

English for Business

Preliminary Level

Past Papers 2005

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In 2005 Series 1 did not take place.

Model Answers for most Past Paper Packs are available free of charge. Contact info@lccieb-germany.com

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SECTION	EXAMINER'S USE ONLY
A	
B	
C	
TOTAL	



SERIES 2 EXAMINATION 2005
ENGLISH FOR BUSINESS

PRELIMINARY LEVEL

(Code No: 1044)

MONDAY 4 APRIL

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

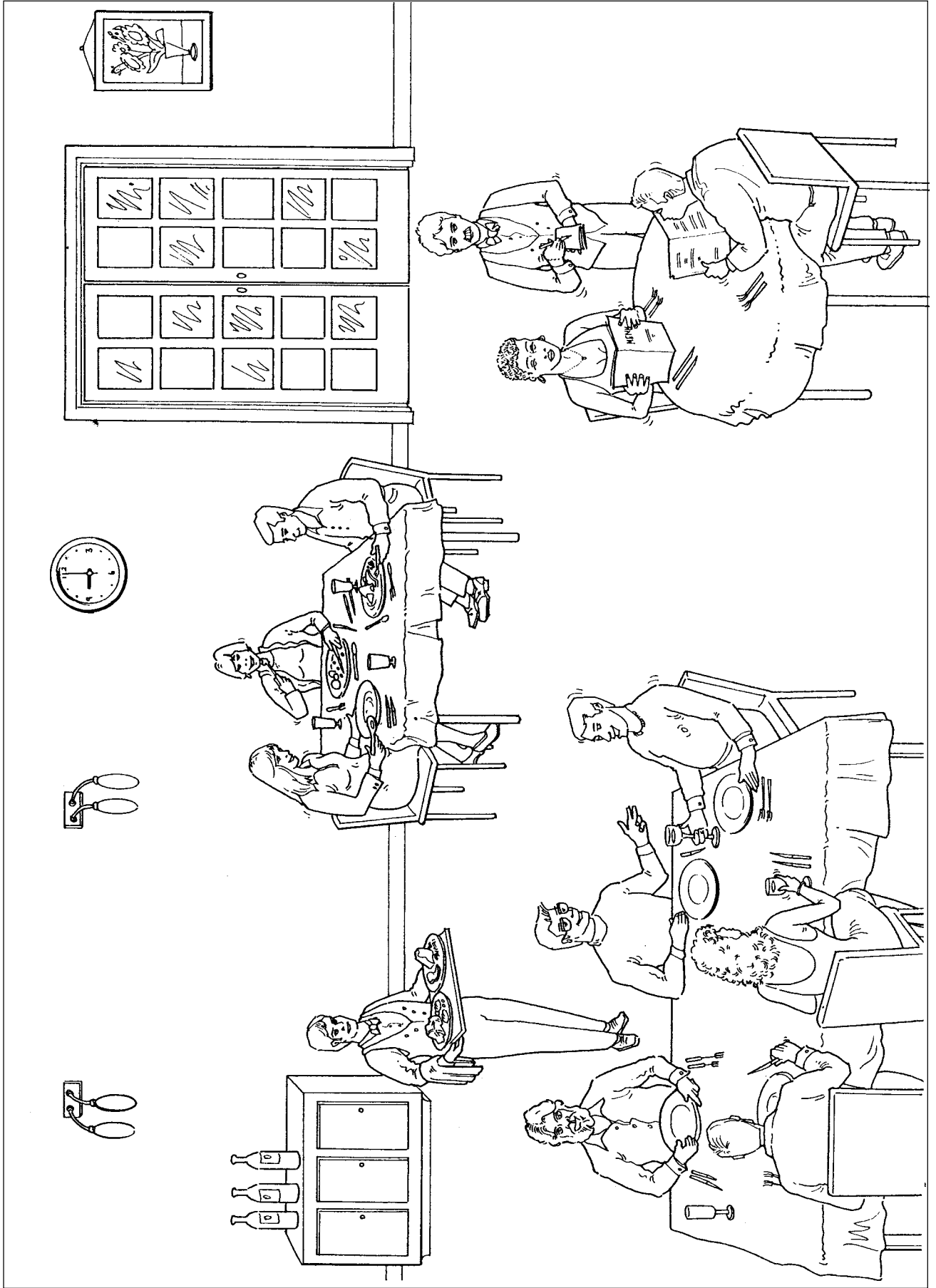
..... Postcode

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 in the picture? (1 mark)
- (a) a restaurant .
 - (b) an office .
 - (c) a factory .
- A2 How many people are in the picture? (1 mark)
- (a) 12 .
 - (b) 14 .
 - (c) 16 .
- A3 Two people are sitting at the small table at the right of the picture?
What are they doing? (1 mark)
- (a) eating food .
 - (b) finishing this meal .
 - (c) looking at menus .
- A4 What shape is the smallest table? (1 mark)
- (a) square .
 - (b) round .
 - (c) rectangular .
- A5 What is to the left of the doors? (1 mark)
- (a) a picture .
 - (b) a clock .
 - (c) a window .
- A6 There is a cupboard to the left. What is on it? (1 mark)
- (a) bottles .
 - (b) food .
 - (c) plates .

SECTION A CONTINUED

- A7 How many chairs have no-one sitting on them? (1 mark)
- (a) three .
 - (b) one .
 - (c) none .
- A8 Where are the lights? (1 mark)
- (a) on the wall .
 - (b) on the tables .
 - (c) on the floor .
- A9 A man wearing glasses is sitting at a table. What is he doing? (1 mark)
- (a) eating .
 - (b) drinking .
 - (c) talking .
- A10 What are the doors made of? (1 mark)
- (a) wood and glass .
 - (b) metal .
 - (c) paper .
- A11 A waiter is carrying a tray. What is on it? (1 mark)
- (a) cups of coffee .
 - (b) glasses of wine .
 - (c) plates of food .
- A12 What is **not** in the picture? (1 mark)
