



**SERIES 1 EXAMINATION 2002**  
**ENGLISH FOR BUSINESS**  
**LEVEL 2**

(Code No: 2041)  
MONDAY 11 MARCH

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***Instructions to Candidates***

- (a) *The time allowed for this examination is **2 hours 30 minutes**.*
  - (b) *Answer all **3** questions. Candidates should note that they are required to answer only **one** section in **Question 1**.*
  - (c) *All answers must be clearly and correctly numbered but need not be in numerical order.*
  - (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.*
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## QUESTION 1

Write on one of the following subjects:

- (a) Recently, the Manager of the Commercial Department of the Bristol Observer, a weekly newspaper that is published on Fridays, asked you to **write a leaflet** giving clear instructions on how to place an advertisement in the paper.

The Commercial Manager, Mrs Rita Perry, talks with you about what the leaflet should include. Here is part of the conversation:

Mrs Perry:	We accept advertisements for cars, coats, dishwashers, pets ... anything that can be bought or sold ... that is something that we should emphasise: the advertisement can be for things for sale, and for things that people want to buy ...
You:	Do you think we should say that the item for sale ... or wanted ... must be described clearly?
Mrs Perry:	Yes ... and the description has to be accurate: make, condition, age, etc ... and the advertisers ought to include the price.
You:	We also need to know how they can be contacted: phone number, address ... They must let us have the advertisement by 10.00 on the Wednesday ... if they want it in the newspaper on Friday!
Mrs Perry:	Customers can pay by cheque, credit card, cash ... and bring the advertisement in person to our office in Clifton Road. What is the postcode?
You:	BS1 2BL ... and, of course, they can phone or fax us on 0117 939 4129.

Write the leaflet.

**QUESTION 1 CONTINUED**

- (b) The Manager of Hotel Leo Janos, Budapest, Hungary, wants to draft a new brochure to send to people who inquire about the hotel. He says, "Your English is very good. Will you help with an introduction to the brochure for English-speaking people? If you **write an article** describing the hotel and what we offer to the guests, it will be exactly what I want."

He gives you some notes that he has written and says, "This is the kind of information that should be included ... You can add anything that you think will be interesting or useful. I must emphasise that I want the introduction to the brochure to be written as an article, not a leaflet."

Here are the notes:

<i>reception open 24 hours</i>	<i>secure parking</i>	<i>hotel has <u>own</u> taxi</i>
<i>laundry service</i>		<i>tv + radio in rooms</i>
<i>safe (deposit valuables)</i>		
<i>convenient location</i>	<i>near countryside</i>	<i>rooms fully equipped</i>
<i>every comfort</i>	<i>some rooms have balcony</i>	<i>relax</i>
<i>near to main roads M1 and M7</i>		<i>guided tours of city (if wanted)</i>
	<i>restaurant ...</i>	
<i>hungarian food (and international)</i>		<i>business facilities eg computer, e-mail</i>
<i>centre of budapest = 10 minutes (by car/taxi) – 20 minutes (bus)</i>		
<i>quiet situation – own large garden</i>		
<i>holiday and/or business air-conditioning</i>	<i>sauna</i>	<i>gymnasium</i>

**Write the article.**

## QUESTION 1 CONTINUED

- (c) You work for Garcia-Carreño Industries of Mexico City where Linda Nuñez is the Staff Training Officer. Today she enters your office and says, "Please help me. I have to go out immediately to an important meeting, and this e-mail message has just arrived."

To: Linda Nunez <nunezl@garciacareno.com.mx>  
From: Carolina Ortiz <carolina.ortiz@digame.com.us>  
Subject: Course - Use Your English  
Cc:  
Date: 11 March 2002

Linda

Sorry! The dates I gave you last month are wrong. I cannot be in Mexico on March 18 and 19. In my own diary I have entered the dates of the course as June 11 and 12. I have no idea why I told you next week. I can only apologise. Send me an e-mail to confirm the correct dates.

