

English for Business

Level 1

Past Papers 2005

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There was no Series 1 in 2005

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QUESTION 1

Situation

A few days ago your factory received a surprise visit from the local Safety Officer. He has since written to say that he was concerned about some of the things he saw during his visit. He said that two exit doors to the outside fire escape were locked, and that at ground level the fire ladder had no hand rail. On the third floor he saw several fire doors wide open and heavy boxes lying in the corridors. Several exit signs were missing, and floor surfaces in some places were very slippery. Worst of all, he reported that many workers ignored the fire alarm (which he switched on) and continued working. His report ended with a promise to return very soon, and that, if the situation did not show improvement, he would close the factory.

Task

Referring *briefly* to the Safety Officer's comments, **write a memo of between 150 and 200 words for the attention of all supervisors.** Tell them about the dangers and indicate the steps you expect the supervisors to take. Point out the urgency of the problem and the consequences for everyone if things stay as they are.

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

QUESTION 1 CONTINUED

You may continue writing your memo here.

(30 marks)

QUESTION 2

Situation

You work for a large business travel agency, and you are working on a series of leaflets about travelling to and around capital cities.

Task

Read carefully the passage entitled “Lisbon” on the page opposite, then say whether the statements below are **TRUE** or **FALSE**. **Then quote** the words or the 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. **Write your answers on the lines marked A.**

Example:

The ferry crosses the river once an hour; the “elevador” goes very fast.

Answer: False: every 10 minutes / slow-moving

LISBON

Like many capital cities Lisbon is an easy place to get to and, once you are there, it is just as easy to get around.

Over 24 airlines operate scheduled international flights to Lisbon. Most of these are once daily, but a few are less frequent. From Lisbon you can fly on to other major cities in Portugal with very little delay, and the internal flights are frequent as well as cheap.

Travelling to Lisbon by sea is not really recommended, but there are excellent rail connections to the city from other countries, including an express service to Paris and an overnight service to Madrid in Spain. The city’s 5 railway stations connect you quickly to all other regions of this splendid country. You can also use buses which are fast and cost very little.

If you are staying in Lisbon, there is a wide choice of transport. Travelling by car is the worst option. The traffic in the city is very heavy. Parking places are scarce and car parks are very expensive. Theft from cars is also on the increase and you run a high risk of damage to your car. Taxis are a much better idea, but be careful with taxis at the airport – they often charge strangers to the city a great deal of money for a short journey.

One option is to use a ferry to cross the river. The Transtejo ferry has several riverfront terminals and ferries cross the river every 10 minutes. There are also car ferries, but most drivers nowadays use the bridges.

The best way to travel is on the wonderful old trams. Do not leave without travelling on the number 28 through the narrow streets of the Alfama district. Another favourite are the cable-drawn “elevadores” which climb Lisbon’s steepest hills. But be warned – they are extremely slow-moving.

Write your answers on the lines marked A.

1 The writer of the passage likes Portugal and the Lisbon trams.

A _____

2 It is a good idea to sail to Lisbon and use a car while you are there.

A _____

3 Many airlines fly every day to Lisbon; flights from Lisbon to other Portuguese cities are plentiful.

A _____

4 The number of thefts from cars has gone down, and it is unlikely your car will be damaged.

A _____

5 The number 28 tram goes along wide roads; the “elevador” is pulled along by horses.

A _____

6 There is only one way to cross the river.

A _____

7 It is easy and cheap to park a car in Lisbon.

A _____

8 Airport taxi drivers are kind to visitors.

A _____

9 There are long waits for airline connections to other Portuguese cities and they cost a lot of money.

A _____

10 The passage refers to 6 methods of surface transport in Lisbon.

A _____

(30 marks)

QUESTION 3

Situation

You work for an international agency which manages the personal appearances of a number of sportspersons. There are 3 managers to look after them. You are checking the records for 2004.