- (a) tables .
 - (b) chairs .
 - (c) stairs .

SECTION A CONTINUED

A13 How many people are using mobile phones? (1 mark)

- (a) none .
- (b) three .
- (c) five .

A14 A woman is sitting at the table on the left. What is she holding? (1 mark)

- (a) a knife .
- (b) a glass .
- (c) a plate .

A15 Who are sitting at the small table? (1 mark)

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

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

A16 Are there more men or women in the picture? (2 marks)

Answer _____

A17 What time is it? (2 marks)

Answer _____

A18 How many people are not sitting? (2 marks)

Answer _____

A19 A waiter is standing next to the small table. What is he doing? (2 marks)

Answer _____

A20 There is a man with a beard in the picture. Who is sitting on his left? (2 marks)

Answer _____

A21 How many people are sitting at the table near the door? (2 marks)

Answer _____

SECTION A CONTINUED

A22 A man at the large table is holding a glass. Which hand is it in? (2 marks)

Answer _____

A23 What are the bottles made of? (2 marks)

Answer _____

A24 Where is the clock? (2 marks)

Answer _____

A25 A picture is on the wall. What is in it? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Miss Jane Thompson works in the office of a large company, KTC International, in London, United Kingdom. The company has customers all over the world. Mr Stefan Fuchs works with Jane in the office.

Jane is speaking on the telephone to her manager, Mr Paul Rossi.

Jane: Good morning, KTC International, Jane Thompson speaking. Can I help you?

Mr Rossi: Hello, Jane. It's Paul Rossi. Can I speak to Stefan, please?

Jane: Sorry, Stefan is at the Finance Meeting at the moment. It has just started and I don't think it will finish until after midday.

Mr Rossi: Could you give him a message, please, Jane? I must go to the Marketing Meeting myself in a few minutes.

