

**Pearson LCCI**

# English for Business

## Level 1

Friday 6 June 2014

**Time: 2 hours**

Paper Reference

**ASE1041**

**Complete the details below in block capitals.**

Candidate Name

Centre Code

Candidate Number

Candidate ID Number

Number of additional sheets handed in

**You do not need any other materials.**

### Instructions

- Do **not** open this examination paper until you are told to do so by the supervisor.
- Use **black/blue** ink or ball-point pen.
- Ensure your answers are written clearly.
- Fill in the boxes at the top of this page with your candidate name and number, centre code and your candidate ID number.
- Write your answers in the spaces provided on the question paper.
- If you need more space, use the additional sheets provided. Write your name, candidate number and question number on each sheet and attach them to the inside of your question paper. State, on the front of your question paper, the number of additional sheets attached.
- When you finish, cross through any rough notes and preparatory work.
- Answer **all** questions.

### Information

- The total mark for this paper is 100.
- There are four questions in this question paper.
- The marks for **each** question are shown in brackets  
– use this as a guide as to how much time to spend on each question.
- There is credit for correct spelling, punctuation and grammar.
- You may use an English or bilingual dictionary.

### Advice

- Read each question carefully before you start to answer it.
- Check your answers carefully if you have time at the end.

EXAMINER'S USE ONLY	QUESTION No
	1
	2
	3
	4
	<b>TOTAL</b>

Turn over ►

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**PEARSON**

**Answer ALL questions.**

**1 Situation**

You work as the Assistant Manager of a travel firm, called Carefree Holidays, in your home town. The local newspaper, the 'Weekly Post', has recently published an article listing a number of complaints from some of your customers.

They say that, during their holiday:

- hotels were often a long way from the beach
- day trips from resorts were either overbooked or not available
- Carefree Holidays' representatives were most unhelpful
- hotel menus changed very little from day to day.

You have checked all these complaints, and found that they are completely false.

**Task**

**Write a letter of between 150 and 200 words** to the editor of the 'Weekly Post'. Give the true facts about each complaint. Point out the damage the article has done to your company's good name, and the possible loss of future business. Ask the editor to write a full apology in the next edition of the newspaper.

(30)

**You may invent suitable addresses.**

Lay out your answer as a **letter** in the space below.

**You may continue writing your letter below.**

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter.

**(Total for Question 1 = 30 marks)**

## 2 Situation

You work as the Features Editor for a regional magazine, 'Countryside Life'. Each month you have a competition called 'A Table for Two', featuring local restaurants. It is your job to check the competition page before publication.

### Task

Read the passage below entitled '**A Table for Two**', then say whether the following statements are **TRUE** or **FALSE**. Then write down the **exact words** or phrases from the passage that support your answer. **Do not write more than six support words for each answer**. You will lose marks if you write more than this.

(30)

**Note:** Answers are usually in two parts. You may need to look in different parts of the passage to find the support words you need.

### A Table for Two

Last month our competition, worth £100, was won by Sami Kahn, who lives in the village of Benton. Sami and her boyfriend, Tim Foley, whom she plans to marry, enjoyed a meal for two at The Ridley Hotel in Twyford. Sami and Tim are both part-time fitness instructors.

This month's prize is a 'table for two' at The Old Mill restaurant in the village of Cantwell. Cantwell won the Best Kept Village Award last year, and the year before that. It is a very popular place for day visitors.

The Old Mill is on the outskirts of the village, and was originally a flour mill. The flour mill closed in the 1980s, and its owners, the Taylor family, changed the building into a restaurant with bedrooms. Under the restaurant, which seats 30 people, you can still see some of the old mill machinery.

The restaurant specialises in fish dishes, but there are also several vegetarian dishes available. For a family-run restaurant, the wine list is quite outstanding, with wines from all over the world. The Taylors do all the work themselves. John and Mary are in the kitchen, whilst their two daughters, Anna and Sally, are waitresses in the dining room.

The restaurant is open daily. Booking a table is strongly advised. After your lunch you can take a walk and visit the old church or one of the village's three shops where you will find many unusual products.

