

**English for Business
Communications
Level 1**



8959-11-011
(EL-NBC 11)
Practice Paper 2

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.

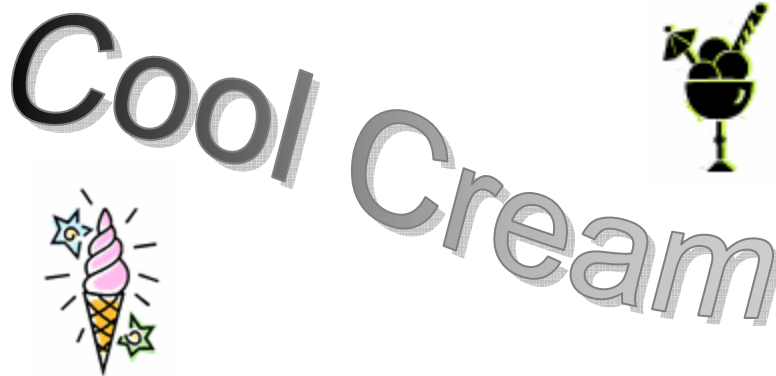
- The following items **are** permitted
- bilingual/monolingual dictionaries
 - calendars
 - calculators

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 Amanda Ward. Ms Ward is the General Manager of Cool Cream, a company that makes and sells ice cream.



Ms Ward 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 address is:

2 Bromley Road

BECKENHAM

Kent

BR3 5JE

UK

Tel: 0207 294 304

Fax: 0207 294 204

www.coolcream.co.uk

Ms Ward's email address is: amandaward@coolcream.co.uk

Task 1

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

AA: We are selling lots of vanilla ice cream, and we need another supplier of vanilla. I'm interested in the information in Planifolia Corporation's advertisement. Perhaps we can buy vanilla from them. I can't decide without more information. Please draft a letter for me to send to them. My notes tell you what to ask in the letter. Thanks, Amanda.

Planifolia Corporation
7, Ramkrishna Building
160 Vile Parle Road
Mumbai 400 056
India

Tel: + (91)-(22)-26121365/26136324
Fax: + (91)-(22)-26104872
Website: www.planicorp.com
Email: sales@planifolia.com



We provide the finest quality vanilla.

We deliver directly to you very quickly.

Our vanilla stays fresh for a year if you store it correctly.

Ideal for home cooking.
We also supply restaurants, hotel chains and ice cream factories.

UK PRICES	
Home Pack: 200g	£4.52
Restaurant Pack: 500g	£12.76
Hotel/Manufacturing Pack: 1kg	<u>£21.27</u>

Ask them for samples.

What's average delivery time?

Delivery method?

What's the best way to do this?

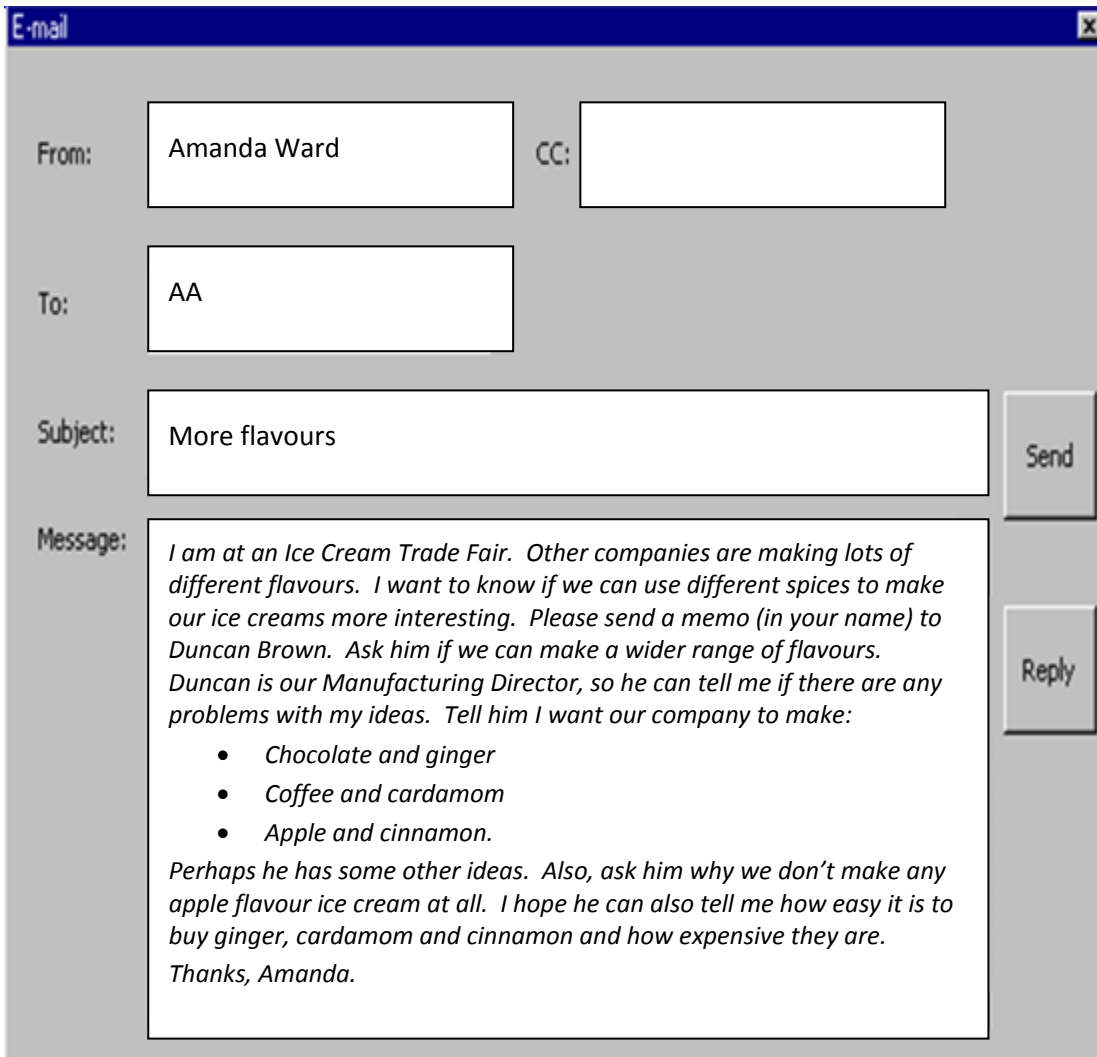
Lower prices for bigger orders?

