

English for Business

Level 1

Past Papers **2008**

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Level 1

Past Papers 2008

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There was no Series 1 in 2008

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QUESTION 1

Situation

You work as the Assistant Manager of Cornwell Travel, a large independent travel agency. A regular customer, Mr John de Soto, has contacted you to complain about his recent family holiday to Portugal with Suntime Holidays. The holiday was booked and arranged by your company. He has mentioned in some detail the delayed flight arrangements, the poor quality of the hotel and its facilities for children. He has also enclosed a number of photographs to support his complaints. He has asked for your help to get some of his money back.

Task

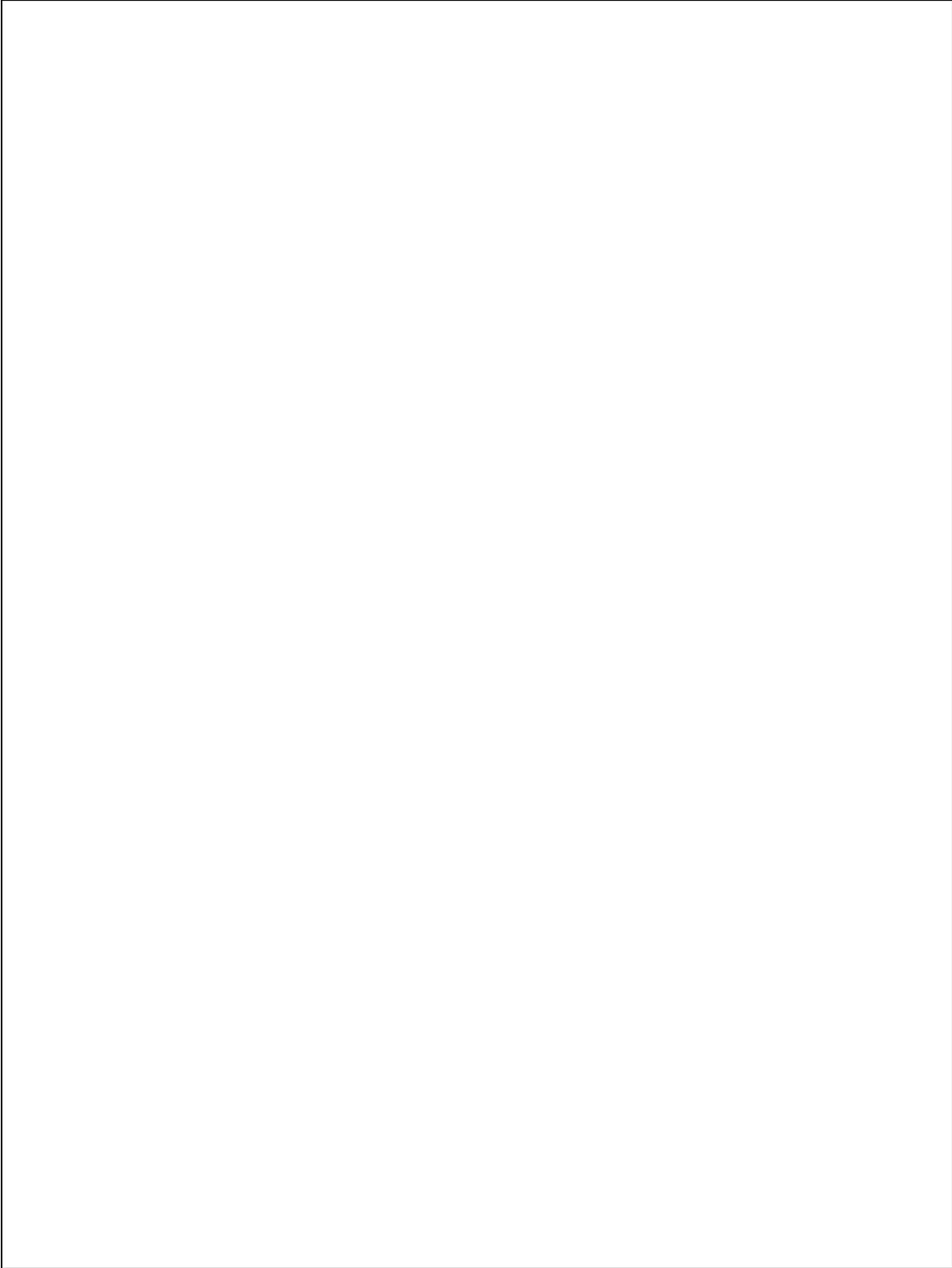
Write a letter of between 150 and 200 words to the Sales Director of Suntime Holidays, Ms Elsa Rice, giving details (which you may invent) of the complaints made by Mr de Soto. Make it clear in your letter that you fully support your client in asking for compensation.

