

**English for Business
Communications
Level 1**



8959-11-011
(EL-NBC 11)
Practice Paper 1

Candidate's name (Block letters please)

Centre no **Date**

Time allowed: 1 hour 30 minutes
(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.

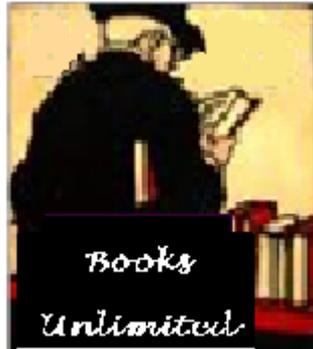
- The following items **are** permitted
- bilingual/monolingual dictionaries
 - calendars
 - calculators

For examiner's use only

Task 1	Task 2	Task 3	Task 4	Total
25	25	25	25	100

SCENARIO

You are the Administrative Assistant (AA) to Christine Shapland. Mrs Shapland is General Manager of Books Unlimited, a company that has shops which sell books directly to the public.



Mrs Shapland is busy in meetings today. She is going to come back to the office this afternoon. She wants you to do some work when she is away.

The company's head office is in the Exmouth book shop. The address is:

13 The Strand

EXMOUTH

Devon

EX8 1AQ

UK

Tel: 01395 346576

Fax: 01395 346577

www.booksunlimited.co.uk

Mrs Shapland's email address is chrisshapland@booksunlimited.co.uk.

Task 1

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

AA:

We need suitable books to sell to tourists who visit this area in the holiday season. Perhaps we can buy some of the books in this advertisement - they look interesting. Please draft a letter for me to send, asking for further information - see my notes - also ask Ms Barrow how long delivery takes (after a customer places an order). Can she visit us?

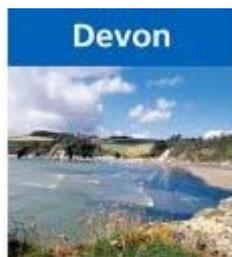
Thanks, Christine.

Cowley Publishing Limited

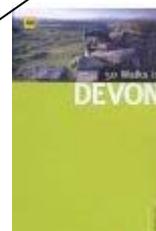


New Books for Summer

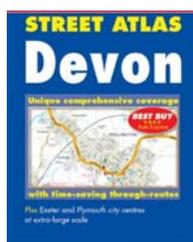
Devon
by [Peter Brown](#)
Paperback
Retail Price: £8.99



50 Walks in Devon
by [Sue Montgomery](#)
Paperback
Retail Price: £6.99



Devon Street Atlas
Paperback
Retail Price: £9.99



South West England
by Sophie D Luco
Paperback
Retail Price: £9.99



These are just a small sample of what we can offer.

For further details, write to:

Kate Barrow
Regional Sales Manager
Cowley Publishing Limited
96 George Street
Oxford
OX4 2DQ
UK

Or contact Ms Barrow by:
Tel: 0185 776868
Fax: 0185 714591
Email: kbarrow@cowley.co.uk

Tell her we're not interested in this book - but ask her for the wholesale price for 50 each of the other three.

Ask for a full catalogue and price list

(25 marks)

Task 2

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

TELEPHONE MESSAGE

From: *Christine Shapland*

Time: *9.45am*

To: *AA*

Message: *Christine is at a Book Fair. She phoned from there. She said there are some very good deals on puzzle books. She is buying 1000 in total (200 each of five different books). She wants you to send a memo (in your own name) as soon as possible to our Warehouse Manager, Tim Jones. He needs to know the books are going to come to our warehouse next Monday. She wants you to tell Tim to keep 100 of each book in the warehouse. He can distribute the other 100 of each to our shops next Tuesday. Ask Tim to phone her this evening so she can give him the details of the books.*

Taken by: *Helena*

(25 marks)

Task 3

Action the note.

AA: I ordered some books by phone from Phoenix yesterday. They are our usual American supplier of educational books. Please send a fax to confirm the order (our Order No. BU8945) and what I agreed with Steve - see my notes on their last quotation - remind Steve of the quotation number. Remember to put his full name, company name and fax number. Many thanks, Christine.



QUOTATION

Phoenix Books Ltd
 1401 Washington Street
 Phoenix
 Arizona
 U S A
 Phone (602) 626-7360
 Fax (602) 626-7364
 SALES CONTACT: Mr Steve Galloway

QUOTATION NUMBER: **1453**

DATE:



VALID FOR 12 MONTHS FROM DATE OF ISSUE

To Books Unlimited
 13 The Strand
 EXMOUTH
 Devon
 EX8 1AQ
 UK

SHIPPING METHOD	SHIPPING TERMS	PAYMENT TERMS
Airfreight	CIF Exeter	30 days

Only 30 of each this time - Steve agreed same percentage discount

QTY	ITEM DESCRIPTION	RETAIL UNIT PRICE	WHOLESALE DISCOUNT @ 30%	LINE TOTAL
100	Learn to Read	4.99	149.70	349.30
100	Times Tables	2.99	89.70	209.30
100	Perfect Handwriting Made Easy	3.99	119.70	279.30
100	Addition and Subtraction	2.99	89.70	209.30
TOTAL DISCOUNT			448.80	
			TOTAL	1187.20

Yes - order these

Quotation prepared by: *S Galloway*

THANK YOU FOR YOUR BUSINESS!

(25 marks)

Task 4

Action the note using the WP template attached.

AA:
 Please use our standard letter form to reply to Mr Alford's email. We do have a copy of the book he wants in stock - see the attached print-out of our database. Give him the details he wants and please tell him the names, authors and prices of the other books I selected from the database. Tell him we can offer cheaper postage if he wants more than one book.
 Many thanks
 Christine.

E-mail

From: CC:

To:

Subject:

Message:

Send
Reply



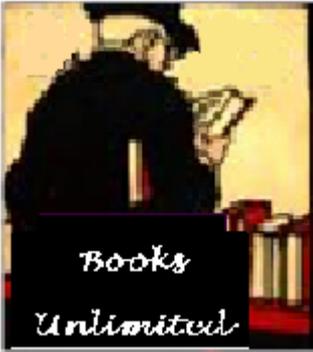
Database Report

PAGE 1 OF 1

TITLE	AUTHOR	PRICE	DELIVERY COST - UK	DELIVERY COST - HONG KONG	DELIVERY TIME - UK (days)	DELIVERY TIME - HONG KONG (days)
The History of Mining in Devon	Linus Cole	£12.99	£2.00	£4.00	3	7
Photographic History of Devon Mines	Clive Burt	£25.99	£3.00	£6.00	3	7
Devon and Somerset Mines	Roger Ponsford	£4.99	£1.50	£3.00	3	7

(25 marks)

Candidate's name



Books Unlimited
 Head Office
 13 The Strand
 EXMOUTH
 Devon
 EX8 1AQ
 UK
 Tel: 01395 346576
 Fax: 01395 346577
 www.booksunlimited.co.uk

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Dear

.....

We are pleased to inform you that we have

.....

You may also be interested

.....

If you buy

.....

We look forward to hearing from you soon.

Yours

BOOKS UNLIMITED

Administrative Assistant to Christine Shapland
 General Manager

End of Examination