memo here.



(30 marks)

QUESTION 2

Situation

You work for an international recruitment agency. A colleague has written an advertisement, and it is your job to check his work before it is placed in various newspapers.

Task

Read the advertisement below, then say whether the statements on the next 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.

Example:

Statement: The Global Recorder Weekly is published every day and contains the latest news.

Answer: FALSE weekly/general interest

Deputy Editor: Contract 2 years

The Global Recorder Weekly (GRW) is an international newspaper with a circulation of 125,000 readers across the world. The newspaper contains articles from 3 international daily newspapers – The London Star, The New York Mail and the Paris Gazette.

We are looking for a Deputy Editor to join the small friendly team based in London which publishes the newspaper. The team selects the articles which have appeared in the 3 daily newspapers over the last week. The articles are of general interest rather than front page news items. The main areas are world politics, the environment, and important personal achievements of individuals across all nations.

Your main responsibilities will be to choose stories and pictures, and lay out the pages for the weekly paper. As Deputy Editor you will have to edit the paper from time to time, when the Editor is absent. You will also have to meet the publication deadlines for the three main distribution centres of London, New York and Paris. The completed paper, which is printed in English, is emailed to the distribution centres.

The person appointed must have at least 3 years' experience in newspaper publishing, and must be able to lead and motivate the production team. There will be times when your decision will be final. You must be up-to-date in world affairs, and a good knowledge of French is essential.

The salary will be not less than £25K depending on age and experience.

The closing date for applications (which may be emailed to editor@grw.co.uk) is 28 April. Please quote reference GRW1 and include a detailed CV. Address your application to The Editor, The London Star, Borough Road, London E12 5SD. We regret that we cannot acknowledge receipt of applications. Successful applicants will be invited for interview in late May.

Write your answers on the lines marked A.

1 The Deputy Editor's biggest job is the selection and organisation of material.

A _____

2 The GRW is just as likely to report the success of a person born in Malaysia as the success of someone born in London.

A _____

3 Applicants for the post of Deputy Editor should write to the Editor of the GRW who will let them know that their application has been received.

A _____

4 The GRW is printed in several languages and contains articles from one source only.

A _____

5 The Deputy Editor has many helpers; all decisions are made on a group basis.

A _____

6 Articles published in the GRW are usually less than a fortnight old; they are read by people everywhere.

A _____

7 The GRW is sent by airmail to the 7 main distribution centres.

A _____

8 The Deputy Editor will know what is going on in the world, and will understand French well.

A _____

9 The starting salary will be £25k or more depending on age and experience.

A _____

10 The Deputy Editor must observe a strict publishing timetable, and must take full charge of the team.

A _____

(30 marks)

QUESTION 3

Situation

Your manager has asked you to produce a report on the in-house training records of a number of staff.

Task

Study the information in the table below, then answer the questions on the next page. **Write your answer as a single word, a name or a figure in the answer column.**

IN-HOUSE TRAINING RECORDS
(days in each year)

		2002	2001	2000	1999	1998	TOTAL
SALES	JIMMY KO	4	2	2	4	7	19
	JANE SAYNER	1	5	3	3	5	17
	ZUBER PATEL	7	4	4	2	1	18
	RICK WOLFF	6	6	4	2	2	20
	SONIA BALL	5	1	2	3	4	15
DESPATCH	KEITH BOLTON	4	1	1	3	1	10
	TONY GREEN	3	1	1	2	2	9
PRODUCTION	HEIDI SCHMIDT	5	1	1	2	3	12
	ROGER LEVER	3	3	2	3	6	17
	LUCY CHAN	3	4	4	4	1	16
ADMINISTRATION	BRIAN FOX	5	5	1	2	5	18
	ELLIE PARKER	4	7	7	1	6	25
	KLAUS HEINE	3	5	7	2	2	19
	MIKE SIMMS	7	6	3	4	6	26
MANAGEMENT	EDDIE KAHN	4	4	2	1	4	15
	TANYA LEGGE	5	1	5	4	3	18
TOTALS		69	56	49	42	58	274

