

**English for Business
Communications
Level 2**



8959-12-012
(EL-NBC 12)
Practice Paper 3

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 2 hours

(plus 15 minutes' reading time during which no writing will be allowed).

Answer **all** questions.

All answers must be written in ink, typed or word processed.

Your answers should be written on separate sheets of paper. Make sure your name appears on each sheet of paper used.

Answers to **all** tasks will be assessed for language and content. Two tasks only will also be assessed for layout. This will be indicated on the task.

The following items **are** permitted

- bilingual/monolingual dictionaries
- calendars
- calculators

For examiner's use only

Task 1	Task 2	Task 3	Task 4	Task 5	Total
20	20	20	20	20	100

SCENARIO

You are Personal Assistant (PA) to Penny Fulbright, Managing Director of Run 4 Your Life, a company that supplies and installs fitness activity trails for children in parks and playgrounds. Their head office is at Unit 3, Menai Industrial Estate, RHYL, Denbighshire, LL14 6CC, UK.

Tel: +44 (0)1745 69841

Fax: +44 (0)1745 69842

www.run4yourlife.co.uk

Mrs Fulbright is out of the office, but will return late this afternoon and has left you some work to deal with in her absence.

Her email address is: pfulbright@run4yourlife.co.uk

Task 1

Action the note. (Your answer will be assessed for layout.)

PA: Our 500th fitness activity trail at the Taagenpark, in Amsterdam, (Netherlands) opens on the last Thursday of next month. We should celebrate this event - and get some publicity for it! I'd like a Dutch athlete to officially open the trail at 2pm. Corrie van Taal looks a good choice. I've attached an extract from the Netherlands Athletics Board website which has some details about her. Could you draft a letter for me to send to their Publicity Manager asking if she would be available? Please ask about the other points I've noted too.

Many thanks, Penny.



Netherlands Athletics Board

Konnorweg 16
 92 – 81 Amsterdam
 Netherlands
 Tel: (56)234 – 5565
 Fax: (56) 234 – 5566
 www.nethathb.com



Name: Corrie van Taal
 Date of birth: 17 March 1986
 Born: Amsterdam
 History: Studied sports science at University of Amsterdam. Took part in athletics competitions while at school. A member of the Amsterdam under 15 and under 18 teams for 1500m. Member of Netherlands women's athletics team. Set a new European record for 1500m at the championships in Rome.

Recently, Corrie has become interested in triathlons and is currently training to take part in the south Netherlands triathlon next summer.

Corrie has a particular interest in children's fitness. She says, 'I worry about children's health today – overweight children who do not exercise are going to become unhealthy adults.'

During her spare time, Corrie runs sports workshops for children, introducing them to various sporting activities. Corrie is happy to undertake publicity work, especially involving children.

Publicity Manager – Mrs Tekla Langeveldt
 tlangeveldt@nethathb.com

Can they confirm Corrie would give a short talk about this during the opening ceremony?

Can they say if she would run one of these in the park, after the opening?

Does she charge a fee?

(20 marks)

Task 2

Action the note. (Your answer will be assessed for layout.)

PA: I'm interested in this advert from Simply Surfaces. Please send a memo in your name to David Bristow. As technical director he's looking into rubber surfaces to go under some of our trails which have heavy use. This could be the answer to his problems. Get him to email them to get answers to my queries - see my notes.

Many thanks, Penny.

Simply Surfaces



I'd like the names of any companies who've already bought this surface.

We provide all sorts of surfaces for parks, gardens and playgrounds.

Artificial grass

You never need to cut grass again! This surface is ideal for low maintenance gardens, for playgrounds and golf courses. This grass won't become brown and dusty during a dry summer! It won't become a mud bath during a wet period! Our grass surface is soft and safe for playground use.

Bark

This surface gives a very natural look to a playground or park area. Our most common types are manufactured from pine and spruce trees. This surface requires quite a lot of maintenance. It needs raking daily or weekly and it needs complete replacing every four years.

'TyreTread'

This is a newly developed product for our company. 'TyreTread' is a rubber surface. It is made from recycled truck tyres, so it is good for the environment! We shred the tyres and colour them so that they resemble woodchip. This surface blends in very well in a woodland environment. It looks natural even though it is synthetic! 'TyreTread' needs virtually no maintenance.

