



English for Business

Preliminary Level

Past Papers 2004

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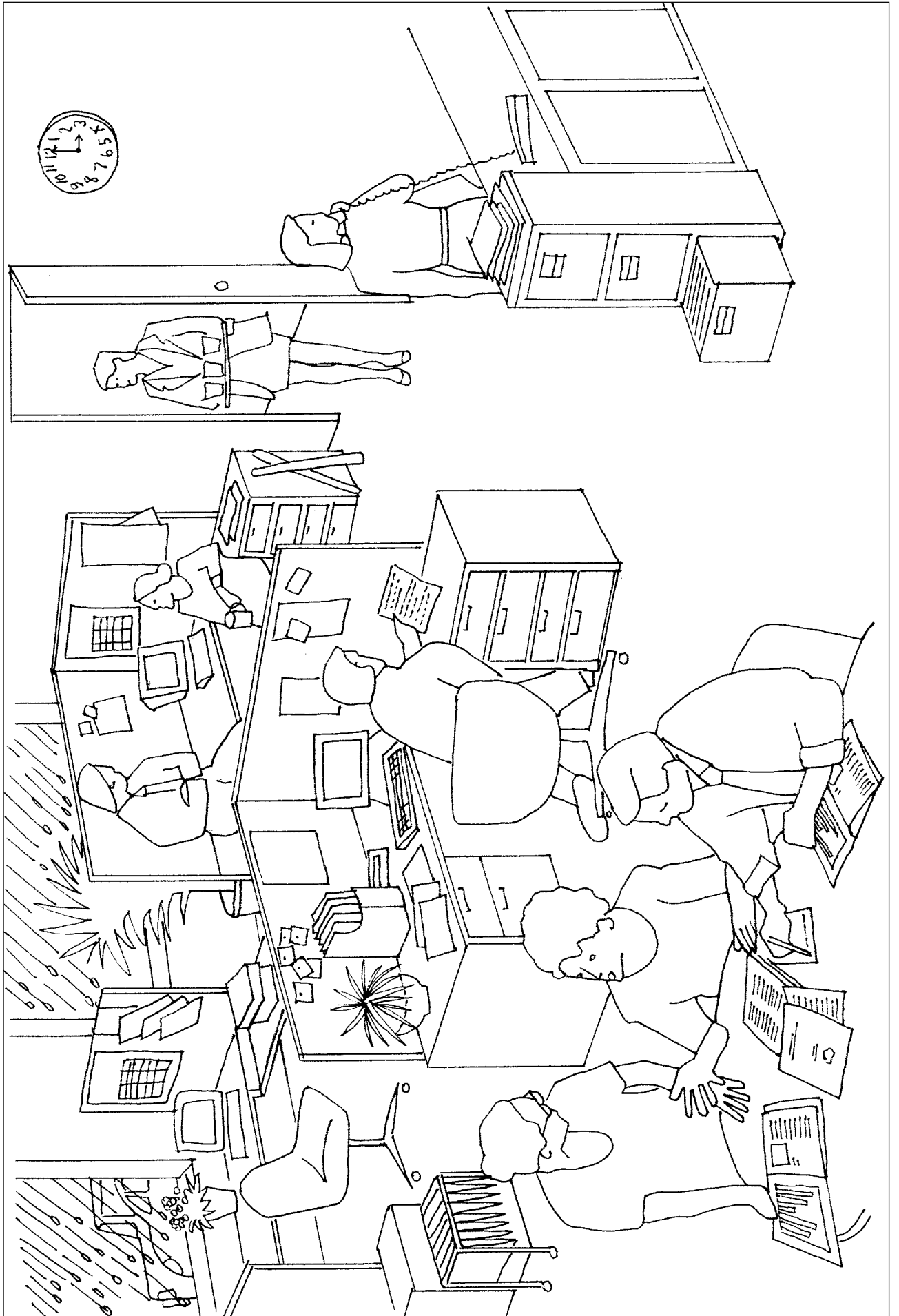
English for Business Preliminary Level Past Papers 2004

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SECTION A

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

- A1 Is this a picture of (1 mark)
- (a) a busy office?
 - (b) a quiet office?
 - (c) an empty office?
- A2 What time is it in the picture? (1 mark)
- (a) one o'clock
 - (b) three o'clock
 - (c) five o'clock
- A3 A woman is speaking on the telephone. Is she (1 mark)
- (a) sitting?
 - (b) standing?
 - (c) walking?
- A4 How many empty chairs can you see? (1 mark)
- (a) none
 - (b) one
 - (c) two
- A5 A man is sitting and holding a paper in his left hand. Is he (1 mark)
- (a) on the right of the picture?
 - (b) on the left of the picture?
 - (c) in the middle of the picture?
- A6 Where is the large plant? (1 mark)
- (a) near the window
 - (b) on a desk
 - (c) next to a filing cabinet