ANSWERS

- 1 How many staff have had more than 20 days' training?
- 2 Which member of the Sales staff received the least training in 2001?
- 3 Who has had more training overall, Jimmy Ko or Roger Lever?
- 4 Which female had one day less training overall than Mike Simms?
- 5 Have both people in Management received training every year?
- 6 In which year did Klaus Heine receive the most training?
- 7 Did Sonia Ball receive more training in 1998 than Brian Fox?
- 8 In 2000 how many people received more than 3 days' training?
- 9 Which Production team member received the most training in 1999?
- 10 In which year did Heidi Schmidt receive more training than Rick Wolff?
- 11 How many staff have had less training overall than Tanya Legge?
- 12 In the Sales team which male had the least training overall?
- 13 To which team does the person with the most training overall belong?
- 14 In which year did the Administration team receive the most training overall?
- 15 Which member of the Sales team has had more training than Klaus Heine?
- 16 How many staff had less training in 2000 than Brian Fox?
- 17 In 1999 how many staff in Administration and Sales had more than 3 days' training?
- 18 In 2002 who received less training than Rick Wolff received in 1998?
- 19 For how many years did Tony Green receive less than 3 days' training?
- 20 In which year was the most training taken overall?

(20 marks)

QUESTION 4

Situation

You work in the Human Resources Department of a large manufacturing firm. Part of your job is to keep staff records up to date. Your manager has just left you a message on your voicemail about some members of staff who have recently taken examinations in a number of subjects.

Task

Use the information on the voicemail printed below to complete the candidates' results list below. When completing the list **use only the abbreviations in the key**. Do not answer in words or you will lose marks.

KEY: D = distinction; C = credit; P = pass; F = fail; A = absent.

Voicemail message:

I expected Danielle to do well in all her exams. She got credits in the same subjects taken by Charles, but she never went to her Personnel exam. Robert managed a pass in all 3 of his – Marketing, Personnel and ICT, but Thomas failed miserably in the 2 last-mentioned. Allan and Dan equalled each other with a distinction in Sales, and between them they received a credit in ICT and a pass in Customer Care. Allan got the pass.

Janet only took one exam, Customer Care, and managed a grade higher than Allan. Charles, as we all expected, did very well and achieved distinctions in ICT and Accounting. Richard's result in Accounting was a grade lower than Charles's result, and he also just scraped a pass in ICT.

Little Tanya excelled herself with distinctions in the 2 subjects that Thomas did so badly in. She also equalled Richard in Accounting.

Very pleasing overall, I think.

CANDIDATES' RESULTS LIST

	ICT	MARKETING	PERSONNEL	SALES	ACCOUNTING	CUSTOMER CARE
DANIELLE						
JANET						
TANYA						
ALLAN						
CHARLES						
DAN						
RICHARD						
ROBERT						
THOMAS						

(20 marks)

QUESTION 1

Situation

You work in the Staffing Department of John Starr Windows and Doors Ltd. You have just completed the interview arrangements for the post of Assistant Regional Sales Manager. The arrangements cover:

- the number of candidates
- the interview date
- the times of the interview
- how long each interview will last
- the members of the interview panel (3 people)
- if food/drink will be available
- any other relevant details

Task

Write a memo of between 150 and 200 words to the Director of Sales, Mrs Hannah Stott (who will chair the panel), giving her complete information about the arrangements for the interviews.

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

MEMORANDUM
TO
FROM
DATE
SUBJECT

QUESTION 1 CONTINUED

You may continue writing your memo here.

(30 marks)

QUESTION 2

Situation

You are checking a short article about sales representatives for a colleague.

Task

Read carefully the article entitled "Selling Points" below, then say whether the statements on the next page are **TRUE** or **FALSE**. Then **quote** the words or phrases from the passage 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: Sales representatives used to be called company travellers; the job was as hard as it is today.

Answer: FALSE commercial (travellers)/much easier

SELLING POINTS

Every product and service needs to be introduced and sold to customers. In the retail trade this is very easy. Goods are put on display, customers see them and sales staff sell the goods to them.