Contact us for a no-obligation quotation.
Connor Callaghan – Sales Director
Email: cc@simplysurfaces.com
Tel: +88 422 794
Fax: +88 422 795

Sounds expensive! I'd like to know how much it is per square metre?

Address:
Castle House
Duncan Industrial Estate
DUBLIN 42961
Republic of Ireland

**Whatever your surface needs
Simply Surfaces is at your service!**

Can David find out cost of delivery to us?

(20 marks)

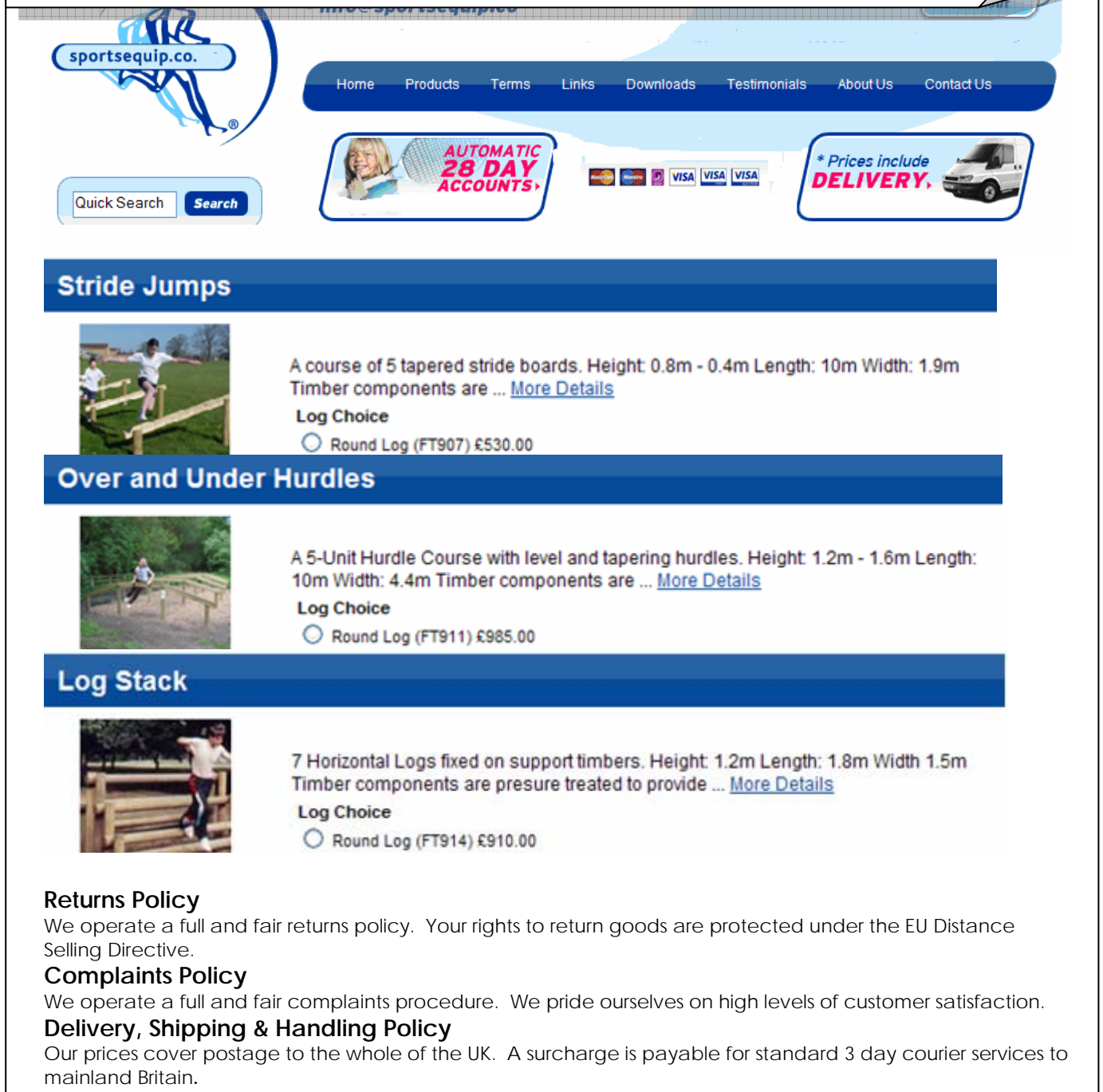
Task 3

Action the note.

