



English for Business

Preliminary Level

Past Papers **2003**

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Section	Examiner's Use Only
A	
B	
C	
TOTAL	



SERIES 1 EXAMINATION 2003
ENGLISH FOR BUSINESS
PRELIMINARY LEVEL
 (Code No: 1044)
 TUESDAY 4 MARCH

Instructions to Candidates

- (a) The time allowed for this examination is 1½ hours.
 - (b) Answer all 3 sections.
 - (c) Use the spaces provided in the combined question and answer booklet to complete the answers. If more space is needed for answers or rough notes, use the supplementary sheets provided and secure them inside your booklet with your name and candidate number clearly written on each sheet. Rough notes should be clearly crossed through.
 - (d) Credit will be given for correct spelling, punctuation and grammar.
 - (e) Adequate and appropriate communication is required rather than a particular number of words.
 - (f) When you finish, check your work carefully.
 - (g) The use of standard English dictionaries and cordless non-programmable calculators is permitted. Candidates whose first language is not English may use a bilingual dictionary.
-

ENTER DETAILS BELOW

CANDIDATE'S NAME IN FULL
as it is to appear on the certificate

IDENTITY CARD NUMBER

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Subject Code Number 1044

Candidate's Number Centre Code

Full Private Address

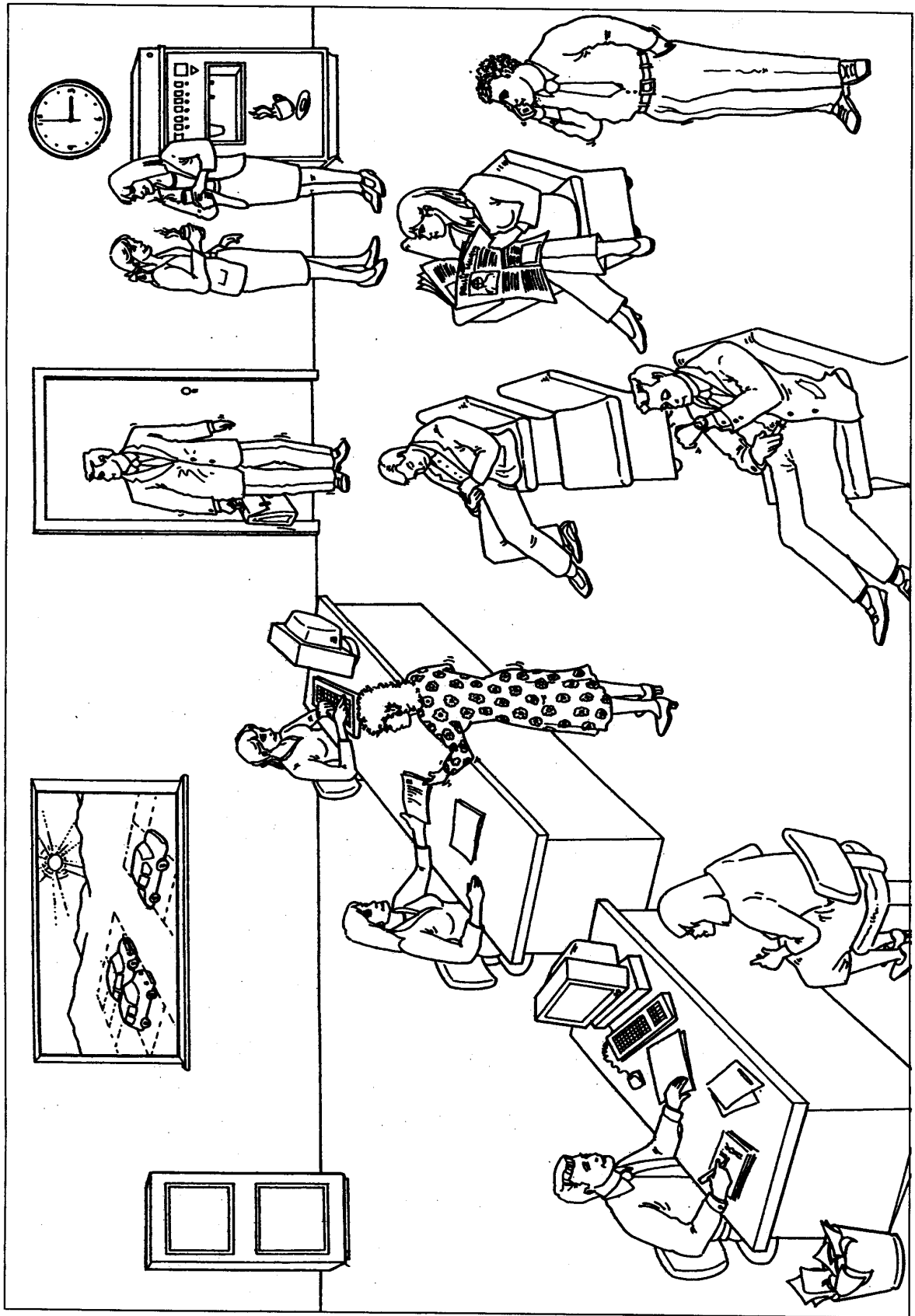
..... Postcode

Centre Name and Address

.....