Not all goods can be sold from a shop, and it then becomes the job of the sales representative to find the customers and make the sales. In order to do this, the representative needs a sound knowledge of the goods and of the customers he hopes to sell to. In addition, he should be able to do minor repairs, and advise on running costs of the product or service in question.

Because they are on view to the customer, sales representatives must be smart, well-presented and business-like. They must also be well organised and highly motivated. They must make all types of customer feel at their ease in order to establish a good relationship. Most important, they must be able to work effectively without supervision.

There are no minimum entry requirements for this type of work, except a clean driving licence, but representatives do need to be able to speak confidently, to understand straightforward mathematics, and to have a sound grasp of economics and business practice. There are many seminars which take place around the country to help them achieve this.

Selling today is a very demanding job. Today's sales representative is very different to the old style commercial traveller, whose life on the road 50 years ago was much easier than it is today. There are so many similar products and services on offer, and customers want to know so much more about every aspect of them. Today's sales representatives need knowledge at their fingertips, the ability to persuade when the need arises, and the determination to make a sale in the face of fierce competition from representatives of other companies.

Based on an article in Bolton Evening News

Write your answers on the lines marked A.

1 According to the passage, shops can be used to sell anything.

A _____

2 Sales representatives must know all about their products and be able to mend them.

A _____

3 There are few opportunities for sales people to learn new skills.

A _____

4 Sales representatives cannot work on their own; they do not need to look tidy.

A _____

5 The job of the sales representative has changed very little over the years and formal qualifications are still needed.

A _____

6 Sales representatives should have no worries about talking and should have a persistent attitude to selling.

A _____

7 Today the sales representative's job calls for a lot of effort and careful planning.

A _____

8 Sales representatives must be able to deal with all kinds of people and make them feel relaxed.

A _____

9 A sales representative has very few rivals for business.

A _____

10 There are lots of products around that are like each other.

A _____

(30 marks)

QUESTION 3

Situation

You are running a check on a well-known hotel chain to assess its usefulness to your Sales team.

Task

Study the information in the table below, then answer the questions on the next page. **Write your answer as a single word, a name or a figure in the answer column.**

PERSIMMON HOTELS GROUP

AREA	HOTEL	ROOMS	£ PER NIGHT	BUSINESS SUITE	NEAREST TOWN	PARKING
South	Griffin	112	60	yes	Reading	on-site
	Trafalgar	150	90	yes	Crawley	public
	Meads	85	100	no	Marlow	on-site
North	Weardale	75	70	yes	Alnwick	on-site
	Grand	90	45	yes	Leeds	public
	Fielden	45	85	no	Preston	public
East	Milton	180	70	no	Ipswich	on-site
	Sherwood	120	130	yes	Lincoln	on-site
	Carstairs	60	90	yes	Hull	on-site
West	Devonian	70	55	no	Taunton	public
	Archer's	55	80	yes	Plymouth	on-site
	Compton	60	65	yes	Cardiff	public

ANSWERS

- 1 Which hotel in the West has the most rooms?
- 2 How many hotels in the North and West have on-site parking?
- 3 Does every area have at least one hotel with a business suite?
- 4 Is the Fielden more expensive per night than Archer's?
- 5 How many hotels cost less than £100 per night?
- 6 In which area is the hotel with the fewest rooms?
- 7 How many hotels have a business suite and on-site parking?
- 8 Is the cheapest West area hotel cheaper than Meads?
- 9 Which is the nearest town to the Grand?
- 10 Does the largest hotel in the West have on-site parking and a business suite?
- 11 How many hotels have fewer than 85 rooms?
- 12 How many hotels costing under £90 have on-site parking and a business suite?
- 13 Which town in the North has an hotel with no business suite?
- 14 Are there more hotels with business suites than with on-site parking?
- 15 How many hotels costing more than £80 have public parking?
- 16 Is the cheapest hotel in the East cheaper than the Grand?
- 17 How many hotels with on-site parking have more than 100 rooms?
- 18 In which area is the hotel that costs less than £60 and has a business suite?
- 19 How many towns are near hotels with both on-site parking and under 100 rooms?
- 20 Which hotel with a business suite and public parking is the cheapest?

