

English for Office Skills (8960)

Additional sample papers



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November 2006
Version 1.0

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1 Sample Exam Papers – Level 1

8960-11-011
(EL-OFFN 11)
SAMPLE 2

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

*The use of dictionaries is **not** permitted.*

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

*NB Read aloud the text which is **not** in italics. Read at normal reading speed.*

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 Please **acknowledge** receipt of this e-mail.
- 2 They were **disappointed** with their results.
- 3 The administrator asked to be **transferred**.
- 4 I shall visit the new offices next **Wednesday**.
- 5 She was delighted to **receive** such a warm welcome.
- 6 The security **guard** starts work at 8 o'clock.
- 7 We were **certainly** surprised by their reaction.
- 8 The employee was given an **excellent** reference.
- 9 Her **absence** record was very poor.
- 10 The bank needs a **specimen** of your signature.

- 11 Her family life has always been very **important**.
- 12 The manager was **deceived** by his staff.
- 13 In my **view**, it is time to make our final decision.
- 14 It takes thirty **minutes** to travel there by car.
- 15 Are you **familiar** with our stock control system?
- 16 The men had a serious **argument** and resigned.
- 17 The **committee** meets every Monday at ten o'clock.
- 18 All the **secretaries** worked in the same office.
- 19 He **omitted** to mention the takeover bid.
- 20 Each candidate had two **separate** interviews.

(20 marks)

Question 2 Listening Comprehension

Look at the form. (10 seconds) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Hello. I'd like to leave a message for Tony in the Sales Department. This is Susan from Personnel. I have to arrange a visa for his trip to China and I need 2 photographs of him as soon as possible. Please ring me back on extension 213. Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills Level 1

This paper must be returned with
the candidate's work, otherwise
the entry will be void and no
result will be issued.



8960-11-011
(EL-OFFN 11)
SAMPLE 2

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

Section A - Spelling
- Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| 20 | 10 | 10 | 15 | 10 | 10 | 10 | 15 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

Travel by private jet might seem an impossible luxury but it is by no means only for the likes of film stars and celebrities. Executive jet hire mirrors the rise and fall of share prices and, as business picks up, so does the demand for private planes.

David Savile, the Chief Executive of a leading air charter firm says, 'We have provided more aircraft in the past two months than in the whole of the previous ten.' Paradoxically, it is perhaps because companies' budgets are still tight that they are now more keen to fly executives by private charter than by commercial airline. Hiring a jet at an average cost of £2,000 per hour is obviously more expensive than a business class seat on a commercial flight, but the time saved makes it look less extravagant. Mr Savile adds, 'Executives' time is expensive and if we can reduce the time they are out of the office by getting them to their destination and back faster than commercial airlines, the overall cost to the client can be halved.'

Companies are also tired of being let down by the major airlines who are cutting unprofitable routes, cancelling flights because of industrial action and downgrading their service in general. And while tighter security has led to longer airport check-in times, private operators flying from small airfields still allow passengers to drive right up to the aircraft because security checks can be carried out the night before.

Even the concept of part ownership of executive jets is starting to appeal to companies and individuals who like the idea of having a private aircraft but do not want the bother or expense of owning one outright.

A new air charter firm is trying to expand the market by designing a cut-price service aimed at smaller businesses that might have previously considered corporate jets out of their league. With prices up to 60% lower than its competitors, this company is targeting travellers who fly frequently to major European cities and who want to get there and back within a day. The company's Managing Director said, 'If a company has six or seven employees travelling to a conference, the price of a private jet doesn't look too extravagant.'

- 1 Private jets tend to be associated with people such as
- 2 The popularity of executive jet hire is linked to in the stock market.
- 3 The main advantage of using a private jet is that it
- 4 It is estimated that hiring a private jet can save a company up to per cent of the cost of a commercial flight.
- 5 Commercial airlines lose customers when they or
- 6 Stricter security controls have led to for commercial flights.
- 7 It is now possible for clients to buy a in an aircraft.
- 8 Private jet hire is particularly attractive to executives who travel and who want to return home

(10 marks)

4 SYNTAX

In each of the following sentences, there is ONE error of grammar or syntax. Circle the error and write the correction in the space provided.

- 1 The job attracted large amounts of applicants.
- 2 Which doctor was you hoping to see?
- 3 The first prize was won by my friend and I.
- 4 He always use to play football at the weekend.
- 5 She said she didn't know nothing about it.
- 6 It don't make sense to pay in advance.
- 7 She rung three times before he answered.
- 8 What you hope to do when you leave college?
- 9 The little girl entered into the room smiling.
- 10 If the system breaks down our work would be lost.
- 11 We could of helped you with those documents.
- 12 Is it most expensive to travel by train or by car?
- 13 The student did really good in his tests.
- 14 The man that owns the flat comes from India.
- 15 The athlete has broke the world record.

(15 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 The offices occupied a 4-..... building in the city centre.
(storey/story)
- 2 The new trainee was worried about his job.
(loosing/losing)
- 3 Those files are stored in the bottom of the cabinet.
(draw/drawer)
- 4 There are aspects of my life which must remain confidential.
(personal/personnel)
- 5 The new owners the business of its main assets.
(striped/stripped)
- 6 The state of the world economy seemed to have little on our business.
(affect/effect)
- 7 His objective had always been to make a profit.
(principal/principle)
- 8 Since joining the company she had to becoming a Board member.
(aspired/inspired)
- 9 To the boredom of waiting, they listened to music on the radio.
(relief/relieve)
- 10 The equipment to guidelines issued by the health and safety committee.
(confirmed/conformed)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

the winner of the first prize in the competition said im really delighted to have won this
fantastic prize a cruise is just what my wife and i have always dreamed of

(10 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are TEN. Identify each error exactly on the second table by putting a circle around it.

EXAMPLE:

£1 234

£1 243

Do NOT correct the errors.

CORRECT VERSION

| TIMESHARE BARGAINS | | | | |
|---------------------------|----------|---------|--------|----------------|
| Resort | Area | Weeks | Sleeps | Price Per Week |
| Playa Dorada | Spain | 15/42 | 4 | £1650 |
| Western Lakes | Florida | 31/45 | 8 | £2750 |
| Ocean Fairways | Portugal | 16/17 | 6 | £2550 |
| Club del Mar | Tenerife | 21/22 | 6 | £1950 |
| Sunset Harbour | Florida | 3/10/15 | 8 | £2550 |
| Casa del Campo | Spain | 40/41 | 4 | £1700 |

Many fantastic bargains not listed here
Visit us at www.villascene.com

INCORRECT VERSION

| TIMESHARE BARGAINS | | | | |
|---------------------------|----------|---------|--------|----------------|
| Resorts | Area | Weeks | Sleeps | Price per Week |
| Playa Dorada | Spain | 15/42 | 4 | £1650 |
| Western Lakes | Florida | 31/45 | 8 | £2750 |
| Ocean Fairways | Potrugal | 16/17 | 6 | £2550 |
| Club del Mar | Tenerife | 21/23 | 8 | £1590 |
| Sunset Harbor | Florida | 3\10/15 | 8 | £2550 |
| Casa del Campo | Spain | 40/41 | 4 | £1070 |

Many fantastic bargains not listed there
Visit us at www.villascene.com

(10 marks)

8 PROOF-READING (B)

In the letter below there are FIFTEEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: c^ompetition.

Do NOT correct the errors.

Today's date

Mr D Brown
53 Magnolia close
Bristol
BS7 5LP

Dear Mr Browne

Thankyou for your letter requesting details of our range of office furniture. I enclose a copy of our latest cataloge.

As you will see, we offer a wide range of office furniture at prices to suit all pockets. Whether you wish to purchase a single item or would like one of our designers to plan your your working environment for you, we can help. Our prices are compititive and delivery can be arranged within three working days

If you would like to visit our showroom, we would be happy to arrange an apointment. We are open Monday to saturday from 9 am until 5.30 am.

Please note that we are offering a discount of 10% to all customers who places an order to the value of £750 within the next four weeks.