STATE HERE THE NUMBER OF ADDITIONAL SHEETS HANDED IN

TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE



SECTION A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

A1 What is this room? (1 mark)

- (a) a library
- (b) a factory
- (c) a reception area

A2 How many computers are in the picture? (1 mark)

- (a) none
- (b) two
- (c) four

A3 Where is the clock? (1 mark)

- (a) above the drinks machine
- (b) below the drinks machine
- (c) behind the drinks machine

A4 What are the tables made of? (1 mark)

- (a) wood
- (b) glass
- (c) leather

A5 What is on the filing cabinet? (1 mark)

- (a) files
- (b) books
- (c) nothing

A6 Are there more women or more men in the picture? (1 mark)

- (a) women
- (b) men
- (c) the same number

SECTION A CONTINUED

A7 A woman is wearing a flowered dress. Is she (1 mark)

- (a) sitting
- (b) standing
- (c) walking

A8 Which of these is **not** in the room? (1 mark)

- (a) a photocopier
- (b) a drinks machine
- (c) a waste-paper basket

A9 What is between the filing cabinet and the door? (1 mark)

- (a) a window
- (b) a drinks machine
- (c) a computer

A10 Which is the smallest? (1 mark)

- (a) a chair
- (b) a table
- (c) the filing cabinet

A11 What time of day is it? (1 mark)

- (a) morning
- (b) afternoon
- (c) evening

A12 What is made of metal in the room? (1 mark)

- (a) the window
- (b) the telephone
- (c) the filing cabinet

SECTION A CONTINUED

A13 What can you see through the window? (1 mark)

- (a) an office
- (b) a car park
- (c) a park

A14 Two women are standing and talking. What else are they doing? (1 mark)

- (a) eating
- (b) smoking
- (c) drinking

A15 How many people are in the picture? (1 mark)

- (a) 10
- (b) 12
- (c) 13

Look at the picture. Then write short answers to these questions where it says Answer.

A16 How many people in the picture are sitting down? (2 marks)

Answer _____

A17 A woman is reading a newspaper. What is the man in front of her doing? (2 marks)

Answer _____

A18 What is the newspaper made of? (2 marks)

Answer _____

A19 How many people are sitting at the tables? (2 marks)

Answer _____

A20 At one table a woman is talking to a man. What is he doing? (2 marks)

Answer _____

A21 A man is standing near the door. What is he carrying? (2 marks)

Answer _____

A22 What time is it in the picture? (2 marks)

Answer _____

SECTION A CONTINUED

A23 What shape is the clock? (2 marks)

Answer _____

A24 A man is speaking on a mobile phone. With which hand is he holding it? (2 marks)

Answer _____

A25 Describe the weather outside the room. (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Tamara Göllner is a secretary in a large company, KEA International. Her boss is Ms Agnieszka Krupinski. Tamara is now in her office speaking on the telephone to a man called Claudio Sanchez.

Tamara: Good afternoon, this is KEA International, Tamara Göllner speaking.
Mr Sanchez: Hello, could I speak to Agnieszka Krupinski, please?
Tamara: I'm sorry, she is in a meeting. Who's calling please?
Mr Sanchez: My name is Claudio Sanchez. I work for the First National Finance Corporation. I have an appointment with Ms Krupinski later today.
Tamara: I'm sorry, I can't hear you very well – the phone line is not very clear. Could you spell your name, please?
Mr Sanchez: It's Sanchez, S-A-N-C-H-E-Z. I have an appointment with Ms Krupinski but I am still in my car. I'm 150 kilometres from your company.
Tamara: Oh dear! Do you have problems with your car? Has it broken down?
Mr Sanchez: No, it's the traffic. I think there has been an accident ahead. There is a traffic jam.
Tamara: What time is your appointment?
Mr Sanchez: I'm not sure exactly. My diary is in my briefcase and I can't reach it at the moment. I know it is later today.
Tamara: So it seems that you will not be able to see Ms Krupinski later today.
Mr Sanchez: I'm afraid not, so we'd better cancel this afternoon's appointment. Could you ask Ms Krupinski to ring me, so that I can make another appointment to see her?
Tamara: Yes, of course. What's your telephone number?
Mr Sanchez: It's 0207 499 821. That's my office number. I'll be there tomorrow.
Tamara: Fine. I'll check the time of your appointment and tell her that you won't be there, and I'll ask her to ring you tomorrow.
Mr Sanchez: Thank you. Oh, the traffic is moving again, so I must go .. goodbye.

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

	TRUE	FALSE	
B1 Claudio Sanchez answered the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2 Tamara is speaking to Mr Sanchez from her office.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3 Tamara Göllner is Agnieszka Krupinski's secretary.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4 Tamara can hear Mr Sanchez clearly.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

SECTION B CONTINUED

- B5 Mr Sanchez's car has broken down. (1 mark)
- B6 Tamara and Ms Krupinski both work for KEA International. (1 mark)
- B7 Claudio Sanchez is male. (1 mark)
- B8 Mr Sanchez's mobile phone number is 0207 499 821. (1 mark)
- B9 Mr Sanchez will be in his office later this afternoon. (1 mark)
- B10 Mr Sanchez says he will ring Ms Krupinski tomorrow. (1 mark)
- B11 Mr Sanchez says "Hello" and "Goodbye". (1 mark)

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 Where is Mr Sanchez? (3 marks)

