

SECTION	EXAMINER USE ONLY
A	
B	
C	
<b>TOTAL</b>	

**Series 4 Examination 2010**

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**ENGLISH FOR BUSINESS**

**Preliminary Level**

**Monday 8 November**

Subject Code: 1044

Time allowed: **1 hour 30 minutes**

Complete the details below in block capitals.

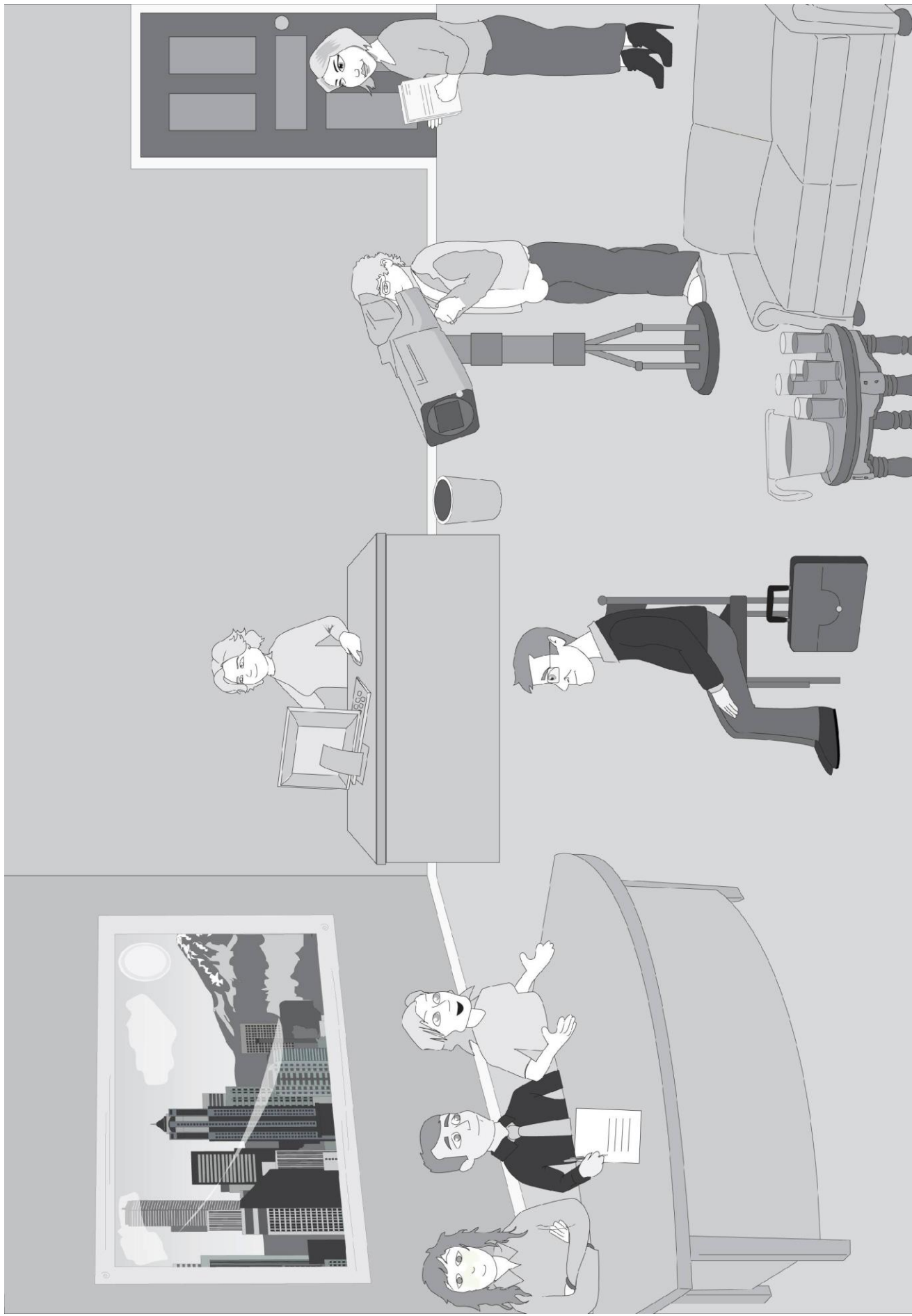
<b>Candidate Name</b>																						
<b>Centre Code</b>										<b>Candidate Number</b>												
<b>Candidate ID Number</b>											<b>Number of additional sheets handed in</b>											

