

English for Business

Level 1

Model Answers

Series 4 2004 (Code 1041)

Vision Statement

Our vision is to contribute to the achievements of learners around the world by providing integrated assessment and learning services, adapted to meet both local market and wider occupational needs and delivered to international standards.



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English for Business Level 1

Series 4 2004

How to use this booklet

Model Answers have been developed by Education Development International plc (EDI) to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. The contents of this booklet are divided into 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)
- (3) Helpful Hints – where appropriate, additional guidance relating to individual questions or to examination technique

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

EDI provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

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QUESTION 1

Situation

You work as the Assistant Manager of a food-processing factory, Cornwallis Foods plc, which prepares and delivers fruit and vegetables for use in hotels and restaurants. The address of your firm is Bagshot Road, Brookwood, GU21 0BH. You have received a letter of enquiry from Ms Marcia Connolly, who works for a large hotel chain, Bestway Hotels. Ms Connolly is interested in buying your products, and has asked for an opportunity to visit your factory. Before she comes, she wants to know:

- where your fruit and vegetables are grown
- how they are transported to the factory and how long it takes
- what you do when your customers complain.

Task

Write a letter of between 150 and 200 words to Ms Connolly giving her information that she asks for. Offer her two possible tour dates for her visit. Tell her which parts of the factory she will visit and the names of people she can talk to as well as yourself. Her address is Head Office, Bestway Hotels, 54 Belgravia, London W1 1AB

Write your **letter** in the space below.

You may continue writing your letter here.

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter. The box occupies most of the page's vertical space.

(30 marks)

Model Answer to Question 1

**Cornwallis Foods plc
Bagshot Road
Brookwood
GU21 0BH**

22 November 2004

Ms Marcia Connolly
Purchasing Manager
Bestway Hotels
44 Belgravia
London W1 1AA

Dear Ms Connolly

Thank you very much for your letter of enquiry.

For your information, all our fruit and vegetables are grown on organic farms within 50 miles of our premises. The farms are carefully chosen. Everything is transported in refrigerated vehicles and arrives the same morning that it is picked. All the food is processed and delivered to our hotel and restaurant customers on the same day.

When we receive a complaint from a customer, the Customer Relations Manager immediately telephones the customer and takes details of the complaint. The facts are checked, and if our company is at fault, we will replace the goods within 3 hours and refund all your money.

We will be very happy to receive a visit from you. May I suggest 16 or 22 December in the afternoon. You would see our food reception area, the processing machinery and the packing department. Mr Peter Fowler (Head of Quality Control) and Ms Annette Horridge (Production Manager) will be present to answer any questions you may have.

Perhaps you will telephone me as soon as it is convenient to let me know which date you prefer. I can then arrange your tour.

I look forward to meeting you soon and doing business with you in the near future.

Yours sincerely

Name of candidate
Position

QUESTION 2

Situation

You have been asked to check the details of an advertisement before it goes to print.

Task

Read the notice below entitled "PRODUCT RECALL", then say whether the statements on the page opposite are **TRUE or FALSE**. Then **quote** the words or the phrases from the notice that support your answer. Do **not** write more than 6 supporting words for each answer. You will lose marks if you write more than this.

Example:

Statement: The recalled jar is the large 400g jar and the batch number is T1156.

Answer: FALSE 185g small (jar)/T1056

PRODUCT RECALL.

Green Tomato and Chilli Salsa from Amarato Brothers (Italy) Ltd

185g small glass jar

Quality Control checks have revealed that some of our 185g glass jars of the above-mentioned product do not meet our normal high standards. These jars have the batch number T1056 and a best-before date 18 October 05.

Our 400g and 700g jars of this product are not affected and may be safely eaten.

We would like to emphasise that this small defect only relates to a minor ingredient (chilli powder) and presents no health risk to consumers. Our customers can continue to have full confidence in our range of top-quality products.

In order to be completely safe, we are advising customers not to eat this product. If you have already eaten some, there is still no need to worry at all about any effect on your health.

Please note that no other products are affected.

WHAT YOU SHOULD DO

If you have bought a 185g glass jar of the salsa, please contact the Freephone number 0800 146252 where one of our personal advisors will provide information on how to obtain your product replacement voucher. Please do not return the jar to your retailer. Please do not send your jar to the Amarato Brothers address on the label.

We apologise for any inconvenience caused and would like to thank our customers in advance for their understanding and co-operation. We are doing everything in our power to sort out this problem as soon as possible. Since we started business in 1937, we have guaranteed quality at all times.

FREEPHONE RECALL NUMBER: 0800 146252

THIS NOTICE ONLY APPLIES TO THE 185g SMALL GLASS JAR.

Write your answers on the lines marked A.