Answer _____

B13 What time of day is it when Tamara speaks to Mr Sanchez? (3 marks)

Answer _____

B14 Why can't Ms Krupinski speak to Mr Sanchez? (3 marks)

Answer _____

B15 Why is there a traffic jam? (3 marks)

Answer _____

B16 Where is Mr Sanchez's diary? (3 marks)

Answer _____

B17 Which company does Mr Sanchez work for? (3 marks)

Answer _____

B18 When does Mr Sanchez want Ms Krupinski to phone him? (3 marks)

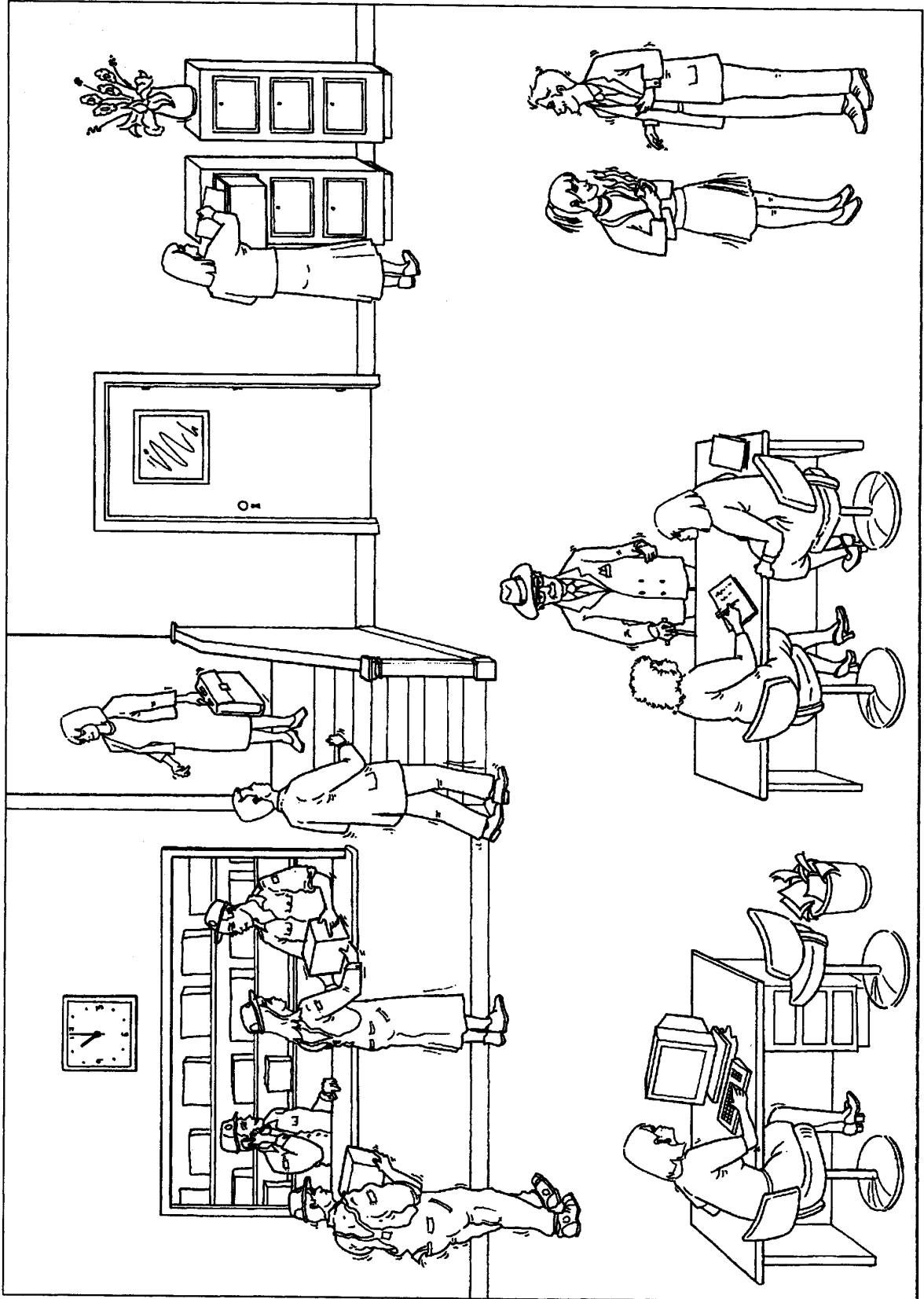
Answer _____

B19 Why did Mr Sanchez have to end the phone call? (3 marks)

Answer _____

(Total 35 marks)

TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE



Section A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

- A1 How many people are in the picture? (1 mark)
- (a) none
- (b) nine
- (c) thirteen
- A2 Where is there a window? (1 mark)
- (a) in the door
- (b) in the wall
- (c) in the floor
- A3 How many people are wearing hats? (1 mark)
- (a) five
- (b) nine
- (c) thirteen
- A4 What time of day is it? (1 mark)
- (a) morning
- (b) afternoon
- (c) evening
- A5 What shape is the clock? (1 mark)
- (a) round
- (b) square
- (c) triangular
- A6 Who is speaking on the telephone? (1 mark)
- (a) a man wearing a hat
- (b) a man wearing glasses
- (c) a man sitting