To enter the competition, simply answer this question:

#### **In which part of the village is The Old Mill?**

Entries, on a postcard, must arrive at our Head Office at least two days before our next issue (last Thursday of the month). Employees of the magazine cannot enter. There is no cash alternative. The first correct entry will be the winner.

The best of luck to you all!

**Example: 'A Table for Two' is a weekly competition; the winner can choose to have the meal or take the £100.**

**False:            monthly            no cash alternative**

(a) Sami Kahn is not married; The Old Mill can seat at least 25 persons.

(b) The last day for entries is Tuesday; wines at The Old Mill are really good.

(c) Tim Foley works full-time; the Taylors receive help from other people.

(d) The flour mill closed over 20 years ago; the restaurant is open every day.

(e) Most people come to Cantwell for only a short time; the restaurant serves more than just fish.

(f) The Old Mill originally made wine; Anna and Sally do the cooking in the restaurant.

(g) Visitors can stay the night at The Old Mill; employees of the magazine may not take part in the competition.

(h) After lunch you can visit the village supermarket; Cantwell won the Best Kept Village Award for the first time last year.

(i) Nothing remains of the mill's original working parts; competition entries should be sent to The Old Mill.

(j) The Old Mill is in the village centre; it is not necessary to book a table in the restaurant.

**(Total for Question 2 = 30 marks)**



- (q) How many 4-chair or 6-chair sets are made of Redwood or Quela?
- (r) From which type of wood is the second bestselling set made?
- (s) How many sets costing less than £1,000 are made of Oak or Redwood?
- (t) Are the Foxley and the Thorley sets made from the same type of wood?


**SALES FIGURES FOR GARDEN TABLE AND CHAIRS SETS**

TABLE AND CHAIRS SET	NUMBER OF CHAIRS	WOOD TYPE	MADE IN (COUNTRY)	PRICE £	NAME OF SUPPLIER	NUMBERS SOLD
GRANTON	4	TEAK	POLAND	700	BANKS	600
SANDWELL	6	QUELA	GERMANY	1200	SHAW	800
THORLEY	6	REDWOOD	CANADA	1000	SIMKIN	750
CURTIS	8	OAK	CANADA	1100	SIMKIN	700
TELFORD	4	TEAK	BRAZIL	850	BANKS	500
SEADON	4	REDWOOD	GERMANY	1000	SHAW	1200
WOOLBY	8	QUELA	GERMANY	900	RIGBY	1000
FOXLEY	6	OAK	USA	700	SIMKIN	700

**(Total for Question 3 = 20 marks)**

#### 4 Situation

You work in the despatch office of a company called Flowers Direct. It is Monday and you have just received a voicemail message from Mrs Kay Farrelly, who owns a number of retail flower shops called Fleurtations.

“Hello, this is Kay Farrelly from Fleurtations. I’ve just returned from holiday and discovered that my Duty Manager has forgotten that it is Mothers’ Day this weekend. We need extra stocks of flowers urgently. Will you please send four times our usual order for roses, both red and white, and increase our order for orchids by the same amount. Please also supply twice the usual order for lilies and carnations. We must have the order by Friday at the latest. Send everything to the Padbury shop, and put them on our account as usual. What a hectic week this is going to be! Oh, I’ll need some boxes of green fern as well – 10 should be enough. I hope this is not too late for you. Thank you so much!”

In the customer order book you find that Mrs Farrelly’s order for roses is four boxes of each (red and white), and three boxes of the other flowers. The Parbury shop is at 62 Main Street, Parbury, PA1 6EF, and the normal delivery day is Thursday.



**Task**

Use the information in the voicemail to complete the Order and Despatch Form below.

(20)

**FLOWERS DIRECT**  
**ORDER AND DESPATCH FORM**  
**(PLEASE COMPLETE IN CAPITALS)**

**NAME OF CUSTOMER:** .....

**CUSTOMER COMPANY NAME:** .....

**DELIVERY ADDRESS:** .....

**DELIVERY DAY:** .....

**PAYMENT METHOD:** .....

**ORDER RECEIVED BY (NAME):** .....

<b>FLOWER TYPE</b>	<b>NUMBER OF BOXES</b>

**(Total for Question 4 = 20 marks)**

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**TOTAL FOR PAPER = 100 MARKS**

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