Does this include cost of delivery?

(25 marks)

Task 2

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



From: Amanda Ward **CC:**

To: AA

Subject: More flavours

Message:

I am at an Ice Cream Trade Fair. Other companies are making lots of different flavours. I want to know if we can use different spices to make our ice creams more interesting. Please send a memo (in your name) to Duncan Brown. Ask him if we can make a wider range of flavours. Duncan is our Manufacturing Director, so he can tell me if there are any problems with my ideas. Tell him I want our company to make:

- *Chocolate and ginger*
- *Coffee and cardamom*
- *Apple and cinnamon.*

Perhaps he has some other ideas. Also, ask him why we don't make any apple flavour ice cream at all. I hope he can also tell me how easy it is to buy ginger, cardamom and cinnamon and how expensive they are.

Thanks, Amanda.

Send

Reply

(25 marks)

Task 3

Action the note.

AA: I want to order some cocoa powder and cocoa butter from our usual supplier, Costa Rican Cocoa. Please send a fax to place the order (our Order No. CC4358367) - see my notes on their latest quotation - tell Pamela the quotation number and confirm the wholesale prices. Please ask when we can expect delivery. Many thanks, Amanda.

PS Remember to put her full name, company name and fax number.



QUOTATION

Costa Rican Cocoa

Puntarenas
 Puerto Jimenez
 Costa Rica
 Phone (011) 626-7360
 Fax (011) 626-7364
 Website: www.crc.com
 SALES CONTACT: Ms Pamela Viedu

QUOTATION NUMBER: **1873**

DATE: **RECEIVED**

VALID FOR 12 MONTHS FROM DATE OF ISSUE

To Cool Cream
 2 Bromley Road
 BECKENHAM
 Kent
 BR3 5JE
 UK

SHIPPING METHOD	SHIPPING TERMS	PAYMENT TERMS
Airfreight	CIF BECKENHAM	30 days

QTY KG	ITEM DESCRIPTION	RETAIL UNIT PRICE £	WHOLESALE DISCOUNT @ 30% £	WHOLESALE PRICE £
100	Roasted cocoa beans	699.00	149.70	489.30
100	Cocoa powder	599.00	179.70	419.30
100	Cocoa butter	645.00	193.50	451.50
TOTAL DISCOUNT			448.80	
TOTAL				1360.10

Don't want these this time.

Yes - order these.

Quotation prepared by: *P Viedu - Sales Manager*

(25 marks)

Task 4

Action the note using the WP template attached.

AA: please reply to this email from Mr Burrows. Tell him the flavours, (don't forget to mention the two new ones), the sizes and prices of our most popular ice creams - you can see them on the extract from our catalogue attached. Also please send a full catalogue to him - say it has the prices of everything we sell. Thanks, Amanda.

E-mail

From: Mr Reg Burrows
rb@ricebr.com

CC:

To: Ms Amanda Ward
amandaward@coolcream.co.uk

Subject: Ice cream supplies for restaurants

Message:



Our company owns and runs a large chain of restaurants in UK. We are interested in your ice cream. Please send us some details.

Many thanks
Reg

Reg Burrows - Purchasing Manager
Rice Bowl Restaurants Ltd
Bridge Road
LONG SUTTON
Essex, SSO 8HU
Tel: 01395 27227
Fax: 01395 27228

Buttons: Send, Reply

Product List

Made with fresh whole milk and double cream.	4 litre tubs £10 each	25 cl cups £15 per box (each box contains 10 cups)
Vanilla		
Blueberry NEW!		
Coconut NEW!		
Strawberry		
Raisin		
Chocolate		
Raspberry		

Candidate's name



Cool Cream

2 Bromley Road
BECKENHAM
Kent
BR3 5JE
UK

Tel: 020 7294 304
Fax: 020 7294 204

www.coolcream.co.uk

.....
.....
.....
.....
.....
.....

Dear.....

Ice cream supply

Thank you for your recent enquiry. We are always delighted to introduce new customers to our range of high quality ice cream. We have as well as our other popular flavours.....

All of these ice creams are available in.....
..... which cost
..... or in
..... which cost

Please find enclosed.....

Yours
COOL CREAM

Administrative Assistant to Amanda Ward
General Manager

(25 marks)

End of Examination