SECTION A CONTINUED

- A7 A woman at the front of the picture is talking. Who is on her left? (1 mark)
- (a) a woman standing
 - (b) a man speaking
 - (c) a man writing
- A8 What shape is the clock? (1 mark)
- (a) round
 - (b) square
 - (c) flat
- A9 Who is entering the room? (1 mark)
- (a) a woman carrying a tea tray
 - (b) a man drinking tea
 - (c) a man eating cake
- A10 Which of these are **not** in the picture? (1 mark)
- (a) filing cabinets
 - (b) telephones
 - (c) waste-paper baskets
- A11 Where is the clock? (1 mark)
- (a) near the door
 - (b) near the window
 - (c) near a computer
- A12 Which desk only has a computer on it? (1 mark)
- (a) the desk nearest the window
 - (b) the desk in the middle
 - (c) the desk nearest the door

SECTION A CONTINUED

- A13 How many people are sitting? (1 mark)
- (a) three
- (b) five
- (c) eight
- A14 What are the windows made of? (1 mark)
- (a) wood and glass
- (b) glass and paper
- (c) wood and metal
- A15 What time of day is it? (1 mark)
- (a) morning
- (b) afternoon
- (c) night

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

- A16 A woman has come into the office. Is she inside or outside the room? (2 marks)

Answer _____

- A17 A man is talking to a woman. Where is he sitting? (2 marks)

Answer _____

- A18 One man is writing with a pen. Which hand is he using? (2 marks)

Answer _____

- A19 What is the weather like outside the office? (2 marks)

Answer _____

- A20 Is the door open or is it closed? (2 marks)

Answer _____

- A21 How many computers are there in the office? (2 marks)

Answer _____

SECTION A CONTINUED

A22 Are there more men or more women in the office? (2 marks)

Answer _____

A23 A man is sitting at a desk facing the door. What is he doing? (2 marks)

Answer _____

A24 Who is wearing glasses? (2 marks)

Answer _____

A25 How many people can you see in the office? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Karen Duval is a secretary in a company called *Speedy Repairs*, based in the town of Newbridge. The company repairs electrical equipment. Karen is speaking on the telephone to a man called Parajit Singh.

Karen: Good morning, Speedy Repairs, Karen speaking. Can I help you?

Mr Singh: I hope you can. My name is Parajit Singh. Someone from your company came to my house yesterday because my television was broken. It had no sound. The repairman said he had mended the television but it is still not working.

Karen: Is there still no sound?

Mr Singh: Well, there is sound so we can listen to the television. But we can't watch it. It now has no picture.

Karen: Oh dear!

Mr Singh: My children and I wanted to watch the television last night because our favourite movie, *Titanic*, was on. We were very disappointed when we could not watch it.

Karen: What is the name of the repairman?

Mr Singh: I can't remember his name. He was a tall man and he was wearing glasses.

Karen: What's your address, Mr Singh?

Mr Singh: I live at 56 Central Drive in Newbridge.

Karen: I'll check the name of the repairman who visited you and ask him to visit you again. All our repair staff are working now but I will give him a message when he returns to the office tonight. Will you be at home tomorrow morning?

Mr Singh: I will be at work but my wife will be at home until 11.30.

Karen: I'll make sure he visits your house tomorrow. I'm sorry about this, Mr Singh.

Mr Singh: Thanks for your help. Goodbye.

SECTION B CONTINUED

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 Duval works for Speedy Repairs.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Mr Singh is visiting Speedy Repairs.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	Speedy Repairs mends broken electrical equipment.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	Mr Singh is a father.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	Karen is going to ask someone to visit Mr Singh's house.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	None of the repair staff are working now.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	Mr Singh wanted to watch television last night.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	Karen's address is 56 Central Drive, Newbridge.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	Mr Singh cannot remember the name of the repairman.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	Mr Singh's television now has no sound.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	Mr Singh thanks Karen for her help.	<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 Singh? (3 marks)

Answer _____

B13 What is Karen's job? (3 marks)

Answer _____

B14 What did the repairman who visited Mr Singh look like? (3 marks)

Answer _____

B15 Where will Mr Singh be tomorrow morning? (3 marks)

Answer _____

B16 What is the favourite movie of Mr Singh's family? (3 marks)

Answer _____

B17 When will Mr Singh's wife be at home tomorrow? (3 marks)

Answer _____

B18 Where is the company Speedy Repairs based? (3 marks)

Answer _____

B19 What is now wrong with Mr Singh's television? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Read the conversation between Karen and Mr Singh and then look at the list of the addresses visited by repair staff yesterday.

