

## **EFB Speaking Test Level 1**

The Speaking Test is a test of English with a commercial and/or business focus. The topics are the same for all Levels of English for Business. The depth at which the Topics will be treated depends on the language level of the candidates. The language expectations and target population of each Level for the Speaking Test are specified in the syllabus and aligned to the appropriate CEF level. There are 8 Topics from which 5 specific questions will be prepared by LCCI as the context for the Test:

1. **Earning a Living**
  - wages, living standards
  - job types and roles
  - candidate's (intended) job
  - employee/employer relationships
  - organizational type/structure
  
2. **Production, Sale of Goods and Services**
  - distribution: origin and destination of products
  - retail and wholesale/small shops/supermarkets
  - new markets and products
  - consumer protection
  - customer service/quality
  
3. **Trade**
  - imports/exports
  - international markets
  - trade blocs e.g. EU
  
4. **Money**
  - methods of paying, purchasing
  - price changes
  - banking services
  - savings
  - pensions
  
5. **Transport**
  - problems, disadvantages
  - individual, commercial, industrial
  - local, national, international
  - improvements?
  - congestion
  - pollution
  
6. **Communications**
  - effects on business
  - effects on individuals
  - media: TV, radio, newspapers, Internet
  - IT, computers, PCs
  - telephone, email, fax, surface mail
  - advertising
  
7. **Education**
  - personal
  - education system
  - training
  - skills
  
8. **Travel and Tourism**
  - travel and the individual
  - tourism and local area
  - tourism in the nation's economy

**Instructions to the candidate**

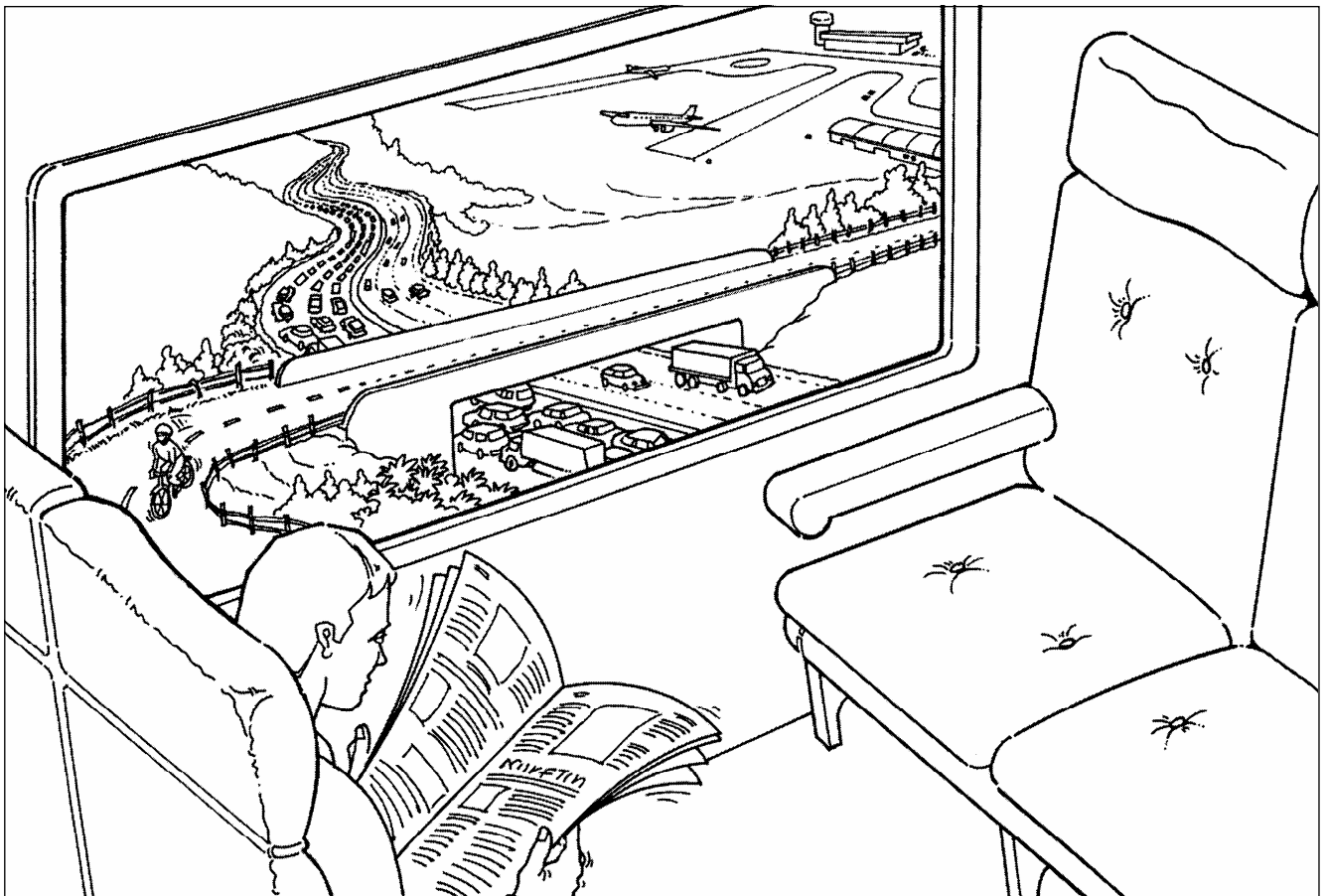
- You have up to 5 minutes to prepare for your examination by looking at the pictures and reading the questions.
- Do not write anything during the preparation time.
- At the start of the examination the examiner will ask you some questions about yourself (2 minutes).
- You will then have 5 to 7 minutes to talk about the topic, using the pictures to help you. The examiner will ask you questions on the subject.
- Give this sheet back to the examiner at the end of the examination.