(20 marks)

QUESTION 4

Situation

You work as Personal Assistant to Ms Nasreen Karim, who is the Training Director for Total Training Systems Ltd. Ms Karim has just handed you her notes about Mr Alex Gordon, who has spent the last 3 days on the Management Development course run by your company. Mr Gordon works for the firm of Carter and Jessel Packaging Ltd. Their address is 4 Station Yard, Wincanton BA8 8BJ.

Ms Karim's notes are as follows:

- In performance terms Alex was only an average trainee
- This will not please his boss at Carter and Jessel – she is Mrs Polly Flowers
- Alex doesn't communicate at all well – very disappointing (but don't mention that in the report)
- Alex compares badly with their last trainee, Rachel Kleist, who was awarded an A grade in all modules
- Alex only managed a C grade in Team Tactics and ICT Skills
- A pity about the Recruitment Module – he only just missed a B grade
- All other modules Grade D!
- He needs to do more reading on management topics – put that in the report, please
- Alex is aiming too high at present. Should do the Preparation for Management course here – mention that we could fit him in next month if they want.

Task

Complete and sign the Training Report Form on the page opposite.

(20 marks)

TOTAL TRAINING SYSTEMS

"BUILDING SKILLS FOR INDUSTRY"

ASHWORTH HOUSE
PARSDEN PLACE
NEWBURY
RG20 6NL

TRAINING REPORT (Please complete in capitals)

FOR THE ATTENTION OF:

TITLE:

NAME OF TRAINEE:

TITLE:

COMPANY NAME:

COMPANY ADDRESS:

COURSE TITLE:

COURSE LENGTH (DAYS):

GRADE CHART (TICK BOXES)

TRAINING MODULE	A	B	C	D	E
CUSTOMER CARE					
RECRUITMENT					
TEAM TACTICS					
INTERVIEW SKILLS					
ICT SKILLS					
BUDGETING STRATEGIES					

OVERALL PERFORMANCE RATING:

RECOMMENDATIONS:

SIGNED:

POSITION:

QUESTION 1

Situation

You work as the Assistant Manager of a food-processing factory, Cornwallis Foods plc, which prepares and delivers fruit and vegetables for use in hotels and restaurants. The address of your firm is Bagshot Road, Brookwood, GU21 0BH. You have received a letter of enquiry from Ms Marcia Connolly, who works for a large hotel chain, Bestway Hotels. Ms Connolly is interested in buying your products, and has asked for an opportunity to visit your factory. Before she comes, she wants to know:

- where your fruit and vegetables are grown
- how they are transported to the factory and how long it takes
- what you do when your customers complain.

