

# Spoken English Tests for Business (8981)

Additional sample papers



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January 2007  
Version 1.0

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# Spoken English Tests for Business (8981)



Additional sample papers

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**Interlocutor's Instructions**

Part 1 – One minute

Part 2 – Two minutes

Part 3 – Two minutes

Part 4 – Three minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 8 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

Before the first candidate's examination, record the following:

**'City and Guilds Spoken English Test for Business, Stage A (date) and (candidate's name)'**

### **Part One (1 minute)**

Put the first three prompts:

- 1) What is your name? How do you spell your last name?
- 2) Can you tell me your phone number or email address please?
- 3) What is your occupation?

*(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)*

#### **List A: prompts appropriate for use with candidates who are currently in business**

What time do you start work?

Which days of the week do you work?

Do you like your work? Why/Why not?

What do you like most about your work?

Will you stay in this job in the future?

Will you change work in the future?

What are the difficult parts of your work?

Do you think your work is easy? Why/Why not?

Do you need English for your work? Why/Why not?

Do you use English in your work? How?

#### **List B: prompts appropriate for candidates who are business students**

What time do you start school/college?

Which days of the week do you study?

Do you like these studies? Why/Why not?

What do you like most about your studies?

When will you finish your studies?

How many more years will you study?

What are the difficult parts of your studies?

Do you think your studies are easy? Why/Why not?

Do you need English for your business studies? Why/Why not?

Do you use English in your business studies? How?



**Part Two (2 minutes)**

Read out each of the three situations in turn and play the appropriate supporting role. Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency. At this level, be prepared to repeat or paraphrase if the candidate has difficulty understanding the language in any of the situations.

- a) A visitor to your office would like to use email to contact their company. Say what they can do.
- b) You are at a conference and want to speak to a colleague. Leave a message at the main desk.
- c) You are visiting a business contact. Ask at Reception for the way to their office.

**Part Three (2 minutes)**

Lead in to this part of the test by saying: **‘We each have different information. We are going to ask and answer questions to find the missing information’.**

Read out the task-specific rubric and play the role as specified. At this level, make sure that your own language is pitched at a basic level and be ready to repeat and paraphrase if the candidate has difficulty understanding any language in the task or rubric. Encourage the candidate to take the initiative in eliciting some of the information; eye contact and gesture can be effective in achieving this.

Introduce this part of the test by saying: **‘We both have a list of the names of different companies in an office block’. Some of the information is different. Let’s ask and answer questions to find the missing information. I’ll begin’.**

6 <sup>th</sup> floor	‘.....!’ Magazine
5 <sup>th</sup> floor	FLYFARE Airlines
4 <sup>th</sup> floor	ESB Travel Agency
3 <sup>rd</sup> floor	XB Leisure (Rooms 1-3) XYZ Music (Rooms.....)
2 <sup>nd</sup> floor	.....
1 <sup>st</sup> floor	.....(Room 6) Megastores plc (Room 3A)
Ground floor	Reception                      Open 0830                      Close.....

**Part Four (3 minutes)**

Ask what prepared presentation the candidate has chosen. This may be a topic the candidate has prepared as part of his/her course leading up to the test or one he/she has chosen from the list offered in the preparation time before the test. If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered this choice of topics by the invigilator.

- a) My colleagues at work
- b) My fellow students of business English
- c) A job I would like to do

Introduce this part of the test by saying: **'Now you are going to give your prepared presentation. I'll listen for about two minutes then I'll ask one or two questions about what you say. Please begin.'**

Allow the candidate to speak for about two minutes uninterrupted then interject once or twice with open questions related to what you hear.

Do not put any questions which would test specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.

Allow the candidate time to pause and search for language but if communication has evidently broken down, help the candidate by supplying missing language items or suggesting directions the discourse might take. Make sure that your questions are framed in language which is reasonably easy for even very basic level candidates to understand, and be prepared to clarify or paraphrase.

At the end of each candidate's test you must record:

**'(Candidate's name) – end of test'**

Switch off the tape recorder until the next candidate is ready to begin. Hand the candidate material back to the invigilator.