Jane: Yes, certainly. There are a lot of meetings today. I'm going to the Sales Meeting this afternoon.

Mr Rossi: Of course. I will see you there. But could you ask Stefan to ring our customer in Hong Kong, Mr Zhang Haixing tomorrow? Mr Zhang is free at 5 o'clock in the afternoon. He has a query about the delivery date of his latest order.

Jane: Yes, I can give him the message.

Mr Rossi: He should be free at 5 o'clock Hong Kong time. I can't remember what time that is in London.

Jane: Don't worry. I have a table of times for all of the countries where we have customers. I can tell him the time in London when he must speak to Zhang Haixing.

Mr Rossi: Thanks Jane. Stefan has the telephone number of Mr Zhang's new office in the Wan Chai area. I must go now, Jane, 'bye.

Jane: Goodbye, Mr Rossi. I hope you enjoy your meeting.

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			Stefan Fuchs is Jane Thompson's Manager. (1 mark)
B2			KTC International is a large company. (1 mark)
B3			The Finance Meeting will finish before midday. (1 mark)
B4			KTC International has customers outside the United Kingdom. (1 mark)
B5			Jane Thompson is a woman. (1 mark)
B6			Mr Rossi knows what time it is in Hong Kong. (1 mark)
B7			There are not many meetings today. (1 mark)
B8			Stefan should ring Zhang Haixing tomorrow. (1 mark)
B9			KTC International has an office in London. (1 mark)
B10			Stefan will give Jane a message. (1 mark)
B11			Stefan does not have Zhang Haixing's telephone number. (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 Jane speaks to Mr Rossi? (3 marks)

Answer _____

B13 How many meetings are mentioned? (3 marks)

Answer _____

B14 Where is Stefan when Mr Rossi rings? (3 marks)

Answer _____

B15 Who are going to the Sales Meeting? (3 marks)

Answer _____

B16 What is Paul Rossi's job? (3 marks)

Answer _____

B17 Who are speaking on the telephone? (3 marks)

Answer _____

B18 Where is Zhang Haixing from? (3 marks)

Answer _____

B19 Why does Mr Rossi have to go? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

Jane Thompson is going to give a message to Stefan Fuchs. She will look at the table about the number of hours different cities are behind or ahead of London, and work out what time Stefan should speak to Zhang Haixing on the telephone tomorrow.