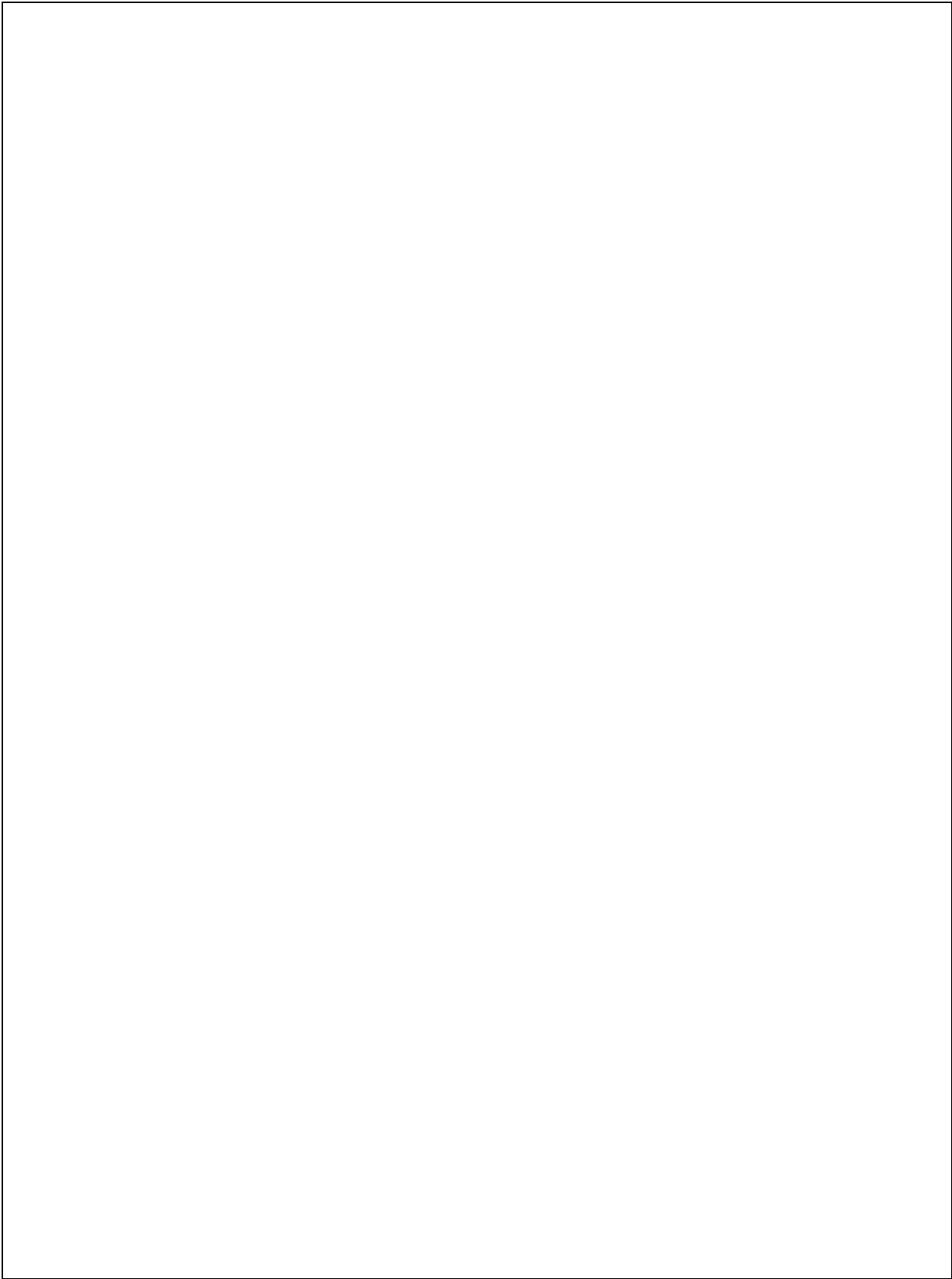
Task

Write a letter of between 150 and 200 words to Ms Connolly giving her information that she asks for. Offer her two possible tour dates for her visit. Tell her which parts of the factory she will visit and the names of people she can talk to as well as yourself. Her address is Head Office, Bestway Hotels, 54 Belgravia, London W1 1AB

Write your **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 have been asked to check the details of an advertisement before it goes to print.

Task

Read the notice below entitled "PRODUCT RECALL", then say whether the statements on the page opposite are **TRUE or FALSE**. Then **quote** the words or the phrases from the notice 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 recalled jar is the large 400g jar and the batch number is T1156.

Answer: FALSE 185g small (jar)/T1056

PRODUCT RECALL.

Green Tomato and Chilli Salsa from Amarato Brothers (Italy) Ltd

185g small glass jar

Quality Control checks have revealed that some of our 185g glass jars of the above-mentioned product do not meet our normal high standards. These jars have the batch number T1056 and a best-before date 18 October 05.

Our 400g and 700g jars of this product are not affected and may be safely eaten.

We would like to emphasise that this small defect only relates to a minor ingredient (chilli powder) and presents no health risk to consumers. Our customers can continue to have full confidence in our range of top-quality products.

In order to be completely safe, we are advising customers not to eat this product. If you have already eaten some, there is still no need to worry at all about any effect on your health.