Regards

Carolina

Linda says, "I have sent the e-mail. Can you **write a memo** for all the staff in the Administration Department and in Customer Services? Tell them that, except for the dates, the details are not changed: Hotel Guadalajara, Avenida de Playa, starting at 0930 each day, free lunch provided, ending at 1700. I have phoned the hotel and they can accommodate us on the new dates. The hotel staff has been very helpful. Please include the instruction that if any of our colleagues have problems because of the change they should tell me tomorrow."

**Write the memo.**

**(40 marks)**

## QUESTION 2

Mr Peter Adams, the Sales Director, asks you to draft a reply to the following letter. He says, "Since I have already spoken on the telephone to Mrs Walmsley, I want the letter ready for my signature."

### FLEMING FINE FURNITURE

Newlands Road Cardiff Wales CF2 6PZ  
Telephone 01222 752606 Fax 01222 752609

Carisbrooke Furniture Manufacturer  
17 – 21 Carisbrooke Road  
Cambridge  
CB4 7SD

8 March 2002

Dear Sirs

Your advertisement in *Quality Furniture Magazine*

We have recently extended our showrooms and wish to add new ranges of furniture to our existing stocks. This involves us in looking for new suppliers of quality goods.

The advertisement that you placed in *Quality Furniture Magazine* interested us, especially since you have a reputation for high standards.

We believe that your products are not offered by any other retailer in or near to Cambridge. If we decided to sell your bedroom furniture, we would prefer to be the only distributor in the area.

Please send us your trade catalogue, and let us know your reaction to our proposal for sole distribution rights in Cambridgeshire.

Yours sincerely

*Mary Walmsley*

Mary Walmsley (Mrs)  
Retail Director

2041/1/02

OVER

## QUESTION 2 CONTINUED

Here are some notes that Mr Adams has made to help you to **write the letter** to Mrs Walmsley:

*Thank her for her interest ... Carisbrooke Furniture = high quality  
(more expensive than other makes)*

*Very luxurious and solidly built (20 year guarantee!)*

*I have not agreed to the proposal for Fleming to be sole distributor.  
(Will discuss all details with Mrs Walmsley at later stage – hope to be able to agree.)*

*Do remember the catalogue – I have promised we would send it – I have suggested an extra 5% discount for Fleming Fine Furniture.*

**Write the letter.**

**(30 marks)**

### QUESTION 3

Louis Lambale is the Administration Manager at the firm where you work. The company has always tried to help any employees who wish to take extra qualifications. There is even a small room where people can study during their breaks and after work. At a Development Committee meeting he says, "The allocation of a room for study seems very successful. We have thought of enlarging it, and employing a part-time librarian to organise it as a small reference library."

You are asked to find out if the staff will use such a library, and what other help may be useful. The Committee wants you to **write a report** before the July meeting.

You issue a questionnaire to all 100 employees. The questions and answers are:

Do you use the existing study room?	<u>Often</u> 23	<u>Sometimes</u> 54	<u>Never</u> 23
Would you use the room if it provided reference books?	32	61	7
Are you studying for extra qualifications?	<u>Yes</u> 36	<u>No</u> 64	
Do you intend to study in the future?	41	59	

There are several suggestions for further help:

financial help – fees	employing part-time tutors for popular subjects
financial help for buying books	leave of absence for a few days before an examination
advice on how to form groups of workers who are studying similar courses	
advice on the qualifications that would prove most beneficial	

**Write the report.**

**(30 marks)**



SERIES 2 EXAMINATION 2002  
**ENGLISH FOR BUSINESS**  
LEVEL 2  
(Code No: 2041)  
WEDNESDAY 10 APRIL

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***Instructions to Candidates***

- (a) *The time allowed for this examination is 2 hours 30 minutes.*
  - (b) *Answer all 3 questions. Candidates should note that they are required to answer only **one** section in **Question 1**.*
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  - (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.*
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## QUESTION 1

Write on ONE of the following subjects:

- (a) Recently, your restaurant, Pattison's, at Brindley Place, Birmingham B1 3TG, has begun to deliver sandwiches to local businesses. You decide to advertise this service by delivering leaflets locally. You have a meeting with the staff to discuss the idea and to ask for suggestions for **the leaflet**.