Repair person	Addresses visited
Les Fisher	19 Northern Street Flat C Vulcan Towers 318b Oak Street
Pat Wagner	24 Glebe Road 56 Central Drive 4 Railway Street 13 Menin Road
Vic McTeer	19 Baker Drive 46 Silver Street 3 Avon Street
Jan Heymann	58 London Road 173 Park Avenue

Use the information to give a message on the **memo** form below to the repairman who visited Mr Singh yesterday.

MEMORANDUM	
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 Is this a picture of (1 mark)
- (a) a telephone call centre?
 - (b) a factory?
 - (c) a library?
- A2 How many people can you see in the picture? (1 mark)
- (a) eight
 - (b) nine
 - (c) ten
- A3 How many women are speaking on the telephone? (1 mark)
- (a) five
 - (b) four
 - (c) three
- A4 A man is standing near a desk. What is he holding? (1 mark)
- (a) a file
 - (b) a telephone
 - (c) a television
- A5 Which of these is **not** on the desk on the right? (1 mark)
- (a) files
 - (b) a telephone
 - (c) a television
- A6 What shape is the window? (1 mark)
- (a) square
 - (b) rectangular
 - (c) circular

SECTION A CONTINUED

- A7 Is the door (1 mark)
- (a) open?
 - (b) closed?
 - (c) square?
- A8 What is made of glass and wood? (1 mark)
- (a) the door
 - (b) the window
 - (c) the desks
- A9 Who is holding a briefcase? (1 mark)
- (a) a man
 - (b) a woman
 - (c) no-one
- A10 Which is closest to the door? (1 mark)
- (a) the window
 - (b) the shelves
 - (c) the clock
- A11 What are most people in the picture doing? (1 mark)
- (a) talking
 - (b) walking
 - (c) drinking
- A12 In the picture, is it (1 mark)
- (a) morning?
 - (b) afternoon?
 - (c) evening?

SECTION A CONTINUED

- A13 A woman is wearing glasses. Who is on her right? (1 mark)
- (a) no-one
- (b) a woman speaking on the telephone
- (c) a man holding a file
- A14 Where are some books? (1 mark)
- (a) on the shelves
- (b) on the floor
- (c) under the desks
- A15 There are women and men in the picture. Are there (1 mark)
- (a) the same numbers?
- (b) more men?
- (c) more women?

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

- A16 What is the weather like? (2 marks)

Answer _____

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

Answer _____

- A18 What is on top of the shelves? (2 marks)

Answer _____

- A19 What is above the shelves? (2 marks)

Answer _____

- A20 What is under the desk on the right? (2 marks)

Answer _____

- A21 A man is leaving the room. What is he carrying? (2 marks)

Answer _____

SECTION A CONTINUED

A22 Where is the clock? (2 marks)

Answer _____

A23 How many women are sitting? (2 marks)

Answer _____

A24 What can you see out the window? (2 marks)

Answer _____

A25 Three women sitting at a desk are all using a piece of office equipment. What is it? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Linda Mponga works for a large company, Seaward International. She is Personal Assistant (PA) to the Marketing Director, Ms Tanya Luth.

Linda is in her office. She has answered the telephone and is speaking to a man called Raymond Cheng.

Linda: Good morning, Linda Mponga speaking. Can I help you?

Raymond: Hello. My name's Raymond Cheng. I'd like to leave a message for the Finance Director, Charles Larsen, please. I believe you're his PA.

Linda: I'm sorry, I'm the PA to Ms Luth, the Marketing Director.

Raymond: (surprised). Oh dear. Charles said I could leave a message with his PA on telephone extension 4513.

Linda: This is extension 4153. I'm afraid you've got the wrong number. And the Directors are all out of the office at a Board Meeting at the Grand Hotel today.

Raymond: Sorry about the wrong number, but I know about the Board Meeting. That's why I asked to speak to Charles' PA. Look, I'm in a hurry. I've got a meeting myself in five minutes. Could you give a message to Charles Larsen's PA? I can't remember her name, but you probably know her.

Linda: I'm afraid I don't know her. I'm new to the company. But I can find out her name and give her a message.