Your sincerely

Pat Wilson
Mannager

Enc

(15 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 1 – SAMPLE 2

ANSWERS

SPELLING

| | | | | | |
|----|--------------|-----|----|-------------|-----|
| 1 | acknowledge | (1) | 11 | important | (1) |
| 2 | disappointed | (1) | 12 | deceived | (1) |
| 3 | transferred | (1) | 13 | view | (1) |
| 4 | Wednesday | (1) | 14 | minutes | (1) |
| 5 | receive | (1) | 15 | familiar | (1) |
| 6 | guard | (1) | 16 | argument | (1) |
| 7 | certainly | (1) | 17 | committee | (1) |
| 8 | excellent | (1) | 18 | secretaries | (1) |
| 9 | absence | (1) | 19 | omitted | (1) |
| 10 | specimen | (1) | 20 | separate | (1) |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|---------------------|-----|
| 1 | Tony | (1) |
| 2 | Sales | (1) |
| 3 | Susan | (1) |
| 4 | Personnel | (1) |
| 5 | arrange visa | (1) |
| 6 | trip to China | (1) |
| 7 | 2 photographs | (1) |
| 8 | as soon as possible | (1) |
| 9 | ring back | (1) |
| 10 | extension 213 | (1) |

10 marks

3 READING COMPREHENSION

| | | |
|---|--|-----|
| 1 | film stars/celebrities | (1) |
| 2 | changes/fluctuations (not rises and falls) | (1) |
| 3 | saves time | (1) |
| 4 | fifty | (1) |
| 5 | cut unprofitable routes/downgrade their service/ cancel flights (any 2) | (2) |
| 6 | longer check-in times | (1) |
| 7 | (part)-share | (1) |
| 8 | frequently | (1) |
| | the same day | (1) |

10 marks

4 SYNTAX

| | | |
|----|-----------------|------------------|
| 1 | amounts | numbers |
| 2 | was you | were you |
| 3 | my friend and I | my friend and me |
| 4 | use to | used to |
| 5 | nothing | anything |
| | didn't know | knew |
| 6 | don't | doesn't |
| 7 | rung | rang |
| 8 | what you | what do you |
| 9 | into | omit |
| 10 | would | will |
| | breaks | broke |
| 11 | could of | could have |
| 12 | most expensive | more expensive |
| 13 | good | well |
| 14 | that | who |
| 15 | broke | broken |
| | has | omit |

30 ÷ 2 = 15 marks

5 VOCABULARY

| | | | | | |
|---|----------|-----|----|-----------|-----|
| 1 | storey | (1) | 6 | effect | (1) |
| 2 | losing | (1) | 7 | principal | (1) |
| 3 | drawer | (1) | 8 | aspired | (1) |
| 4 | Personal | (1) | 9 | relieve | (1) |
| 5 | Stripped | (1) | 10 | conformed | (1) |

10 marks

6 PUNCTUATION

The winner of the first prize in the competition said, "I'm really delighted to have won this fantastic prize. A cruise is just what my wife and I have always dreamed of."

10 marks

7 PROOF-READING (A)

| TIMESHARE BARGAINS | | | | |
|--------------------|----------|----------|--------|----------------|
| Resorts | Area | Weeks | Sleeps | Price per Week |
| Playa Dorada | Spain | 15/42 | 4 | £1650 |
| Western Lakes | Florida | 31/45 | 8 | £2750 |
| Ocean Fairways | Portugal | 16/17 | 6 | £2550 |
| Club del Mar | Tenerife | 21/23 | 8 | £1690 |
| Sunset Harbor | Florida | 31/40/15 | 8 | £2550 |
| Casa del Campo | Spain | 40/41 | 4 | £1070 |

Many fantastic bargains not listed there
Visit us at www.villascene.com

10 marks

8 PROOF-READING (B)

Today's date

Mr D Brown
53 Magnolia close
Bristol
BS7 5LP

Dear Mr Browne

Thank you for your letter requesting details of our range of office furniture. I enclose a copy of our latest catalogue.

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If you would like to visit our showroom, we would be happy to arrange an appointment. We are open Monday to Saturday from 9 am until 5.30 am.

Please note that we are offering a discount of 10% to all customers who places an order to the value of £750 within the next four weeks.

Your sincerely

Pat Wilson
Mannager

Enc

15 marks

8960-11-011
(EL-OFFN 11)
SAMPLE 3

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is not permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is not in italics. Read at normal reading speed.

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 My **computer** needs to be replaced.
- 2 The company **acquired** new premises.
- 3 Your duties will be very **similar** to mine.
- 4 The manager **usually** goes home at six o'clock.
- 5 I am **planning** to take my holidays in August.
- 6 The doctor **referred** him to an eye specialist.
- 7 We were able to **negotiate** a very good deal.
- 8 A **decision** will be made within three days.
- 9 Is it possible to pay by **instalments**?
- 10 She **believed** that he was telling the truth.

- 11 Our office is **convenient** for the new motorway.
- 12 We had **awful** weather in April.
- 13 The man was **desperate** to join the team.
- 14 I hope we can **maintain** such high standards.
- 15 She made an **occasional** visit to the city.
- 16 It takes about **forty** minutes to complete the task.
- 17 I was **extremely** sorry to hear about his illness.
- 18 He was **definitely** the best candidate.
- 19 The courtroom was **equipped** with cameras.
- 20 She was **surprised** at how quickly they worked.

(20 marks)

Question 2 Listening Comprehension

Look at the form. (10 seconds) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Hello. I would like to leave an urgent message for the Maintenance Manager. This is Steven in Room 27. Please tell him that the window in Room 28 is broken and the room is too cold for us to use. Can he please repair the window ready for tomorrow's training course? Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills
Level 1

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.



8960-11-011
(EL-OFFN 11)
SAMPLE 3

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

- Section A**
- Spelling
 - Listening Comprehension

- Section B**
- Reading Comprehension
 - Syntax
 - Vocabulary
 - Punctuation
 - Proof-reading (A)
 - Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|----|----|----|----|----|----|----|----|-------|
| 20 | 10 | 10 | 15 | 10 | 10 | 10 | 15 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

Moving house is considered to be one of life's most stressful experiences, right up there with divorce – indeed one often leads to the other. For firms and organisations too, relocation can mean dislocation. A poorly planned and executed move can easily lead to the loss of key staff, customers, data and money.

When the pace of business life was slower, moving an office involved little more than a few men in brown coats, tea chests and a large lorry. That won't do any more. Large organisations need (and their customers expect) to leave their old premises on a Friday night and be fully operational in a new location by Monday morning.

At the same time few firms have enough spare management time or expertise to plan and execute a complex move themselves. Fortunately the relocation industry has developed in tandem with these needs and many operators can offer a 'one-stop-shop' approach that covers the whole range of relocation requirements.

Businesses are moving more often. Thirty-year leases used to be commonplace. A business didn't expect to change location because its operations were designed to fit the building. Now, shorter leases are in vogue and a company's needs in terms of equipment and space change more regularly. A relocation is an opportunity for a fresh start, but all too often the benefits of the move are not emphasised: staff become resentful of change, don't get involved in the planning and vital opportunities are missed.

The physical move is central to any relocation and clients are becoming much more demanding of carriers. Relocation carriers now boast the warehousing, sealed containers, track and trace technology and comprehensive documentation you would expect of a high-class logistics outfit.

Yet moving an office might be considered child's play compared with the complexities of successfully relocating individual executives. Relocation specialists offer comprehensive support services beyond simply removals: from property rental or purchase, language and culture training, immigration assistance, right down to arranging quarantine for family pets. From the employer's point of view this is excellent news because if an executive is valuable enough to relocate, he or she should not be spending time sorting out his or her personal circumstances.

- 1 A badly organised move can result in the company losing
or
- 2 Nowadays customers expect a company to move premises without causing them
any
- 3 Many companies do not have enough to organise the move
themselves.
- 4 Companies are moving premises more frequently as a result of
and
- 5 Employees who are not allowed to take part in the planning process may
become
- 6 Firms who organise company moves are known as
- 7 Relocating an individual executive is often than moving an
entire office.
- 8 Companies prefer to pay for specialist help because an executive's time is too
..... to spend on such matters.

(10 marks)

4 SYNTAX

In each of the following sentences, there is ONE error of grammar or syntax. Circle the error and write the correction in the space provided.

- 1 They have spoke to him about the matter.
- 2 What was you planning to do tonight?
- 3 Which is cheapest – the red one or the blue one?
- 4 If the work goes well I'd be able to leave by six.
- 5 The trainee acquired less skills than the others.
- 6 He has not had no training on the equipment.
- 7 There's too many people in the restaurant tonight.
- 8 We better report the accident to the manager.
- 9 I should of known it would go wrong.
- 10 The woman that helped me lives next door.
- 11 The man use to work for the local council.
- 12 The girl spoke Spanish really good.
- 13 My family and me went to Paris last month.
- 14 Them documents are very hard to understand.
- 15 Try to get here as quick as you possibly can.

(15 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 I hope he will to you for his dreadful behaviour.
(apologies/apologise)
- 2 The author read an from her new novel.
(excerpt/except)
- 3 The manager the candidate to an interview room.
(lead/led)
- 4 The truth is bound to emerge sooner or
(later/latter)
- 5 They were running out of paper for the printer.
(continually/continuously)
- 6 The sales team was looking to the summer holidays.
(forward/forwards)
- 7 I am sure we can a plan to raise the extra money.
(device/devise)
- 8 Always use capital letters when in application forms.
(filing/filling)
- 9 Her were very supportive and took on some of her duties.
(colleagues/colleges)
- 10 As a result of the successful takeover bid, staff was very high.
(moral/morale)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

the opening of the new store attracted a lot of media interest particularly from local radio stations we hope that our listeners will support companies who take a keen interest in the local community said one managing director

(10 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are TEN. Identify each error exactly on the second table by putting a circle around it.

EXAMPLE:

£1 234

£1 243

Do NOT correct the errors.