Here is part of the discussion:

Chef: I think our best recommendation is that the sandwiches are better than the ones on sale elsewhere. I mean, how many other sandwiches are prepared by a qualified chef? These sandwiches are 'restaurant-quality'!

You: Yes, and our ingredients are selected by an expert ... you!

Head Waiter: Customers can come here and ask for whatever they want and, if they phone us on 0121 633 3366, we can organise delivery for no extra charge.

You: It is only free if the factory, shop or office is within 5 kilometres. We cannot afford to travel, for example, 10 kilometres to deliver sandwiches that cost only £1.80 ... it would be possible, if we charged an extra £1 for each kilometre above the normal 5 kilometres ... we should include that information in the leaflet ... and that we can organise business lunches ... and cater for parties.

Chef: We ought to state that the customers can select from our range of sandwiches ...

You: ... or choose their own ...

Chef: Yes. The strangest request so far has been for cheese, honey and chocolate.

Write the leaflet.

- (b) Mrs Sandra Kelly is Managing Director of Kelly Computer Development, Western Avenue, Glen Waverley, Victoria 3148, Australia. She asks you to **write a notice** for the attention of visitors. She is worried about some people visiting the firm not wearing a name-badge and not having signed the Visitor's Entry Book.

"We have to insist that everyone follows the procedure. They may be important people, but here, they are all visitors. All people who come to Kelly Computer Development have to sign as they enter the building and when they leave. I do not wish to offend anyone. However, our work is very confidential ... tell our security staff that one of them must check that the visitors have put all their details in the Visitors' Entry Book: who they are, what firm they represent, who they wish to see, whether they have made an appointment etc. Explain everything briefly in the notice."

Write the notice.

CONTINUED ON NEXT PAGE

## QUESTION 1 CONTINUED

- (c) Miss Natalie Wilson has worked for Russell Knight & Co (Accountants), for 25 years. She joined as a trainee and now is a director in the firm. Some of her colleagues are organising a celebration. You decide to **write a memo** to all staff telling them of the event.

Here are your notes:

*Party (17 May) – Baron's Castle Hotel, Castle Road, Oxford – all invited.*

*Firm will give formal gift – (no need for contributions from staff).*

*Time of party = 7.30 start – meal at 8.00 – presentation 9.00 – dance until midnight.*

*Natalie knows of event.*

*Partners of staff welcome – (tell me by next Friday). Ask staff if they know how to contact any of Natalie's former colleagues. Any questions – see me.*

**Write the memo.**

**(40 marks)**

**OVER**

## QUESTION 2

You work at Calvert Kitchen Supplies, Huddersfield. The website address is [www.calvert.com](http://www.calvert.com) and the telephone/fax number is 01484 647524. Miss Pamela Hayward, Customer Care Manager, asks you to **write a letter** in reply to the following:

**18 Camborne Drive  
Huddersfield  
West Yorkshire  
HD2 6FN  
Telephone 01484 432232**

Calvert Kitchen Supplies  
Wakefield Road  
Huddersfield  
West Yorkshire  
HD3 7AS

8 April 2002

Dear Sirs

A friend of ours, Mr A. Simpson of 92 Beech Avenue, recently bought an electric cooker from you. He is delighted with it and, since he knows that I am looking for a new cooker, he has recommended that I contact you.

I need a similar appliance to the one bought by Mr Simpson, but larger, and I would be grateful if you could send me any information that might help me to make the best choice for my purpose.

I look forward to your response.

Yours faithfully

*Susan Hughes*

Susan Hughes (Mrs)

You check the sales' records and find that the cooker bought by Mr Simpson was a *Calvert Superb*. The *Calvert Supreme* belongs to the same range but is a bigger model. Here are the notes that you make for the letter to Mrs Hughes:

Recommendation is same very high standard – but bigger.