At the end of the examination session record:

**'Spoken English Test for Business, Stage A (date). End of examination session.'**

8981-41-041  
(EL-SETB 41)  
Sample paper 1

**CANDIDATE'S INSTRUCTIONS**

**Part One (1 minute)**

*In this part of the test, you are going to answer questions about your work or business studies.*

**Part Two (2 minutes)**

*In this part of the test, you and the Interlocutor are going to act out three situations.*

- a) A visitor to your office would like to use email to contact their company. Say what they can do.
- b) You are at a conference and want to speak to a colleague. Leave a message at the main desk.
- c) You are visiting a business contact. Ask at Reception for the way to their office.

**Part Three (2 minutes)**

*Look at the names of some different companies in an office block. You both have some different information. Ask and answer questions to find the missing information..*

<b>6<sup>th</sup> floor</b>	<b>' NOW!' Magazine</b>
<b>5<sup>th</sup> floor</b>	..... <b>Airlines</b>
<b>4<sup>th</sup> floor</b>	.....
<b>3<sup>rd</sup> floor</b>	<b>XB Leisure (Rooms .....)</b> <b>XYZ Music (Rooms 4 &amp; 5)</b>
<b>2<sup>nd</sup> floor</b>	<b>HSB International Finance</b>
<b>1<sup>st</sup> floor</b>	<b>AEI Exports (Room 6)</b> ..... <b>plc (Room 3A)</b>
<b>Ground floor</b>	<b>Reception</b> <b>Open .....</b> <b>Close 1800</b>

**Part Four (3 minutes)**

*In this part of the test, you are going to give your prepared presentation. The Interlocutor will listen for about two minutes and will then ask you questions about what you say.*

*Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) My colleagues at work
- b) My fellow students of business English
- c) A job I would like to do

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**Interlocutor's Instructions**

Part 1 – One minute

Part 2 – Two minutes

Part 3 – Two minutes

Part 4 – Three minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 8 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

Before the first candidate's examination, record the following:

**'City and Guilds Spoken English Test for Business, Stage A (date) and (candidate's name)'**

### **Part One (1 minute)**

Put the first three prompts:

- 1) What is your name? How do you spell your last name?
- 2) Can you tell me your phone number or email address please?
- 3) What is your occupation?

*(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)*

#### **List A: prompts appropriate for use with candidates who are currently in business**

What time do you start work?

Which days of the week do you work?

Do you like your work? Why/Why not?

What do you like most about your work?

Will you stay in this job in the future?

Will you change work in the future?

What are the difficult parts of your work?

Do you think your work is easy? Why/Why not?

Do you need English for your work? Why/Why not?

Do you use English in your work? How?

#### **List B: prompts appropriate for candidates who are business students**

What time do you start school/college?

Which days of the week do you study?

Do you like these studies? Why/Why not?

What do you like most about your studies?

When will you finish your studies?

How many more years will you study?

What are the difficult parts of your studies?

Do you think your studies are easy? Why/Why not?

Do you need English for your business studies? Why/Why not?

Do you use English in your business studies? How?

**Part Two (2 minutes)**

Read out each of the three situations in turn and play the appropriate supporting role. Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency. At this level, be prepared to repeat or paraphrase if the candidate has difficulty understanding the language in any of the situations.

- a) A business contact asks what your office hours are. Tell them.
- b) A visitor to your office asks how to get to the train station. Give them one or two suggestions.
- c) You can't find your conference programme. Ask another delegate for their programme.

**Part Three (2 minutes)**

Lead in to this part of the test by saying: **'We each have different information. We are going to ask and answer questions to find the missing information'**.

Read out the task-specific rubric and play the role as specified. At this level, make sure that your own language is pitched at a basic level and be ready to repeat and paraphrase if the candidate has difficulty understanding any language in the task or rubric. Encourage the candidate to take the initiative in eliciting some of the information; eye contact and gesture can be effective in achieving this.

Introduce this part of the test by saying: **'We both have the table plan for the annual staff dinner. Some of the information we have is different. Let's ask and answer questions to find the missing information. I'll begin'**.

J. White Sales	M. Lea .....	F. Worth Marketing	..... Finance
T. Young Personnel			G. Patel Sales
B. Wright Travel			D. Roe .....
L. Jones .....			N. Clark Marketing
A. Marks Finance	B. Dale Managing Director	..... Reception	..... .....