Raymond: Thanks very much. As I said, my name is Raymond Cheng, from Cheng's Office Supplies. I told Charles that my company was going to move to our new offices tomorrow. Unfortunately our move has been delayed. The new furniture isn't ready. So we're staying in our old offices for another two weeks.

Linda: Right, I have made a note of that.

Raymond: Charles Larsen, your Finance Director, needs to know this so he can send the payments for our goods to our old address and not to our new address for the next two weeks. I'll let you know when we move our office.

Linda: I see. I'll check who Mr Larsen's PA is and give her a message immediately. Thank you for calling, Mr Cheng.

Raymond: Thanks for your help. Bye.

SECTION B CONTINUED

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	Linda Mponga answered the telephone.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Raymond Cheng works for Seaward International.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	Linda is PA to Raymond Cheng.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	Raymond cannot remember the name of Charles Larsen's PA.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	Raymond works for Cheng's Office Supplies.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	Seaward International is a small company.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	Seaward International is moving to new offices in two weeks.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	Linda does not know the name of Charles Larsen's PA.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	Linda's telephone extension number is 4513.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	Linda started working for Seaward International recently.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	Linda is going to give a message to Charles Larsen's PA tomorrow.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)

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

B12 Who is the Marketing Director of Seaward International? (3 marks)

Answer _____

B13 Where is Linda when she speaks to Raymond Cheng? (3 marks)

Answer _____

B14 Where are the Directors of Seaward International today? (3 marks)

Answer _____

B15 Why has the move of Cheng's Office Supplies been delayed? (3 marks)

Answer _____

B16 Is it before midday or after midday when Linda speaks to Raymond? (3 marks)

Answer _____

B17 Who is Charles Larsen? (3 marks)

Answer _____

B18 Why is Raymond in a hurry? (3 marks)

Answer _____

B19 Where should Charles Larsen send the payments for Cheng's Office Supplies for the next two weeks? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

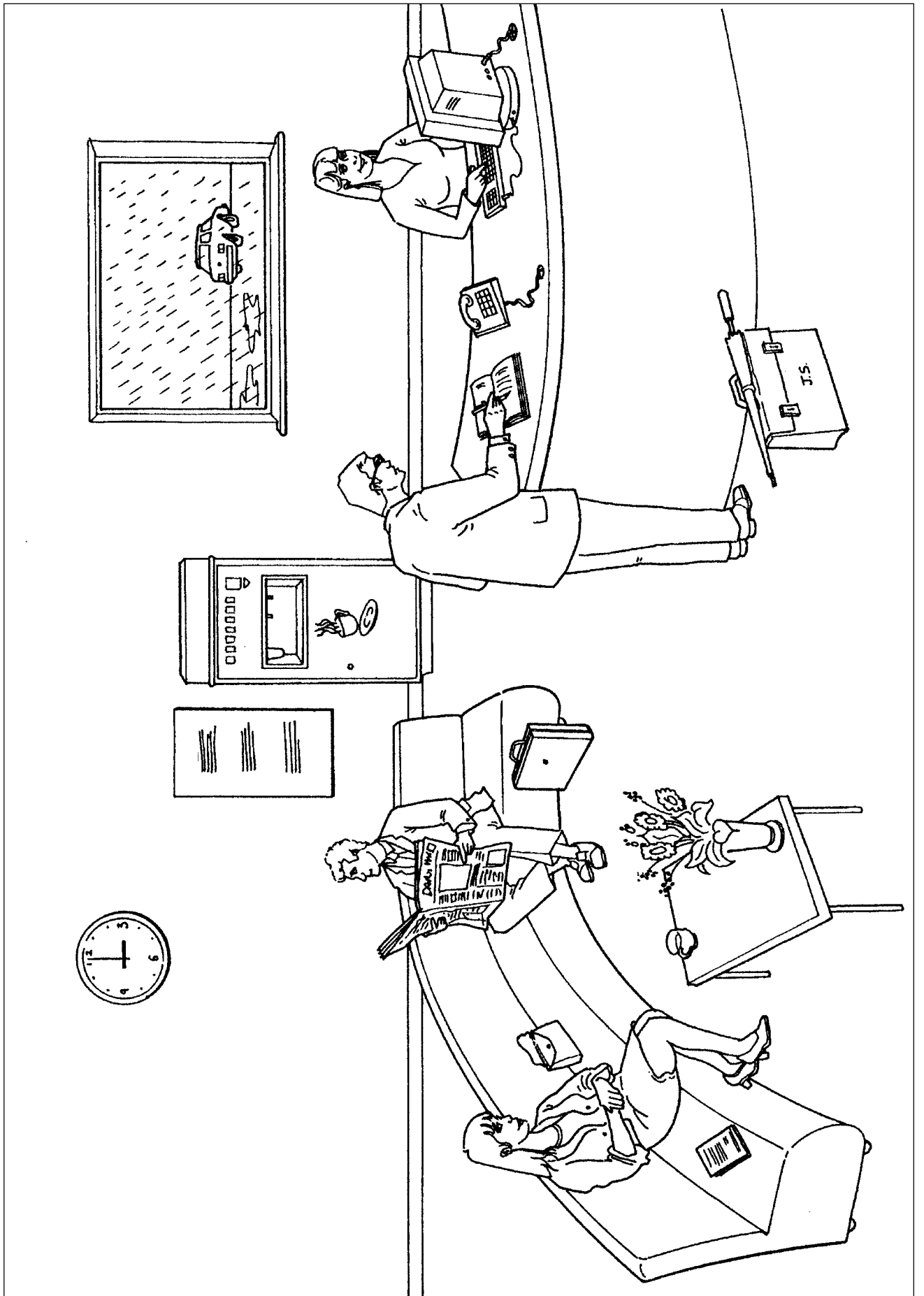
Read the conversation between Linda Mponga and Raymond Cheng and then look at the list of the Directors of Seaward International and their Personal Assistants.