You may make up suitable addresses.

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

QUESTION 1 CONTINUED

You may continue writing your letter below.

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.

(Total 30 marks)

QUESTION 2

Situation

You work in the Editorial Department of “Cars for People”, a monthly magazine about new cars, which gives readers advice about buying a new car. This month your main feature is about “optional extras packages” offered by car dealers to increase sales.

Task

Read the passage on the page opposite entitled **Optional Extras Packages**, then say whether the following statements 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.

Note: Answers are usually in 2 parts. You may need to look in different parts of the passage to find the support words you need.

Example:

Statement: Sat Nav is for watching the night sky; it takes you the long way round.

Answer: False: electronic road map shortest route

Write your answers on the lines marked A.

1 Today’s cars are the best ever made; you should think long and hard before you decide which ‘optional extras’ you want.

A _____

2 Optional extras packages contain only 1 item; items are usually more expensive in an optional extras package.

A _____

3 You should always calculate the cost of an optional extras package; a particular item may not be suitable for the buyer.

A _____

4 Many owners think air-conditioning is very important; as soon as you switch air-conditioning on, you notice the difference in your car.

A _____

5 These days, fewer and fewer owners want a stereo upgrade; if you don’t listen to music, a stereo upgrade is well worth buying.

A _____

6 You should not switch your air conditioning on and off every few minutes; doing this can be costly.

A _____

7 The article mentions **all** the available optional extras; it advises you to make up your mind about them quickly.

A _____

QUESTION 2 CONTINUED

8 The sun roof is the most popular optional extra today; the winter driving option can help to cool down your engine.

A _____

9 SatNav tells you which way to go; the system can be taken from one car to another.

A _____

10 The cost of SatNav is getting higher all the time; the number of 'optional extras' available is very limited.

A _____

(Total 30 marks)

OPTIONAL EXTRAS PACKAGES.

The cars of today are superior in every way to the cars of earlier times, but there is still a wide range of 'extras' to choose from – sunroof, alloy wheels etc. when you buy a new car.

Technological progress means that the car maker can offer all kinds of options and add-ons to suit your needs. Often these are expensive and you may choose more than you really need. Here is our guide to some of the 'extras' on offer and how useful they might be.

Optional extras packages give you a number of extra features, often at a slightly cheaper price. There are packages for Sport, Comfort, Winter Driving and Family. A Winter Driving package may offer heated seats, headlamp washers or a system to warm up your engine. Always add up the cost of the items included to see if the package really is cheaper. If you have no real use for an item, buy things separately that you will use.

Air-conditioning is considered an essential item today, but if you only use your car for short journeys, it will offer very little benefit. Air-conditioning takes a little time to work effectively. Repeated short use of your air-conditioning can lead to expensive repairs, so think about it before you invest.

Today, more and more customers want stereo upgrades. If you listen in your car to loud music, it will be worth it, but for chat shows or news bulletins there is very little point in an upgrade.

By far the most popular 'extra' is the SatNav (Satellite Navigation System). This is an electronic road map. Tell it where you are and where you want to go – the SatNav will guide you there. Often it chooses the shortest route, but this is not always the best. Prices for SatNav are tumbling and they are now entirely portable.

Whatever you do, consider your need and don't rush into decisions. With today's cars you must choose additional features very carefully.

QUESTION 3 CONTINUED**ANSWERS**

- 18 How many resorts have sufficient restaurants for a person to lunch in a different restaurant each day for a week?
- 19 In the table, there are 3 resorts above 1,800 metres with more than 10 mountain restaurants. Is this statement true or false?
- 20 Excluding France, in which country is the resort higher than 1,600 metres and with the most lifts?