**Part Four (3 minutes)**

Ask what prepared presentation the candidate has chosen. This may be a topic the candidate has prepared as part of his/her course leading up to the test or one he/she has chosen from the list offered in the preparation time before the test. If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered this choice of topics by the invigilator.

- a) My colleagues at work
- b) My fellow students of business English
- c) A job I would like to do

Introduce this part of the test by saying: **'Now you are going to give your prepared presentation. I'll listen for about two minutes then I'll ask one or two questions about what you say. Please begin.'**

Allow the candidate to speak for about two minutes uninterrupted then interject once or twice with open questions related to what you hear.

Do not put any questions which would test specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.

Allow the candidate time to pause and search for language but if communication has evidently broken down, help the candidate by supplying missing language items or suggesting directions the discourse might take. Make sure that your questions are framed in language which is reasonably easy for even very basic level candidates to understand, and be prepared to clarify or paraphrase.

At the end of each candidate's test you must record:

**'(Candidate's name) – end of test'**

Switch off the tape recorder until the next candidate is ready to begin. Hand the candidate material back to the invigilator.

At the end of the examination session record:

**'Spoken English Test for Business, Stage A (date). End of examination session.'**



8981-41-041  
(EL-SETB 41)  
Sample paper 2

**CANDIDATE'S INSTRUCTIONS**

**Part One (1 minute)**

*In this part of the test, you are going to answer questions about your work or business studies.*

**Part Two (2 minutes)**

*In this part of the test, you and the Interlocutor are going to act out three situations.*

- a) A business contact asks what your office hours are. Tell them.
- b) A visitor to your office asks how to get to the train station. Give them one or two suggestions.
- c) You can't find your conference programme. Ask another delegate for their programme.

**Part Three (2 minutes)**

*Look at the table for the annual staff dinner. You both have some different information. Ask and answer questions to find the missing information.*

Sales	M. Lea <i>Personnel</i>	F. Worth	V. Stone <i>Finance</i>
..... .....			G. Patel <i>Sales</i>
B. Wright <i>Travel</i>			D. Roe <i>Travel</i>
L. Jones <i>Finance</i>			N. Clark <i>Marketing</i>
..... <i>Finance</i>	B. Dale <i>Managing Director</i>	S. Lane <i>Reception</i>	O. More <i>Legal</i>

**Part Four (3 minutes)**

*In this part of the test, you are going to give your prepared presentation. The Interlocutor will listen for about two minutes and will then ask you questions about what you say.*

*Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) My colleagues at work
- b) My fellow students of business English
- c) A job I would like to do

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8981-42-042  
(EL-SETB 42)  
Sample paper 1

**Interlocutor's Instructions**

Part 1 – Two minutes

Part 2 – Three minutes

Part 3 – Three minutes

Part 4 – Four minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 12 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

Before the first candidate's examination, record the following:

**'City and Guilds Spoken English Test for Business, Stage B (date) and (candidate's name)'**

### **Part One (2 minutes)**

Put the first three prompts:

- 1) What is your name? How do you spell your last name?
- 2) Can you tell me your phone number or email address please?
- 3) What is your occupation?

*(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)*

#### **List A: prompts appropriate for use with candidates who are currently in business**

How long have you had this job?  
When did you start to do this work?

Why did you choose this occupation?  
What do you like most about your work?

What are your career plans for the next five years?  
What would you like to do in your profession in the future?

What special skills do people need for the job you do?  
What qualifications do people need for the work you do?

Why is English useful in your work?  
How do you use English in your work?

#### **List B: prompts appropriate for candidates who are business students**

When did you begin your business studies?  
How long have you studied business?

Why did you choose business studies?  
What do you like most about these studies?

What are your career plans for the next five years?  
What would you like to do in your profession in the future?

What special skills do people need to do the work you plan to do?  
What qualifications do people need for the job you hope to have?

How do you use English in your studies?  
Why is English important in your studies?

### **Part Two (3 minutes)**

Read out each situation in turn and play the appropriate supporting role.

Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency.

- a) You arrive at a conference to find that the badge you are given has incorrect information about your name and who you are representing. Explain at the check-in desk.
- b) You have a work deadline you simply can't meet. Ask a colleague how they can help.
- c) When you collect your airline ticket you find it is *economy class* but your company's travel department normally arranges *club class*. Find out from the airline desk what has happened and what can be done.