PA: I noticed on one of our competitor's websites (attached) that they're charging more than us for the 'stride jumps', 'hurdles' and 'log stacks' - we charge £500, £900 and £850 respectively. We have a lot of these in our warehouse and it would be nice to get rid of some!

Please draft a letter that I can send to all customers who bought one of our trails last year to encourage them to buy one or more of these. They would all easily fit in at the start or end of an existing trail. Highlight our bargain prices and that free delivery includes next day courier service. Mention our standard policies - our Returns and Complaints policies are the same as Sportsequip's but don't mention their name, though.

Many thanks, Penny.



The screenshot shows the Sportsequip website with a blue header and navigation menu. The main content area features three product listings, each with a photo, a description, and pricing options.

Stride Jumps

A course of 5 tapered stride boards. Height: 0.8m - 0.4m Length: 10m Width: 1.9m
Timber components are ... [More Details](#)

Log Choice

Round Log (FT907) £530.00

Over and Under Hurdles

A 5-Unit Hurdle Course with level and tapering hurdles. Height: 1.2m - 1.6m Length: 10m Width: 4.4m
Timber components are ... [More Details](#)

Log Choice

Round Log (FT911) £985.00

Log Stack

7 Horizontal Logs fixed on support timbers. Height: 1.2m Length: 1.8m Width 1.5m
Timber components are pressure treated to provide ... [More Details](#)

Log Choice

Round Log (FT914) £910.00

Returns Policy
We operate a full and fair returns policy. Your rights to return goods are protected under the EU Distance Selling Directive.

Complaints Policy
We operate a full and fair complaints procedure. We pride ourselves on high levels of customer satisfaction.

Delivery, Shipping & Handling Policy
Our prices cover postage to the whole of the UK. A surcharge is payable for standard 3 day courier services to mainland Britain.

(20 marks)