**The Topic:****SHOPS AND SUPERMARKETS (Syllabus Topic 2)**

- Describe the picture.
- Why do people prefer to shop in a supermarket?
- What advantages do small specialised shops have?
- What are the problems for suppliers/delivery?
- Where do you prefer to do your shopping? Why?
- What problems are caused by large supermarkets?

**Instructions to the candidate**

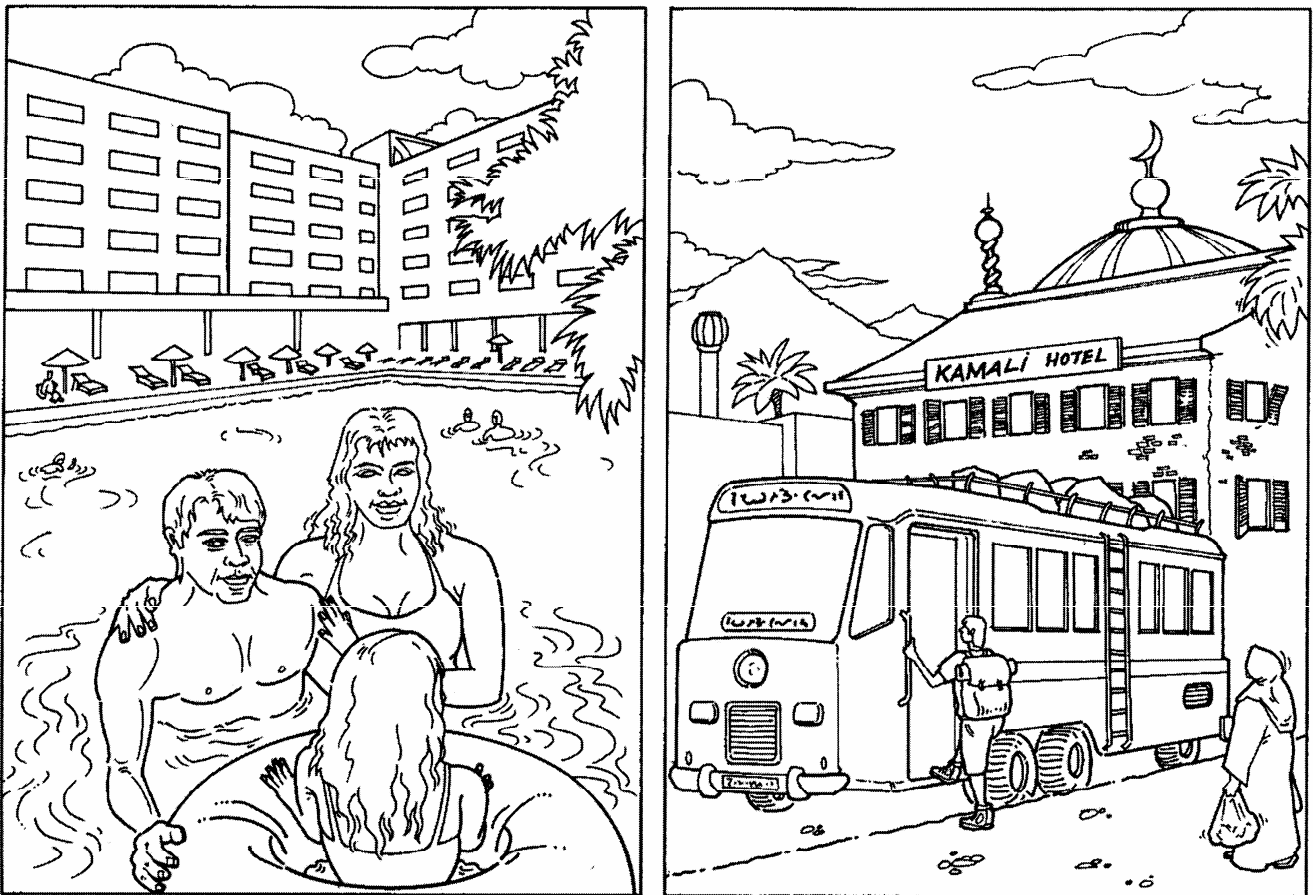
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**The Topic: METHODS OF TRAVELLING (Syllabus Topic 5)**

- How many ways of travelling can you see in this picture?
- What are the advantages/disadvantages of each method of travel?
- Why do people prefer to travel by car, even though the roads are so busy and congested?
- When (or why) would you choose to travel by train, even if you had a car?
- What was the last major journey (100 km+) you took? How did you travel? Why?

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**The Topic: TYPES OF HOLIDAYS (Syllabus Topic 8)**

- Describe the two different types of holiday shown in these two pictures.
- What are the advantages/disadvantages of these 2 types of holiday?
- What kind of person would be likely to choose either one or the other?
- Have you ever been on either type of holiday? When? Where? Why?
- How important is tourism to the economy of your country? What kind of tourists do you get visiting your country?

**Level 1**

**Topic A - Shops & Supermarkets**

**Roleplay**

**Candidate**

You are a supermarket customer. When you returned home with your purchases, you discovered that the ice cream you bought was beyond its sell-by date. You return to the supermarket and ask to see the manager in order to complain and request a replacement.

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**Level 1**

**Topic A - Shops & Supermarkets**

**Roleplay**

**Examiner**

You are the manager of a supermarket. A customer has returned with some ice-cream which they claim was purchased today, but which is over its sell-by date. You will need to see the receipt of purchase before exchanging it. You may also need to reassure the customer regarding the freshness of your other stock.

**Level 1**  
**Topic B - Methods of Travelling**  
**Roleplay**

**Candidate**

You arrive at London Heathrow airport and find that your luggage has been lost on the flight. The clerk at the Lost Luggage Department needs details of where you will be staying during your visit in order that your cases may be sent on to you.

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**Level 1**  
**Topic B - Methods of Travelling**  
**Roleplay**

**Examiner**

You work in the Lost Luggage Department at Heathrow Airport. A passenger is reporting the loss of 2 cases on their flight. Obtain the necessary details to enable these to be sent on to them.