Many other possibilities – different types – catalogue enclosed.

Any help needed? Telephone ... come to showroom ... possibly arrange for representative to visit Mrs Hughes' home.

NO PRESSURE TO BUY!

Mention website – full stock described.

WE FIT ALL APPLIANCES – FREE.

**Write the letter.**

**(30 marks)**

### QUESTION 3

Miss Sara Chamonix, the Customer Liaison Officer at a supermarket, asks for your help. She says, "I have been invited by the local college to speak to a group of students about how the law affects shops and traders. I can talk about most criminal law quite easily since that was the main subject of my degree. However, I am not very clear about what the Trades Description Acts and the Sale of Goods Act say. Will you read this article, please, and **make a list** of the important points for me? There is no need to put in any of the examples. I only want notes on the main facts."

**There are 3 laws, also called Acts, that every shopkeeper, manufacturer and trader must know: the Trades Description Acts of 1968 and 1972, and the Sales of Goods Act of 1979. Although they are now quite old, they are still the basis of most of the regulations of what can and cannot be sold in England and Wales.**

*The Trades Description Acts*, as their name suggests, govern how something that is for sale can be described. The Acts state that it is a criminal offence to make false or misleading statements when advertising goods or services. The Acts cover all items, goods and services, sold by businesses. A hotel cannot, for example, claim that its rooms have sea-views, if they do not; a shop cannot advertise that a price is reduced if it is not; a clothing manufacturer cannot claim that a coat is water-resistant unless it is true, and so on.

*The Sales of Goods Act* is designed to protect customers and says that all goods that are sold must fit the description given. This means, for example, that if a shop says that an item is made of leather, then it should be. This Act also states that goods must be of *merchantable quality*. Very simply, this means that the product must be of reasonable quality and worth the price that you pay. You must also be able to use what you buy for the purpose that was intended. If, for example, you buy a watch, you must be able to

Write the list.

(30 marks)



SERIES 3 EXAMINATION 2002  
**ENGLISH FOR BUSINESS**  
LEVEL 2  
(Code No: 2041)  
MONDAY 17 JUNE

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***Instructions to Candidates***

- (a) *The time allowed for this examination is 2 hours 30 minutes.*
  - (b) *Answer all 3 questions. Candidates should note that they are required to answer only **one** section in **Question 1**.*
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-

## QUESTION 1

Write on one of the following subjects:

- (a) You work for Priory Curtis Electrical Suppliers (Wholesale and Retail) of 32 Priory Road, Swindon SN3 5LX. A recent Financial Committee meeting decided that customers should be reminded that there are several ways to pay their bills.

You offer to **write a leaflet** explaining the methods available to them.

Here is part of the discussion at the meeting:

Manager: We agree that we shall send a leaflet to all our customers.

You: We can also have some leaflets at the Customer Counter for clients who prefer to come to the shop rather than to order by phone.

Manager: Yes. They can pay by cash, if they shop in person at one of our stores. Tell them that they must not send cash by post.

Head of Wholesale: Most of the wholesale clients have an account with us and pay monthly by cheque.

They sometimes forget to write their account number on the back of the cheques. It can be a problem.

You: I shall remind them tactfully.

Manager: You can also tell them that we expect payment within 10 days of their receiving the bill or statement of account.

You: Do you want me to be tactful about that too?

*(Everyone laughs.)*

Manager: It would probably be wise! By the way, remember to state our address and phone number .....01793 658989.

You: I must not forget also that they can pay by credit and debit card.

Manager: If they wish to pay by telephoning us to give us their card details, we shall need the expiry date as well as the card number ... and their Priory Curtis account number.

**Write the leaflet.**



## QUESTION 2

Mrs Mary Foster, the Customer Services Manager of Premier Business Travel Ltd, asks you to draft a reply to the following letter. She says, "I have already spoken on the telephone to Mr Goossens and apologised to him. I have accepted that the information and service that he received from us were well below the level of efficiency that we should offer to our customers. I want the letter ready for my signature."