Task

Study the chart entitled **Sportspersons' Register** below, then answer the questions on the opposite page. **Write your answer as a single word, a name or a figure in the answer column.**

SPORTSPERSONS REGISTER

SPORTS PERSON	MALE/ FEMALE	AGE	COUNTRY	SPORT	APPEARANCES IN 2004	FEE £	MANAGER
SVEN	MALE	28	SWEDEN	SWIMMING	15	300	PETER
ANNA	FEMALE	31	AMERICA	TENNIS	12	250	ANDREA
JEAN	MALE	39	FRANCE	GOLF	21	400	CARLA
IGOR	MALE	30	RUSSIA	SWIMMING	18	350	CARLA
BETH	FEMALE	27	IRELAND	SKATING	14	250	PETER
CARLOS	MALE	32	SPAIN	TENNIS	18	300	PETER
IRINA	FEMALE	38	RUSSIA	GOLF	20	450	ANDREA
ROBIN	MALE	40	AMERICA	GOLF	12	250	CARLA

QUESTION 3 CONTINUED

ANSWERS

- 1 Who is the oldest male sportsperson?
- 2 From which country does the highest fee earner come?
- 3 Which manager looks after 3 different sports?
- 4 How many countries have more than 1 sportsperson in the list?
- 5 Which male sportsperson under 40 earns the highest fee?
- 6 How many golf and tennis sportspersons earn more than Beth?
- 7 Which manager looks after the female with most appearances in 2004?
- 8 How many males over 30 made more than 17 appearances in 2004?
- 9 Does Carlos earn more for an appearance than either of the swimmers?
- 10 Which sportsperson managed by Peter earns the same as Anna?
- 11 Is there a male sportsperson under 31 who earns more than £350?
- 12 How many sportspersons under 35 made over 15 appearances in 2004?
- 13 Which manager is in charge of the female golfer?
- 14 Which of the swimmers or tennis players made the fewest appearances in 2004?
- 15 How many golfers and skaters earn more than £300?
- 16 In an alphabetical list of the sportspersons, who would come 4th?
- 17 How old is the sportsperson who would be last alphabetically?
- 18 Which sportsperson managed by Peter is under 30 and earns less than £300?
- 19 In how many sports are the Russian and American sportspersons involved?
- 20 Which manager looks after sportspersons from more than 2 countries, not including America?

(20 marks)

QUESTION 4

Situation

You work for an employment agency for temporary salespersons. You are looking at a number of new applications with your boss, Mr Eric Stich.

Task

Read the conversation below between Mr Stich and yourself, then complete the interview timetable below.

Mr Stich We must get the job interview timetable finished. I have a meeting in 20 minutes.
You I know, but it's not easy. I need more help.
Mr Stich Right, how many have we got altogether?
You There are 6 altogether, 2 men and 4 women.
Mr Stich Right, here goes. John O'Connor, he's 30 years old. Is he the oldest? He doesn't seem to be working at the moment.
You I don't think he's the oldest. Enid Thomas and Ann Young are both a year older. Oh, they work together at Delta Boxes.
Mr Stich Well, that's a good firm. I wonder why they want to leave.
You How should I know?
Mr Stich The other 3 are Danni Clyne, Sunila Arshad and Ralph Kaye. Danni is 28. Sunila is 3 years younger than her, and Ralph is the same age as John. Where do they work?
You Danni is at Samson's and Sunila is at ATD Tyres. I'm not sure about Ralph. His letter doesn't say where he works.
Mr Stich It doesn't matter for the moment. I want to interview them in the alphabetical order of their last names. Let's allow half an hour for each of them. We'll start at 0930.
You That's fine. I expect you'll want a break at some point.
Mr Stich Yes, we'll do the first 3, then have a break for 30 minutes.
You Oh, here we are. I've found where Ralph works. He's at Prosser Ltd.

THE TELEPHONE RINGS

You It's Mr O'Connor. He wants to know if we can interview him last.
Mr Stich Yes, tell him that's fine.
You Oh, there's a note here. It was under the telephone. It's from Ralph Kaye. He's got a job somewhere else, so don't bother about him.
Mr Stich It's a good job you found that. Otherwise we would have wasted a lot of time.
You Very sorry, I'm sure.

JOB INTERVIEW TIMETABLE

NAME OF CANDIDATE	AGE	PRESENT EMPLOYER	INTERVIEW TIME

(20 marks)

QUESTION 1

Situation:

You work as the Assistant Manager of the Porthouse Hotel (part of the Seaways Hotels Group). All cleaning in the hotel is contracted out to Apex Cleaners. Recently you have received a considerable number of complaints from guests about the standard of cleaning in rooms and public areas. When contacted by telephone the staff at the Head Office of Apex Cleaners have been unhelpful. The matter calls for urgent attention. You have noticed from your records that the contract with Apex Cleaners is due for review in 2 months' time.

Task:

Write a memo of between 150 – 200 words to your Area Manager, Ms Franca Vittadini, giving details of the various complaints you have received and what you have done so far. Ask her to deal with the matter with some urgency. You may invent any details you think are necessary.