CONTINUED ON NEXT PAGE

SECTION A CONTINUED

- A7 What is above the door? (1 mark)
- (a) the clock
 - (b) the stairs
 - (c) nothing
- A8 A young man and a young woman are standing together; the woman is talking. What is the man doing? (1 mark)
- (a) drinking
 - (b) laughing
 - (c) smoking
- A9 A man is at the bottom of the stairs. Is he (1 mark)
- (a) sitting?
 - (b) standing?
 - (c) running?
- A10 What is outside the door? (1 mark)
- (a) we cannot see
 - (b) a car park
 - (c) a tree
- A11 Are there (1 mark)
- (a) more men in the picture?
 - (b) more women in the picture?
 - (c) the same number?
- A12 Where is the waste-paper bin? (1 mark)
- (a) under a desk
 - (b) on a desk
 - (c) between two desks

CONTINUED ON NEXT PAGE

SECTION A CONTINUED

A13 Which drawer of a filing cabinet is open? (1 mark)

(a) top

(b) middle

(c) bottom

A14 How many chairs can you see in the picture? (1 mark)

(a) one

(b) four

(c) six

A15 Is the room (1 mark)

(a) quiet?

(b) busy?

(c) empty?

Look at the picture. Then write short answers to these questions where it says Answer.

A16 What is between the stairs and the filing cabinets? (2 marks)

Answer _____

A17 One woman is sitting at the desk on the left. What is she doing? (2 marks)

Answer _____

A18 A man wearing glasses is talking to a woman. What is she doing? (2 marks)

Answer _____

A19 How many women are sitting on chairs? (2 marks)

Answer _____

A20 There are two filing cabinets. What is on top of the cabinet on the right? (2 marks)

Answer _____

A21 What time is it? (2 marks)

Answer _____

A22 Where is the woman with the briefcase? (2 marks)

Answer _____

CONTINUED ON NEXT PAGE

SECTION A CONTINUED

A23 Are all the men standing? (2 marks)

Answer _____

A24 A woman is holding a cup of coffee. In which hand is she holding it? (2 marks)

Answer _____

A25 Is the door open or closed? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Ms Bettina Ranwez works as a receptionist for Cortico Products, a manufacturing company in the town of Newbridge. A man called Reigo Laitinen has arrived in the reception area. Bettina and Reigo are now talking to each other.

Bettina: Good morning, sir. Can I help you?

Reigo: Hello. My name's Reigo Laitinen. I have an appointment to see Mrs Menchon, the Personnel Manager, at 11 o'clock. I'm a little early but perhaps she could see me now.

Bettina: Mrs Menchon? She's not here, I'm afraid. She left at 9 o'clock this morning and she will not return today.

Reigo: I don't understand this. Look, I have a letter from Mrs Menchon. I have an appointment with her at 11 o'clock.

Bettina: (looking at the letter). Oh dear. There has been a mistake. Your letter does say that you have an appointment today, but Mrs Menchon is at a conference all day.

Reigo: Well, I need to speak to her quite urgently. I'm a Business Studies teacher at Newbridge College. Mrs Menchon is going to speak to our students next week and we must make the arrangements.

Bettina: I'm very soor, Mr Laitinen. Perhaps the appointment should have been for tomorrow, when she will be in her office all day apart from a manager's meeting between 3 and 4 o'clock.

Reigo: I can come back tomorrow but I am not free all day. I have some appointments.

Bettina: Could you please write down when you are free tomorrow? I'll ask Mrs Menchon to telephone you early tomorrow morning to arrange another appointment.

Reigo: Yes, I'll give you a list. I'll write down my telephone number as well – here you are.

Bettina: Thank you, Mr Laitinen. I'm very sorry about our mistake and I will make sure Mrs Menchon knows what has happened.

Reigo: Don't worry (*laughing*). We can all make mistakes. Goodbye.

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

		TRUE	FALSE	
B1	Reigo Scalini works for Cortico Products.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	Reigo was late for his appointment.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	Bettina Ranwez and Mrs Menchon work for the same company.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Bettina and Reigo are speaking on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

CONTINUED ON NEXT PAGE

SECTION B CONTINUED

- B5 Reigo is a teacher. (1 mark)
- B6 Reigo is free all day tomorrow. (1 mark)
- B7 Bettina told Reigo her name. (1 mark)
- B8 Mrs Menchon is going to speak to Reigo's students. (1 mark)
- B9 Bettina writes down when Reigo is free tomorrow. (1 mark)
- B10 Bettina apologises to Reigo. (1 mark)
- B11 Reigo is very angry about the mistake. (1 mark)

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 What is Mrs Menchon's job? (3 marks)

Answer _____

B13 What time of day is it when Bettina speaks to Reigo? (3 marks)

Answer _____

B14 Where is Mrs Menchon today? (3 marks)

Answer _____

B15 What time was Reigo's appointment with Mrs Menchon? (3 marks)

Answer _____

B16 Where does Reigo work? (3 marks)

Answer _____

B17 When will Mrs Menchon telephone Reigo? (3 marks)

Answer _____

B18 Where will Mrs Menchon be tomorrow? (3 marks)

Answer _____

B19 What does Reigo write down? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Reigo Laitinen wrote a note for Bettina. The note is below. Read this and then write a message from Bettina for Mrs Menchon on the memo form.