### GOOSSENS ASSOCIATES

Ev Swedenlann 12 B2100 Brussels Belgium  
Telephone 2 6561701 Fax 2 6561702

Premier Business Travel Ltd  
75 Fuller Road  
Sidcup  
Kent  
England  
DA15 3JG

13 June 2002

Dear Sirs

Booking arrangement 17060234

My firm has been using Premier Business Travel for more than 3 years to organise all our hotel bookings and travel arrangements in the UK. Until the end of May of this year, we were very satisfied with your service. It had always been quick, friendly and efficient.

Booking number 17060234 was very different!

The train time that you gave me was wrong. You told me that you had booked a seat for me on a train to London that would leave Dover at 10.30 on 29 May. The ticket that you sent was an 'open' return that could be used on any train from Dover to London, and so I had no reason to think that perhaps the time was incorrect.

When I asked at the Enquiry Office at Dover Railway Station, I was told that there had been a train to London at 10.15 and that there would not be another until 11.15. Because of this delay, I went to my first business appointment in London without being able to leave my luggage at the hotel. At 18.00, I arrived at the Morris House Hotel where I was told that they did not have a booking in my name.

I am not pleased and I expect an apology.

Yours faithfully

*Frans Goossens*

Frans Goossens  
(Senior Partner)

## QUESTION 2 CONTINUED

Here are some notes that Mrs Foster has made to help you to **draft the letter** to Mr Goossens:

*Apologise again ... the train time that we gave was Sunday service ... our clerk, Colin Richards, looked at the wrong column of the timetable. (I do not know why he did not use our computer link!) Can you check our training procedures?*

*The clerk also forgot to make the hotel booking. Luckily, Morris House Hotel had a room available.*

*(Please warn Colin that he embarrassed a good customer and almost lost valuable business.)*

*Tell Mr Goossens that we shall reimburse all costs and expenses.*

*(We shall even pay the rail fare and hotel accommodation.)*

*Offer him 10% reduction on all future bookings made in 2002.*

**Write the letter.**

**(30 marks)**

### QUESTION 3

Mrs Helen Davis, the General Manager, asks you to help her. She says, "The local Chamber of Commerce has asked me to speak at its next meeting on *Business Practice Can Be Efficient and Polite*. Please **write a list** of the important points from this magazine article so that I can refer to it in my talk."

#### What is business etiquette?

I have been talking with colleagues from various businesses and asking what annoys them. I have found that there are some basic rules of polite behaviour that are not being observed, rules that used to be followed rather more than they are now and were known as *business etiquette*. Amongst other advice, business etiquette gives guidelines on interruptions, the acceptance of telephone calls, and correct procedure relating to scheduled meetings. May I share some of my findings with you.

Interruptions are considered amongst the most annoying occurrences in business today. They keep you from doing what you have already identified as important. It is as if someone is saying, "I am not concerned about what you need to do. I am more important." To avoid being interrupted, keep your door closed. If someone nevertheless comes into your room, say how long you will be, and that you will be available when you have finished what you are doing.

What do you think about people who accept telephone calls while they are in a meeting with you? Do you do it? I hope not. Why should a telephone be answered while you ignore the individuals in front of you? Taking a phone call during a meeting means that you think, "Anyone is more important than the person who is in my office."

With the possible exception of calls from very important customers, taking phone calls while in a meeting is a rude thing to do. Ask the receptionist to take calls and only to interrupt you if it is vital to do so. If you are expecting a call that you believe you cannot delay, tell the people who are with you that there may be such a call and apologise to them in advance.

During a group meeting, it is rude when more than one person speaks at the same time. I know one manager who purposely instructs everyone at the beginning of a discussion to speak and once and to ignore what anyone else is trying to say! It demonstrates very quickly and dramatically how silly and pointless it is to concentrate on talking more than on listening. Everyone laughs and then uses the more civilised and effective process of sharing information through listening to what others want to say.

Good business meetings start and stop on time. If you can't make a scheduled meeting, telephone and state the time you will be able to meet. If the delay is great, suggest another meeting time at the other person's convenience.