1 Amarato is named after a single person and was established after 1950.

A _____

2 The product recall was in response to customers' telephone calls.

A _____

3 The salsa contains mostly chilli powder; anyone eating it should see a doctor at once.

A _____

4 If you have a 185g jar you should write to the firm, then take it to the shopkeeper.

A _____

5 Amarato Brothers are Italian based; they offer a number of products.

A _____

6 You can get a refund for the faulty jars; Mr Amarato will tell you about this.

A _____

7 Amarato Brothers are sorry about the faulty jars, and are making every effort to put the matter right.

A _____

8 The salsa's main ingredient is red peppers; it is a poor quality product.

A _____

9 The salsa will taste better than ever in January 2006.

A _____

10 The 185g jars are made of plastic; no address is written on them.

A _____

(30 marks)

Model Answer to Question 2

1	FALSE	brothers	1937
2	FALSE	quality control	checks
3	FALSE	minor ingredient	no health risk OR no need to worry
4	FALSE	freephone	do not return
5	TRUE	Italy	other products OR range
6	FALSE	voucher	personal advisors
7	TRUE	apologise	everything in our power to sort the problem
8	FALSE	green tomato	top quality
9	FALSE	best before	October 2005
10	FALSE	glass	(address) on the label

QUESTION 3

Situation

You have been asked to check some details about trainees appointed in the last year.

Task

Study the information in the table below, then answer the questions on the next page. **Write your answer as a single word, a name or a figure in the answer column.**

TRAINEES FOR 2004

NAME	BORN	DEPARTMENT	MONTHS IN FIRM	SUPERVISOR	CURRENT RESPONSIBILITY
BOOTH	1985	FINANCE	6	SANGLIER	INVOICING
SHAH	1986	TRAVEL	10	DUVAL	BOOKINGS
HUME	1983	PERSONNEL	11	JAMAL	RECORDS
JENKS	1984	CATERING	10	KRONE	HYGIENE
IBERT	1985	IMPORTS	8	KARIM	WAREHOUSE
BRAND	1987	ADMINISTRATION	5	ELLIS	RECEPTION
LUTZ	1982	PERSONNEL	7	JAMAL	RECRUITMENT
CHAN	1984	FINANCE	7	SANGLIER	WAGES
FROBE	1983	TRAVEL	9	DUVAL	EXPENSES
SIDAT	1981	CATERING	10	KRONE	SUPPLIES.

QUESTION 3 CONTINUED

ANSWERS

- 1 Which trainee has been with the firm for the longest time?
- 2 Who is the youngest trainee?
- 3 How many of the trainees are in Catering?
- 4 Who is the supervisor of the oldest trainee?
- 5 What responsibility has the younger of the Travel trainees?
- 6 Who supervises the newest trainee to join the firm?
- 7 How many supervisors look after trainees born before 1985?
- 8 Which Finance trainee would you ask about earnings?
- 9 Which trainee looks after flight and hotel arrangements?
- 10 How many trainees have more than 8 months' service?
- 11 Was the longest serving trainee born before 1985?
- 12 How many trainees under Sanglier and Jamal were born after 1983?
- 13 Which trainee could tell you about imported stock levels?
- 14 Is Jenks responsible for kitchen cleanliness?
- 15 Which supervisor would handle unpaid accounts?
- 16 Which trainee would be the first contact for visitors to the firm?
- 17 Which supervisor would have information on past employees?
- 18 Is Frobe responsible for some aspect of finance?
- 19 Which trainee born before 1984 has been with the firm the shortest time?
- 20 Look at the trainees who have been with the firm for more than 7 months. Who is the youngest?

Model Answer to Question 3

- 1 Hume
- 2 Brand
- 3 2
- 4 Krone
- 5 Bookings
- 6 Ellis
- 7 4
- 8 Chan
- 9 Shah
- 10 5
- 11 Yes
- 12 2
- 13 Ibert
- 14 Yes
- 15 Sanglier
- 16 Brand
- 17 Jamal
- 18 Yes
- 19 Lutz
- 20 Shah.

QUESTION 4

Situation

You work for an international firm of consultants. Part of your job is to make bookings and keep records of foreign travel. Your boss has left the following information on your voice mail.

"This is the travel schedule for next month. Paolo is going to Milan on the 14th to meet the directors of Garribaldi Brothers. Book him in at the Tivoli Hotel for 7 nights. Christina will also be away for a week in Rio, where she is speaking at a conference in the Rio Vista Hotel. She flies two days after Paolo leaves (her flight number is KLM419). Christina always stays in the hotel where she is working. She has other business there after the conference.

"Kurt and Nazreen both leave to do inspection work seven days after Paolo. He is going to Prague for 3 nights on JAT437, but Nazreen thinks she will need an extra day to complete her work in Casablanca. As usual Kurt will stay at the Emperor. Nazreen likes somewhere quiet, so I think the Rex will suit her. She travels on flight AF 134.

"I think that's the lot...I forgot to tell you Paolo's flight number. It's BA 114."

Task

Use the information above to complete the table below. Some of the answers have been given to help you.

FOREIGN TRAVEL FOR DECEMBER (Complete in capitals)

NAME	DEPARTURE DATE	FLIGHT NUMBER	DESTINATION	HOTEL NAME	NIGHTS IN HOTEL
		BA 114			7
				REX	
CHRISTINA					

(20 marks)

Model Answer to Question 4

FOREIGN TRAVEL FOR DECEMBER (Complete in capitals)

NAME	DEPARTURE DATE	FLIGHT NUMBER	DESTINATION	HOTEL NAME	NIGHTS IN HOTEL
PAOLO	14th	BA 114	MILAN	TIVOLI	7
KURT	21st	JAT 437	PRAGUE	EMPEROR	3
NAZREEN	21st	AF 134	CASABLANCA	REX	4
CHRISTINA	16th	KLM 419	RIO	RIO VISTA	7