(Total 20 marks)**EUROPEAN SKI RESORTS**

RESORT NAME	COUNTRY	HEIGHT IN METRES	SKI RUNS	LIFTS	MOUNTAIN RESTAURANTS	SKI PASS EUROS
BARES	ANDORRA	2000	30	10	4	110
SIMOUL	FRANCE	2200	65	20	12	140
ALGUNA	ITALY	1200	42	15	7	120
GASTEN	SWITZERLAND	1400	53	16	8	140
GENDRE	FRANCE	2300	72	23	15	150
WINGEN	SWITZERLAND	1900	59	20	12	155
TIOLA	ITALY	1700	26	10	3	80
CRATI	ITALY	2100	55	17	6	95
TRELL	SWITZERLAND	2000	47	16	8	100
JOLET	FRANCE	1100	40	13	4	120

QUESTION 4

Situation

You work for a leading photographic company, which sells photographic equipment worldwide. Your boss, Mr Ravi Singh, has left you some voicemails about a number of customer visits to your showroom and laboratories.

Task

Use the information below to complete the **Customer Visiting Timetable** on the page opposite. Complete the timetable in order of the arrival days.

NB: A standard tour consists of 1 hour in the showroom and 2 hours in the laboratories.

Voicemail 1

"Ravi here, Monday 1100. I just want to talk about the customer visits for next week. We can expect 4 visits, I think.

On Thursday, Helga Linderstrom is coming from Sweden. Her firm has branches all over Scandinavia. Helga will want the Standard tour.

Hans Spiegel is coming from Hamburg the day before Helga arrives. Standard tour for Hans as well.

Peter Nero is coming all the way from Boston – he's an old friend, the Chief Buyer for Gallo Photographics and a good customer. Peter says he doesn't want to see the showrooms (seen it all before!) but wants to spend all his tour time in the laboratories. Peter arrives on Monday.

Finally, there is Ray Jagasia, who works for Lee plc in Macao. Ray arrives in this country on Thursday, but he has some business to attend to, so he will arrive here the day after he flies in. He wants to see the showroom, but says he can only spend half the usual time in the laboratories, as he has to catch an early plane to Glasgow.

We need to decide on tour guides. Janet will only be here on Monday so she should look after our customer from Boston. You can escort Ray, and I'll look after Helga. That just leaves Hans. I'll give his escort a bit more thought."

Voicemail 2

"Hi, Ravi here, Tuesday 1500.

Regarding next week's visits. I've just had an email from Helga Linderstrom. She's heard that Hans is coming here and she wants to meet him. She says she will change her day to the same day that he is coming. As regards guides, we can look after them between the two of us. Just in case they want to look at different things, keep me with Helga."

(Total 20 marks)

QUESTION 4 CONTINUED

NB: Complete the table below, in capitals, as shown in the example:

NAME	DAY OF VISIT	SHOWROOM TIME	LABORATORY TIME	TOUR GUIDE
D.SMITH	TUESDAY	1 HOUR	2 HOURS	JESSICA

CUSTOMER VISITING TIMETABLE

NAME	DAY OF VISIT	SHOWROOM TIME	LABORATORY TIME	TOUR GUIDE

(Total 20 marks)

QUESTION 1

Situation

You are employed as the manager of a regional parcel delivery company which is looking for new customers. In 3 weeks' time your main depot will receive a visit from a number of important representatives of firms interested in using your services.

Task

Write a memo of between 150 and 200 words to your assistant manager, who has been put in charge of the programme for the visit. Ask what stage he has reached in planning for the visit, and when he will have a draft programme ready for you to look at. In your memo you may wish to ask about:

- departments which the visitors will be shown
- staff they can talk to
- arrangements for refreshment etc
- the timing of the day

or any other relevant areas of the company's organisation.
You should make it clear that you regard the matter as urgent.

(30 marks)

Write your memo in the space below.

M E M O R A N D U M	
TO:	
FROM:	
DATE:	
SUBJECT:	

QUESTION 1 CONTINUED

You may continue writing your memo here.

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

QUESTION 2

Situation

You work for Lion and Wylie plc who manufacture television sets. Some faults have been found in some television sets, and you have been asked to prepare a warning notice asking customers to have the faulty sets checked.