My telephone number is 0674 3574997

I am free tomorrow morning:

between 9 o'clock and 12 o'clock

I go to lunch from 12 o'clock to 1 o'clock

I am free in the afternoon:

between 1 o'clock and 2 o'clock

between 3 o'clock and 4 o'clock

Reigo Laitinen

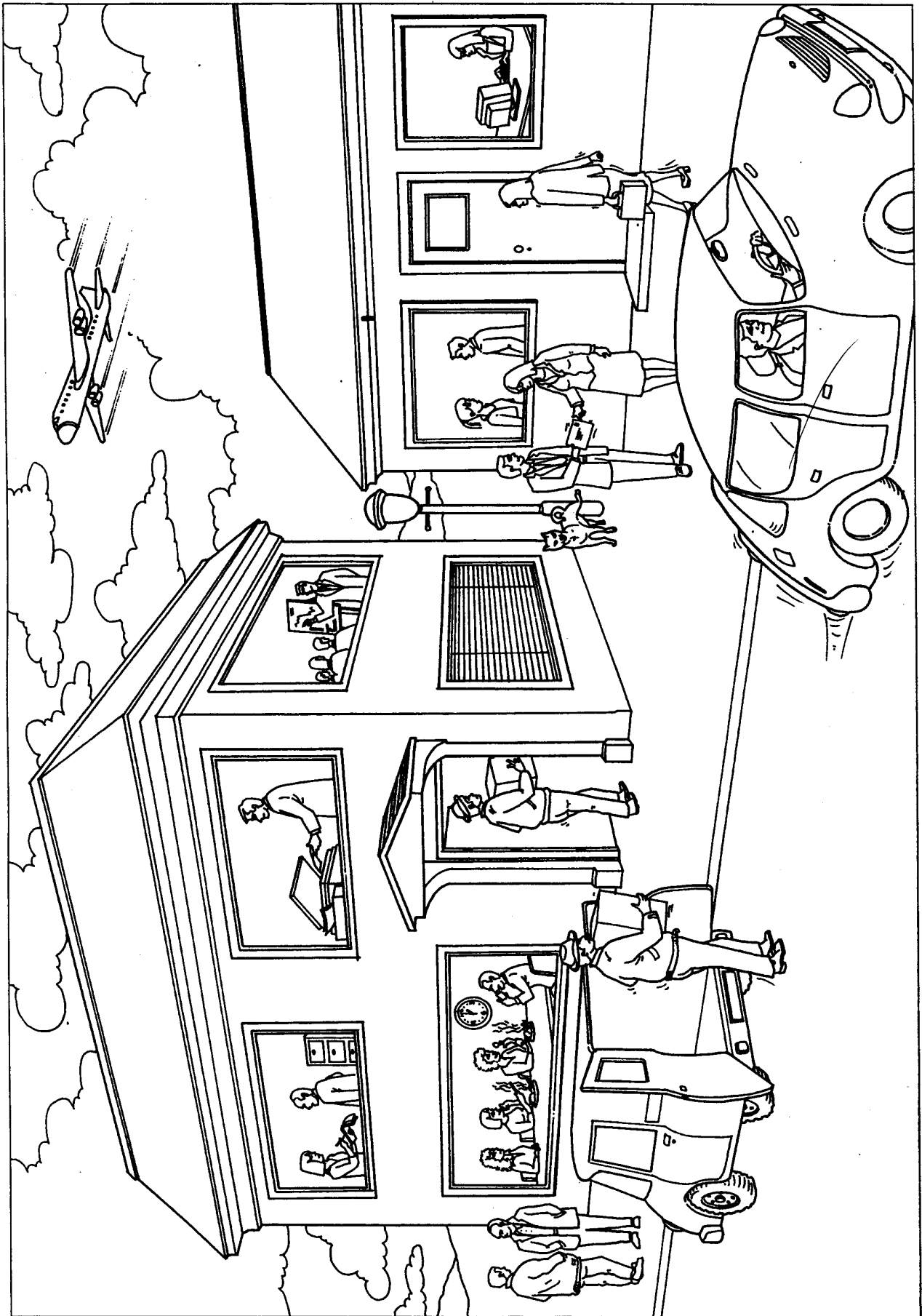
To:

Date:

From:

Subject:

(30 marks)



Section A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

A1 What is the picture? (1 mark)

- (a) a street with offices
- (b) a street with houses
- (c) a street with shops

A2 How many people are in the street? (1 mark)

- (a) less than 10
- (b) 10
- (c) more than 10

A3 What is the weather like in the picture? (1 mark)

- (a) sunny
- (b) raining
- (c) cloudy

A4 There are two men wearing hats. What are they doing? (1 mark)

- (a) carrying some boxes into a building
- (b) putting some boxes into a van
- (c) waiting for a van to arrive

A5 What is between the two buildings? (1 mark)

- (a) a car
- (b) a lamp post
- (c) a tree

A6 A woman is outside the door of the smaller building. What is she carrying? (1 mark)

- (a) a shopping bag
- (b) a briefcase
- (c) a coat

SECTION A CONTINUED

- A7 Who is talking on the telephone? (1 mark)
- (a) a man in the larger building
 - (b) a woman in the smaller building
 - (c) no-one is talking on the telephone
- A8 What shape are the windows? (1 mark)
- (a) round
 - (b) glass
 - (c) rectangular
- A9 What is the car mainly made of? (1 mark)
- (a) wood
 - (b) metal
 - (c) plastic
- A10 You can see two doors to the buildings. Are they (1 mark)
- (a) both open?
 - (b) one open, one closed?
 - (c) both closed?
- A11 You can see some people through the window next to the door of the larger building. What are they doing? (1 mark)
- (a) holding a meeting
 - (b) working
 - (c) eating and drinking
- A12 A man is at the window above the door of the bigger building. What is he doing? (1 mark)
- (a) using a photocopying machine
 - (b) using a computer
 - (c) talking to his secretary

SECTION A CONTINUED

A13 Two people are standing outside the larger building. Are they (1 mark)

- (a) two men?
- (b) two women?
- (c) a man and a woman?