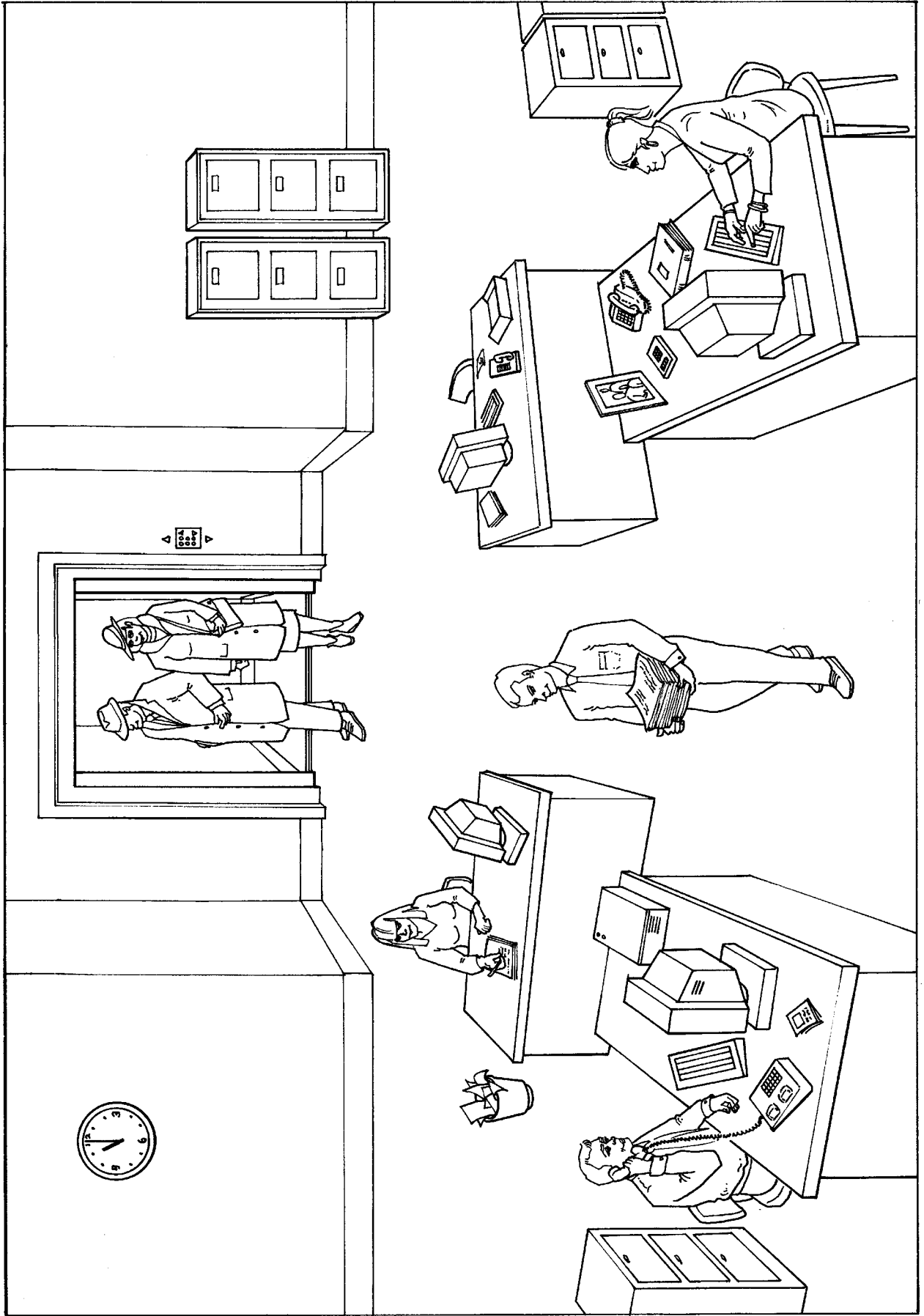
Place	Hours ahead (+) or behind (-) London
Sydney, Australia	+8
Vienna, Austria	+1
Brussels, Belgium	+1
New York, USA	-5
Hong Kong, China	+8
Tokyo, Japan	+9
New Dehli, India	+5½
East Coast of Canada	-3½
Abuja, Nigeria	+1

Use this information to write a message that Jane Thompson could give to Stefan Fuchs using the telephone message form below.

TELEPHONE MESSAGE	
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 this a picture of? (1 mark)
- (d) an office .
- (e) a meetings room .
- (f) a shop .
- A2 How many desks are in the room? (1 mark)
- (d) 2 .
- (e) 4 .
- (f) 6 .
- A3 A man is walking between two desks. What is he carrying? (1 mark)
- (d) some books .
- (e) some papers .
- (f) some pens .
- A4 How many men are sitting? (1 mark)
- (d) none .
- (e) one .
- (f) three .
- A5 What is on top of the filing cabinets? (1 mark)
- (d) files .
- (e) papers .
- (f) nothing .
- A6 What time of day is it? (1 mark)
- (d) morning .
- (e) afternoon .
- (f) night .

SECTION A CONTINUED

- A7 How many pairs of shoes can you see? (1 mark)
- (d) three .
 - (e) six .
 - (f) twelve .
- A8 The man speaking on the telephone is sitting near a filing cabinet. Is it (1 mark)
- (d) on his left? .
 - (e) in front of him? .
 - (f) behind him? .
- A9 The man speaking on the telephone is wearing a shirt. Is it (1 mark)
- (d) white? .
 - (e) dark? .
 - (f) black? .
- A10 How many people are wearing coats and hats? (1 mark)
- (d) five .
 - (e) four .
 - (f) two .
- A11 What are the filing cabinets made of? (1 mark)
- (d) metal .
 - (e) glass .
 - (f) paper .
- A12 What is round? (1 mark)
- (d) a telephone .
 - (e) a clock .
 - (f) a computer .