CORRECT VERSION

| <u>FORTHCOMING RESULTS</u> | | | | | |
|--|----------------|--------------------|--------------|------------|-----------|
| Company | Pre-tax profit | Earnings per share | Latest price | 52-wk high | 52-wk low |
| Ace Trafford Wilson | £32.6 million | 35.1p | 311 | 318 | 175 |
| Cormorant plc | £82.5 million | 39.6p | 713 | 780 | 428 |
| Delarue Group | £12.3 million | 24.3p | 256 | 256 | 169 |
| Farthingale Rupert | £5.7 million | 14.4p | 189 | 195 | 98 |
| Street Marshall Wade | £16 million | 2.13p | 15 | 18 | 11 |
| The EPS forecast is based on the latest consensus of analysts' predictions | | | | | |

INCORRECT VERSION

| <u>FORTCOMING RESULTS</u> | | | | | |
|--|----------------|-------------------|--------------|------------|-----------|
| Company | Pre-tax profit | Earning per share | Latest price | 52-wk high | 52-wk law |
| Ace Trafford Wilson | £32.6 million | 35.1p | 311 | 318 | 175 |
| Cormorant Plc | £82.5 million | 39.6p | 731 | 780 | 428 |
| Delarue Group | \$12.3 million | 24.3p | 256 | 256 | 169 |
| Farthingale Ruperts | £5.7 million | 14.4p | 189 | 195 | 99 |
| Street Marshall Wade | £16 million | 2.13P | 15 | 18 | 11 |
| The EPS forecast is based on the latest consensus of analyst's predictions | | | | | |

(10 marks)

8 PROOF-READING (B)

In the memorandum below there are FIFTEEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: copmetition.

Do NOT correct the errors.

INTER-OFFICE MEMORANDUM

To All Staff

Form Amita Patel

Date Today's

CURRENT VACANCIES

As you may know, we will be advertising two vacancies in the specialist press over the next two weeeeks. We will be looking for an experienced Publicity Manager to replace Steven when he leaves us to return to malaysia in two month's time. Applicants must have experience of working in a public sector environment and be educated to degree level. Fluency in English and at least one other language is essential,

We are also placing an advertismment for a Publications Assistant to help Amy in the production of our training manuals. This post would suit someone who has experience of of desktop publishing, but not necessarily in the publishing feild. Good communication Skills are necessary for this position.

If any current staff would like to be considered for either of these posts, please contract me as soon as possible.

(15 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 1 – SAMPLE 3

ANSWERS

1 SPELLING

| | | | | | |
|----|-------------|-----|----|------------|-----|
| 1 | computer | (1) | 11 | convenient | (1) |
| 2 | acquired | (1) | 12 | awful | (1) |
| 3 | similar | (1) | 13 | desperate | (1) |
| 4 | usually | (1) | 14 | maintain | (1) |
| 5 | planning | (1) | 15 | occasional | (1) |
| 6 | referred | (1) | 16 | forty | (1) |
| 7 | negotiate | (1) | 17 | extremely | (1) |
| 8 | decision | (1) | 18 | definitely | (1) |
| 9 | instalments | (1) | 19 | equipped | (1) |
| 10 | believed | (1) | 20 | surprised | (1) |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|----------------------|-----|
| 1 | Maintenance Manager | (1) |
| 2 | Steven | (1) |
| 3 | Room 27 | (1) |
| 4 | window | (1) |
| 5 | Room 28 | (1) |
| 6 | broken | (1) |
| 7 | room too cold to use | (1) |
| 8 | repair window | (1) |
| 9 | tomorrow's | (1) |
| 10 | training course | (1) |

10 marks

3 READING COMPREHENSION

| | | |
|---|------------------------------------|-----|
| 1 | staff/customers/data/money (any 2) | (2) |
| 2 | inconvenience/disruption | (1) |
| 3 | expertise/time | (1) |
| 4 | shorter leases | (1) |
| | changing needs | (1) |
| 5 | resentful | (1) |
| 6 | relocation carriers | (1) |
| 7 | more difficult/more complex | (1) |
| 8 | valuable | (1) |

10 marks

4 SYNTAX

| | | |
|----|---------------------|---------------------|
| 1 | have spoke | have spoken |
| | have | omit |
| 2 | was | were |
| 3 | cheapest | cheaper |
| 4 | I'd | I'll |
| | goes | went |
| 5 | less | fewer |
| 6 | no | any |
| | not | omit |
| 7 | There's | There are |
| 8 | We better | We had better |
| 9 | should of | should have |
| 10 | that | who |
| 11 | use to | used to |
| 12 | good | well |
| | Spanish really good | really good Spanish |
| 13 | My family and me | My family and I |
| 14 | Them | Those |
| 15 | quick | quickly |

15 marks

5 VOCABULARY

| | | | | | |
|---|-------------|-----|----|------------|-----|
| 1 | apologise | (1) | 6 | forward | (1) |
| 2 | excerpt | (1) | 7 | devise | (1) |
| 3 | led | (1) | 8 | filling | (1) |
| 4 | later | (1) | 9 | colleagues | (1) |
| 5 | continually | (1) | 10 | morale | (1) |

10 marks

6 PUNCTUATION

The opening of the new store attracted a lot of media interest, particularly from local radio stations. **“We** hope that our listeners will support companies who take a keen interest in the local community,” said one **Managing Director**.

10 marks

7 PROOF-READING (A)

| <u>FORTHCOMING RESULTS</u> | | | | | |
|----------------------------|----------------|--------------------|--------------|------------|-----------|
| Company | Pre-tax profit | Earnings per share | Latest price | 52-wk high | 52-wk low |
| Ace Trafford Wilson | £32.6 million | 35.1p | 311 | 318 | 175 |
| Cormorant Plc | £82.5 million | 39.6p | 731 | 780 | 428 |
| Delarue Group | £12.3 million | 24.3p | 256 | 256 | 169 |
| Farthingale Ruper | £5.7 million | 14.4p | 189 | 195 | 99 |
| Street Marshall Wade | £16 million | 2.13p | 15 | 18 | 11 |

The EPS forecast is based on the latest consensus of analysts' predictions

10 marks

8 PROOF-READING (B)

INTER-OFFICE MEMORANDUM

To All Staff

From Amita Patel

Date Today's

CURRENT VACANCIES

As you may know, we will be advertising two vacancies in the specialist press over the next two weeks. We will be looking for an experienced Publicity Manager to replace Steven when he leaves us to return to Malaysia in two months' time. Applicants must have experience of working in a public sector environment and be educated to degree level. Fluency in English and at least one other language is essential.

We are also placing an advertisement for a Publications Assistant to help Amy in the production of our training manuals. This post would suit someone who has experience of desktop publishing, but not necessarily in the publishing field. Good communication skills are necessary for this position.

If any current staff would like to be considered for either of these posts, please contact me as soon as possible.

15 marks

8960-11-011
(EL-OFFN 11)
SAMPLE 4

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is not permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is not in italics. Read at normal reading speed.

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 His **business** was ruined by the strike.
- 2 I could **scarcely** believe my eyes.
- 3 His **technical** skills are second to none.
- 4 Please leave **valuable** items at home.
- 5 We will take a holiday in **February** next year.
- 6 At the **beginning** the staff got on very well.
- 7 The student wrote her **address** on the form.
- 8 The company was sorry to **lose** the client.
- 9 I cannot **guarantee** you a place on the course.
- 10 She was **particularly** keen to learn English.

- 11 He put in a request for an **immediate** transfer.
- 12 It was **apparent** that she was unwell.
- 13 Will you be able to **complete** the work today?
- 14 We will all be **relieved** when the weather changes.
- 15 **Expense** claims must be handed in today.
- 16 The director's secretary was very **efficient**.
- 17 Is it **necessary** to contact you again?
- 18 It will **probably** take 2 hours to get there.
- 19 I wrote a **reference** for my secretary.
- 20 We have overspent on the **budget**.

(20 marks)

Question 2 Listening Comprehension

Look at the form. (10 seconds) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Hello. I'd like to leave a message for Matt in Accounts. This is Joe from Holiday World. Please tell him that the tickets for Hong Kong are ready for collection. Please let me know if he needs travellers' cheques or currency. Many thanks. Goodbye.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills
Level 1

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.



8960-11-011
(EL-OFFN 11)
SAMPLE 4

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

- Section A**
- Spelling
 - Listening Comprehension

- Section B**
- Reading Comprehension
 - Syntax
 - Vocabulary
 - Punctuation
 - Proof-reading (A)
 - Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|----|----|----|----|----|----|----|----|-------|
| 20 | 10 | 10 | 15 | 10 | 10 | 10 | 15 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

A range of flash cars, including Porsches and Ferraris as well as luxury chauffeur services, has been introduced for business travellers this year by car rental companies. This might seem madness at a time when travel budgets are being cut but there could be cost benefits. Hiring a top-of-the-range car for specific events will be cheaper than keeping a fleet, and providing a chauffeur instead of a self-drive car means that your staff can keep working on the move.

Several car rental companies have launched schemes for both markets. Corporate customers can either hire their dream car or use the chauffeur service. The chauffeur drive service, costing from £59 per hour, capitalises on the desire of business travellers to work on the move rather than drive themselves. As police threaten to crack down on people using mobile phones while driving, chauffeur services will increasingly be seen as a safe way for business travellers to keep in contact while on the road.