Please note that no other products are affected.

WHAT YOU SHOULD DO

If you have bought a 185g glass jar of the salsa, please contact the Freephone number 0800 146252 where one of our personal advisors will provide information on how to obtain your product replacement voucher. Please do not return the jar to your retailer. Please do not send your jar to the Amarato Brothers address on the label.

We apologise for any inconvenience caused and would like to thank our customers in advance for their understanding and co-operation. We are doing everything in our power to sort out this problem as soon as possible. Since we started business in 1937, we have guaranteed quality at all times.

FREEPHONE RECALL NUMBER: 0800 146252

THIS NOTICE ONLY APPLIES TO THE 185g SMALL GLASS JAR.

Write your answers on the lines marked A.

1 Amarato is named after a single person and was established after 1950.

A _____

2 The product recall was in response to customers' telephone calls.

A _____

3 The salsa contains mostly chilli powder; anyone eating it should see a doctor at once.

A _____

4 If you have a 185g jar you should write to the firm, then take it to the shopkeeper.

A _____

5 Amarato Brothers are Italian based; they offer a number of products.

A _____

6 You can get a refund for the faulty jars; Mr Amarato will tell you about this.

A _____

7 Amarato Brothers are sorry about the faulty jars, and are making every effort to put the matter right.

A _____

8 The salsa's main ingredient is red peppers; it is a poor quality product.

A _____

9 The salsa will taste better than ever in January 2006.

A _____

10 The 185g jars are made of plastic; no address is written on them.

A _____

(30 marks)

QUESTION 3

Situation

You have been asked to check some details about trainees appointed in the last year.

Task

Study the information in the table below, then answer the questions on the next page. **Write your answer as a single word, a name or a figure in the answer column.**

TRAINEES FOR 2004

NAME	BORN	DEPARTMENT	MONTHS IN FIRM	SUPERVISOR	CURRENT RESPONSIBILITY
BOOTH	1985	FINANCE	6	SANGLIER	INVOICING
SHAH	1986	TRAVEL	10	DUVAL	BOOKINGS
HUME	1983	PERSONNEL	11	JAMAL	RECORDS
JENKS	1984	CATERING	10	KRONE	HYGIENE
IBERT	1985	IMPORTS	8	KARIM	WAREHOUSE
BRAND	1987	ADMINISTRATION	5	ELLIS	RECEPTION
LUTZ	1982	PERSONNEL	7	JAMAL	RECRUITMENT
CHAN	1984	FINANCE	7	SANGLIER	WAGES
FROBE	1983	TRAVEL	9	DUVAL	EXPENSES
SIDAT	1981	CATERING	10	KRONE	SUPPLIES.

QUESTION 4

Situation

You work for an international firm of consultants. Part of your job is to make bookings and keep records of foreign travel. Your boss has left the following information on your voice mail.

"This is the travel schedule for next month. Paolo is going to Milan on the 14th to meet the directors of Garribaldi Brothers. Book him in at the Tivoli Hotel for 7 nights. Christina will also be away for a week in Rio, where she is speaking at a conference in the Rio Vista Hotel. She flies two days after Paolo leaves (her flight number is KLM419). Christina always stays in the hotel where she is working. She has other business there after the conference.

"Kurt and Nazreen both leave to do inspection work seven days after Paolo. He is going to Prague for 3 nights on JAT437, but Nazreen thinks she will need an extra day to complete her work in Casablanca. As usual Kurt will stay at the Emperor. Nazreen likes somewhere quiet, so I think the Rex will suit her. She travels on flight AF 134.

"I think that's the lot...I forgot to tell you Paolo's flight number. It's BA 114."

Task

Use the information above to complete the table below. Some of the answers have been given to help you.

FOREIGN TRAVEL FOR DECEMBER (Complete in capitals)

NAME	DEPARTURE DATE	FLIGHT NUMBER	DESTINATION	HOTEL NAME	NIGHTS IN HOTEL
		<i>BA114</i>			<i>7</i>
				<i>REX</i>	
<i>CHRISTINA</i>					

(20 marks)