

**English for Business  
Communications  
Level 1**



8959-11-011  
(EL-NBC 11)  
Practice Paper 3

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**Candidate's name** (Block letters please)

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**Centre no** **Date**

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**Time allowed: 1 hour 30 minutes**  
(plus 15 minutes' reading time during which no writing will be allowed).

Answer **all** questions.

**All** answers must be written in ink, typed or word processed.

Your answers should be written on separate sheets of paper. Make sure your name appears on each sheet of paper used.

Answers to **all** tasks will be assessed for language and content. Two tasks only will also be assessed for layout. This will be indicated on the task.

- The following items **are** permitted
- bilingual/monolingual dictionaries
  - calendars
  - calculators

**For examiner's use only**

<b>Task 1</b>	<b>Task 2</b>	<b>Task 3</b>	<b>Task 4</b>	<b>Total</b>
25	25	25	25	100

## Scenario

You are the Administrative Assistant (AA) to Mark Henderson. Mr Henderson is the General Manager of Best Balloons, a company that sells helium-filled balloons for special occasions like weddings and birthdays.



Mr Henderson is busy in meetings today. He is going to come back to the office this afternoon. He wants you to do some work when he is away.

The company's address is:

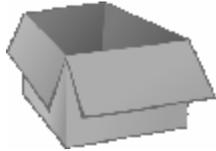
1 Stanton Place  
OLNEY  
Buckinghamshire  
MK58 6LG  
UK  
Tel: 01789 35641  
Fax: 01789 35642  
[www.bestballoons.co.uk](http://www.bestballoons.co.uk)

Mr Henderson's email address is: [mhenderson@bestballoons.co.uk](mailto:mhenderson@bestballoons.co.uk)

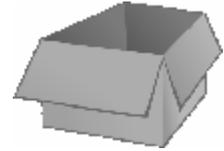
**Task 1**

Action the note from Mr Henderson. (Your answer will be assessed for layout.)

*AA: We received our first delivery of boxes from our new supplier, Box Sverige, yesterday. This is their delivery note. Please draft a letter for me to send to Mr Holmstrom. Tell him about the problems with the order - see my comments. Tell him I want him to phone me - what can he do to help me?*  
*Thanks, Mark.*



# Box Sverige



## Delivery note

*We received 500.*

*We received 1000.*

*Their quotation BS4869 says prices include free delivery to UK.*

Quantity	Product	Size	Weight	Unit price £	Total £
1000	Flat pack boxes	B	Medium	1.00	1000.00
500	Flat pack boxes	A	Medium	2.00	1000.00
					<b>2000.00</b>
<b>Delivery to UK</b>					<b>100.00</b>
<b>Total price</b>					<b>2100.00</b>

If there are queries with your order, please contact:

Hannes Holmstrom – Sales Director

Tel: +43 (0)1334 66789

Fax: +43 (0)1334 66788

Email: hholmstrom@boxsverige.se

Address:

Grustagsgatan 256

37 Helsingborg

SWEDEN

(25 marks)

**Task 2**

Action the note. (Your answer will be assessed for layout.)

# message

*AA: I met the Sales Manager of Float Limited yesterday. Float is a company which supplies helium, which we use in our balloons. They are opening a depot near us.*

*I need to know about the helium we buy now. Please send a memo (in your own name) to our Purchasing Manager, Vijay Kalman. Tell him about the possible new supplier. Does he think we can buy our helium from Float?*

*I want to know how many containers of helium we use each week. Tell Vijay I also want to know how much helium each container holds and how much the containers cost. Please ask Vijay to tell me if he thinks we need another supplier.*

*Thank you, Mark.*

(25 marks)

**Task 3**

Action the note.



AA: This advert for a company called Your Party looks interesting - perhaps we can buy some of their products. Please send a fax to Mr Hon and ask for more information - see my notes on their advertisement. Remember to put Mr Hon's full name, company name and fax number.

Thank you, Mark.

Can they send samples?



# Your Party

'Your Party' can make your party the best!

We have a huge range of

Napkins



Party hats



Invitations



Paper plates



Paper cups



Lots of patterns – spots, stripes, stars, cartoon characters, fairies and footballers.

Your Party delivers to all countries and our prices are very competitive.

Discounts for large orders?

Delivery costs to the UK?

How long does it take?

**For more information, contact:**

**Mr Ho-wing Hon, Sales Manager**

**Tel 86 – 765 – 4421**

**Fax: 86 – 765 – 4422**

**Email: hwhon@yourparty.ch**

**Address:**

**324 Shin Mae Highway**

**SHANGHAI**

**9664 CHINA**

Can they send us a catalogue and price list?

Do they already supply anyone in the UK?

We know your party is special!

(25 marks)

**Task 4**

Action the note using the WP template attached.

*AA: Please use our WP template to reply to Mrs Kerr's email. We can supply the balloons. Please give her the details she wants - see the attached print out. It is an extract from our website. Tell her that if she buys plain balloons she gets a free pen too. Guests can write messages on the balloons. Does she want to buy a 3m birthday banner too? Banners cost £10 each. Thanks, Mark.*

**Choose from over 1500 balloon designs**  
 'Congratulations 18' £20 (large), £10 (medium)  
 Plain balloons - gold, silver, red or white - one size - £8

**Delivered in a box**  **Guaranteed delivery and smiles!**

Delivery costs, £ sterling

No of balloons	UK	Europe	Rest of world
One	3	5	8
2-10	10	15	20
11-50	20	30	40
51 or more	30	40	50

Delivery on your chosen day, Monday-Saturday

Delivery time:  
 UK: next day  
 Europe: 3-5 days  
 Rest of world: 7-10 days

Candidate's name.....



1 Stanton Place  
 OLNEY  
 Buckinghamshire  
 MK58 6LG  
 UK  
 Tel: +44 (0)1789 35641  
 Fax: +44 (0)1789 35642  
 www.bestballoons.co.uk

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 .....  
 .....

.....  
 .....

Dear.....

.....

We are pleased to inform you that.....

.....  
 .....  
 .....

Would you also like.....

.....  
 .....

If you buy plain balloons .....

.....

We look forward to hearing from you soon.

Yours.....

BEST BALLOONS

Administrative Assistant to Mark Henderson  
 General Manager

(25 marks)

End of Examination