Chauffeuring also offers a more dignified solution for executive travellers than forcing them to compete for a taxi outside a station or airport. Business travellers also say that they arrive at their destination with a calmer, more collected mental outlook.

A spokesman for one of the rental companies says, 'This service is in response to changes in our customers' business travel needs. For frequent travellers, the chauffeur drive service frees up precious travel time by letting the car function as a mobile office. Time which was previously lost can be turned into an investment. Executives can engage in revenue-generating activities, whether it is reviewing documents, preparing presentation material, confirming business arrangements or making telephone calls. All this has got to be better than getting stressed in busy traffic.'

Those businesses that cannot afford the luxury of top-of-the-range hire cars or chauffeur-driven cars can still save their staff time at little extra expense by signing up to services offered by two leading car parks. Staff from the car park will collect the car when the driver arrives at an airport terminal and will deliver it to the kerbside when he or she returns, saving that long and cumbersome ride to and from the long-term car park.

- 1 Luxury cars such as are being added to the range of models offered by car rental companies.
- 2 The addition of such cars is surprising in view of the trend towards travel budgets.
- 3 Using the chauffeur drive service allows travellers to
- 4 Police are increasingly concerned about in cars.
- 5 Queueing for a taxi outside an airport or a station is considered to be
- 6 A chauffeur-driven car allows a busy executive to use the car as
- 7 Money-making activities include and
- 8 Driving a self-drive car can result in high levels of
- 9 Arranging for your car to be collected at the airport is relatively but saves a lot of time.

(10 marks)

4 SYNTAX

In each of the following sentences, there is ONE error of grammar or syntax. Circle the error and write the correction in the space provided.

- 1 Have you chose what you want from the menu?
- 2 If we would have known, we could have gone too.
- 3 There are less people here than I had hoped.
- 4 One of the confidential papers were missing.
- 5 What are them children going to do next week?
- 6 Neither Sam or Harry attended the conference.
- 7 Which of the three computers is the cheaper?
- 8 Him and his boss travelled to Madrid last month.
- 9 She would of got here earlier but the bus was late.
- 10 The woman that got the job is highly qualified.
- 11 Don't it seem strange to meet after all these years?
- 12 I didn't have no desire to learn another skill.
- 13 There's too many things to learn all at once.
- 14 Tell him to get off of my property now!
- 15 Riding a bicycle is more preferable to driving a car.

(15 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 The Personnel Manager was able to the trainee about promotion.
(advice/advise)
- 2 Would you please that all staff receive the information today.
(ensure/insure)
- 3 Our order must reach head office by Thursday at the latest.
(stationary/stationery)
- 4 The only way to the information is to apply in writing.
(access/excess)
- 5 We are asking staff to work Saturdays to cover the peak period.
(alternate/alternative)
- 6 The manager the meeting date because the documents were not ready.
(deferred/deterred)
- 7 Please ask all candidates to contact me by e-mail.
(perspective/prospective)
- 8 Additional is needed if you are going to pass the test.
(practice/practise)
- 9 The Managing Director's new secretary is young but extremely efficient.
(quiet/quite)
- 10 My disks are all full – may I one of yours, please?
(borrow/lend)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.



tom was very keen to demonstrate his spreadsheet database and word processing skills this course has enabled me to present myself as a serious applicant for lots of jobs and im delighted with the response he said

(10 marks)

8 PROOF-READING (B)

In the letter below there are FIFTEEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: copmetition.

Do NOT correct the errors.

Today's date

Miss S Nicholson
53 Wellington road
LEEDS
LS2 4MC

Dear Miss Nicholson

TEACHING VACANCIES

Thank-you for your letter enclosing your curriculum vitae and giving details of your recent teaching experiences in South america.

As you know, we are always interested to hear from qualified teachers of all subjects as as teaching vacancies occur throughout the academic year. at the moment we are specifically looking for teachers of European languages who are prepared to travel overseas for periods of up to 18 months'. I enclose an infromation pack which give details of our organisation and lists our current vacancies.

If you would be interested in one of these positions, please contact my secetary on extention 235. She will arrange a convenient time for you to visit the bureau and discuss the matter further.

I look forwards to hearing from you shortly;

Yours Sincerely

Tim Clarke
Recrutment Director

Enc

(15 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 1 – SAMPLE 4

ANSWERS

1 SPELLING

| | | | | | |
|----|--------------|-----|----|-----------|-----|
| 1 | business | (1) | 11 | immediate | (1) |
| 2 | scarcely | (1) | 12 | apparent | (1) |
| 3 | technical | (1) | 13 | complete | (1) |
| 4 | valuable | (1) | 14 | relieved | (1) |
| 5 | February | (1) | 15 | expense | (1) |
| 6 | beginning | (1) | 16 | efficient | (1) |
| 7 | address | (1) | 17 | necessary | (1) |
| 8 | lose | (1) | 18 | probably | (1) |
| 9 | guarantee | (1) | 19 | reference | (1) |
| 10 | particularly | (1) | 20 | budget | (1) |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|----------------------|-----|
| 1 | Matt | (1) |
| 2 | Accounts | (1) |
| 3 | Joe | (1) |
| 4 | Holiday World | (1) |
| 5 | tickets | (1) |
| 6 | Hong Kong | (1) |
| 7 | ready for collection | (1) |
| 8 | let him know | (1) |
| 9 | travellers' cheques | (1) |
| 10 | currency | (1) |

10 marks

3 READING COMPREHENSION

| | | |
|---|--|-----|
| 1 | Porsches/Ferraris (any one) | (1) |
| 2 | reduced/smaller | (1) |
| 3 | work on the move | (1) |
| 4 | the use of mobile phones | (1) |
| 5 | undignified/less dignified | (1) |
| 6 | a mobile office | (1) |
| 7 | reviewing documents/preparing presentation materials/ confirming business arrangements/making telephone calls (any two) | (2) |
| 8 | stress | (1) |
| 9 | inexpensive/cheap | (1) |

10 marks

4 SYNTAX

| | | |
|----|------------------|-----------------|
| 1 | chose | chosen |
| 2 | would have known | had known |
| 3 | less | fewer |
| 4 | were | was |
| 5 | them | those/the |
| 6 | or | nor |
| 7 | cheaper | cheapest |
| 8 | Him and his boss | He and his boss |
| 9 | would of | would have |
| 10 | that | who |
| 11 | Don't | Doesn't |
| 12 | no | any |
| | didn't have | had |
| 13 | There's | There are |
| 14 | of | omit of |
| 15 | more | omit more |

30 ÷ 2 = 15 marks

5 VOCABULARY

| | | | | | |
|---|------------|-----|----|-------------|-----|
| 1 | advise | (1) | 6 | deferred | (1) |
| 2 | ensure | (1) | 7 | prospective | (1) |
| 3 | stationery | (1) | 8 | practice | (1) |
| 6 | access | (1) | 9 | quite | (1) |
| 7 | alternate | (1) | 10 | borrow | (1) |

10 marks

6 PUNCTUATION

Tom was very keen to demonstrate his spreadsheet, database and word processing skills. "This course has enabled me to present myself as a serious applicant for lots of jobs and I'm delighted with the response," he said.

10 marks

7 PROOF-READING (A)

| Index | Closed | Change on week | % change on week | 52-week high | 52-week low |
|-----------------------|-----------|----------------|------------------|--------------|-------------|
| FTSE All-Share | 2,057.18 | -54.39 | -2.58 | 2,140 | 1,590 |
| Dow Jones | 9,313.08 | -331.74 | -3.44 | 9,668 | 7,197 |
| CAC 40 (France) | 3,216.67 | -156.88 | -4.65 | 3,436 | 2,401 |
| Dax (Germany) | 3,324.85 | -253.85 | -7.09 | 3,677 | 2,18 |
| Nikkei (Tokyo) | 10,318.44 | -619.98 | -5.65 | 11,160 | 7,604 |
| Hang Seng (Hong Kong) | 11,290.15 | 321.73 | -2.93 | 11,445 | 8,332 |

10 marks

8 PROOF-READING (B)

Today's date

Miss S Nicholson
53 Wellington road
LEEDS
LS2 4MC

Dear Miss Nicholson

TEACHING VACANCIES

Thank-you for your letter enclosing your curriculum vitae and giving details of your recent teaching experiences in South america.

As you know, we are always interested to hear from qualified teachers of all subjects as teaching vacancies occur throughout the academic year. at the moment we are specifically looking for teachers of European languages who are prepared to travel overseas for periods of up to 18 months'. I enclose an irrfomation pack which give details of our organisation and lists our current vacancies.

If you would be interested in one of these positions, please contact my secretary on extention 235. She will arrange a convenient time for you to visit the bureau and discuss the matter further.

I look forwards to hearing from you shortly;

Yours Sincerely

Tim Clarke
Recruitment Director

Enc

15 marks

2 Sample Exam Papers – Level 2

8960-12-012
(EL-OFFN 12)
SAMPLE 2

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is **not** permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is **not** in italics. Read at normal reading speed.

