

READING  
QUESTIONS 1 – 45

PART ONE  
Questions 1 – 5

- Look at questions 1 – 5.
- In each question, which sentence is correct?
- For each question, mark one letter (A, B or C) on your Answer Sheet.

Example

Telephone message

Bill Ryan caught 9.30 flight – due here 11.30 now, not 12.30.

When does Bill Ryan expect to arrive?

- A 9.30
- B 11.30
- C 12.30

The correct answer is B, so mark your Answer Sheet like this:



Office Staff Required  
Experience essential  
Full training given (leading to  
recognised qualifications)

Applicants must have

- A relevant qualifications.
- B previous experience.
- C recognised training.

1

2

2

**SPORTMASTER**

Pakistan-based manufacturer of sports items wishing to do business in Europe is looking for importers

TEL: 92 555 4321

Sportmaster wants to

- A sell its products abroad.
- B import products into Pakistan.
- C manufacture in Europe.

3

NOTICES FOR DISPLAY ABOVE THIS  
PHOTOCOPIER MUST FIRST BE  
HANDED TO RECEPTION

- A You can photocopy notices at Reception for display here.
- B Photocopied notices can only be displayed at Reception.
- C Take your notice to Reception if you want it displayed here.

4

THE AIRPORT EXPRESS DEPARTS FROM PLATFORM 3 EVERY 20 MINUTES  
DURING THE DAY (EVERY 30 MINUTES AT NIGHT)

- A The train service to the airport runs 24 hours a day.
- B Airport trains leave Platform 3 at 20 minutes past the hour.
- C The airport express takes half an hour at night.

5

Goods not normally dispatched unless paid for at time of ordering –  
payment on delivery by special arrangement only

Customers should normally pay for goods

- A when their order is processed.
- B when the goods are delivered.
- C when they place an order.

Turn Over ▶

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**PART TWO**  
**Questions 6 – 10**

- Look at the advertisement below. It shows services offered by a business consultancy.
- For questions 6 – 10, decide which service (A – H) would be suitable for each person.
- For each question, mark one letter (A – H) on your Answer Sheet.
- Do not use any letter more than once.

**THINKING OF STARTING A BUSINESS?**

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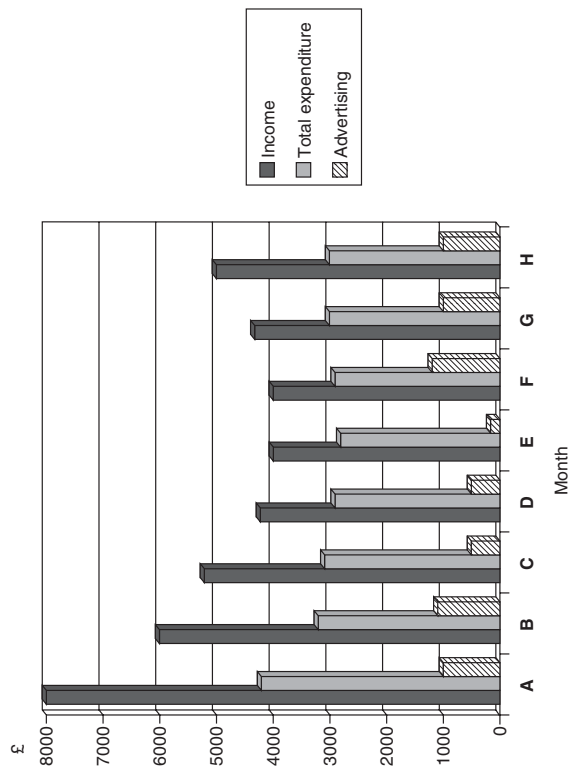
**Need expert advice and/or assistance in one or more of the following areas?**

- A** Market Research
- B** Constructing a schedule
- C** Calculating costs
- D** Meeting legal requirements
- E** Obtaining finance
- F** Renting or purchasing premises
- G** Recruiting and training staff
- H** Promoting products and services

- 6 Margaret Williams needs help in choosing the business loan with the most competitive terms.
- 7 Ibrahim Shah wants to be sure that there will be enough demand for his product.
- 8 Maria Fernandez would like some advice about where to advertise a new line of goods.
- 9 Kim Seng wants to research new laws on constructing buildings.
- 10 Peder Andersen needs to know whether his existing funds are enough to set up his business.