A14 How tall is the lamp post? (1 mark)

- (a) about 1 metre
- (b) about 3 metres
- (c) about 80 metres

A15 Are most people in the picture? (1mark)

- (a) inside the buildings?
- (b) outside the buildings?
- (c) beside the buildings?

Look at the picture. Then write short answers to these questions where it says Answer.

A16 There are two buildings in the picture. How many people can you see inside the smaller building? (2 marks)

Answer _____

A17 What time is it in the picture? (2 marks)

Answer _____

A18 Where can you see a woman working with a computer? (2 marks)

Answer _____

A19 Where is the dog in the picture? (2 marks)

Answer _____

A20 A man and a woman are standing in front of the smaller building. What is the man doing? (2 marks)

Answer _____

A21 What can you see flying in the sky? (2 marks)

Answer _____

A22 Which is parked on the side of the road, the car or the van? (2 marks)

Answer _____

SECTION A CONTINUED

A23 In a room of the larger building a man is speaking to a woman. What is she doing? (2 marks)

Answer _____

A24 How many windows can you see in the buildings? (2 marks)

Answer _____

A25 What time of day is it in the picture? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Sigrid Frenzel works in a college. She is a secretary. It is now nearly 9 o'clock in the morning. Sigrid is speaking on the telephone to a woman called Mrs Joan Jarvis.

Sigrid: Good morning, this is Northville College, Sigrid Frenzel speaking. Can I help you?

Mrs Jarvis: Hello. My name is Joan Jarvis. My son, Thomas Jarvis, is a student at the college. Do you know him?

Sigrid: No, I'm afraid I don't. There are two thousand students at the college. I don't know them all.

Mrs Jarvis: Of course not. But I am ringing to tell you that Thomas will not be in college today.

Sigrid: Oh dear. Is he ill?

Mrs Jarvis: No, he's fine. But he is not in Northville. He spoke to me on his mobile phone late last night. He is a musician; he plays the saxophone and his band was playing in South Bullied last night. The band's bus then broke down so they had to stay in South Bullied. He is going to return to Northville later today.

Sigrid: I see. Well, thank you for telling me this.

Mrs Jarvis: Could you give a message to one of his teachers? Thomas has finished his project but he cannot give the work to his teacher today. He will bring it to the staff room tomorrow at 9 o'clock.

Sigrid: What is the name of the teacher?

Mrs Jarvis: I'm sorry I cannot remember the name. Thomas is studying Business Studies and the project is about Marketing.

Sigrid: I have a copy of the timetable for every student. I can check Thomas's timetable for today and I can give a message to the Marketing teacher.

Mrs Jarvis: That is very kind of you. Could you please tell the Marketing teacher that Thomas worked very hard. He has written a very good project, I'm sure. Tell him that he wants to work in Marketing when he finishes his Business Studies course.

Sigrid: That's good. I'll give the message to the teacher. Goodbye, Mrs Jarvis.

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

		TRUE	FALSE	
B1	Sigrid Frenzel works at a college.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	Sigrid does not know Thomas Jarvis.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	Joan Jarvis is a musician.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Thomas is going to college today.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

SECTION B CONTINUED

		TRUE	FALSE	
B5	Mrs Jarvis cannot remember the Marketing teacher's name.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	Thomas is going to give his teacher the project tomorrow.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	Thomas's car broke down yesterday.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Thomas is ill today.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	Thomas has finished a project on Marketing.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	Thomas has not worked hard on his project.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Sigrid has a timetable for all the students at the college.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

SECTION B CONTINUED

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 Where is Thomas Jarvis this morning? (3 marks)

Answer _____

B13 What is Thomas studying? (3 marks)

Answer _____

B14 How many students are at Northville College? (3 marks)

Answer _____

B15 What musical instrument does Thomas play? (3 marks)

Answer _____

B16 Who is Thomas's mother? (3 marks)

Answer _____

B17 What does Thomas want to do when he finishes his course? (3 marks)

Answer _____

B18 What is Sigrid's job? (3 marks)

Answer _____

B19 What time of day does Mrs Jarvis speak to Sigrid? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Sigrd checks Thomas Jarvis's timetable for today. Here is the timetable.