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 The merger was a **decisive** moment in the company's history.
- 2 She is **familiar** with all aspects of income tax legislation.
- 3 The branch is under threat of **imminent** closure.
- 4 A limited vocabulary is a **barrier** to written and oral communication.
- 5 The woman's **accessories** always matched her outfits.
- 6 We have noticed a **significant** improvement in his work.
- 7 That is not **necessarily** the best way to solve the problem.
- 8 By the end of **January** our financial difficulties will be over.
- 9 The new offices are **adjacent** to the Town Hall.
- 10 The politician had no **editorial** control over the article.

- 11 We always have to **queue** when we leave late on Fridays.
- 12 Our company **magazine** is sent to clients every three months.
- 13 It is **ludicrous** to suggest that we should close the factory.
- 14 The manager places great **emphasis** on good telephone technique.
- 15 The time of the appointment was **inconvenient** for her.
- 16 The personnel director **reassured** us that our jobs were safe.
- 17 At lunchtime she usually takes a **leisurely** stroll in the park.
- 18 An **official** statement was issued late last night.
- 19 It was **increasingly** obvious that she was unable to cope.
- 20 He suffered a **heart** attack but has now fully recovered.

(20 marks)

Question 2 Listening Comprehension

(10 seconds)

You will hear the message twice.

Ready?

Hello, I'd like to leave a message for Peter King. This is John in the Printing department. Please tell him that the new brochure is now ready for proof-reading. Will he come to the department tomorrow or shall I send the copy to him? Please call me on extension 253 and let me know. Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills
Level 2

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.



8960-12-012
(EL-OFFN 12)
SAMPLE 2

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

Section A - Spelling
- Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|----|----|----|----|----|----|----|----|-------|
| 20 | 10 | 10 | 20 | 10 | 15 | 5 | 10 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

THE PROS AND CONS OF SELLING A BUSINESS

Congratulations. You have spent years of self-sacrifice building up your business from scratch and you have finally managed to turn it into something of value. Now it's time to reap your rewards and move on. But before you start putting up the For Sale signs and booking your flight to a tropical paradise, sit down and take a deep breath. Selling your business requires just as much planning and forethought as it took to set it up. If you want to get the best price, it is important not to rush the process and take time to get it right.

A leading business development consultant says, 'Most people sell a business when it is not ready to be sold. If they took time to tidy it up and looked at ways of maximising the customer base and trying to sell more in the months leading up to the point when they put it on the market, they could enormously increase the selling price.'

The business must be made 'investor-ready'. Walk into your business and think how you would feel as a customer. Make it look like a place where business is done. If necessary clean the carpets, get rid of unwanted stock, sort out the paperwork and settle disputes with suppliers. Such changes need not cost a lot but could have a beneficial effect.

If you want to get the best price, it is imperative to get the timing right, not just in relation to the business but also in relation to your personal circumstances. A leading consultant says, 'What some people do is wait too long. They decide they want to retire in two years and start running the business down – not intentionally but by default – because they are not putting in the commitment or the hours they used to. You are far better selling when the business is really buoyant and you have lots of customers rather than leaving it a couple of years until you want to retire. Otherwise, by the time you come to sell it your sales and profits will be down.'

Another expert adds, 'Put yourself in the minds of potential buyers. Think beyond how many customers you have and build up valuable areas of your business. There are ways of making your business attractive to potential buyers. One way is by having products which are complementary to theirs. It is also a good idea not to be too reliant upon a couple of big customers. Having ten major customers will give a purchaser more confidence than if you have only two.'

Above all, be realistic. Expert opinion dictates that sellers should allow at least twelve months to get their business ready for sale in order to achieve the best possible price.

- 1 Putting your business on the market requires a great deal of

- 2 An impatient approach may result in a price.

- 3 One way of raising the price would be to
the number of customerson the company's books.

- 4 To attract a buyer, the seller might or
.....

- 5 Some vendors of waiting too long before putting their property on
the market.

- 6 The best time to sell your business is when it

- 7 If you leave it too late you may find that

- 8 Buyers are attracted by a company which is not overly dependent upon
.....

- 9 Experts believe that it is to expect to sell a business in less than a
year.

(10 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 Prior to her visit to Italy, she took an course in spoken Italian.
(intense/intensive)
- 2 The number of items held in stock was to his requirements.
(superfluous/surplus)
- 3 There was a feeling of doom in the office last week.
(impending/pending)
- 4 By acting in this way, you are setting a worrying
(precedent/president)
- 5 She gave away a large number of gifts to charity.
(unwanted/unwonted)
- 6 The examiner was highly about the standard of their work.
(complementary/complimentary)
- 7 The police enquiry into the matter badly staff morale.
(affected/effectuated)
- 8 The audience was very of the musician's skill and applauded loudly.
(appreciable/appreciative)
- 9 He from the girl's statement that she had no feelings for the boy.
(deduced/deducted)
- 10 When representing a client in Court, one must always put feelings aside.
(personal/personnel)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

after twenty five years spent working in a busy office john felt that it was time for a career change using his excellent communication skills planning expertise and knowledge of languages he and his family moved to france where he set up a company specialising in activity holidays for children life has never been so good he said



(15 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are FIVE. Identify each error exactly in the second table by putting a circle around it.

EXAMPLE:

£1 234£1 243



Do NOT correct the errors.

CORRECT VERSION

| OWNER-OCCUPIED RESIDENTIAL MORTGAGES | | | | | |
|---|---------------------|------------------------|------------|------------|-----------------------------|
| Lender | Initial Rate | Type/Duration | Max | Fee | Redemption Penalty |
| Western Star | 4.29% | Fixed for 1 year | 95% | £395 | None |
| T & J | 3.79% | Fixed until 31/1/06 | 95% | £345 | 6 months' interest |
| March Trading | 4.24% | Fixed until 1/12/06 | 75% | £295 | 5% of loan until 1/12/06 |
| Broadway | 3.13% | 2.56% discount | 95% | £295 | 5% of loan in first 2 years |
| Canada Free | 4.99% | +0.5% tracker for life | 85% | £355 | None |
| Sovereign | 3.50% | Stepped tracker | 95% | £299 | 4% of loan in first 2 years |

Mortgages shown are not selected on best headline rate alone,
but on best value overall

INCORRECT VERSION

| OWNER - OCCUPIED RESIDENTIAL MORTGAGES | | | | | |
|---|---------------------|------------------------|------------|------------|-----------------------------|
| Lender | Initial Rate | Type/Duration | Max | Fee | Redemption penalty |
| Western Star | 4.29% | Fixed for 1 year | 95% | £395 | None |
| T & J | 3.79% | Fixed until 31/1/06 | 95% | £345 | 6 months' interest |
| March Trading | 4.24% | Fixed until 1/12/06 | 75% | £295 | 5% of loan until 1/2/06 |
| Broadway | 3.13% | 2.56% discount | 95% | £259 | 5% of loan in first 2 years |
| Canada Free | 4.99% | +0.5% tracker for life | 85% | £355 | None |
| Sovreign | 3.50% | Stepped tracker | 95% | £299 | 4% of loan in first 2 years |

Mortgages shown are not selected on best headline rate alone,
but on best value overall

(5 marks)

8 **PROOF-READING (B)**

In the advertisement below there are TEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: cop^ompetition.

Do NOT correct the errors.

DIRECTOR OF SALES AND MARKETING

£100K package + car +benefits

As one of europe's leading insurance companies, we are a highly successful world-wide brand and we continue to grow.

We are looking for a Director of Sales and Marketing to lead a group of 75 people and get involved in all aspects of sales including key customer and partnership relationships, e-commmerce, brand management, pricing and yield.

Reporting directly to the Managing Director, the postholder will create and implement the sales and marketing strategy, become the "face" of the company amongst key customers, contribute to our overall business direction and energise the brand,

We are searching for a highly committed professional with lots of personal energy, the ability to energise others, a strong drive to deliver results and the personal edge to make tough decisions. We expect the the successful candidate to have a degree and at least 15 year's experience in a fast-paced service enviroment, the last five of which should have been at senior management level.

The package on offer fully reflects the challenge of the role and prospects are exellent.