### **Part Three (3 minutes)**

Lead in to this part of the test by saying: **'We each have different information and are going to try to make a decision together'**.

Read out the task-specific rubric and play the role as specified.

Try to be flexible in the role play and give the candidate every chance to suggest what the best conclusion will be. Don't necessarily agree with every suggestion the candidate makes but allow him/her to explain the reasons for his/her ideas and in general aim to accept them.

Introduce this part of the test by saying: **'The travel agency we work for is looking for imaginative ways to attract custom. We both have a list of suggestions, both of which are different. Let's ask and answer questions to find the missing information and let's try to decide which one of these suggestions would be the best. You can begin'**.

- Give a 10% discount for frequent clients
- Give a free travel bag if clients spend £300+
- Give a competition prize of a free holiday in the UK
- Keep the offices open 7 days a week

### **Part Four (4 minutes)**

Ask what topic the candidate has chosen for his/her research project and invite him/her to present it to you as an audience interested in, but not necessarily knowledgeable about the topic.

If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered a choice of one of the topics below by the invigilator and will have been given time to prepare. In this event, lead in to this part of the test by saying: *'I'd like you to tell me about the topic you've chosen. I'll listen to your presentation for about three minutes and then I'll ask you two or three questions about what you say. Please go ahead'*.

- a) The uses of technology in my area of business
- b) An industry which is important in the country I come from
- c) A country I would like to work in

*If the candidate **has** prepared a presentation, begin by saying: 'Now you are going to give your prepared presentation. I'll listen for about three minutes then I'll ask one or two questions about what you say. Please begin'.*

*Allow the candidate to speak for about three minutes uninterrupted then interject two or three times with open questions related to what you hear.*

*Do not put any questions which would test specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.*

*If the candidate is evidently at the lower end of the Stage B assessment scale, make sure that your questions are framed in language which is reasonably easy for a pre intermediate level candidate to understand and be prepared to clarify or paraphrase.*

*At the end of each candidate's test you must record:*

***'(Candidate's name) – end of test'***

*Switch off the tape recorded until the next candidate is ready to begin. Hand the candidate material back to the invigilator.*

*At the end of the examination session record:*

***'Spoken English Test for Business, Stage B, (date). End of examination session.'***

8981-42-042  
(EL-SETB 42)  
Sample paper 1

**CANDIDATE'S INSTRUCTIONS**

**Part One (2 minutes)**

*In Part One, you are going to answer a number of questions about your own areas of work or business study.*

**Part Two (3 minutes)**

*In Part Two, you and the Interlocutor are going to act out three situations.*

- a) You arrive at a conference to find that the badge you are given has incorrect information about your name and who you are representing. Explain at the check-in desk.
- b) You have a work deadline you simply can't meet. Ask a colleague how they can help.
- c) When you collect your airline ticket you find it is *economy class* but your company's travel department normally arranges *club class*. Find out from the airline desk what has happened and what can be done.

**Part Three (3 minutes)**

*In Part Three, you are going to have a discussion with the Interlocutor and try to make a decision together. The travel agency you work for is looking for imaginative ways to attract custom. You have one set of suggestions and the Interlocutor has another. Compare the suggestions on your two lists and decide which of them is the most appropriate. Make suggestions other than those on the lists if you wish to.*

- Provide free travel insurance
- Give a competition prize of a free holiday abroad
- Keep the offices open 6 days a week
- Give a free camera with all foreign holidays booked

**Part Four (4 minutes)**

*In Part Four, you are going to give your prepared presentation. The Interlocutor will listen for about three minutes and will then ask you questions about what you say. Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) The uses of technology in my area of business
- b) An industry which is important in the country I come from
- c) A country I would like to work in

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**Interlocutor's Instructions**

Part 1 – Two minutes

Part 2 – Three minutes

Part 3 – Three minutes

Part 4 – Four minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 12 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

Before the first candidate's examination, record the following:

**'City and Guilds Spoken English Test for Business, Stage B (date) and (candidate's name)'**

### **Part One (2 minutes)**

Put the first three prompts:

- 1) What is your name? How do you spell your last name?
- 2) Can you tell me your phone number or email address please?
- 3) What is your occupation?

*(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)*

#### **List A: prompts appropriate for use with candidates who are currently in business**

How long have you had this job?