**INSTRUCTIONS FOR CANDIDATES**

- Answer **all 3** sections.
- 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 section number on each sheet and attach them to the inside of your booklet.
- Cross through any rough notes.
- There is credit for correct spelling, punctuation and grammar.
- Check your work carefully.
- You may use a standard English or bilingual dictionary.

**BLANK PAGE**

TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE



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## SECTION A

Look at the picture. Put a tick ( ✓ ) in the box for the best answer to each question.

- A1 What is taking place in the picture? (1 mark)
- (a) An interview for a job
- (b) A sales meeting
- (c) An office party
- A2 How many people are sitting in the picture? (1 mark)
- (a) Three
- (b) Five
- (c) Seven
- A3 What time of day is it? (1 mark)
- (a) Morning
- (b) Afternoon
- (c) You cannot tell
- A4 You can see one door in the room. It is (1 mark)
- (a) Open
- (b) Closed
- (c) Cannot say
- A5 Where is the wastepaper bin? (1 mark)
- (a) Next to a table
- (b) On a table
- (c) Under a table
- A6 There is a man with a camera. What is the camera pointing at? (1 mark)
- (a) The door
- (b) The man sitting on a chair
- (c) The woman sitting at the table

**SECTION A CONTINUED**

A7 Who is behind the man with the camera? (1 mark)

- (a) Nobody
- (b) A man with a case
- (c) A woman with some papers

A8 A man is sitting between two women at the large desk. Who is on his right? (1 mark)

- (a) A woman with folded arms
- (b) A woman with her hands on the desk
- (c) A woman using a computer

A9 The man sitting between the women is writing with a pen. Which hand is he using? (1 mark)

- (a) His right hand
- (b) Both hands
- (c) His left hand

A10 There is a large seat on the right of the picture. Who is sitting on it? (1 mark)

- (a) Three people
- (b) A woman
- (c) Nobody

A11 How many people in the room are speaking on the telephone? (1 mark)

- (a) Seven
- (b) Three
- (c) None

A12 The window frame is made of wood. What is the window made of? (1 mark)

- (a) Paper
- (b) Glass
- (c) Metal

**SECTION A CONTINUED**

A13 Which is the furthest from the door? (1 mark)

(a) The wastepaper bin

(b) The camera

(c) The large seat

A14 If a filing cabinet is needed in the room, where would be the best place to put it? (1 mark)

(a) On the large desk

(b) Against the wall near the door

(c) Outside of the window

A15 How tall is the man with the camera? (1 mark)

(a) About two metres

(b) About five metres

(c) About ten metres

**Look at the picture, then write short answers to these questions where it says Answer.**

A16 What can you see outside of the window? (2 marks)

**Answer** \_\_\_\_\_

A17 Are there more men or more women in the picture? (2 marks)

**Answer** \_\_\_\_\_

A18 What is on the smallest table? (2 marks)

**Answer** \_\_\_\_\_

A19 A woman is sitting on her own at a table. What is she doing? (2 marks)

**Answer** \_\_\_\_\_

A20 Give the name of one thing in the room that is probably made of wood? (2 marks)

**Answer** \_\_\_\_\_

A21 How many people in the room are holding briefcases? (2 marks)

**Answer** \_\_\_\_\_

A22 One person in the room could not see the camera. Who is it? (2 marks)

**Answer** \_\_\_\_\_

## SECTION A CONTINUED

A23 Who is wearing glasses? (2 marks)

Answer \_\_\_\_\_

A24 Are the three people at the large desk facing the window? (2 marks)

Answer \_\_\_\_\_

A25 How many people can you see in the room? (2 marks)

Answer \_\_\_\_\_

**(Total 35 marks)**

## SECTION B

Dolores Acuna is a receptionist at the Riverside Hotel in the town of Stigmouth. It is now ten o'clock in the morning and a man called Francis Kelly has come to the reception desk.