Please send your CV and a covering letter to our consultants at:

Ruby and Cottesmore
56 Beauchamp Gardens
LONDON SE2 7JM

(10 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 2 – SAMPLE 2

ANSWERS

1 SPELLING

| | | | | | |
|----|-------------|-----|----|--------------|-----|
| 1 | decisive | (1) | 11 | queue | (1) |
| 2 | familiar | (1) | 12 | magazine | (1) |
| 3 | imminent | (1) | 13 | ludicrous | (1) |
| 4 | barrier | (1) | 14 | emphasis | (1) |
| 5 | accessories | (1) | 15 | inconvenient | (1) |
| 6 | significant | (1) | 16 | reassured | (1) |
| 7 | necessarily | (1) | 17 | leisurely | (1) |
| 8 | January | (1) | 18 | official | (1) |
| 9 | adjacent | (1) | 19 | increasingly | (1) |
| 10 | editorial | (1) | 20 | heart | (1) |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|-------------------------|-----|
| 1 | Peter King | (1) |
| 2 | John | (1) |
| 3 | Printing department | (1) |
| 4 | new brochure | (1) |
| 5 | ready for proof-reading | (1) |
| 6 | come to the department | (1) |
| 7 | tomorrow | (1) |
| 8 | send the copy to him | (1) |
| 9 | ring extension 253 | (1) |
| 10 | let me know | (1) |

10 marks

3 READING COMPREHENSION

| | | |
|---|---|-----|
| 1 | planning/forethought | (1) |
| 2 | lower/reduced | (1) |
| 3 | increase | (1) |
| 4 | clean the carpets/get rid of unwanted stock/sort out paperwork/settle disputes with suppliers (any 2) | (2) |
| 5 | make the mistake | (1) |
| 6 | is buoyant/has lots of customers | (1) |
| 7 | sales and profits are down (both) | (1) |
| 8 | a couple of large customers | (1) |
| 9 | unrealistic | (1) |

10 marks

4 SYNTAX

| | | | | | |
|---|-----------|-----------------|----|------------------|------------------|
| 1 | what | who/that/whom | 6 | shown | showed |
| 2 | were | was | 7 | would have | had |
| 3 | 12-months | 12-month | 8 | could of | could have |
| 4 | done | did | 9 | some | any / omit |
| 5 | nothing | anything / knew | 10 | ordered him also | also ordered him |

10 × 2 = 20 marks

5 VOCABULARY

| | | | |
|---|-----------|----|---------------|
| 1 | intensive | 6 | complimentary |
| 2 | surplus | 7 | affected |
| 3 | impending | 8 | appreciative |
| 4 | precedent | 9 | deduced |
| 5 | unwanted | 10 | personal |

10 marks

6 PUNCTUATION

After twenty-five years spent working in a busy office, John felt that it was time for a career change. Using his excellent communication skills, planning expertise and knowledge of languages, he and his family moved to France where he set up a company specialising in activity holidays for children. “Life has never been so good,” he said.

15 marks

7 PROOF-READING (A)

| OWNER OCCUPIED RESIDENTIAL MORTGAGES | | | | | |
|--------------------------------------|--------------|------------------------|-----|------|-----------------------------|
| Lender | Initial Rate | Type/Duration | Max | Fee | Redemption penalty |
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Mortgages shown are not selected on best headline rate alone,
but on best value overall

(5 marks)

8 PROOF-READING (B)

DIRECTOR OF SALES AND MARKETING

£100K package + car + benefits

As one of Europe's leading insurance companies, we are a highly successful world-wide brand and we continue to grow.

We are looking for a Director of Sales and Marketing to lead a group of 75 people and get involved in all aspects of sales including key customer and partnership relationships, e-commerce, brand management, pricing and yield.

Reporting directly to the Managing Director, the postholder will create and implement the sales and marketing strategy, become and 'face' of the company amongst key customers, contribute to our overall business direction and energise the brand.

We are searching for a highly committed professional with lots of personal energy, the ability to energise others, a strong drive to deliver results and the personal edge to make tough decisions. We expect the successful candidate to have a degree and at least 15 years' experience in a fast-paced service environment, the last five of which should have been at senior management level.

The package on offer fully reflects the challenge of the role and prospects are excellent.

Please send your CV and a covering letter to our consultants at:

Ruby and Cottesmore
56 Beauchamp Gardens
LONDON SE2 7JM

10 marks

8960-12-012
(EL-OFFN 12)
SAMPLE 3

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is **not** permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is **not** in italics. Read at normal reading speed.

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 The client **cancelled** his order because the goods were faulty.
- 2 You must not **exceed** the time limit for the written test.
- 3 His inattention to detail made him a **liability** to the company.
- 4 The woman was **overwhelmed** by the support she received.
- 5 The receptionist was **indifferent** to the wishes of the clients.
- 6 I can **honestly** say that I have an excellent boss.
- 7 The political situation in the country was **fraught** with danger.
- 8 After much **deliberation** I have decided to accept your offer.
- 9 The trainee was unable to **answer** many of the questions.
- 10 Please let him have a **summary** of your costs as soon as possible.

- 11 The salary for the job is open to **negotiation**.
- 12 I would **appreciate** any help you can give me with this report.
- 13 The writer of the report was **methodical** in his approach.
- 14 There was **insufficient** time to do the job properly.
- 15 The firm was **generous** and donated large sums of money.
- 16 The manager was **ignorant** of his colleagues' feelings.
- 17 Applications must be received by the **twelfth** of next month.
- 18 Adverse publicity **reinforced** our fears of redundancy.
- 19 By failing to tell the truth, he put his career in **jeopardy**.
- 20 It will be a **catastrophe** if our application is refused.

(20 marks)

Question 2 Listening Comprehension

(10 seconds)

You will hear the message twice.

Ready?

Hello, I'd like to leave a message for Susan in Marketing. This is the Midland Hotel. Please let Susan know that we have had a cancellation and a double room is now available for next Tuesday and Wednesday night. Would she like to book the room? Please let us know by noon tomorrow. Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills Level 2

This paper must be returned with
the candidate's work, otherwise
the entry will be void and no
result will be issued.



8960-12-012
(EL-OFFN 12)
SAMPLE 3

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

Section A - Spelling
- Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|----|----|----|----|----|----|----|----|-------|
| 20 | 10 | 10 | 20 | 10 | 15 | 5 | 10 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

ACTION AGAINST CARD FRAUD

A devastating weapon in the battle against card fraud has recently been unleashed and is expected to slash this crime by 70 per cent in the United Kingdom. Banks and other lenders have introduced new credit and debit cards equipped with the latest technology. These new cards are operated by microchips which store data more securely than the magnetic strips previously used, making them more difficult for criminals to copy. The cards are verified by personal identification numbers (PINs) instead of the easy-to-forge signature. Rather than signing a receipt to verify a transaction, customers key in a four-digit identification number into new terminals.

One reason why card fraud has increased so rapidly is that retail staff often give customers' signatures little more than a cursory glance when checking them against the signature on the card. As a result, fraudsters have been able to use stolen cards in shops and restaurants by scrawling just a rough version of the owner's signature on the receipt.

The introduction of the new system followed a three-month trial which involved 150,000 people and 1,000 retailers. 'More than 80% of the people involved said they were in favour of the system,' said a spokesperson. 'It was very successful but we learned some important lessons, including the need to communicate details of the scheme very clearly to consumers.'

According to experts, it takes just three transactions for most shoppers to get to grips with the PIN system. However, the advantages are clear. Shops benefit because using the system is quicker than getting customers to sign a receipt. Queues are shorter and throughput is faster. Customers feel happier that their money is safe. Fraudsters have less opportunity to prey upon unsuspecting victims and obtain money or services under false pretences.

'While the system is bedding in, customers will still have to sign their name to verify transactions when shopping at retailers yet to introduce the new system. The need for a signature will remain in place for some time yet as customers also have to be able to use their cards internationally. The UK programme is part of a wider international initiative to tackle card fraud and a similar switch will take place in other parts of Europe. The aim is for PIN-enabled cards to be in use all round the world by 2010.'

- 1 The new-style debit and credit cards aim to tackle
- 2 Magnetic cards are less than the new cards.
- 3 A used to be the only way of identifying a customer at the point of sale.
- 4 The approach taken by shop assistants is one reason for the increase in card fraud.
- 5 From the retailer's point of view, the PIN system has the advantages of and
- 6 The PIN system makes it for criminals to act
- 7 The use of a signature as identification will continue in the medium term because cards
- 8 The aim is for PIN-enabled cards to be in use all round the world by

(10 marks)

4 SYNTAX

In the following passage there are TEN errors of grammar or syntax. Circle the errors and write the correction on the same line in the space provided. An example has been given.

Last week our company have received *received*

some very bad news. The value of

shares in our business shown a drop

of almost 10%. This were due in part

to the state of the economy in general

and also as a result of our disappointing

sales figures. Our financial advisors

told us that they could not of forecast

this decrease in share value. However

as an executive representing our

shareholders I must consider ways of

deal with it. One answer would be to

invest large quantities of money to

expand our product ranges and improve

our competitiveness. Another maybe

to sell off some of our assets such as

the branches what are making the less

profit. A alternative answer could be

to make some staff redundant. What-

ever we do will not be popular. But we

have neither the time or the money to

ignore the situation. Something must

be done.

(20 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 I believe that you may be for government funding.
(eligible/illegible)
- 2 Membership of the health club six months ago.
(elapsed/lapsed)
- 3 I shall make a arrangement to meet him next week.
(definite/definitive)
- 4 The prison officer was in carrying out his duties.
(negligent/negligible)
- 5 The young lawyer was to be one of the best in the country.
(refuted/reputed)
- 6 I am afraid that we no longer have to those documents.
(access/excess)
- 7 The construction was kept securely padlocked at all times.
(cite/site)
- 8 The woman wore an outfit when she attended Court last week.
(expansive/expensive)
- 9 The witness that the man had forced his way inside the building.
(implied/inferred)
- 10 He agreed in but had to follow the majority decision.
(principal/principle)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

after spending almost twenty five years working as a first class chef in a top london restaurant andrew decided to return to his home in scotland im really looking forward to spending some quality time with my family and taking up golf fishing and other country pursuits he said happily

(15 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are FIVE. Identify each error exactly in the second table by putting a circle around it.