Task

Read the notice on the page opposite entitled **Warning: Important Safety Notice**, then say whether the following statements 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.

Note: Answers are usually in 2 parts. You may need to look in different parts of the notice to find the supporting words you need.

Example:

Statement: The last 3 digits of the Hotline number are the same; some of the faulty TV sets were made in 2006

Answer: True 666 between 2005 and 2007

Write your answers on the lines marked A.

1. BHA is an independent company; the serial number for the BHA television sets is at the back of the set.

A _____

2. Lion and Wylie is a new company; TV sets needing repair must be taken to their workshops.

A _____

3. The faults were discovered by employees of Lion and Wylie; only TVs with a particular screen are affected.

A _____

4. Inspections of products at Lion and Wylie are not unusual; customers will not pay for the repairs.

A _____

5. It will take half a day to repair a faulty TV set; the faulty sets were made over a period of 5 years.

A _____

6. Customers can only ring the Hotline in the morning; the Hotline is the only way to contact the company.

A _____

7. Lion and Wylie advise customers to switch their TV to "standby" at night; the faulty TV sets might explode.

A _____

QUESTION 2 CONTINUED

8. Lion and Wylie offer customers help in finding a licensed dealer; the dealer will be in a position to inform customers if repairs are necessary.

A. _____

9. All the flat screen TV sets are affected; other TV sets may also be faulty.

A. _____

10. Faulty TV sets should be checked quickly; customers need to quote 2 numbers when they phone the Hotline.

A. _____

(30 marks)

WARNING: IMPORTANT SAFETY NOTICE

This notice is about a safety check on certain batches of flat screen TV sets made by Lion and Wylie between 2005 and 2007. Sets made by BHA, a branch of Lion and Wylie, are also affected.

Lion and Wylie, who have been in business for more than 40 years, always put their customers first. Our company logo is "Customers Come First" and the safety and long life of our products is of major importance to us.

During routine quality inspections our own engineers noticed a number of small faults in some of our TV sets made between 2005 and 2007. These faults may make the TV sets overheat or even catch fire. We wish to protect all customers using one of these sets.

If you have one of these sets, we advise you to contact a licensed dealer to carry out an inspection of the set. Any faulty parts will be replaced free of charge. The work will take less than 1 hour.

We ask you to arrange the safety check as soon as possible. Do not use the set again until it has been checked. This is for the safety of you and your family.

You can use our Hotline (0800-333666) to find your nearest licensed dealer. The Hotline is open 24 hours a day, seven days a week. There will be no charge for these calls.

Your licensed dealer will be able to tell you if your set needs any repair. Please have the product number and serial number of your set ready when you call. You can find these numbers stamped on the back of your set. On all BHA sets these numbers are under the TV screen.

For more information about this notice you can also visit our website at www.lionandwylie.com

Remember that only sets with a flat screen are affected; all other TV sets are free from faults and are safe to use.

A general word of warning: you should never leave your TV set on "standby". Always switch off your set completely.

QUESTION 3

Situation

You work for a small publishing company called "Family Bookline". You are planning a sale of popular books for children at discounted prices, and you have been asked to check the details of the booklist.

Task

Study the information in the table entitled "**Family Bargain Books**" on the page opposite, then answer the questions below. **Write your answer as a single word, a name, or a figure.** You will lose marks for unnecessary information.

ANSWERS

- 1 How many hardback books in the list have more than 150 pages?
- 2 Which book published by Randall costs less than £7?
- 3 Excluding the books about fish or animals, how many books contain illustrations?
- 4 Who publishes the book with the least pages?
- 5 Which of Nolan's books is the cheapest?
- 6 How many books with over 100 pages cost £8?
- 7 Which hardback book, excluding those about fish or animals, has more than 30 illustrations?
- 8 In the list is there more than one hardback book under £10 with more than 25 illustrations?
- 9 Do both Frank and Randall publish more than one hardback book?
- 10 How much does the animal book with the most illustrations cost?
- 11 Which book costs the same as the cheapest animal or fish book?
- 12 "There are less than 2 hardback books about animals or fish in the list which cost less than £8." Is this statement true?
- 13 How many pages does the most expensive Randall book have?
- 14 Does the book "Dogs" have more pages and more illustrations than either of the books "X-words" and "Puppets"?
- 15 Does the book "Dolls" have as many illustrations as the book which contains 160 pages?
- 16 How many books costing more than £8 have illustrations?
- 17 Which book published by Frank costs more than £8 and has more than 90 pages?
- 18 How many paperback books cost more than £7 and have more than 20 illustrations?
- 19 Who publishes animal and non-animal books?
- 20 Which of Frank's books with illustrations is the most expensive?