Thomas Jarvis – Business Studies (Wednesday)

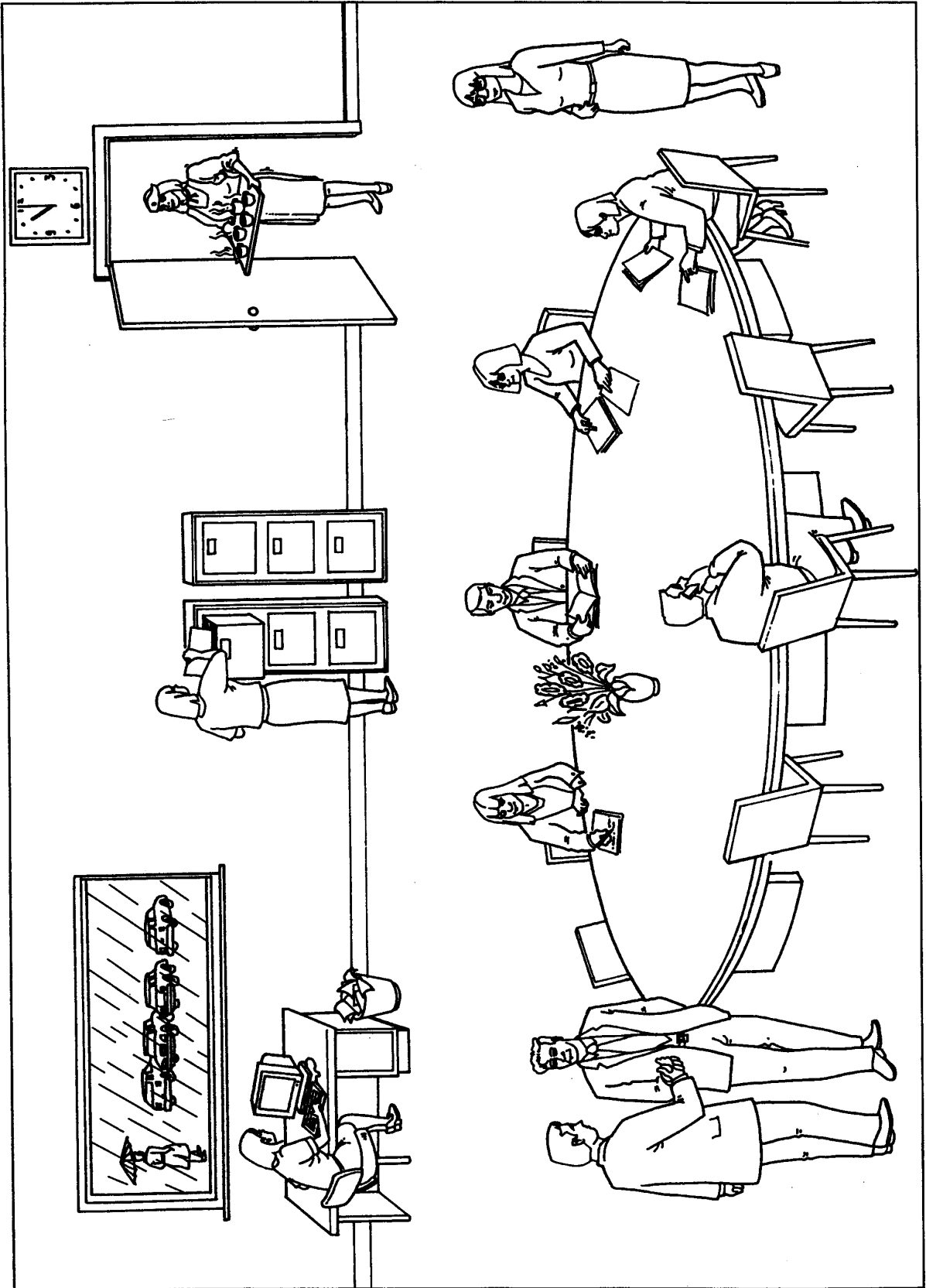
Time	09.00	10.00	11.00	12.00	13.00	14.00	15.00	16.00
Subject	Accountancy		Free	Lunch	Economics	Free	Marketing	
Teacher	Mrs Seeler		-	-	Mr Frost	-	Mr Hanson	

Read the conversation again and then look at the timetable. Then **write a message** to Thomas's Marketing teacher from the secretary.

<u>MESSAGE FORM</u>	
To _____	Date _____
From _____	
Message	

(30 marks)

TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE



Section A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

- A1 What is the picture? (1 mark)
- (a) a dining room
 - (b) a meeting room
 - (c) a factory
- A2 How many people are sitting? (1 mark)
- (a) none
 - (b) six
 - (c) five
- A3 What is in the middle of the large table? (1 mark)
- (a) a vase of flowers
 - (b) a pot of coffee
 - (c) a computer
- A4 What can you see outside the window? (1 mark)
- (a) a park
 - (b) a car
 - (c) a car park
- A5 What is between the window and the door? (1 mark)
- (a) the clock
 - (b) a desk
 - (c) some filing cabinets
- A6 A woman has opened a drawer of a filing cabinet. Which one? (1 mark)
- (a) the top drawer
 - (b) the middle drawer
 - (c) the bottom drawer

SECTION A CONTINUED

- A7 Two men are standing near the big table. What are they doing? (1 mark)
- (a) carrying a box
 - (b) writing a letter
 - (c) shaking hands
- A8 What is the woman wearing a hat bringing into the room? (1 mark)
- (a) cups of tea and coffee
 - (b) a briefcase
 - (c) an umbrella
- A9 Where is the waste-paper bin? (1 mark)
- (a) next to the round table
 - (b) next to the square table
 - (c) behind the window
- A10 A woman wearing spectacles is standing. Is she (1 mark)
- (a) on the right of the picture?
 - (b) on the left of the picture?
 - (c) in the middle of the picture?
- A11 What is the big table made of? (1 mark)
- (a) paper
 - (b) leather
 - (c) wood
- A12 Is the waste-paper bin? (1 mark)
- (a) full?
 - (b) empty?
 - (c) open?