EXAMPLE:

£1 234

£1 243

Do NOT correct the errors.

CORRECT VERSION

| MORTGAGE PROTECTION OVER 25 YEARS | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|--|
| | Couple aged 20 | Couple aged 25 | Couple aged 30 | Couple aged 35 | |
| Abbeywell Trust | £10.10 | £10.36 | £11.75 | £16.80 | All premiums are guaranteed and based on rates for non-smokers |
| Legal and Mutual | £10.30 | £11.00 | £12.19 | £16.98 | |
| Manchester Equitable | £10.36 | £11.90 | £12.45 | £17.39 | |
| Professional Union | £10.76 | £12.15 | £12.50 | £18.05 | |
| Trident Assurance | £11.90 | £12.60 | £14.46 | £18.77 | |
| Zeland Consolidated | £12.50 | £12.70 | £15.00 | £19.50 | |
| All premiums assume that the cover provided remains level throughout the term of the contract | | | | | |

INCORRECT VERSION

| MORTGAGE PROTECTION OVER 25 YEARS | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|---|
| | Couple aged 20 | Couple aged 25 | Couple aged 30 | Couple aged 35 | |
| Abbeywell Trust | £10.10 | £10.36 | £11.75 | £16.80 | All premiums are guaranteed and based on rates for non-smokers. |
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| Professional Union | £10.76 | £12.15 | £12.50 | £18.05 | |
| Trident Assurance | £11.90 | £12.60 | £14.64 | £18.77 | |
| Zeland Consolidated | £12.50 | £12.70 | £15.00 | £19.50 | |
| All premiums assume that the cover provided remains level throughout the term of the contact | | | | | |

(5 marks)

8 PROOF-READING (B)

In the letter below there are TEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: coopetition.

Do NOT correct the errors.

Date as postmark

Miss Julia Franklin
48 Sycamore road
DARTFORD
DA2 4TK

Dear Miss Franklin

Further to your recent interview for the post of Office Administrator, I have great pleasure in offering you the position at a starting salary of £24,500 per annum. If you wish to accept, please sign the enclosed Contract of Employment and return the top copy to me.

As discussed, we will expect you to start work with us within two months. The exact date will depend upon the notice required by your current employer. Once you have agreed this, please let me know.

You should also send me your bank details so that your salary can be paid directly into your account. All new members of staff must undergo a medical examination. You will be sent further details when we receive your signed Contract.

I look forward to welcoming you to our company,

Yours sincerely

Tim Robinson
Personel Director

Encs

(10 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 2 – SAMPLE 3

ANSWERS

1 SPELLING

| | | | |
|----|--------------|----|--------------|
| 1 | cancelled | 11 | negotiation |
| 2 | exceed | 12 | appreciate |
| 3 | liability | 13 | methodical |
| 4 | overwhelmed | 14 | insufficient |
| 5 | indifferent | 15 | generous |
| 6 | honestly | 16 | ignorant |
| 7 | fraught | 17 | twelfth |
| 8 | deliberation | 18 | reinforced |
| 9 | answer | 19 | jeopardy |
| 10 | summary | 20 | catastrophe |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|----------------|-----|
| 1 | Susan | (1) |
| 2 | Marketing | (1) |
| 3 | Midland Hotel | (1) |
| 4 | cancellation | (1) |
| 5 | double room | (1) |
| 6 | next Tuesday | (1) |
| 7 | next Wednesday | (1) |
| 8 | wish to book? | (1) |
| 9 | let us know | (1) |
| 10 | noon tomorrow | (1) |

10 marks

3 READING COMPREHENSION

| | | |
|---|---|-------------|
| 1 | card fraud | (1) |
| 2 | secure | (1) |
| 3 | signature | (1) |
| 4 | casual / relaxed | (1) |
| 5 | saving time/shortening queues/increasing throughput | (any 2) (2) |
| 6 | (more) difficult | (1) |
| | in a fraudulent way | (1) |
| 7 | are used overseas / are still needed in some shops | (1) |
| 8 | 2010 | (1) |

10 marks

4 SYNTAX

- | | | | | | |
|---|------------|--------------|----|-------|------------|
| 1 | shown | showed | 6 | maybe | may be |
| 2 | were | was | 7 | what | that/which |
| 3 | of | have | 8 | less | least |
| 4 | deal | dealing | 9 | A | An |
| 5 | quantities | amounts/sums | 10 | or | nor |

20 ÷ 2 = 10 marks

5 VOCABULARY

- | | | | |
|---|-----------|----|-----------|
| 1 | eligible | 6 | access |
| 2 | lapsed | 7 | site |
| 3 | definite | 8 | expensive |
| 4 | negligent | 9 | implied |
| 5 | reputed | 10 | principle |

10 marks

6 PUNCTUATION

After spending almost twenty-five years working as a first-class chef in a top London restaurant, Andrew decided to return to his home in Scotland. "I'm really looking forward to spending some quality time with my family and taking up golf, fishing and other country pursuits," he said happily.

15 marks

7 PROOF-READING (A)

| MORTGAGE PROTECTION OVER 25 YEARS | | | | | |
|-----------------------------------|----------------|----------------|----------------|----------------|---|
| | Couple aged 20 | Couple aged 25 | Couple aged 30 | Couple aged 35 | All premiums are guaranteed and based on rates for non-smokers. |
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| Professional Union | £10.76 | £12.15 | £12.50 | £18.05 | |
| Trident Assurance | £11.90 | £12.60 | £14.64 | £18.77 | |
| Zeland Consolidated | £12.50 | £12.70 | £15.00 | £19.50 | |

All premiums assume that the cover provided remains level throughout the term of the contract.

5 marks

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Date as postmark

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As discussed, we will expect you to start work with us within two months. The exact date will depend upon the notice required by your current employer. Once you have agreed this, please let me know.

You should also send me your bank details so that your salary can be paid directly into your account. All new members of staff must undergo a medical examination. You will be sent further details when we receive your signed Contract.

I look forward to welcoming you to our company,

Yours sincerely

Tim Robinson
Personnel Director

Encs

10 marks

8960-12-012
(EL-OFFN 12)
SAMPLE 4

Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is not permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is not in italics. Read at normal reading speed.

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 The agent was paid **commission** on every sale he made.
- 2 She is very **knowledgeable** in matters concerning the law.
- 3 The managing director's speech was **brief** but very effective.
- 4 The student was **impatient** to learn whether she had got the job.
- 5 It is the security guard's **responsibility** to check doors and windows.
- 6 You must **persevere** with your studies if you want promotion.
- 7 My **associate** will be travelling to New York early next month.
- 8 He spent **excessive** sums of money on entertaining clients.
- 9 I **gradually** handed over my duties to the new administrator.
- 10 I have **attached** a copy of the document to my e-mail.

- 11 The hotel **proprietor** welcomed us on arrival.
- 12 Perhaps you can agree on a **mutually** convenient date.
- 13 A good communicator knows how to **listen** effectively.
- 14 She **ought** to get help if she finds the job too difficult.
- 15 Where shall we store all our support **material**?
- 16 The newspaper article was **inaccurate** in every detail.
- 17 She was **doubtful** whether the new procedure would have an effect.
- 18 When the police investigated, they found that his actions were **illegal**.
- 19 The international **conference** is held in October each year.
- 20 It would be **hypocritical** of me to say that I regret my actions.

(20 marks)

Question 2 Listening Comprehension

(10 seconds)

You will hear the message twice.

Ready?

Hello, I'd like to leave a message for Robert. This is Sarah in Personnel.

Please tell him that the next Health and Safety Course will start next Tuesday at 6 pm at the local College. It will last for six weeks. Ring me on extension 196 if he wishes to attend. Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

English for Office Skills
Level 2

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.



8960-12-012-
(EL-OFFN 12)
SAMPLE 4

Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B.

Section A - Spelling
- Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

For examiner's use only

| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Q8 | Total |
|----|----|----|----|----|----|----|----|-------|
| 20 | 10 | 10 | 20 | 10 | 15 | 5 | 10 | 100 |
| | | | | | | | | |

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

| | SPELLING | ALTERATION (if needed) |
|----|-----------------|-------------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |
| 17 | | |
| 18 | | |
| 19 | | |
| 20 | | |

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

MESSAGE FORM

To

Department

From

Department

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

.....

.....

.....

.....

.....

Message taken by

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

WARNING SIGNS OF A FAILING BUSINESS

Your best employees are leaving, your warehouse is full of unsold stock and the only person who ever calls you is your bank manager. If there is not a warning bell ringing loudly inside your head, there should be. Turning a blind eye to any of the above could send your company down the slippery slope to disaster so it is vital to spot the danger signs as early as possible and take action.