**PART THREE**  
**Questions 11 – 15**

- Look at the chart below. It shows a restaurant's income, total expenditure and advertising costs during an eight-month period.
- Which month does each sentence (11 – 15) on the opposite page describe?
- For each sentence, mark one letter (A – H) on your Answer Sheet.
- Do not use any letter more than once.



- 11 In this month, total expenditure, like income, showed a fall, while spending on advertising demonstrated the opposite trend.
- 12 Total expenditure rose slightly in this month, while advertising costs reached their peak, leading to a higher income in the following month.
- 13 Despite a decline in advertising costs in this month, expenditure as a whole rose.
- 14 This month's improvement in income was particularly welcome, as it was not matched by an increase in expenditure.
- 15 While this month saw a low point in the restaurant's income, expenditure continued to fall.

**PART FOUR**  
**Questions 16 – 22**

- Read the advertisement below for a hot drinks machine.
- Are sentences **16 – 22** on the opposite page 'Right' or 'Wrong'? If there is not enough information to answer 'Right' or 'Wrong', choose 'Doesn't Say'.
- For each sentence **16 – 22**, mark one letter (**A**, **B** or **C**) on your Answer Sheet.

**ADVERTISING FEATURE**

**Save money and keep your staff happy**

It can be expensive to keep the canteen open to serve drinks to your staff through the day. Our QVM hot drinks machine replaces this service, so that you can close the canteen between mealtimes.

You can install the QVM hot drinks machine anywhere in the building. One machine is suitable for a staff of ten to fifteen people. It costs £1300 to buy, or £11.00 per week to rent over 60 months. It is not expensive to operate: for example, the cost of power for one day is 30p, nearly as cheap as the price of one hot drink from the machine.

Our company will carry out a weekly service, at a charge of £10.00. We can also refill the machine with drinks ingredients for an extra charge of £8.00. Some customers prefer to do this themselves, however.

There are eight choices of hot drink available from the QVM machine, and our company offers one month's trial free of charge, so that you can estimate how popular the machine will be and see what the actual savings are.

**16** With a QVM machine, companies can avoid having a canteen altogether.

- A** Right      **B** Wrong      **C** Doesn't say

**17** The QVM machine provides enough hot drinks for up to fifteen people.

- A** Right      **B** Wrong      **C** Doesn't say

**18** Most customers prefer to rent the QVM machine over sixty months.

- A** Right      **B** Wrong      **C** Doesn't say

**19** The electricity used daily by the machine costs less than the price of a hot drink.

- A** Right      **B** Wrong      **C** Doesn't say

**20** The machine company empties the money from the machine as part of its service agreement.

- A** Right      **B** Wrong      **C** Doesn't say

**21** Customers can refill their machines with drinks ingredients, if they want to.

- A** Right      **B** Wrong      **C** Doesn't say

**22** During the trial period, the customer pays a reduced amount to rent the machine.

- A** Right      **B** Wrong      **C** Doesn't say

**PART FIVE**  
**Questions 23 – 28**

- Read the following review of a book called *The Bosses Speak*.
- For each question 23 – 28 on the opposite page, choose the correct answer.
- Mark one letter (A, B or C) on your Answer Sheet.

## The Bosses Speak

John Stuart is an executive recruitment specialist who has turned to writing. The result is this book, based on interviews with twenty Chief Executives.

Each top manager – none of them famous names, surprisingly – is given a short chapter, and there is some introductory material and a conclusion. This means you can jump from one person to another, in any order, which is good for people who are too busy to read a book from cover to cover. For a management book it isn't expensive, although whether it's good value for money is doubtful.

Some of the twenty interviewees started their own businesses, while others joined a company and worked their way up. Some are fairly new in their position, and others have had years of experience, though, strangely,

Stuart doesn't seem interested in these differences. The interviewees work in everything, from retailing to airlines to software, and it is this variety that forms the main theme of Stuart's book.

I have to say that Stuart's approach

annoys me. He rarely stays at a distance from his interviewees, who are mostly presented in their own, positive words. If this were always the case, at least you would know where you were. But he seems to dislike certain interviewees. As a result, I don't know whether to accept any of his opinions.

Stuart seems to think that his book would be useful for people aiming for the top, and that it might even make a few want to start their own company; but, in fact, what they could learn here is very limited. Seen as light business reading for a doctor or teacher, though, this book would provide some good entertainment.

23 The reviewer suggests that one advantage of the book is that

- A it is better value than other management books.
- B it does not need to be read right through.
- C it is about well-known people.