SECTION A CONTINUED

A13 How many chairs are in use? (1 mark)

(d) none .

(e) two .

(f) three .

A14 What can you **not** see? (1 mark)

(d) a photograph .

(e) an elevator .

(f) a window .

A15 How many drawers has **each** filing cabinet? (1 mark)

(d) three .

(e) six .

(f) twelve .

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

A16 What time is it? (2 marks)

Answer _____

A17 How many people are in the picture? (2 marks)

Answer _____

A18 A woman is writing using a pen. Which hand is it in? (2 marks)

Answer _____

A19 Where is the clock? (2 marks)

Answer _____

A20 Two people have entered the room. What is the woman carrying? (2 marks)

Answer _____

A21 How many women are speaking on the telephone? (2 marks)

Answer _____

SECTION A CONTINUED

A22 Is the wastepaper basket empty? (2 marks)

Answer _____

A23 A woman is using a keyboard and computer. How many other things are on her desk? (2 marks)

Answer _____

A24 Are there more people or more desks in the picture? (2 marks)

Answer _____

A25 What piece of equipment is on every desk? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Ann Ferreira works in the office of a small company. One of her jobs is to keep the records of the staff of the company. Paul Lohman also works for the company. He is in charge of the staff who drive the company's vans. Paul has come in to Ann's office.

Ann: Hello, Paul. How are you?

Paul: I'm very well thanks, Ann. How are you?

Ann: Oh, I'm fine. I'm very busy, but it is nice to see you. How can I help you?

Paul: Well, Ann. I hope you can give me some information. I know that two of my drivers will soon have their 60th birthday – Errol Gomer and Suzanne Borycki. But I don't know the date of their birthdays. I know you keep staff records. Can you help me? I'd like to arrange a party for them as a surprise.

Ann: Yes, my records do show the dates of birth of the staff. I can not show people these records, of course, but I can let you know their dates of birth.

Paul: Thanks. And can you tell me how long they have worked for the company? I'd like to mention this when I make my speech.

Ann: Well, OK. I can do this as well. But please don't tell anyone that I gave you this information. I could get into trouble.

Paul: Of course, I won't. I'll arrange a nice party for them. Would you like to come to the party?

Ann: Yes, please. I've known Errol and Suzanne for a long time. Please let me know when the party will be. I'll check my records and send you a memo with the details.

Paul: That's very kind of you, Ann. I must go now, I've parked my car in the Manager's space outside. 'Bye Ann.

Ann: Goodbye Paul. Drive carefully.

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			Ann Ferreira works in the office of a large company. (1 mark)
B2			Ann and Paul work for the same company. (1 mark)
B3			Paul knows the dates of birth of Errol and Suzanne. (1 mark)
B4			Ann is pleased to see Paul. (1 mark)
B5			Paul and Ann are talking on the telephone. (1 mark)
B6			Paul is very well. (1 mark)
B7			Errol and Suzanne work as drivers. (1 mark)
B8			Ann says that she is not busy. (1 mark)
B9			Ann is going to send a memo to Errol and Suzanne. (1 mark)
B10			Ann can show people the staff records. (1 mark)
B11			Ann has known Errol and Suzanne for a long time. (1 mark)

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

B12 What is Paul going to arrange for Errol and Suzanne? (3 marks)

Answer _____

B13 Who keeps records of staff at the company? (3 marks)

Answer _____

B14 How old are Errol and Suzanne **now**? (3 marks)

Answer _____

B15 What is Paul's job? (3 marks)