DIRECTOR	PERSONAL ASSISTANT (PA)	Telephone Extension
Managing Director: Mr Jean-Paul Blanc	Ms Maria McKay	4300
Marketing Director: Ms Tanya Luth	Ms Linda Mponga	4153
Sales Director: Mr Marco Crespi	Ms Kirstin Sommer	4093
Human Resources Director: Mr Inderjit Singh	Ms Stephanie Bissier	4266
Production Director: Mr Robert Robson	Mr John Sullivan	4102
Finance Director: Mr Charles Larsen	Ms Loretta Martin	4513
Administration Director: Ms Sonja Volker	Ms Diana Brill	4368

Use this information to write a message on the **memo** below that Linda could give to Charles Larsen's PA.

MEMORANDUM	
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 Is this a picture of (1 mark)
- (a) a reception room?
 - (b) a meeting room?
 - (c) a conference room?
- A2 In the picture are there (1 mark)
- (a) more men?
 - (b) more women?
 - (c) the same number of each?
- A3 A woman is sitting on a long seat. What is on her left? (1 mark)
- (a) a handbag
 - (b) a book
 - (c) a telephone
- A4 What is between the drinks machine and the clock? (1 mark)
- (a) the window
 - (b) the notice board
 - (c) the desk
- A5 Which of these is **not** in the picture? (1 mark)
- (a) a wall
 - (b) a floor
 - (c) a staircase
- A6 A woman is using a computer. Where is she? (1 mark)
- (a) behind a desk
 - (b) in front of a desk
 - (c) on top of a desk

SECTION A CONTINUED

- A7 How many men are standing? (1 mark)
- (a) one
 - (b) two
 - (c) four
- A8 What time of day is it? (1 mark)
- (a) morning
 - (b) afternoon
 - (c) evening
- A9 There is a briefcase with J.S. on it. What is on top of it? (1 mark)
- (a) an umbrella
 - (b) a telephone
 - (c) a man
- A10 Who is wearing glasses? (1 mark)
- (a) no one
 - (b) a man
 - (c) a woman
- A11 What is made of leather? (1 mark)
- (a) a briefcase
 - (b) a window
 - (c) a book
- A12 What can you see outside the window? (1 mark)
- (a) a tree
 - (b) a car
 - (c) a man

SECTION A CONTINUED

A13 A man is sitting on the long seat. What is he doing? (1 mark)

(a) reading a book

(b) writing in a book

(c) reading a newspaper

A14 A woman is using a computer. Which hand can you see? (1 mark)

(a) her right hand

(b) her left hand

(c) both her hands

A15 How tall is the man standing? (1 mark)

(a) about 2 centimetres

(b) about 2 metres

(c) about 2 litres

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

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

Answer _____

A17 A man is standing next to the desk. What is he doing? (2 marks)

Answer _____

A18 A man is sitting. What is on the floor near him? (2 marks)

Answer _____

A19 What is the weather like outside the room? (2 marks)

Answer _____

A20 A vase of flowers is on a table. What else is on the table? (2 marks)

Answer _____

A21 What time is it? (2 marks)

Answer _____

SECTION A CONTINUED

A22 Who can you see wearing a tie? (2 marks)

Answer _____

A23 A woman is using a computer. What is on her right on the desk? (2 marks)

Answer _____

A24 Can you see a door in the room? (2 marks)

Answer _____

A25 How many cars can you see? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Rosemary Brown works as a receptionist at the Grand Hotel in the city of Metrovia. It is now 3 o'clock in the afternoon and she is with a man called George Duval. George works as a chef at the hotel.