When did you start to do this work?

Why did you choose this occupation?

What do you like most about your work?

What are your career plans for the next five years?

What would you like to do in your profession in the future?

What special skills do people need for the job you do?

What qualifications do people need for the work you do?

Why is English useful in your work?

How do you use English in your work?

#### **List B: prompts appropriate for candidates who are business students**

When did you begin your business studies?

How long have you studied business?

Why did you choose business studies?

What do you like most about these studies?

What are your career plans for the next five years?

What would you like to do in your profession in the future?

What special skills do people need to do the work you plan to do?

What qualifications do people need for the job you hope to have?

How do you use English in your studies?

Why is English important in your studies?

**Part Two (3 minutes)**

Read out each situation in turn and play the appropriate supporting role.

Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency.

- a) When you check in at a conference you find that the pack you are given is incomplete. Tell the person at the desk what is missing.
- b) You can't find the file you were working on. Ask your colleague if they can help.
- c) You need to postpone a meeting. Phone your business contact to explain why you need to postpone and to see what alternative arrangements can be made.

**Part Three (3 minutes)**

Lead in to this part of the test by saying: **'We each have different information and are going to try to make a decision together'**.

Read out the task-specific rubric and play the role as specified.

Try to be flexible in the role play and give the candidate every chance to suggest what the best conclusion will be. Don't necessarily agree with every suggestion the candidate makes but allow him/her to explain the reasons for his/her ideas and in general aim to accept them.

Introduce this part of the test by saying: **'Our company is looking for ways to attract new personnel who are just graduating from university or college. We both have a list of suggestions for ways of making this attractive. Some of the suggestions are different. Let's ask and answer questions to find the missing information and let's try to decide which one of the suggestions would be the most effective. You can begin'**.

- Provide luncheon vouchers
- Give a dress allowance
- Provide private health insurance
- Offer expenses-paid business trips

**Part Four (4 minutes)**

Ask what topic the candidate has chosen for his/her research project and invite him/her to present it to you as an audience interested in, but not necessarily knowledgeable about the topic.

If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered a choice of one of the topics below by the invigilator and will have been given time to prepare. In this event, lead in to this part of the test by saying: *'I'd like you to tell me about the topic you've chosen. I'll listen to your presentation for about three minutes and then I'll ask you two or three questions about what you say. Please go ahead'*.

- a) The uses of technology in my area of business
- b) An industry which is important in the country I come from
- c) A country I would like to work in

*If the candidate **has** prepared a presentation, begin by saying: 'Now you are going to give your prepared presentation. I'll listen for about three minutes then I'll ask one or two questions about what you say. Please begin'.*

*Allow the candidate to speak for about three minutes uninterrupted then interject two or three times with open questions related to what you hear.*

*Do not put any questions which would test specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.*

*If the candidate is evidently at the lower end of the Stage B assessment scale, make sure that your questions are framed in language which is reasonably easy for a pre intermediate level candidate to understand and be prepared to clarify or paraphrase.*

*At the end of each candidate's test you must record:*

***'(Candidate's name) – end of test'***

*Switch off the tape recorded until the next candidate is ready to begin. Hand the candidate material back to the invigilator.*

*At the end of the examination session record:*

***'Spoken English Test for Business, Stage B, (date). End of examination session.'***

8981-42-042  
(EL-SETB 42)  
Sample paper 2

**CANDIDATE'S INSTRUCTIONS**

**Part One (2 minutes)**

*In Part One, you are going to answer a number of questions about your own areas of work or business study.*

**Part Two (3 minutes)**

*In Part Two, you and the Interlocutor are going to act out three situations.*

- a) When you check in at a conference you find that the pack you are given is incomplete. Tell the person at the desk what is missing.
- b) You can't find the file you were working on. Ask your colleague if they can help.
- c) You need to postpone a meeting. Phone your business contact to explain why you need to postpone and to see what alternative arrangements can be made.