Dolores: Good morning, sir. Can I help you?

Francis Kelly: Hello, I'd like to book a room, please.

Dolores: Right. When would you like to stay with us?

Francis Kelly: Tonight, please – just for one night on this occasion.

Dolores: OK. Is that a single room?

Francis Kelly: A room for two people, please. My wife will be with me. I've stayed here many times before and it would be nice if I could have a room with a view of the river.

Dolores: We are quite busy at the moment, but I am sure I can find you a nice room. I'll check which rooms are free.

*(Dolores tries to use the computer booking system)*

Dolores: Oh dear, the computer system is not working. We've had problems all morning. I'm afraid I can't make the booking. But don't worry, sir. I know that some of our rooms are not booked. If you could wait for a few minutes I can book the room when the computer is working again.

Francis Kelly: I can't wait. I have an appointment at 10.15.

Dolores: Right, I can still help you. I'll get the list of rooms that are free from the manager and book a room as soon as I can. If the computer is not working before I leave at lunchtime I'll give a message to the next receptionist, Christina Karelsa. Oh, I nearly forgot, what is your name, sir?

Francis Kelly: My name is Francis Kelly and my wife is Mrs Mary Kelly. Can we book dinner for tonight at 7.30 please?

Dolores: Certainly Mr Kelly. I'll book dinner for you when I arrange the room. I hope you enjoy your visit to our hotel.



**SECTION B CONTINUED**

**Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.**

		<b>TRUE</b>	<b>FALSE</b>	
B1	Francis Kelly works in a hotel.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B2	All rooms have river views.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B3	Francis is married to Mary.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B4	There have been many computer problems during the morning.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B5	Dolores will meet Francis when he arrives at the hotel later.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B6	Francis has not stayed at the hotel before.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B7	The hotel is quite busy at the moment.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B8	Francis wants to book a single room.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B9	Dolores is speaking to Francis on the telephone.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B10	Francis has an appointment this morning.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)
B11	Dolores will leave the hotel before the afternoon.	<input type="checkbox"/>	<input type="checkbox"/>	(1 mark)

**Write a sentence to answer each question about the conversation on the line marked Answer.**

B12 What time of day is it when Dolores speaks to Francis? (3 marks)

**Answer** \_\_\_\_\_

B13 Why is Dolores not able to make a booking for the room? (3 marks)

**Answer** \_\_\_\_\_

B14 What will Dolores get from the Manager? (3 marks)

**Answer** \_\_\_\_\_

B15 How many nights does Mr Kelly want to book at the hotel? (3 marks)

**Answer** \_\_\_\_\_

B16 What is Christina Karelsa's job? (3 marks)

**Answer** \_\_\_\_\_

**SECTION B CONTINUED**

B17 Why cannot Mr Kelly wait for the room to be booked? (3 marks)

**Answer** \_\_\_\_\_

B18 What did Dolores almost forget to do? (3 marks)

**Answer** \_\_\_\_\_

B19 What does Mr Kelly want to do this evening? (3 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

**SECTION C**

The computer is not working when Dolores leaves at lunchtime so she must give a message to Christina Karelsa about making a booking for Mr and Mrs Kelly. Look at the information about rooms at the hotel. Choose a room, then use the memo form below to write a message that Dolores could give to Christina.