Rosemary: Hello George. How are you?

George: I'm very tired. We've been very busy in the restaurant today.

Rosemary: Yes, I see that we had over a hundred guests for lunch. Have you finished for the day?

George: Yes. I'm going home for a rest. I'm not working tonight. But I need to book a room before I go home.

Rosemary: You're not staying here, are you George?

George: No, it's not for me. My aunt and uncle are visiting Metrovia and I said that I would book a room for them for tonight.

Rosemary: I'm afraid there's a problem, George. I can't book a room for you at the moment because the computer isn't working.

George: Oh dear. Is there nothing you can do?

Rosemary: If you give me the details, I can make a note of them and book a room when the computer's working again. First of all, what are the names of your aunt and uncle?

George: My uncle's called Mr Frank Duval and my aunt is Mrs Sophie Duval. He's 74 years old and she's 76.

Rosemary: Right – we can offer them a cheaper rate as they're over 60.

George: That's good. Could they have a room on the ground floor? They don't like using lifts.

Rosemary: No problem. Would they prefer a smoking or non-smoking room?

George: Non-smoking, please. And could they have a room with a bath and not just a shower?

Rosemary: I'll do my best. I'll book the room as soon as the computer's working.

The Assistant Manager is on reception this evening – I'll tell him that your aunt and uncle are staying here.

George: Thanks very much, Rosemary. See you tomorrow.

SECTION B CONTINUED

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	Rosemary and George are speaking on the telephone.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Rosemary and George both work at the Grand Hotel.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	The restaurant has not been busy today.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	George is not working tonight.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	George's aunt and uncle live in Metrovia.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	George's aunt and uncle will stay at the hotel tonight.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	There were more than 100 guests for lunch.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	Frank Duval is younger than Sophie Duval.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	The Grand Hotel has no lift.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	George's aunt and uncle prefer a room with a shower.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	George will see Rosemary the next day.	<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 is George's job? (3 marks)

Answer _____

B13 What will George do when he goes home? (3 marks)

Answer _____

B14 What time of day is it when George speaks to Rosemary? (3 marks)

Answer _____

B15 Why do Frank and Sophie want a ground floor room? (3 marks)

Answer _____

B16 Who is Sophie Duval's husband? (3 marks)

Answer _____

B17 Why can't Rosemary book a room? (3 marks)

Answer _____

B18 Why will Frank and Sophie pay less for their room? (3 marks)

Answer _____

B19 Who is on duty at the reception desk this evening? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Rosemary Brown is going to leave a message for the Assistant Manager, Mr Liu Sanjum. When the computer is working again, she looks at the rooms which are free to find a room for George’s aunt and uncle.

Choose a room then **use the form below** to give a message to the Assistant Manager. Rosemary should tell him:

- which room is booked
- why this room is booked
- who is staying in this room

Room numbers available	Floor	Bath or Shower	Smoking/Non-smoking	Views of Gardens
6	ground	bath	smoking	no
9	ground	shower	smoking	yes
11	ground	bath	non-smoking	yes
24	first	shower	smoking	no
26	first	shower	non-smoking	no
29	first	bath	non-smoking	yes
32	second	bath	smoking	yes
33	third	shower	non-smoking	yes
37	third	shower	non-smoking	no