Steven Robinson, a business advisor, believes that one of the first danger signs to look out for is an increase in your overdraft without a corresponding rise in sales. He says, 'If you find yourself coming up against your overdraft limit more and more frequently, it means that people are taking longer to pay you, that your work in progress is not being invoiced out quickly enough or that there has been a rise in the work that you cannot charge for. These are all signs that something is wrong.'

Another key danger is if you start losing customers, perhaps by not getting as much repeat business as you used to. This could be because of a weakness in your sales operation. It may also be because your competitors are more innovative and are making better products.

A third warning sign is the loss of key staff. Robinson says, 'If good people start to leave, you probably have a morale problem and there are fears – real or imaginary – of job losses. Usually staff morale goes down because people can sense something is going wrong with the company.' Early warning signs include fewer staff going for informal drinks after work and less employee participation in meetings.

Another expert adds that one of the biggest warning signs that your company is in trouble is a shortage of cash. 'If you are handling cash on a daily basis instead of a weekly or monthly basis and if the overdraft is being used for core borrowing rather than to cover fluctuations in working capital, then you are in trouble', he says. 'Equally, if you suddenly start getting final reminders from suppliers or phone calls from the bank, it is usually because you have cash problems and these must be addressed if you are to stay in business.'

All experts agree that spotting the warning signs early could be a vital factor in whether your company survives the crisis. Management denial is a great problem. Unless management accept that there is a problem, it cannot be resolved.

'You must be on the lookout for danger signs, however small', says Robinson. 'It can creep up on you. You don't wake up one day and have a distressed business. It just gets more and more difficult as time goes on.' So try not to fall into the inertia trap – by the time you wake up to reality, it may be too late!

- 1 A fully-stocked warehouse and no customers could indicate that your business
.....
- 2 Warning signs should not be or your business could go into liquidation.
- 3 A key indicator that the business may be in trouble is when you need to increase your
..... facility.
- 4 If you start to lose customers, it may be because your
- 5 Staff tend to leave an organisation when or when there are
worries about
- 6 Ideally an overdraft should be used to
- 7 Problems with cashflow may result in or
- 8 Even when warning signs are identified, managers may still that there
is a problem.

(10 marks)

4 SYNTAX

In the following passage there are TEN errors of grammar or syntax. Circle the errors and write the correction on the same line in the space provided. An example has been given.

Last week were possibly the worst I was

had ever experienced. On Monday the

girl what works on our switchboard

announced that she was taking the

company to court on the grounds of

harassment. This came as a shock to

us all because none of us had no idea

what she has been going through. If

we had known we might of been able

to help her. On Tuesday my boss was

took ill suddenly and went home. I had

to stay late to finish her work. On

Wednesday I had a interview for a

senior administrative post but did not

get the job. I took the news real badly.

By Thursday I felt more happier until I

arrived to find that a computer failure

had resulted in the loss of important

data. It took all day to resolve and so

be Friday I had twice as much work to

do. Not exactly the best working week!

(20 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 It was a struggle for the family to make ends meet.
(continual/continuous)
- 2 I asked my previous employer to write me a character
(reference/referral)
- 3 The new associate was on becoming a full partner as quickly as possible.
(intense/intent)
- 4 The student applied to the bank to her overdraft facility.
(extend/extent)
- 5 He his business trip to the Far East for two months.
(deferred/deterred)
- 6 The writing set a fountain pen, a ballpoint pen and a pencil.
(comprises/consists)
- 7 I am surprised that you can the thought of returning to that place.
(bare/bear)
- 8 purchasers were shown around the property by the local agent.
(perspective/prospective)
- 9 Her artistic work has always been by nature.
(aspired/inspired)
- 10 Much to my the meeting ended without further argument.
(relief/relieve)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

simon was delighted to be appointed as managing director of the multi national company in december last year its taken me more than twenty two years to get this far and without the support of my wife and daughters i probably wouldnt have made it at all he told friends and family at a party to celebrate his success



(15 marks)

8 PROOF-READING (B)

In the memorandum below there are TEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: c^op^om^etition.

Do NOT correct the errors.

MEMORANDUM

To Jack Morgan
Sales Manager

From Heidi Bromstein
Personnel Manager

Date Today's

STAFF TRAINING SESSIONS

Further to our telephone conversation earlier today, I confirm that training for your staff will take place on Friday next commencing at 0930 hours. The morning session, Effective Telephone Technique, will be led by Jacqui Tanner and is designed for all junior members of staff. It will take place in Room 214. Your sales team will be required to attend Sam French's session on After Sales Service in Room 320. The afternoon session is designed for all staff and is a practical session on database management. This will be held in our Computer Suite from 1400 hours. Lunch will be provided in the staff canteen.

I should be grateful if you would advise your staff of the following:

- i these training sessions are part of the induction process and attendance is essential
- ii course evaluation forms should be completed at the end of each session
- iii part-time staff are required to attend; time off in lieu will be granted in the normal way

Please let me have final numbers by the end of this week.

Many thanks.

(10 marks)

End of examination

ENGLISH FOR OFFICE SKILLS - LEVEL 2 – SAMPLE 4

ANSWERS

1 SPELLING

| | | | |
|----|----------------|----|--------------|
| 1 | commission | 11 | proprietor |
| 2 | knowledgeable | 12 | mutually |
| 3 | brief | 13 | listen |
| 4 | impatient | 14 | ought |
| 5 | responsibility | 15 | material |
| 6 | persevere | 16 | inaccurate |
| 7 | associate | 17 | doubtful |
| 8 | excessive | 18 | illegal |
| 9 | gradually | 19 | conference |
| 10 | attached | 20 | hypocritical |

20 marks

2 LISTENING COMPREHENSION

| | | |
|----|--------------------------|-----|
| 1 | Robert | (1) |
| 2 | Sarah | (1) |
| 3 | Personnel | (1) |
| 4 | Health and Safety course | (1) |
| 5 | starts next Tuesday | (1) |
| 6 | 6 pm | (1) |
| 7 | local College | (1) |
| 8 | lasts for six weeks | (1) |
| 9 | ring extension 196 | (1) |
| 10 | if wish to attend | (1) |

10 marks

3 READING COMPREHENSION

| | |
|---|---|
| 1 | is failing (1) |
| 2 | ignored/overlooked (1) |
| 3 | overdraft (1) |
| 4 | sales operation is weak/competitors are more innovative (1) |
| 5 | morale is low (1) job losses (1) |
| 6 | cover fluctuations in working capital (1) |
| 7 | final reminders from suppliers (1) phone calls from the bank (1) |
| 8 | deny / not accept (1) |

10 marks

4 SYNTAX

- | | | | | | |
|---|----------|----------|----|------|----------------------|
| 1 | had | have | 6 | took | taken |
| 2 | what | who | 7 | a | an |
| 3 | no | any | 8 | real | really / very / omit |
| 4 | has been | had been | 9 | more | omit more |
| 5 | of | have | 10 | be | by |

10 × 2 = 20 marks

5 VOCABULARY

- | | | | |
|---|-----------|----|-------------|
| 1 | continual | 6 | comprises |
| 2 | reference | 7 | bear |
| 3 | intent | 8 | prospective |
| 4 | extend | 9 | inspired |
| 5 | deferred | 10 | relief |

10 marks

6 PUNCTUATION

Simon was delighted to be appointed as **Managing Director** of the multi-national company in **December** last year. "It's taken me more than twenty-two years to get this far and without the support of my wife and daughters I probably wouldn't have made it at all," he told friends and family at a party to celebrate his success.

15 marks

7 PROOF-READING (A)

| FIXED RATE BONDS | | | | | |
|-------------------|------------------------|-------------|---------|-------|---------------|
| Provider | Accounts | Notice/Term | Deposit | AER | Interest Paid |
| Lexington Warwick | 5 year fixed rate bond | 5 years | £5,000 | 6.10% | Anniversary |
| City Spender | 4 year fixed rate bond | 4 years | £5,000 | 5.75% | Anniversary |
| Fleet Union | Fixed rate bond 50 | 5 years | £1,000 | 5.30% | Yearly |
| Westland Online | 3 year fixed rate bond | 3 years | £1,000 | 5.25% | Yearly |
| Southern Star | Star 3 year fixed rate | 3 years | £500 | 5.05% | Annually |
| Rupert Timms | A Plus fixed rate bond | 3 years | £1,000 | 4.95% | Anniversary |

AER - Annual Equivalent Rate

(5 marks)

8 PROOF-READING (B)

MEMORANDUM

To Jack Morgan
Sales Manager

From Heidi Bromstein
Personnel Manager

Date Today's

STAFF TRAINING SESSIONS

Further to our telephone conversation earlier today, I confirm that training for your staff will take place on Friday next commencing at 0930 hours. The morning session, Effective Telephone Technique, will be led by Jacqui Tanner and is designed for all junior members of staff. It will take place in Room 214. Your sales team will be required to attend Sam French's session on After Sales Service in Room 320. The afternoon session is designed for all staff and is a practical session on database management. This will be held in our Computer Suite from 1400 hours. Lunch will be provided in the staff canteen.

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- iii part-time staff are required to attend; time off in lieu will be granted in the normal way

10 marks

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