24 The book concentrates on the fact that the twenty executives who are interviewed

- A work in a number of different industries.
- B started their companies.
- C have worked for different lengths of time.

25 The reviewer cannot accept Stuart's opinions because Stuart

- A makes unreasonable complaints about the interviewees.
- B writes too positively about the interviewees.
- C has different attitudes towards different interviewees.

26 Reading the book made the reviewer think that

- A there are certain qualities which all Chief Executives need.
- B it is difficult to discover how people really run a company.
- C running a company is easier than many people think.

27 Which parts of the book did the reviewer most enjoy reading?

- A how the interviewees became Chief Executives
- B what sort of people the interviewees are
- C the advice given by the interviewees

28 The reviewer recommends the book for people who

- A intend to set up in business.
- B want to become senior managers.
- C are outside the field of business.

Turn Over ▶

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10

**PART SIX**  
**Questions 29 – 40**

- Read the article below about team-building.
- Choose the correct word to fill each gap, from **A**, **B** or **C** on the opposite page.
- For each question **29 – 40**, mark one letter (**A**, **B** or **C**) on your Answer Sheet.

## TEAM-BUILDING THROUGH ACTIVITIES

Nowadays, company bosses are increasingly trying to find unusual team-building events as part of their training programme. An activity park **(29)** ..... Fast-track has just opened to offer **(30)** ..... events. It specialises **(31)** ..... events to attract the corporate entertainment market. **(32)** ..... is growing all the time.

The park is situated just a few kilometres outside the city centre **(33)** ..... it provides events that **(34)** ..... entertain as well as train.

Clients can try outdoor attractions such as sailing or climbing. **(35)** ..... availability clearly depends entirely **(36)** ..... the weather. Activities of **(37)** ..... kind are perfect team-building exercises.

'I'd **(38)** ..... been to an activity park before,' explained James Black, a company manager. 'Before we came, I didn't think we **(39)** ..... enjoy ourselves so much and I didn't expect the huge difference that Fast-track's programme has **(40)** ..... to my team. Now we work better together than we did before.'

- |    |           |            |          |
|----|-----------|------------|----------|
| 29 | A calling | B calls    | C called |
| 30 | A such    | B like     | C so     |
| 31 | A at      | B for      | C in     |
| 32 | A who     | B which    | C what   |
| 33 | A and     | B but      | C or     |
| 34 | A ought   | B will     | C shall  |
| 35 | A because | B although | C since  |
| 36 | A on      | B of       | C with   |
| 37 | A a       | B these    | C this   |
| 38 | A still   | B ever     | C never  |
| 39 | A must    | B would    | C might  |
| 40 | A made    | B had      | C done   |

**PART SEVEN**  
**Questions 41 – 45**

- Read the memo and note below.
- Complete the claim form on the opposite page.
- Write a word or phrase (in CAPITAL LETTERS) or a number on lines 41 – 45 on your Answer Sheet.

**MEMO**

**TO:** Barbara Sinclair  
**FROM:** Peter Rogers  
**DATE:** 25 May 2002  
**SUBJECT:** Insurance Claim

Could you deal with this? It's our insurance claim, for the damage at the weekend. The insurance policy is in my name, and we bought the carpet for £300, although it will cost at least £500 to replace. Luckily our office carpets seem fine.

Thanks

**OWEN SMITH INSURANCE COMPANY**

*with compliments*

Thank you for your recent phone call regarding flood damage in your photocopy room.  
Could you please complete the attached form and return it to me as soon as possible.

*Martin Morris*

**Insurance Claim**

**NAME OF POLICY HOLDER:** (41) .....

**POLICY NUMBER:** LD4756030C

**ITEM(S) TO BE REPLACED:** (42) .....

**LOCATION OF ITEM(S):** (43) .....

**VALUE WHEN PURCHASED:** (44) .....

**CAUSE OF DAMAGE:** (45) .....

**DATE OF DAMAGE:** Sunday 19 May

Turn Over ▶

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WRITING  
QUESTIONS 46 and 47

**PART ONE**  
**Question 46**

- You are going to attend an engineering exhibition in Frankfurt soon.
- Write a **memo** to your assistant:
  - explaining why you will be away
  - letting her know the dates you will be away
  - saying what work she should do while you are away.
- **Write 30 – 40 words.**
- **Write on your Answer Sheet.**

**MEMO**

To: Sara Lyons  
 From:  
 Date: 14 March 2003  
 Subject: Trip to Frankfurt

**PART TWO**  
**Question 47**

- Read this part of a letter from Mary Bennett applying for a job.