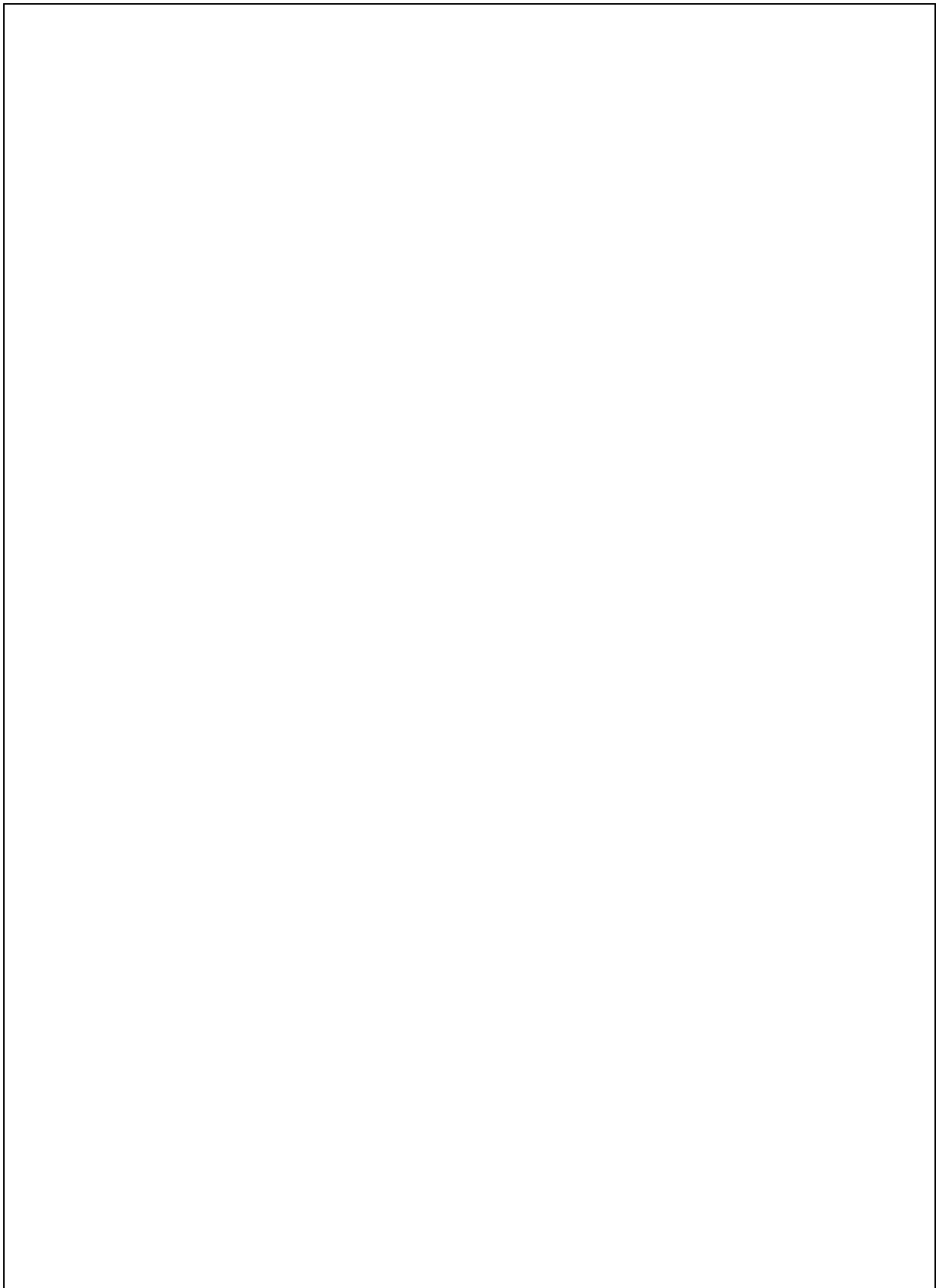
<b>Riverside Hotel Double Rooms on (date)</b>			
<b>Room No</b>	<b>Free/Booked</b>	<b>River View</b>	<b>Bath/Shower</b>
7	Booked	Yes	Bath
8	Booked	Yes	Bath
9	Free	No	Shower
10	Free	No	Shower
17	Free	Yes	Shower
18	Booked	Yes	Bath
19	Booked	No	Bath
20	Free	No	Shower
27	Free	Yes	Shower
28	Booked	Yes	Bath
29	Free	No	Bath
30	Free	No	Shower

<b>MEMORANDUM</b>	
To:	Date:
From:	
Subject:	

You may continue your memo on the following page.

**SECTION C CONTINUED**

You may continue writing your memo here.

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

**(Total 30 marks)**