**Part Three (3 minutes)**

*In Part Three, you are going to have a discussion with the Interlocutor and try to make a decision together. Your company is looking for ways to attract new personnel who are just graduating from university or college. You have one set of suggestions and the Interlocutor has another. Compare the suggestions on your two lists and decide which of them is the most appropriate. Make suggestions other than those on the lists if you wish to.*

- Offer a pension
- Pay for courses leading to professional qualifications
- Give a travel allowance
- Provide a company car

**Part Four (4 minutes)**

*In Part Four, you are going to give your prepared presentation. The Interlocutor will listen for about three minutes and will then ask you questions about what you say. Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) The uses of technology in my area of business
- b) An industry which is important in the country I come from
- c) A country I would like to work in

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**Interlocutor's Instructions**

Part 1 – Two minutes

Part 2 – Four minutes

Part 3 – Four minutes

Part 4 – Six minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 16 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

*Before the first candidate's examination, record the following:*

**'City and Guilds Spoken English Test for Business, Stage C (date) and (candidate's name)'**

### **Part One (2 minutes)**

*Put the first three prompts:*

**1) Could you give me your full name please and spell your surname?**

**2) Do you have a contact phone number or email address?**

**3) What is your occupation?**

***(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)***

#### **List A: prompts appropriate for use with candidates who are currently in business**

How long have you had your present job?

When did you take up your present post?

Why did you choose this occupation?

What made you decide to become a..... (candidate's occupation)?

What are your short-term and long-term career plans?

What professional plans and ambitions do you have for the future?

What particular skills do you think are required for the area of business you are involved in?

What qualifications do people need for the area of business you are involved in?

How important is English in the line of work you have chosen?

How do you use, and expect to use, English in your work?

#### **List B: prompts appropriate for candidates who are business students**

When did you begin your business studies?

How long have you been studying business?

Why did you choose to study business?

What made you decide to study..... (candidate's area of study)?

What are your career plans?

What hopes and ambitions do you have for your future career in business?

What particular skills do you think people need to do the work you plan to do?

What qualifications do people need for the business you plan to be involved in?

How important is English in the line of work you have chosen?

How do you expect to use English in your work?



### Part Two (4 minutes)

Read out each of the three situations in turn and play the appropriate supporting role.

Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency. If the situation is one in which the candidate has to initiate conversation indicate this by saying 'You start'.

- a) The brochures your company ordered have not yet reached you. Phone the printers to complain and to explain what particular problems the delay is causing.
- b) You are going to spend six months at the head office of the multinational company you work for and there are various things you would like to know. Ask a colleague who has worked there and say how you are feeling about the temporary move.
- c) Your company is planning internal reorganisation. Find out from your head of department how the changes are likely to affect you and say what your own hopes are.

### Part Three (4 minutes)

Lead in to this part of the test by saying: **'We each have different information and are going to try to negotiate an agreement'**.

Read out the task-specific rubric and play the role as specified.

Try to be flexible in the role play. Defend your own position clearly and politely, but be prepared to give way and allow the candidate to negotiate a mutually satisfactory compromise.

Introduce this part of the test by saying: **'Your company is planning to hold a one-day conference at the hotel I represent. You have the list of terms your company would ideally like to agree; I have a different set of terms. Let's discuss terms and see what agreement we can reach. You can begin'**.

Rooms	Hall for 50 delegates @ £250; 6 rooms @ £50-60 each
Equipment	OHP all rooms included in overall fee; video and power points extra
Catering	Lunch £25 per delegate; tea/coffee breaks £10 per delegate
Facilities	Use of car park £5 per delegate; hotel fitness centre £10
Other services	Photocopies @ £5 per hundred

### Part Four (6 minutes)

Ask what topic the candidate has chosen for his/her research project and invite him/her to present it to you as an audience interested in, but not necessarily knowledgeable about the topic. **'Now you are going to give your prepared presentation. I am your audience. I'll listen for about five minutes, and then I'll ask you two or three questions about what you say. Please go ahead'**.

Allow the candidate to speak for about five minutes uninterrupted then interject two or three times with open questions related to what you hear.

Do not put any questions which would test very specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.

If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered a choice of the following topics by the invigilator and will have been given time to prepare.