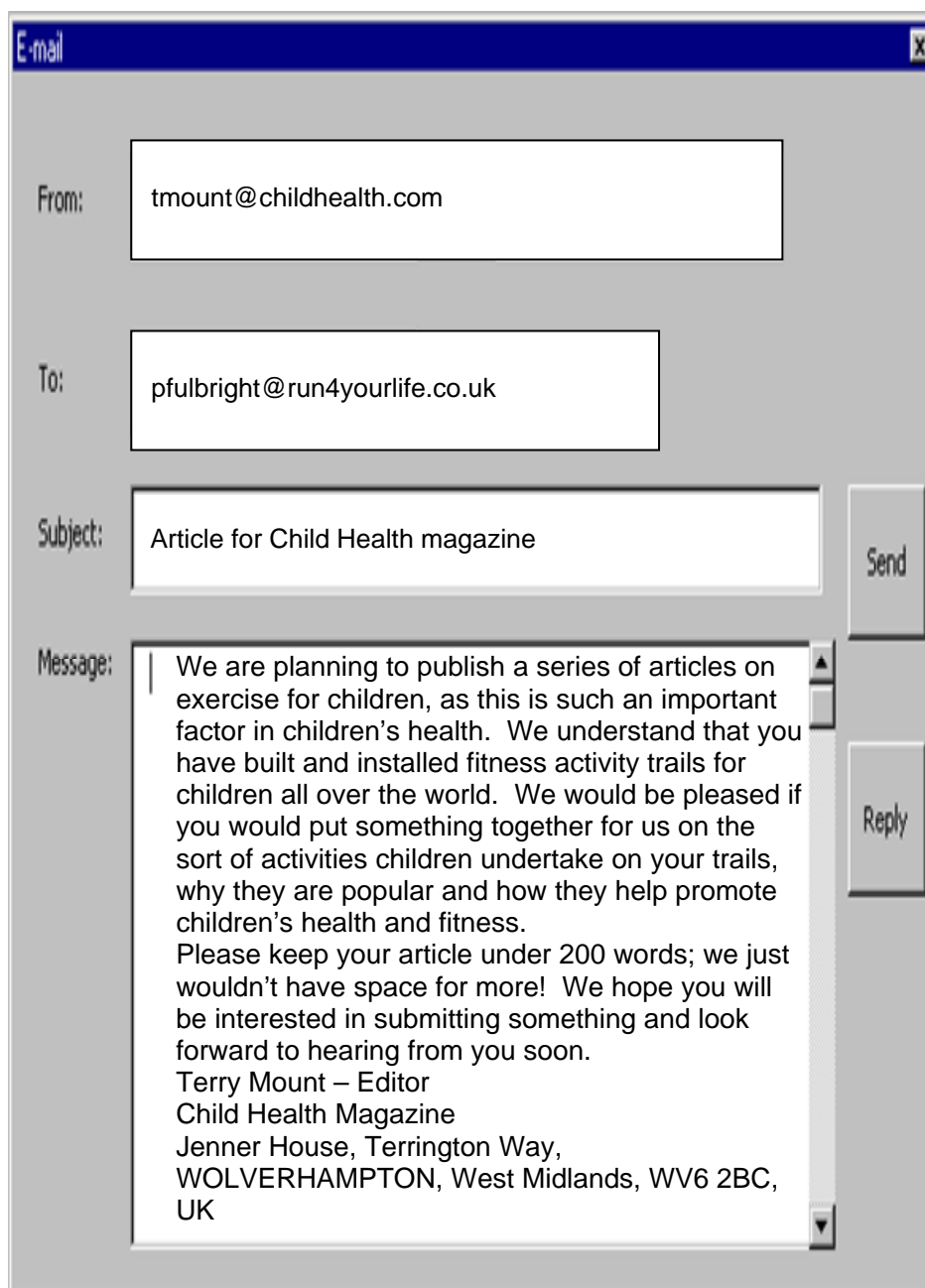
Task 4

Action the note.

PA: The board are planning next year's range of trails. Prepare a report for the next board meeting. Keep it short - under 200 words, please! Firstly, they need information on the popularity of different trail features, so please look at the graph and state the three most popular features, based on the trails we've installed so far.

At present we use grass for all our trails, but there are new guidelines coming in. The board also need to plan what surfaces to put under our trails. Please point out which surfaces are suitable for which heights of trail. The table and graph attached give all the information you need.

Many thanks, Penny.



The screenshot shows an email composition window with the following fields and content:

- From:** tmount@childhealth.com
- To:** pfulbright@run4yourlife.co.uk
- Subject:** Article for Child Health magazine
- Message:**

We are planning to publish a series of articles on exercise for children, as this is such an important factor in children's health. We understand that you have built and installed fitness activity trails for children all over the world. We would be pleased if you would put something together for us on the sort of activities children undertake on your trails, why they are popular and how they help promote children's health and fitness.

Please keep your article under 200 words; we just wouldn't have space for more! We hope you will be interested in submitting something and look forward to hearing from you soon.

Terry Mount – Editor
Child Health Magazine
Jenner House, Terrington Way,
WOLVERHAMPTON, West Midlands, WV6 2BC,
UK

Buttons for 'Send' and 'Reply' are visible on the right side of the window.

Children's health and fitness

Do children today exercise enough?

Many do not. They travel to school by car, and after school they spend their leisure time playing computer games and watching television. Health guidelines say that children should do at least 90 minutes of exercise a day, but 90% of children do less than this.

The exercise habit

When they are young, children pick up habits which stay with them for life. If they are used to going out for an hour a day after school, to walk or run or get other exercise, then they will probably continue this habit as adults.

Why is the exercise habit important?

Exercise is important for us all. If you exercise, you help your heart to stay healthy. Your heart is a muscle and the more exercise you do, the stronger your heart becomes. Some types of exercise can help other muscles become stronger, for instance in your legs or stomach. Exercise is also important to help prevent your child becoming overweight. Many more children are overweight these days – in fact one in ten 6-year olds is overweight.

What should I do if I think my child is overweight?