(20 marks)

QUESTION 3 CONTINUED**FAMILY BARGAIN BOOKS**

TITLE	PUBLISHER	PRICE £	NUMBER OF PAGES	NUMBER OF ILLUSTRATIONS	HARDBACK OR PAPERBACK
CATS	NOLAN	8	120	30	HARDBACK
RABBITS	RANDALL	8	140	25	HARDBACK
HAMSTERS	KLEIN	10	160	50	PAPERBACK
DOGS	NOLAN	9	100	35	PAPERBACK
GOLDFISH	RANDALL	6	90	20	HARDBACK
DOLLS	PICHET	5	110	30	PAPERBACK
PUZZLES	FRANK	8	100	0	HARDBACK
X-WORDS	FRANK	10	95	0	PAPERBACK
TABLE GAMES	NOLAN	12	115	23	PAPERBACK
PUPPETS	PICHET	8	85	18	HARDBACK
COOKING	FRANK	6	90	60	HARDBACK

QUESTION 4

Situation

You work as the Personal Assistant to the Managing Director of a toy-making firm. He has left you some notes about his engagements for the following month.

Task

Use the information in the notes below to complete the monthly diary on the page opposite.

(20 marks)

Notes for next month!

Don't forget I'm away from the office for 4 days, starting the 16th. It's the Swindon Toy Fair.

A week before the start of the toy fair I am spending the day at the Toymakers' Guild.

Throughout the month, Wednesdays will be as usual, visiting retailers, but you'll need to re-schedule for when I'm at the toy fair. Make THAT visit to retailers for the following Monday.

I shall be seeing visitors here on the first and second Fridays.

Local College Lectures on the first and last Thursdays.

I've just remembered they want me to do an extra College Lecture to talk to students about the toy fair – I'll go on the Tuesday after the finish of the toy fair.

I want to go to the Leipzig Exhibition on the last Saturday. I'll stay in Leipzig for 3 nights.

If there is a free Thursday, we'll use it for the informal staff meeting.

Make sure it all goes in the diary. Thanks!

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

DAY	DATE	ENGAGEMENT
MONDAY	1 st	
TUESDAY	2 nd	
WEDNESDAY	3 rd	
THURSDAY	4 th	
FRIDAY	5 th	
SATURDAY	6 th	
SUNDAY	7 th	
MONDAY	8 th	
TUESDAY	9 th	
WEDNESDAY	10 th	
THURSDAY	11 th	
FRIDAY	12 th	
SATURDAY	13 th	
SUNDAY	14 th	
MONDAY	15 th	
TUESDAY	16 th	
WEDNESDAY	17 th	
THURSDAY	18 th	
FRIDAY	19 th	
SATURDAY	20 th	
SUNDAY	21 st	
MONDAY	22 nd	
TUESDAY	23 rd	
WEDNESDAY	24 th	
THURSDAY	25 th	
FRIDAY	26 th	
SATURDAY	27 th	
SUNDAY	28 th	
MONDAY	29 th	
TUESDAY	30 th	
WEDNESDAY	31 st	

QUESTION 1

Situation

You work as the office secretary for the firm Treecare, which specialises in removing unwanted trees from private gardens. The address of your firm is: Barker’s Yard, Kirby Lane, Hoxley, HX3 2DY. You have received the following telephone message from a Ms Tina Garcia:

“Hello, this is Ms Tina Garcia speaking. I live at number 16 Rosebay Avenue in Hoxley. I have just come home from a short holiday to find the large cherry tree from next door, number 18, in my garden. It has broken my fence and damaged a lot of expensive plants as well as cracking my front window. What on earth has been going on? Please ring me back as soon as possible. I am not at all happy!”

You tried to telephone Ms Garcia but there was no answer. Two of your workmen had cut down a tree at number 18 on that day, and the wind had caused it to fall into the garden of Ms Garcia. You decide to write a letter to her.