Answer _____

B16 Why does Paul want to know how long Errol and Suzanne have worked for the company? (3 marks)

Answer _____

B17 How could Ann get into trouble? (3 marks)

Answer _____

B18 What does Ann say Paul should do when she says goodbye to him? (3 marks)

Answer _____

B19 Why did Paul have to go? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

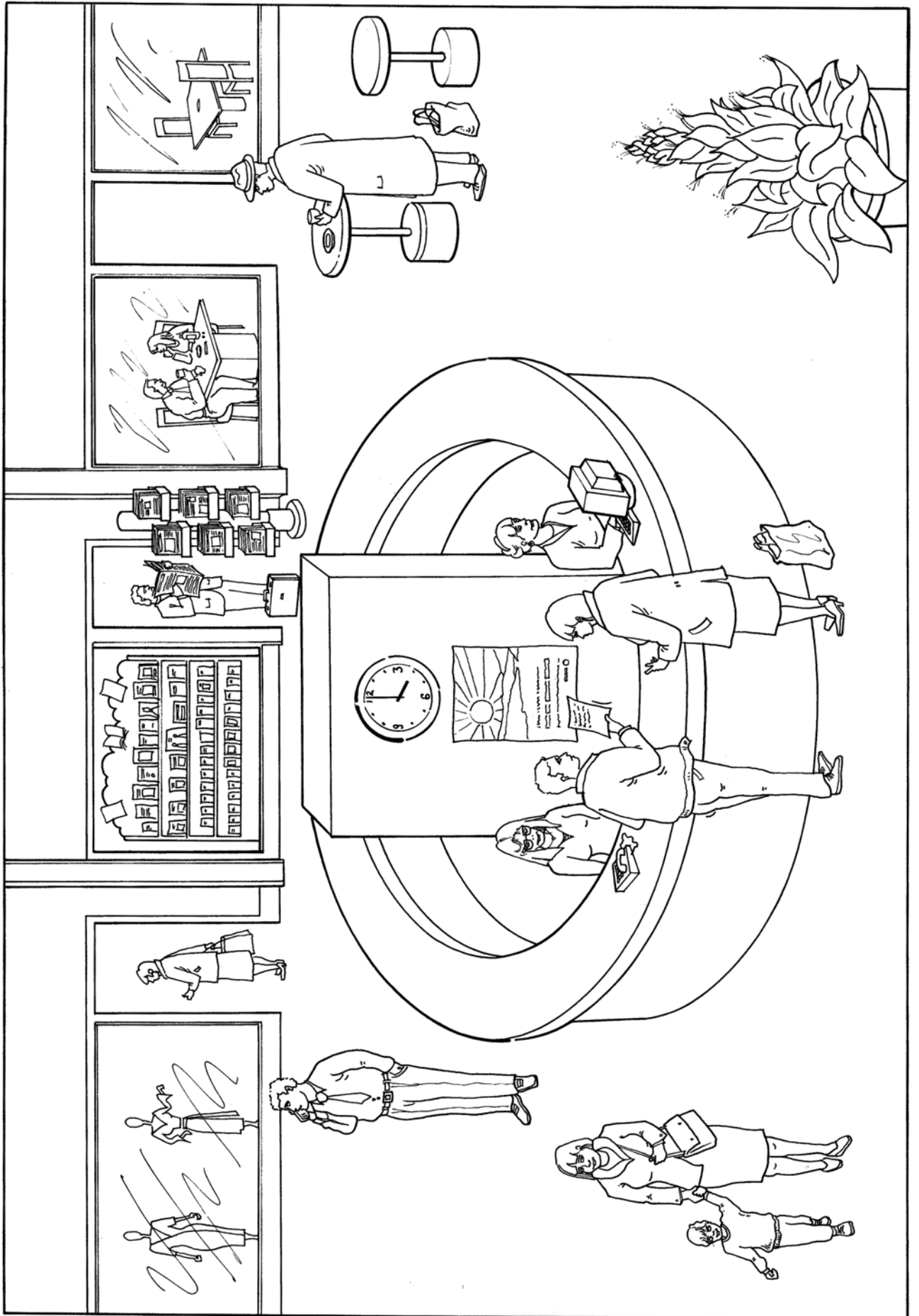
Read the conversation and then look at the table below. Use the table to give a message that Ann Ferreira can give to Paul Lohman. Remember that it is important that Paul does not tell anyone that Ann gave him the information. **Write the message on the memo form.**