Write your memo in the space below.

QUESTION 1 CONTINUED

You may continue writing your memo in the space below.

(30 marks)

QUESTION 2

Situation:

Your staff magazine is running a series of short articles about key members of the company and you are checking one of these articles before publication.

Task:

Read the article below entitled “**CHARLES CLARKE – SALES DIRECTOR**”, then say whether the following statements are **TRUE or FALSE**. Then **quote the words or phrases** from the article 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 article.

Example:

Statement: James Thompson and Sons made and sold steel; Charles Clarke worked for the firm for 4 years.

Answer: False: paper products / 2 (years)

CHARLES CLARKE – SALES DIRECTOR

Charles was appointed to the key post of Sales Director, for **Kempe and Turnbull**, last year shortly before his 35th birthday.

When he was 23 he left the University of York with a first class degree in Marketing and immediately joined James Thompson and Sons who made and sold paper products. Unfortunately the company ceased trading after only 2 years and Charles was suddenly out of work.

He decided to travel for a year and, with 2 friends, he back-packed his way across South-East Asia, Japan, Australia and South America. Three months after he returned to London he was appointed as Sales Assistant with Rymark Paper plc. Very soon after he was given the responsibility to develop a new Far Eastern market.

He said, “I spent a lot of time talking to customers and finding out what they wanted. I decided to learn Japanese and enrolled on a course at City University. I attended classes every morning for three months. Customers were delighted to discuss business in their own language and our sales trebled in a single year.”

3 years after joining Rymark he became Head of Far Eastern Sales and stayed in his post until last year, creating new markets and expanding his sales team abroad. He also married his long-time girlfriend, Janet, and started a family.

Last year he decided to move on again and find a new challenge. Kempe and Turnbull is the giant in paper products, and Charles became our youngest director since it started in 1973. Until last year, however, the firm had traded exclusively in Europe, but now we are finding important customers worldwide. Soon we shall have factories abroad making many of our products. Under Charles Clarke we are rapidly becoming an international company. Our sales figures this year are set to reach a record £55 million.

Write your answers on the lines marked A

1 Charles Clarke joined his present firm when he was 34 years old.

A _____

2 Kempe and Turnbull used to deal only with European customers; they now sell their products everywhere.

A _____

3 Charles travelled for a year alone in his car.

A _____

4 Charles attended Chinese lessons in the afternoon at City University.

A _____

5 Charles' studies at City University had no effect on customers or sales.

A _____

6 Kempe and Turnbull is a small firm less than 20 years old.

A _____

7 Kempe and Turnbull plan to make products in other countries; the firm is developing overseas trade very fast.

A _____

8 Since he lost his first job, Charles has worked for only 2 firms.

A _____

9 Charles and Janet met only a month before they married and they have no children yet.

A _____

10 Charles is not the oldest director in the firm; as Sales Director he holds an important position.

A _____

(30 marks)

QUESTION 3

Situation:

Your firm has engaged a team of analysts to conduct a regional salary review of various posts in your organisation.

Task:

Study the information in the table below, then answer the questions opposite. **Write your answer in the boxes as a single word, a name or a figure.**

SECRETARIAL AND CLERICAL SALARY REVIEW 2005 (£ STERLING PER ANNUM)

CITY	PERSONAL ASSISTANT	SECRETARY	CLERK	RECEPTIONIST
CARDIFF	12,200	9,900	8,600	8,700
NORWICH	12,100	10,100	8,700	7,700
BIRMINGHAM	11,800	10,100	7,600	7,400
LONDON	15,500	14,400	12,100	12,000
NEWCASTLE	13,700	11,300	9,800	9,200
LEEDS	11,000	9,700	9,300	8,500
MANCHESTER	10,900	9,700	8,600	8,300
GLASGOW	11,700	9,000	N/A	N/A
EDINBURGH	13,800	11,900	10,300	9,700
BRISTOL	11,600	9,900	9,200	7,500
OXFORD	11,440	10,400	N/A	N/A
CHESTER	12,200	10,200	8,500	8,300

N/A = Not Applicable

Note: Secretary column includes typists

Review conducted by:
Portman plc
6 Riverways
Chelmsford

QUESTION 4

Situation:

You manage the editorial staff of a weekly magazine. Your assistant has asked you for details of your appointments for the next month. She reminds you of the following items:

- Interviews for an editorial assistant on the 21st
- Visit to Amsterdam on 10th (2 days)
- College lectures every Tuesday (college term ends on Friday 25th)
- Retailers' lunch on 2nd and 4th Wednesday of the month

In the notes on your desk you also find the following:

- Annual Sales Convention (last 2 days of month)
- Team training every Thursday (not week 3)
- N.B Training meeting for 10th transferred to 14th
- Visits to publisher on 1st and 3rd Wednesdays
- Journalists' Association every Friday morning (except 11th)

Task:

Use the information above to complete your diary **in capital letters** on the page opposite

(20 marks)

QUESTION 4 CONTINUED

MONTHLY DIARY

DAY	DATE	APPOINTMENT
TUESDAY	1	
WEDNESDAY	2	
THURSDAY	3	
FRIDAY	4	
SATURDAY	5	
SUNDAY	6	
MONDAY	7	
TUESDAY	8	
WEDNESDAY	9	
THURSDAY	10	
FRIDAY	11	
SATURDAY	12	
SUNDAY	13	
MONDAY	14	
TUESDAY	15	
WEDNESDAY	16	
THURSDAY	17	
FRIDAY	18	
SATURDAY	19	
SUNDAY	20	
MONDAY	21	
TUESDAY	22	
WEDNESDAY	23	
THURSDAY	24	
FRIDAY	25	
SATURDAY	26	
SUNDAY	27	
MONDAY	28	
TUESDAY	29	
WEDNESDAY	30	

QUESTION 1

Situation

You work as Customer Relations Officer for a large firm of accountants. In a recent inspection of the Visitors' Book you have noticed several comments from visitors to the firm:

"I was ignored for over 10 minutes by two receptionists while they chatted to each other."

"The person I came to meet took 20 minutes to come to reception. She said no one had let her know I was in the building."

"The reception area had obviously not been cleaned for several hours; it was full of empty coffee cups and magazines."

Task

Write a memo of between 150 and 200 words to all Reception staff. Outline the complaints and your concerns. Point out how damaging this can be for the firm, and the consequences if matters are not put right. Indicate that you will be keeping a close watch over the next few weeks to check on improvements.

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 have been asked to check the accuracy of the information in a new advertisement for one of your company's products.

Task

Read carefully the article on the page opposite entitled "The New Anderson Steam Cleaner", then say whether the following statements are **TRUE** or **FALSE**. Then write down the **words or phrases** from the article which support your answer. Do not write more than 6 supporting words for each answer. You will lose marks if you write more than 6 supporting words.

Example:

Statement: UK deliveries cost £10; when ordering quote ref www.berry.

Answer: FALSE Delivery is free; ref. PR15045

Write your answers on the lines marked A.

1 The New Anderson Steam Cleaner makes work harder and is dangerous to use.

A _____

2 The XP2 model costs over £100 and is for household use.

A _____

3 Foreign customers pay more for delivery; their cleaners are guaranteed.

A _____

4 Berry Brothers is unknown outside the UK; they are based in Swindon.

A _____

5 The cleaner has pleased many purchasers; it is very easy to use.

A _____

6 Cleaners can only be ordered by telephone; a 7-day trial costs £10.

A _____

7 The steam iron offer runs until December; the steam iron is an old model.

A _____

8 The XP1 model can only be used in the house; it is only suitable for carpets.

A _____

9 The cleaner is not suitable for children to use; it has no fitted safety device.

A _____

10 The company does not accept cash; it accepts orders anytime.

A _____

QUESTION 2 CONTINUED

THE NEW ANDERSON STEAM CLEANER

The New Anderson Steam Cleaner, which is made only in the UK, will cut your workload by half. It is fast and efficient and makes cleaning your home or office a simple job. You simply fill the cleaner with water, switch on the power, and it is ready to use. You can clean carpets, furnishings, tiles, wallpaper and even your car interior in half the time it takes with an ordinary cleaner. With the brush and scraper attachment you can use it to remove dirt and grease from kitchens and toilet areas. The cleaner is completely safe and comes fitted with a safety cut-out switch to protect you.

The cleaner is available in two models. The XP1 is for household use and costs £59. The XP2 is an industrial cleaner for use in office blocks and canteens. This model is more powerful and costs £90. Every cleaner comes with a worldwide 5 year guarantee, and delivery within the UK is free. Please add £10 if ordering from outside the UK to cover costs of postage and packing.

The New Anderson Cleaner is made by Berry Brothers of Swindon. We have been manufacturing steam cleaners for over 50 years and have won several international design awards.