Task

Write a letter of between 150 and 200 words to Ms Garcia apologising for the trouble caused. Explain in detail the circumstances of the accident, and say what steps your firm will take to put matters right.

Write your letter in the space below.

QUESTION 1 CONTINUED

You may continue writing your letter in the space below.

(Total 30 marks)

QUESTION 2

Situation

You work for a local newspaper. The newspaper is printing a series of articles about successful small firms in the area.

Task

Read the article on the page opposite entitled “**Clean as a Whistle**”, then say whether the following statements 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.

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

Example:

Statement: Mike and Tracy’s family name is Smith; they have no children.

Answer: False Spencer 2 sons

Write your answers on the lines marked A.

1 Kwik-Clean has been in business for just 5 years; they only clean carpets.

A _____

2 Mike and Tracy do not run the business alone; before they start a job, they check that their cleaning process is suitable.

A _____

3 After cleaning, the carpets take over 3 hours to dry; they soon need cleaning again.

A _____

4 The cleaning process uses artificial cleaning materials; the dirt is absorbed by brushes in the cleaning machine.

A _____

5 The company has so far won no industrial award; the company operates only in the city of Birmingham.

A _____

6 The company only works in private homes; its cleaning products cannot be bought online.

A _____

7 The work of the company is regularly inspected; the owners know a lot about the materials they clean.

A _____

8 The company website contains only a list of products; the website is the only way to contact the company.

A _____

QUESTION 2 CONTINUED

9 The cleaning process may damage the carpet; after cleaning the carpets are slightly smaller.

A _____

10 According to the passage, cleanliness and health are important issues for businesses; they do not employ firms with poor reputations.

A _____

(Total 30 marks)

CLEAN AS A WHISTLE

For more than 10 years now Mike and Tracy Spencer have been offering a special cleaning service for carpets and upholstery in and around the city of Birmingham. Their small company offers a unique service. Their website contains a wide range of information about the company.

The firm has a special process which uses only natural ingredients to make carpets and furnishing materials clean and fresh again. The cleaning machine produces millions of bubbles which go deep into the fibres and lift out the dirt and stains in the fabric.

The team of 4 people who do the work guarantee a first class clean with no inconvenience and, most importantly, no shrinking of the articles being cleaned. The process also uses less water, so the carpets dry much more quickly.

“We use no harmful chemicals, no detergents or anything of that sort. That is why so many people use the firm,” says Mike.

All materials cleaned using this process dry very quickly. Carpets take between 1 and 2 hours, and upholstery takes 4 to 6 hours (other processes take up to 2 days!). The company promises that your carpets and upholstery will stay cleaner for longer after the treatment.

Mike and Tracy have a deep understanding of fabrics and they always carry out a pre-test before starting to clean. Much of the work is done in people’s homes where carpets, upholstery and curtains can be gently and carefully cleaned.

The firm also has a commercial service for offices, hotels, factories and hospitals. Clean and healthy workplaces are big concerns for all firms today, and they will only use a first class cleaning company. Last year Kwik-Clean was named “UK Cleaner of the Year”. Their work is now frequently monitored.

You can buy the firm’s products on their website (www.kwikclean.com) or you can order on the Freephone number (0800-556-4015).

Mike and Tracy are already a success. They hope their 2 sons will join the firm in the future.

QUESTION 3

Situation

You have been asked to make some enquiries for a departmental leisure day out in the near future.

Task

Study carefully the information headed **Bayness Tours** on the page opposite, then answer the questions below. **Write your answer as a single word, a name or a figure.** You will lose marks if you write more than this.