Driver	Date of Birth	Date started work with the company
Mr Richard Antivero	26th May 1980	5th January 2002
Mrs Suzanne Borycki	22nd June 1945	22nd June 1970
Mr Henry Elstrom	14th April 1977	1st April 2002
Ms Elizabeth Fleckner	3rd November 1965	15th May 1984
Mr Earl Garnett	10th December 1957	31st January 1987
Mr Errol Gomer	18th June 1945	19th June 1972
Ms Heather Norman	8th August 1977	20th October 2000
Mr John Reerink	9th June 1962	1st July 1985
Ms Liu Sonjum	9th February 1981	1st December 2003
Mr Alexis Tucco	24th October 1955	1st April 2002

MEMORANDUM	
To _____	Date _____
From _____	
Subject _____	

(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 in the picture? (1 mark)
- (g) an office
- (h) a station
- (i) a shopping centre
- A2 How many people are in the picture? (1 mark)
- (g) nine
- (h) twelve
- (i) fifteen
- A3 There are three shops in the picture. What does the shop in the middle sell? (1 mark)
- (g) books
- (h) clothes
- (i) food
- A4 How many tables are inside the café? (1 mark)
- (g) none
- (h) two
- (i) four
- A5 A man is standing at a round table. What is he wearing? (1 mark)
- (g) a black coat
- (h) a short coat
- (i) a long coat
- A6 Who is going into the dress shop? (1 mark)
- (g) the woman carrying a bag
- (h) the woman wearing a hat
- (i) the woman with the child

SECTION A CONTINUED

- A7 What time of day is it? (1 mark)
- (g) morning
- (h) afternoon
- (i) night
- A8 A man is standing at the large desk. What is he doing? (1 mark)
- (g) writing
- (h) reading
- (i) talking
- A9 What are the shop windows made of? (1 mark)
- (g) wood and paper
- (h) metal and wood
- (i) wood and glass
- A10 Where is the poster with a picture of the sun? (1 mark)
- (g) under the clock
- (h) over the clock
- (i) on the clock
- A11 How many round tables are outside the café? (1 mark)
- (g) four
- (h) two
- (i) one
- A12 Where is a large plant? (1 mark)
- (g) on the right of the picture
- (h) in the middle of the picture
- (i) on the left of the picture

SECTION A CONTINUED

- A13 Who is using a computer? (1 mark)
- (g) an old man
- (h) a child
- (i) a young woman
- A14 What is not on the large desk? (1 mark)
- (g) a computer
- (h) a telephone
- (i) a calculator
- A15 How many windows have the shops? (1 mark)
- (g) four
- (h) five
- (i) six

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

- A16 There is a very large desk in the middle of the picture. What shape is it? (2 marks)
- Answer** _____
- A17 Who is the youngest person in the picture? (2 marks)
- Answer** _____
- A18 How many people are behind the desk? (2 marks)
- Answer** _____
- A19 Who is looking at the clock? (2 marks)
- Answer** _____
- A20 A woman is standing at the large desk. What is next to her on the floor? (2 marks)
- Answer** _____
- A21 What time is it? (2 marks)
- Answer** _____

SECTION A CONTINUED

A22 A man is standing in the doorway of the middle shop. What is he doing? (2 marks)

Answer _____

A23 Where is the left hand of the person using a mobile phone? (2 marks)

Answer _____

A24 How many women are in the picture? (2 marks)

Answer _____

A25 Who is having a cup of coffee but is not in the café? (2 marks)

Answer _____

(Total 35 marks)

SECTION B

Bernadine Langer is a receptionist. She works for a dentist, Mr Lewis Westwood. It is now Tuesday morning. She has just answered the telephone, and is speaking to a man called Fernando Garcia.