Here are a few comments from our many satisfied customers:

"Without doubt the best steam cleaner ever"	Mrs Dixon of Aberdeen
"Thanks to the XP2 our factory is spotless"	Herr Schmidt of Dusseldorf
"My cleaning teams want me to buy 10 more!"	Senhor de Viedra of Porto

To place your order (**please quote ref PR15045**) you can use our 24 hour telephone hotline (0871 620 0021) or you can order on-line at www.berrybros.co.uk. Payment is by cheque or credit card only.

SPECIAL OFFER

With every cleaner ordered before the end of October we will give you the latest steam iron accessory for just £10 – a saving of £20.

FREE TRIAL

Why not try a cleaner for 7 days free. If you do not keep it, we will pay the return delivery costs.

(30 marks)

QUESTION 3

Situation

Your boss has asked you to look for a suitable firm to deliver your products.

Task

Use the information in the table opposite entitled "Delivery Companies" to answer the following questions. **Write your answers in the answer column, using no more than two words or a figure.**

ANSWERS

41	Which company has its head office in Perth?	
42	How many companies deliver outside the UK?	
43	Which company charges least for a delivery over 50km?	
44	Has Early Birds been established longer than World Freight?	
45	Will Barr Haulage collect goods at 2000 hours?	
46	Which company has the most offices in the UK?	
47	Which company is cheapest for an 18kg package going 40km?	
48	Is Express Parcels the oldest company listed?	
49	How many companies have the same number of UK offices?	
50	Which company offers the shortest delivery time?	
51	How many companies will charge less than £40 for a 75km delivery?	
52	Does Early Birds offer delivery in less than 24 hours?	
53	"Only 2 companies have more than 15 UK offices." Is this statement true?	
54	Which company was established after One Stop?	
55	How many companies deliver for the same price whatever the distance?	
56	Does Harpers offer a later collection than Barr Haulage?	
57	Which company was established before 1950?	
58	How many companies collect after 1800 hours and deliver outside the UK?	
59	Does One Stop charge less than the London-based company for a 65km delivery?	
60	Which company established after 1980 offers overseas delivery?	

QUESTION 3 CONTINUED**DELIVERY COMPANIES**

COMPANY AND START DATE	HEAD OFFICE	NUMBER UK OFFICES	DELIVERY TIME	COLLECT UNTIL	CHARGE UNDER 50KM	CHARGE OVER 50KM	OVERSEAS DELIVERY
EXPRESS PARCELS (1940)	PERTH	12	24HRS	2200	£40	£40	YES
ONE STOP (1995)	HULL	6	12HRS	1900	£34##	£39	YES
EARLY BIRDS (1975)	LONDON	14	18HRS	1930	£39	£43	YES
HARPERS (1960)	BURY	14	36HRS	1800	£36	£36	NO
WORLD FREIGHT (1974)	OXFORD	18	24HRS	2330	£35	£38	YES
BARR HAULAGE (2001)	YEOVIL	20	18HRS	1700	£40	£48	NO

UP TO 15KG

(20 marks)

QUESTION 4

Situation

You have just started work for a small publishing firm and your boss is telling you about some of the staff and publications.

Task

Use the information given to you by your boss to complete the table below. Arrange the information in date order from the left (oldest publication in the first column).

"We are an odd group of people in some ways, but it makes life interesting. Our best-selling magazine used to be Housestyle, but Computer Corner has taken the lead recently. They are both weekly publications. Up to last year Housestyle was edited by Ruth Lowe, but she left for family reasons. Her replacement is Olga Brecht. Olga simply came and asked if she could take on a second magazine as well as Beautiful Brides, which she has edited since it started in 1996. I agreed and she is doing a great job. Housestyle started the year after Beautiful Brides. Our oldest publication is Farm and Field which started back in 1988. It was originally published monthly, but since 1996 when Sid Wolff took over, it has appeared every week. I don't know how Sid manages to produce Farm and Field and Computer Corner every week, but he never fails to meet a deadline. Computer Corner first appeared in 1992. Our final publication is Pedal Cyclist, which is edited by Aldo Ferretti. Like Beautiful Brides it has appeared on the first of the month since it started in March 2000".

**PUBLICATIONS AND EDITORIAL STAFF
(Complete in capitals)**

NAME OF MAGAZINE					
NAME OF EDITOR					
WEEKLY / MONTHLY					
YEAR STARTED					

(20 marks)