		ANSWERS
1	Are Bayness tours available all year?	
2	What are the last 5 digits of the Crook Information Centre telephone number?	
3	What is the cost of a half-day tour for a 7 year old child?	
4	If I join a tour at Broughton, at what time will I start my tour?	
5	If two unaccompanied fifteen year olds take a full-day tour, how much will each of them pay?	
6	Is there a half-day tour from Crook on Thursdays?	
7	If 6 April is a Monday, can a person join a tour at Winster?	
8	How much does a 70 year old save on a full-day tour?	
9	Is the finish time of a full-day tour 1745 precisely?	
10	Do 4 year olds go free on all tours?	
11	On how many days in the week are there no full-day tours?	
12	After starting on a full-day tour where does the minibus make its second pick-up?	
13	The pick-up point in Winster is at the Railway Station. Is this true?	
14	Are there more than 3 days in the week when there are no half-day tours?	
15	Are tours available in both April and May?	
16	How many Tourist Information Centres are listed?	
17	Excluding Ings, at how many places can tours be booked?	
18	To which of the 4 areas of the National Park are there no tours?	
19	Which ends later in the day, the half-day or the full-day tour?	
20	How many of the full-day tour pick-up points are buildings?	

QUESTION 3 CONTINUED

BAYNESS TOURS

From April to October the Bayness Tours Company runs half-day and full-day minibus trips to the northern, southern and western areas of the Cumberland National Park. The eastern area is not covered.

Why not book with us for an interesting and enjoyable tour?

Our special minibuses allow you to see all the beauty of the areas in perfect comfort.

Where to book the tour of your choice

Direct bookings can be made at the following places:

Dale House Travel Centre, Ings Tel: 013594 - 32671
Crook Information Centre, Crook Tel: 017687 - 77380

or through Tourist Information Centres at Winster, Glenridding, Broughton, Penrith and Ulpha.

When do the tours take place?

Tours run from 6 April to 17 April and from 20 July to 4 September as follows:

Monday, Wednesday and Friday – half-day tours from Ings and Crook.
Tuesdays – full-day tour (western area only) and half-day tours from Ings.
Thursdays – full-day tour (northern area only) and half-day tours from Ings.

What time do tours start and finish?

Full-day tours start at 0930 and finish at 1745 approximately.

Half-day tours start at 0945 and 1330 and finish at 1230 and 1730 respectively.

Note: Full-day tours have pick-up points as follows:

0945 Winster (Railway Hotel)
1000 Broughton (Town Square)
1015 Glenridding (Old Millhouse)

What do the tours cost?

PASSENGERS	HALF-DAY TOUR	FULL-DAY TOUR
ADULT	£9.00	£19.00
ADULT OVER 65 YEARS	£7.50	£16.00
CHILD AGED 6-15**	£2.00	£5.00
CHILD AGED 0-5	FREE	FREE

** Children over 14 pay full adult fare if not accompanied by an adult.

For more information visit our website: www.baynesstours.com

(Total 20 marks)

QUESTION 4

Situation

You work in the Orders and Despatch Room at Office Supplies Ltd. It is Monday morning and you have just received the following telephone message from Mr Rudi Vaz. Mr Vaz runs a chain of shops called Paperchase.

“Hello, this is Rudi Vaz of Paperchase in Leeds. We have been checking our stocks of paper and envelopes, and we find we are short of some items. We seem to have a good range of colours, but we are very short of supplies in blue and white. We need envelopes in sizes A4 and A5 as well as paperpacks in A3 and A4. Please send items in sizes A3 and A5 in blue, and all others in white. Please send us double the usual quantities of all ordered items (e.g. 20,000 A4 envelopes) Send everything to our head office and put it all on our account. Oh, most important – it would be very helpful if you could deliver before the end of the week. Thank you.”

You find information about the Paperchase account on your database:

Paperchase plc

Owner: Mr Rudi Vaz
Shop addresses: 40 Hurley Road, Bramley.
620 Byfleet Street, Warley.
24 Canal Foot, Haliford.
Head Office: 62 Dean Square, Leeds.
Telephone 01697-666780

Usual Stationery Orders (last 5 years):

Paperpacks:	A3	100
	A4	200
	A5	200
Envelopes:	A3	10,000
	A4	10,000
	A5	20,000

Delivery day for Leeds area is on Thursdays.

Task

Use the information above to complete the **Customer Order Form** on the page opposite.

OFFICE SUPPLIES LTD.

CUSTOMER ORDER FORM
(Please complete in capitals)

NAME OF CUSTOMER:

COMPANY NAME:

DELIVERY ADDRESS:

DELIVERY DAY:

METHOD OF PAYMENT:

PAPERPACKS or ENVELOPES	SIZE	COLOUR	QUANTITY

(Total 20 marks)