In all your business dealings remember that the best approach to good business etiquette is simply to treat everyone with the respect and courtesy that we all like to receive ourselves.

Write the list.

(30 marks)



SERIES 4 EXAMINATION 2002  
**ENGLISH FOR BUSINESS**  
LEVEL 2  
(Code No: 2041)  
WEDNESDAY 27 NOVEMBER

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***Instructions to Candidates***

- (a) *The time allowed for this examination is 2 hours 30 minutes.*
  - (b) *Answer **all 3** questions. Candidates should note that they are required to answer only **one** section in **Question 1**.*
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## QUESTION 1

Write on one of the following subjects:

- (a) You work at Dorrett and Drake Office Supplies of 32 Station Road, Norton, Rotherham, South Yorkshire DN6 5QP. The telephone number is 01302 740747; the website address is [www.dorrettdrake.co.uk](http://www.dorrettdrake.co.uk) and the fax number is 01302 747312.

The Sales Director, Mr Mario Bressani, asks you to **draft a leaflet** that will be sent to all existing clients. He says that the main purpose of the message must be to thank them for their custom.

Mr Bressani adds, "I think that we should also remind our clients that we supply, for sale and for hire, a complete range of office equipment and machinery."

Here are some notes that Mr Bressani gives you:

They can buy/lease/hire – fax, photocopiers etc – computers (laptops etc) – everything – competitive prices

*phone = 24 hours (7 days a week/52 weeks a year)*

*we offer to visit their firm and advise them*

*a customer can also order in person, by phone, by post, by visiting website, or by fax*

*service contracts at reasonable prices – we will make certain their machine/equipment works properly (remember to tell them that for the first 2 years – it's free!)*

**Write the leaflet.**

- (b) At today's meeting of the Board of Directors at General Metals Ltd of New York, USA, it was decided that, since business in 2002 had been far more profitable than anticipated, there would be a bonus for all members of staff.

"I know that we have 5,000 employees, but it is because of the hard work of all of them that we have done so well," said Herbert Jackson, the Company President.

The Company Secretary explained that he had worked out a scale of payments. It would mean that those who had worked longest for General Metals would receive the biggest bonus. "All of them will get at least \$100," he said. "If someone has been with us for even a week, he or she will receive the minimum, and those who have served for 10 years or more will have \$1000 paid into their accounts."

You offer to **write a memo** to all staff, briefly outlining the information about the bonus.

Just before you write it, the Company Secretary reminds you that the figures quoted at the Board Meeting are for full-time workers.

He says, "I think you will have to make it clear that if an employee has worked part-time, the bonus will be a percentage of the full rate, but everyone will still get at least \$100. You also should tell them how pleased we are to be able to award bonuses. Other firms need to make some staff redundant."

**Write the memo.**

**QUESTION 1 CONTINUED**

- (d) Diamond Valley Enterprises, Lusaka, Zambia, is a large company that supplies jewellery and clothing accessories worldwide. Much of the business is conducted by telephone and Mrs Moira Mandigora, the General Manager at Head Office, is worried that some employees have a telephone manner that upsets clients. She wants you to **write a notice** to be placed on all desks in the Sales Office explaining the basic rules of talking to customers by telephone. She says, "I have put some ideas on paper for you; you can add to them if you wish."

Mrs Mandigora's ideas are:

*Some customers' first language may not be English: BE CONSIDERATE:  
speak clearly. (Staff must not talk too quickly!)*

*They have to be certain that the client understands what is said.  
(Ask them to be tactful – they have to be careful not to treat the customers like children.)*

*Remind staff that their voice may be the first contact that clients have with Diamond Valley Enterprises.*

*We may well feel bored, tired, etc, but the customer should still be treated pleasantly.*

*DO NOT SHOUT/SEEM ANGRY.*

*If we need to telephone a customer in another country,  
CHECK THE TIME IN THAT COUNTRY BEFORE DOING SO!*

**Write the notice.**

**(40 marks)**

## QUESTION 2

You work at Glasnevin Bank, 72 – 76 Marlborough Street, Cork, Ireland (telephone 0121 217318). Mrs Kathleen Cronin, the Manager, hands you the following letter and asks you to **draft a letter** in reply ready for her signature. She says, “You probably remember Eileen. She was appointed at about the same time as you. I believe that for both of you working here was your first job.”