With reference to your advertisement in The Times, I am writing to apply for the post of training assistant.  
 I am moving to your country next month with my husband. As you will see from the enclosed CV, I have had a lot of experience in training and I feel that I have much to offer your company.  
 If I am selected for interview, please could you give me information about how to reach your offices by public transport?

- Write a **letter** to Mrs Bennett:
  - acknowledging her letter
  - offering her a date and time for an interview
  - requesting the names and addresses of two referees
  - telling her the best way to reach you by public transport.
- **Write 60 – 80 words.**
- **Write on your Answer Sheet. Do not include any postal addresses.**

*Dear Mrs Bennett*



## WRITING PART I

## CANDIDATE A

I am going to attend an engineering exhibition in Frankfurt, and the ticket's date is 20th March, I will be away for one week, during this week I would like you to arrange the training meeting which we have decided and make an appointment with selling manager. I would like to see him 27th morning 10:30.

## EXAMINER COMMENTS

All points clearly achieved with only minor errors of punctuation and the occasional missing preposition or article. Band 5

## CANDIDATE B

Next week I go to an exhibition in Frankfurt. It's from the 9th to the 11th. While I am in Frankfurt you should write the business letters. If there are any problems – call me!

## EXAMINER COMMENTS

All the content points have been achieved but '*Next week I go*' and '*write the business letters*' are awkward. Band 4

## CANDIDATE C

I must go attend an engineering exhibition in Frankfurt from 15 March to 18 March. Can you tell Mr Meier to ask him confirmation for the fly on Monday and finish to made the travel documents for departure in April?

Yours sincerely

## EXAMINER COMMENTS

The third content point (what work the assistant should do while the writer is away) is not achieved as the second sentence is confused and the role of Mr Meier is not clear. Band 3

## CANDIDATE D

I will go on a trip to Frankfurt about attend an engineering exhibition tomorrow (15/March), so I want you help me to leave a message if I have phone call. Thank you!

## EXAMINER COMMENTS

The candidate has failed to achieve both the second and third content points (the dates when the writer will be away and what work the assistant should do during this time), making this an inadequate attempt at the task. Band 2

## WRITING PART 2

## CANDIDATE E

Dear Mrs Bennett

Thank you for applying our company. We arranged an interview for you. The date is 4th April. Please arrive at 9.15 in the morning, the interview star at 9.30. Please arrive on time.

We also need the names and address of 2 referees.

The best way to reach our office is use underground. You can find the name of the street where our office is from the map. And use underground from trainstation to our company. You don't need change train.

If you have any questions, please contact us.

Yours sincerely

## EXAMINER COMMENTS

All the content points have been achieved and the candidate has demonstrated confident control throughout most of the letter, although there are a few non-impeding errors and a slightly abrupt register. Band 5

## CANDIDATE F

Dear Miss Bennett

Thank you for your curriculum vitae and for the interest in this job.

We are pleased to have an interview with you at Monday, 23 April at 10 a.m. in our location. So we have the possibility to introduce you to the team.

Could you please confirm me this requested date and please send me the name of two referees in advance. We hope to see you soon. If you have any questions do not hesitate to contact me.

Kind regards

## EXAMINER COMMENTS

The language used by this candidate is consistent with band 5, but the fact that the last content point (how to reach the company by public transport) is not achieved holds the mark awarded at band 4. Band 4

## CANDIDATE G

Dear Mrs Bennett

I have received your letter of application of post of traning substance, we have arrengeed for you an interview with Mr John on 26 April, please tell me your 2 referees names and addresses you can reach us by busses numbered 610, 611 from city centre

Yours faithfully

## EXAMINER COMMENTS

All the content points have been achieved and the candidate has used an adequate range of structure and vocabulary. However, there is an impeding error (*traning substance*) and this, together with the lack of punctuation and that the fact that the script is slightly short, holds the mark awarded at band 3. Band 3

## CANDIDATE H

To Mrs Bennett

I receive your letter including CV we were also looking for the person who is experienced in work. The date for interview for you is 20-03-02 and we will very happy to interview you. The best way you can reach us by public transport. If you need any further information please don't hesitate to contact me.

Your sincerely

## EXAMINER COMMENTS

Only the first two content points have been achieved, which holds the mark awarded at band 2. Band 2