Bernadine: Hello. Mr Westwood's surgery. Can I help you?
Mr Garcia: Hello. My name is Fernando Garcia. I'm phoning about my son, Sergio.
Bernadine: Oh yes, Sergio Garcia. He has visited Mr Westwood before, hasn't he?
Mr Garcia: He has, and he has an appointment to see him tomorrow.
Bernadine: What time is the appointment?
Mr Garcia: I'm afraid I don't know. Sergio told me it was tomorrow sometime.
Bernadine: I can check this in the appointments book. But is there a problem, Mr Garcia?
Mr Garcia: I'm not sure. Mr Westwood was going to take out a tooth. Well, the tooth is no longer there! When he had his dinner yesterday, the tooth came out.
Bernadine: I think he should still see Mr Westwood. Sergio will need some treatment.
Mr Garcia: Well, unfortunately, he can't see Mr Westwood tomorrow. Sergio is a lawyer and he must be in court all day.
Bernadine: I see. I can't speak to Mr Westwood at the moment as he is working in the surgery. I will check the time of the appointment and tell him about this. I'll ask Mr Westwood if he still wants to see Sergio and if so, I can then make another appointment for him.
Mr Garcia: Thank you for your help. I'm sorry about this.
Bernadine: It's no problem. Thanks for letting me know about Sergio.
Mr Garcia: That's alright. 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	Bernadine works as a receptionist.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	Bernadine is talking to Sergio Garcia on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	Fernando Garcia has an appointment to see Mr Westwood tomorrow.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	Fernando Garcia does not know the time of the appointment.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B5	Bernadine speaks to Fernando on Wednesday.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	Bernadine tells Fernando her name.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	Fernando is Sergio's mother.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Sergio has visited the dentist before.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	Bernadine ends the conversation.	<input type="checkbox"/>	<input type="checkbox"/>	1 mark)
B10	Both Bernadine and Fernando say "Hello".	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Sergio now does not need treatment.	<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 the full name of the dentist? (3 marks)

Answer _____

B13 What time of day is it when Bernadine speaks to Fernando Garcia? (3 marks)

Answer _____

B14 What is Sergio Garcia's job? (3 marks)

Answer _____

B15 What happened when Sergio had his dinner on Monday? (3 marks)

Answer _____

B16 Where will Bernadine check the time of the appointment? (3 marks)

Answer _____

B17 Why should Sergio still see Mr Westwood? (3 marks)

Answer _____

SECTION B CONTINUED

B18 Where will Sergio Garcia be tomorrow? (3 marks)

Answer _____

B19 Why can't Bernadine speak to Mr Westwood now? (3 marks)

Answer _____

(Total 35 marks)

SECTION C

This is the page of Mr Westwood's appointments book for tomorrow (Wednesday). Read the conversation again and then use the message form below to write a message that Bernadine Langer could give to Mr Westwood.

APPOINTMENTS: WEDNESDAY

Time	Name
0900 – 0930	Marco Santero
0930 – 1000	Julia Pembe
1000 – 1030	Free
1030 – 1100	Barbara Damanska
1100 – 1130	Geoffrey Hunoz
1130 – 1200	Bae Su Yung
1200 – 1230	Ursula Fleckner
1230 – 1330	Lunch
1330 – 1400	Raza Khan
1400 – 1430	Sergio Garcia
1430 – 1500	Free
1500 – 1530	Morten Agerup
1530 – 1600	Yvette Barda
1600 – 1700	Free for emergency treatment

MESSAGE

To:

Date:

From:

Subject:

Message taken by _____

(30 marks)