SECTION A CONTINUED

A13 Which of these can you not see in the picture? (1 mark)

- (a) a mobile phone
- (b) a computer
- (c) a photocopy machine

A14 A woman is writing with a pen. Where is she? (1 mark)

- (a) near the window
- (b) next to the door
- (c) at the big table

A15 Which is the tallest? (1mark)

- (a) the big table
- (b) the filing cabinets
- (c) the small table

Look at the picture. Then write short answers to these questions where it says Answer.

A16 How many chairs are empty? (2 marks)

Answer _____

A17 Where is the clock? (2 marks)

Answer _____

A18 What shape is the clock? (2 marks)

Answer _____

A19 Who is talking on a mobile phone? (2 marks)

Answer _____

A20 Is the door closed? (2 marks)

Answer _____

A21 What time is it? (2 marks)

Answer _____

A22 What is the weather like outside the room? (2 marks)

Answer _____

SECTION A CONTINUED

A23 A woman is sitting under the window. What is she doing? (2 marks)

Answer _____

A24 Where is the person with an umbrella? (2 marks)

Answer _____

A25 A man is sitting at the big table next to a woman who is writing. What is he doing? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Karen Brown works in a bookshop called Notting Hill Books in London, United Kingdom. The shop sells books for travellers and tourists. People visit the shop to buy books and they can also telephone the shop to buy books.

Karen is now speaking on the telephone to a man called Gregory da Silva.

Karen: Notting Hill books, Karen Brown speaking. Can I help you?

Mr da Silva: Good morning, Karen. This is Gregory da Silva from Braga in Portugal. I have visited your shop before.

Karen: Hello, Mr da Silva. I remember you. You bought a lot of books about London when you visited our shop.

Mr da Silva: I did. I enjoyed my visit to London and the books helped me. In fact, I would like to buy some more. Can I order books over the telephone?

Karen: Yes. As you are a good customer we can send you the books and the bill.

Mr da Silva: Thank you. I am going to visit the North of England next month and I would like some books about the cities of this area. Do you have a book about the City of Durham?

Karen: Oh yes. We have an excellent book, "A Guide to Durham". It costs £15. Are you visiting other cities?

Mr da Silva: Yes. I am going to visit York and Newcastle upon Tyne.

Karen: They are both very interesting cities. We have a good guide to York which costs £20 and an excellent guide to Newcastle upon Tyne, with many pictures. This also costs £20.

Mr da Silva: I'll have those three books please. Could you send me the bill in euros? I prefer to pay in euros, not pounds.

Karen: Certainly. I will ask our Despatch Manager, Bruce Grant, to send you the books and a bill in euros. We have your address.

Mr da Silva: Thank you, Karen. I shall look forward to reading the books before I visit England again. I hope to return next year and perhaps visit Scotland.

Karen: I hope you enjoy your visit to England. Goodbye Mr da Silva.

Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.

		TRUE	FALSE	
B1	Karen Brown works in a bookshop.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	Mr da Silva has visited Notting Hill Books before.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	You can only buy books if you visit the shop.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Karen Brown answered the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

SECTION B CONTINUED

		TRUE	FALSE	
B5	Braga is in the United Kingdom.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	Mr da Silva is going to visit London next month.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	The book about Newcastle upon Tyne has many pictures.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Mr da Silva did not enjoy his visit to London.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	The books on Durham, York and Newcastle upon Tyne are the same price.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	Mr da Silva will read the books before he visits England.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Mr da Silva wants to pay for the books in pounds.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

Write a sentence to answer each question about the conversation on the line marked Answer.

B12 What time of day is it when Karen speaks to Mr da Silva? (3 marks)

Answer _____

B13 What is Mr da Silva's first name? (3 marks)

Answer _____

B14 What does Karen remember about Mr da Silva? (3 marks)

Answer _____

B15 Where are the cities of Durham, York and Newcastle upon Tyne? (3 marks)

Answer _____

B16 In which city does Mr da Silva live? (3 marks)

Answer _____

B17 Who is Bruce Grant? (3 marks)

Answer _____

B18 Where does Mr da Silva hope to visit next year? (3 marks)

Answer _____

B19 What is the total cost of the books Mr da Silva wants to buy? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Read the conversation again and then look at this table.

Pounds sterling	Euros
10	15.63
15	23.45
20	31.26
25	39.08
30	46.89
35	54.71
40	62.52
45	70.34
50	78.15
55	85.97
60	93.78

Use the information to work out the cost of the three books in euros. The books are called "A Guide to Durham", "A Guide to York" and "A Guide to Newcastle upon Tyne".

Then write a **memo** to Bruce Grant, the Despatch Manager, asking him to despatch the books as agreed in your conversation with Mr da Silva.

<u>MEMORANDUM</u>	
To _____	Date _____
From _____	
Subject _____	

(30 marks)