- a) The impact information technology has had on the business sector in which I work
- b) My vision of the business world in the next decade
- c) Why my contribution to a business project on which I have worked was valuable

*At the end of each candidate's test you must record:*

***'(Candidate's name) – end of test'***

*Switch off the tape recorder until the next candidate is ready to begin. Hand the candidate material back to the invigilator.*

*At the end of the examination session record:*

***'Spoken English Test for Business, Stage C (date). End of examination session'***.

8981-43-043  
(EL-SETB 43)  
Sample paper 1

**CANDIDATE'S INSTRUCTIONS**

**Part One (2 minutes)**

*In Part One, you are going to answer a number of questions about your own areas of work or business study.*

**Part Two (4 minutes)**

*In Part Two, you and the Interlocutor are going to act out three situations.*

- a) The brochures your company ordered have not yet reached you. Phone the printers to complain and to explain what particular problems the delay is causing.
- b) You are going to spend six months at the head office of the multinational company you work for and there are various things you would like to know. Ask a colleague who has worked there and say how you are feeling about the temporary move.
- c) Your company is planning internal reorganisation. Find out from your head of department how the changes are likely to affect you and say what your own hopes are.

**Part Three (4 minutes)**

*In Part Three, you are going to negotiate an agreement. Your company is planning to hold a one-day conference at a hotel represented by the Interlocutor and you have been asked to negotiate services and costs. Below is the list of terms your company would ideally like to agree. The interlocutor has a different set of terms. Discuss terms and see what agreement you can reach.*

<b>Rooms</b>	<b>Hall for 60 delegates @ max £200; 6 rooms @ £30-50 each</b>
<b>Equipment</b>	<b>Video, power points, OHP all rooms included in overall fee</b>
<b>Catering</b>	<b>Lunch £25 per delegate; lunch plus 2 X tea/coffee breaks</b>
<b>Facilities</b>	<b>Free use of car park and hotel fitness centre for delegates</b>
<b>Other services</b>	<b>Photocopies included in overall fee</b>

**Part Four (6 minutes)**

*In Part Four, you are going to give your prepared presentation. The Interlocutor will listen for about five minutes and will then ask a few questions about what you say. Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) The impact information technology has had on the business sector in which I work
- b) My vision of the business world in the next decade
- c) Why my contribution to a business project on which I have worked was valuable

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8981-43-043  
(EL-SETB 43)  
Sample paper 2

**Interlocutor's Instructions**

Part 1 – Two minutes

Part 2 – Four minutes

Part 3 – Four minutes

Part 4 – Six minutes

**Invigilator**

The invigilator's role is to supervise the preparation room. First the invigilator must ensure that the candidate completes an entry form. The candidate is then given a candidate preparation sheet and the use of an English-English dictionary and is told "You have 16 minutes preparation time, starting now."

The invigilator must not communicate further with the candidates except to tell them when to go into the examination room. The invigilator must ensure that the candidates take their completed entry forms and their preparation sheets into the examination room.

## **INTERLOCUTOR'S INSTRUCTIONS**

**CHECK THE TAPE RECORDER IS ON AND WORKING**

Before the first candidate's examination, record the following:

**'City and Guilds Spoken English Test for Business, Stage C (date) and (candidate's name)'**

### **Part One (2 minutes)**

Put the first three prompts:

**1) Could you give me your full name please and spell your surname?**

**2) Do you have a contact phone number or email address?**

**3) What is your occupation?**

**(Depending on the candidate's answer to this question, choose three or four questions from list A or list B below)**

#### **List A: prompts appropriate for use with candidates who are currently in business**

How long have you had your present job?

When did you take up your present post?

Why did you choose this occupation?

What made you decide to become a..... (candidate's occupation)?

What are your short-term and long-term career plans?

What professional plans and ambitions do you have for the future?

What particular skills do you think are required for the area of business you are involved in?

What qualifications do people need for the area of business you are involved in?

How important is English in the line of work you have chosen?

How do you use, and expect to use, English in your work?

#### **List B: prompts appropriate for candidates who are business students**

When did you begin your business studies?

How long have you been studying business?

Why did you choose to study business?

What made you decide to study..... (candidate's area of study)?

What are your career plans?

What hopes and ambitions do you have for your future career in business?

What particular skills do you think people need to do the work you plan to do?

What qualifications do people need for the business you plan to be involved in?

How important is English in the line of work you have chosen?

How do expect to use English in your work?

### Part Two (4 minutes)

Read out each of the three situations in turn and play the appropriate supporting role.

Try to make your own contributions suitably natural but brief so that the candidate has the maximum opportunity to demonstrate range and fluency. If the situation is one in which the candidate has to initiate conversation indicate this by saying 'You start'.