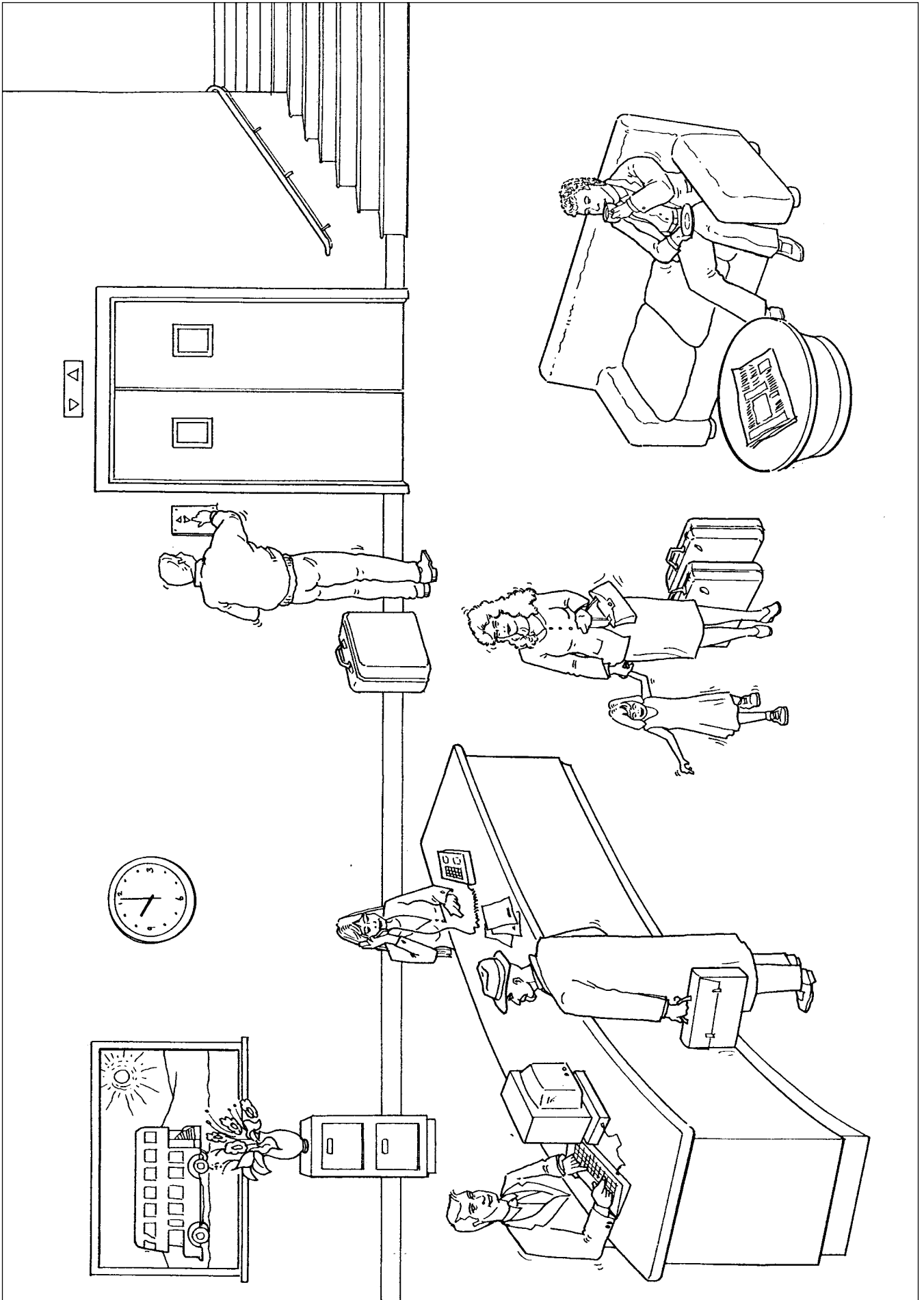
MESSAGE FORM

To _____ Date _____

From _____

Message about _____

(30 marks)



SECTION A

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

- A1 What is in the picture? (1 mark)
- (a) a factory
 - (b) an office
 - (c) a reception area
- A2 How many people are in the picture? (1 mark)
- (a) seven
 - (b) five
 - (c) three
- A3 Where is the vase of flowers? (1 mark)
- (a) in the filing cabinet
 - (b) on the filing cabinet
 - (c) behind the filing cabinet
- A4 What time is it? (1 mark)
- (a) eight o'clock
 - (b) ten o'clock
 - (c) twelve o'clock
- A5 How many suitcases are next to the elevator? (1 mark)
- (a) one
 - (b) three
 - (c) four
- A6 How many men are talking on the telephone? (1 mark)
- (a) two
 - (b) one
 - (c) none

SECTION A CONTINUED

- A7 What is the weather like outside the room? (1 mark)
- (a) sunny
- (b) raining
- (c) cold
- A8 A man is working on a computer. Which hand is he using? (1 mark)
- (a) right hand
- (b) left hand
- (c) both hands
- A9 What can you see outside the window? (1 mark)
- (a) a car
- (b) a bus
- (c) a van
- A10 Which of these can you not see in the room? (1 mark)
- (a) a telephone
- (b) a computer
- (c) a waste-paper basket
- A11 What are the suitcases made of? (1 mark)
- (a) wood
- (b) leather
- (c) glass
- A12 A man is pressing an elevator button. Is he (1 mark)
- (a) outside the elevator?
- (b) behind the elevator?
- (c) inside the elevator?