It is best to bring your child into the surgery where we can weigh him. We can see whether he is about the right weight for his height. Always remember that children grow at different rates. Your 11-year old might look a bit overweight, but this will soon change in a year's time when he might be 8 or 10cm taller. But if we as health professionals and you as parents think that he is definitely too heavy we can arrange a special diet for him to follow.

What sort of exercise should my child do?

There are many choices. You can walk to school, and go on family walks at the weekend. Your child can take part in team sports like football or netball, or can just enjoy skipping or running in the garden. Why not let your child have a go on a fitness activity trail if there is one in a park near you? These have activities like climbing walls and stepping logs, and it's easy for a child to get valuable exercise while having fun. Having a chance to try different activities keeps your child's interest and motivates him. Fitness activity trails are free to go on, so this is an inexpensive way to keep fit too!

How can I make sure my child eats properly?

It is important to make sure your child gets enough calories and eats healthily. Again, childhood habits tend to stay with us so if you can get your child to eat a healthy diet you will be helping him for life. Make sure your child eats some protein such as meat, fish, cheese or eggs each day and some carbohydrate such as pasta, rice or potatoes. Fruit and vegetables are a vital element of your child's diet; help him to eat at least 5 portions a day. Help your child by limiting the amount of sweets, chocolate and cake he eats each day. Don't forget how important it is for your child to drink enough. Water is the best drink for everyone – adults and children – so get your child used to this. Fizzy drinks can damage bones and teeth, so try to limit these for your child.

Let's work together to keep children fit and healthy!

(20 marks)

Task 5

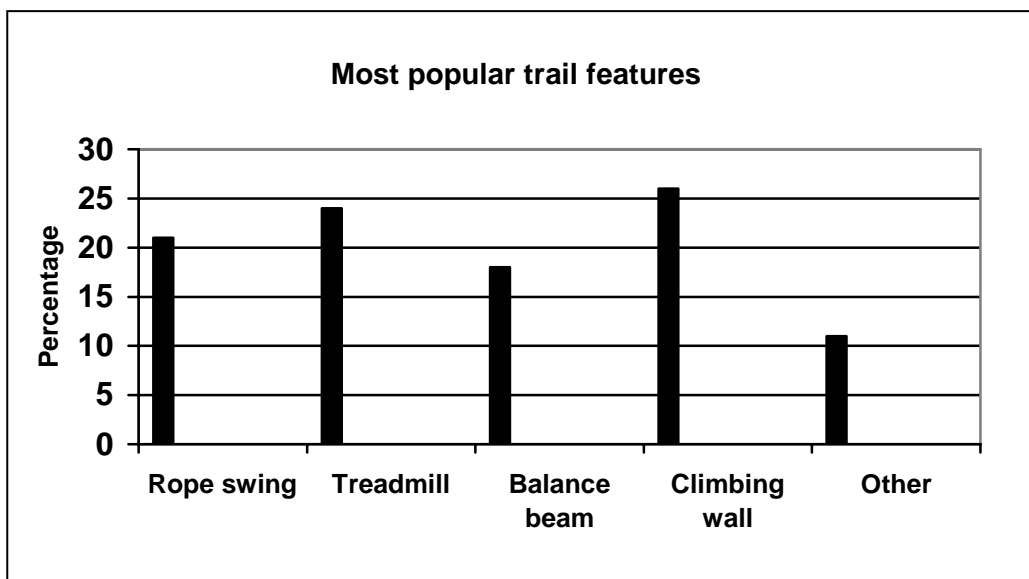
Action the note.

PA: The board are planning next year's range of trails. Prepare a report for the next board meeting. Keep it short - under 200 words, please! Firstly, they need information on the popularity of different trail features, so please look at the graph and state the three most popular features, based on the trails we've installed so far.

At present we use grass for all our trails, but there are new guidelines coming in. The board also need to plan what surfaces to put under our trails. Please point out which surfaces are suitable for which heights of trail. The table and graph attached give all the information you need.

Many thanks, Penny.

Trail surface requirements	
Trail height	Recommended surface
Up to 1.5m	Grass
Up to 4m	Bark
Up to 6m	Rubber



(20 marks)

End of Examination