- a) The job applicant you have interviewed has not been successful. Explain why and give advice for future applications and interviews.
- b) A member of your department has not yet produced the report you are waiting for. Establish why it is still outstanding and when you can expect it.
- c) A business magazine is preparing an article featuring your company. Find out from the editor what aspects they wish to focus on and give your suggestions for meetings and interviews you can set up.

### Part Three (4 minutes)

Lead in to this part of the test by saying: **'We each have different information and are going to try to negotiate an agreement'**.

Read out the task-specific rubric and play the role as specified.

Try to be flexible in the role play. Defend your own position clearly and politely, but be prepared to give way and allow the candidate to negotiate a mutually satisfactory compromise.

Introduce this part of the test by saying: **'The company you work for would like to work with a personnel recruitment agency, which I represent. You have the list of terms your company would ideally like to agree. I have a different list of terms. Let's discuss terms and see what arrangements we can agree. You can begin'**.

<b>Fees</b>	<b>5% commission on each appointee's first-year salary</b>
<b>Interviews</b>	<b>References and interviews the company's responsibility</b>
<b>Expenses</b>	<b>Company meets all applicant's interview travel expenses</b>
<b>Advertising costs</b>	<b>25% to be met by agency, company to contribute 75%</b>

### Part Four (6 minutes)

Ask what topic the candidate has chosen for his/her research project and invite him/her to present it to you as an audience interested in, but not necessarily knowledgeable about the topic. **'Now you are going to give your prepared presentation. I am your audience. I'll listen for about five minutes, and then I'll ask you two or three questions about what you say. Please go ahead'**.

Allow the candidate to speak for about five minutes uninterrupted then interject two or three times with open questions related to what you hear.

Do not put any questions which would test very specific business knowledge; this part of the test aims to test the candidate's skills in presenting and responding to prompts of a general nature.

If a candidate has **not** prepared a project as the basis for a presentation, he/she will have been offered a choice of the following topics by the invigilator and will have been given time to prepare.

- a) The impact information technology has had on the business sector in which I work
- b) My vision of the business world in the next decade
- c) Why my contribution to a business project on which I have worked was valuable

*At the end of each candidate's test you must record:*

***'(Candidate's name) – end of test'***

*Switch off the tape recorder until the next candidate is ready to begin. Hand the candidate material back to the invigilator.*

*At the end of the examination session record:*

***'Spoken English Test for Business, Stage C (date). End of examination session'***.



8981-43-043  
(EL-SETB 43)  
Sample paper 2

**CANDIDATE'S INSTRUCTIONS**

**Part One (2 minutes)**

*In Part One, you are going to answer a number of questions about your own areas of work or business study.*

**Part Two (4 minutes)**

*In Part Two, you and the Interlocutor are going to act out three situations.*

- a) The job applicant you have interviewed has not been successful. Explain why and give advice for future applications and interviews.
- b) A member of your department has not yet produced the report you are waiting for. Establish why it is still outstanding and when you can expect it.
- c) A business magazine is preparing an article featuring your company. Find out from the editor what aspects they wish to focus on and give your suggestions for meetings and interviews you can set up.

**Part Three (4 minutes)**

*In Part Three, you are going to negotiate an agreement. Your company would like to work with a personnel recruitment agency, represented by the Interlocutor and you have been asked to negotiate terms. Below is the list of terms your company would ideally like to agree. The interlocutor has a different set of terms. Discuss terms and see what agreement you can reach.*

<b>Fees</b>	<b>Flat rate of £200 per employee placed payable on appointment</b>
<b>Interviews</b>	<b>References taken up and initial interview conducted by agency</b>
<b>Expenses</b>	<b>Agency/company share applicants' interview travel expenses</b>
<b>Advertising costs</b>	<b>75% to be met by agency, company to contribute 25%</b>

**Part Four (6 minutes)**

*In Part Four, you are going to give your prepared presentation. The Interlocutor will listen for about five minutes and will then ask a few questions about what you say. Candidates who have not chosen their own presentation topic may choose one of the following:*

- a) The impact information technology has had on the business sector in which I work
- b) My vision of the business world in the next decade
- c) Why my contribution to a business project on which I have worked was valuable



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