SECTION A CONTINUED

- A13 The man with the hat is also wearing (1 mark)
- (a) a long dress
 - (b) a long coat
 - (c) a long shirt
- A14 Who is using a pen? (1 mark)
- (a) a man
 - (b) a woman
 - (c) no-one
- A15 What are most people doing? (1 mark)
- (a) standing
 - (b) sitting
 - (c) walking

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

A16 A man wearing a hat is standing at the desk. What is he holding? (2 marks)

Answer _____

A17 Where are the stairs? (2 marks)

Answer _____

A18 What time of day is it? (2 marks)

Answer _____

A19 There is a small table next to the large seat. What shape is the table? (2 marks)

Answer _____

A20 What is on the small table? (2 marks)

Answer _____

A21 Who is the youngest person in the picture? (2 marks)

Answer _____

SECTION A CONTINUED

A22 A man is sitting on a large seat. What is he doing? (2 marks)

Answer _____

A23 What is on the wall between the window and the elevator? (2 marks)

Answer _____

A24 Who is looking at the clock? (2 marks)

Answer _____

A25 A woman is standing next to two suitcases. What is she holding in her right hand? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Maria Murphy works in an office with two men, Bernard and Marc. Each Wednesday they buy pizzas (a type of Italian food) for lunch from a company called *Pucci's Pizzas*. It is almost lunchtime and Francesco Pucci, who works for the company, is now speaking on the telephone to Maria.

Maria: Good morning, Francesco. How are you today?

Francesco: I'm not very well. I've hurt my arm.

Maria: Oh dear. Can you still make pizzas?

Francesco: Yes I can. My wife helps me to make them.

Maria: Good, because we'd all like to buy a pizza today.

Francesco: What would you like?

Maria: I'd like a cheese and onion pizza.

Francesco: Right. And do your friends want a pizza?

Maria: Yes please. Marc would like one with onions, peppers and mushrooms, and Bernard would like a Pizza Deluxe, please. That is a pizza with onions, peppers, sweetcorn, tomatoes and cheese, isn't it?

Francesco: That's right and it's a very popular pizza. I'll bring them at 12 o'clock so you can enjoy a nice hot pizza for lunch.

Maria: Lovely. I'll look forward to that. Please bring the pizzas to our reception desk. I'll give the receptionist the money for the pizzas so she can pay for them. I have your price list.

Francesco: Thank you.

Maria: Bye Francesco, or should I say "Ciao" – I think that is goodbye in Italian, isn't it?

Francesco: That's right! Ciao Maria!

SECTION B CONTINUED

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	The conversation takes place on Monday.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Maria Murphy works for <i>Pucci Pizzas</i> .	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	Bernard, Marc and Maria work in the same office.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	Francesco is well today.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	It is nearly time for lunch.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	Francesco will bring 3 pizzas to the reception desk.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	Maria has hurt her arm.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	Francesco is a woman.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	Maria prefers cold pizzas.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	Maria has information about the cost of the pizzas.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	A lot of people like Pizza Deluxe.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)

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

B12 Is it afternoon? (3 marks)

Answer _____

B13 Who are Maria's colleagues at work? (3 marks)

Answer _____

B14 Who are speaking on the telephone? (3 marks)

Answer _____

B15 Do the people in the office want the same type of pizza? (3 marks)

Answer _____

B16 Who is going to have a pizza with onions, pepper and mushrooms? (3 marks)

Answer _____

B17 What time will Francesco deliver the pizzas? (3 marks)

Answer _____

B18 Which of these is **not** in a Pizza Deluxe: onions, peppers, sweetcorn, mushrooms, tomatoes, cheese? (3 marks)

Answer _____

B19 Why does Maria say "Ciao"? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Look at the price list for Pucci's Pizzas. Use this information to write a memo that Maria Murphy can give to Isabel Schiff, the receptionist. The memo should say which pizzas have been ordered and how much they cost. The memo should also tell Isabel to give Francesco Pucci the money and to tell Maria when the pizzas have been delivered.

Pizza Price List	
	\$ cents
Cheese and onion pizza	5 50
Pepperoni, double cheese pizza	6 00
Onions, peppers and mushroom pizza	6 50
Tomato, garlic sauce, onions and herbs pizza	7 50
Onions, spicy peppers, pineapple pizza	7 50
Mexican peppers, chillies, onions, sweetcorn pizza	8 00
Pizza Deluxe (onions, peppers, sweetcorn, cheese, tomatoes)	9 00

(100 cents = \$1)

MEMO	
To	Date
From	
Subject	

(30 marks)