**Emmet Finance Company**  
Fitzwilliam Square, Dublin 2, Ireland  
(telephone 676 54389)

Mrs Kathleen Cronin  
Glasnevin Bank  
72 – 76 Marlborough Street  
Cork

*(25 November)*

Dear Mrs Cronin

**Miss Eileen Gilligan (date of birth 12 June 1969)**

Miss Gilligan has applied for the job of Loans Department Manager within our Company.

If successful, she will be in charge of a team of 6 people and have full responsibility for the organisation of the Loans Department. The Department deals with all loan applications made by our clients.

We see the job as needing someone of knowledgeable financial background, who has a friendly, professional attitude to colleagues and to customers. The person appointed must also be able to make sensible and sensitive decisions.

She has given your name as a referee and states that she worked for your bank for 10 years before leaving in order to gain experience working in a large company.

I shall be grateful for any comments that you may offer to help us in considering Miss Gilligan's application. I thank you for your co-operation.

Yours sincerely

*Brendan Corkery*

Brendan Corkery  
Manager

**QUESTION 2 CONTINUED**

You check in the personal files and find the following information:

<b>Surname</b>	GILLIGAN
<b>Forename</b>	Eileen
<b>Date of birth</b>	12 June 1969
<b>Date of appointment</b>	3 September 1988
<b>Date of leaving</b>	18 August 1998
<b>Reason for leaving</b>	appointed to Galvin-Heaney Finance House Deputy Manager of Loans Accounts
<b>Career At Glasnevin Bank</b>	September 1988 – December 1989 Trainee  January 1990 – August 1992 Clerical Assistant – Loans Department  September 1992 – March 1995 Customer Adviser – Loans Department  April 1995 – August 1998 Team Leader (responsible for 3 staff) Loans Department
<b>Training</b>	short courses (in-service training) Computers Customer Services Accounting  Diploma in Banking Services and Loan Management (private study 1997) – awarded at Distinction Level
<b>Comments</b>	pleasant personality                      intelligent                      reliable never late                                      efficient                              respected  shows decision-making qualities and good judgement

**Draft the letter.**

**(30 marks)**

### QUESTION 3

Ms Mina Boulos, the Head of Student Services at Steelhouse College in Birmingham, gives you a copy of the following article. She says, "Some of our students may be interested in this information. I shall be talking to them next week about job interviews. Will you **write a list** of the important points, please? I can refer to a list more easily than to the article itself."

Here is the article:

## Prepare to Succeed

Make a good impression at your interview by doing a little preparation beforehand. Research the firm and the job. The more you know about the company and the job, the better you will appear in the interview. Your interest and motivation will impress an interviewer, and you will be able to explain more accurately why you should get the job. Find out as much useful information as you can about the company, its products and its customers. If possible, talk to people who work at the company. There may be sources of information on the Internet, in libraries, in magazines etc. Explore all the ways that you can think of to find out as much as possible.

The range of what you will find useful is very wide. It may include the size of the firm (you will have to discover if it is a relatively small enterprise, or possibly an international company, etc). What are its products and/or services? Does it aim to sell to or offer services to general customers, or is what is offered very specialised? Who are its major competitors? What makes the firm to which you are applying different from them?

Use the information that you gather to prepare yourself for the interview itself. Think of the questions that you may be asked, and work out your answers to them. Likewise, prepare a list of questions to ask the employer. Rehearse your interview with a friend; ask what weaknesses there are in your answers so that you can improve them.

At the interview, listen carefully to the questions that you are asked, and answer as confidently as you can. You will know that you have prepared yourself properly and that you should do well.

**Write the list.**

**(30 marks)**