

**English for Business  
Communications  
Level 3**



8959-13-013  
(EL-NBC 13)  
Practice Paper 2

---

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

---

**Centre no** **Date**

---

**Time allowed:** 2 hours 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>Task 5</b>	<b>Task 6</b>	<b>Total</b>
10	20	20	20	10	20	100

**SCENARIO**

You are the Personal Assistant (PA) to Anne Hardingham, Chief Executive of Luxury Hotels Limited, a chain that owns small, luxury hotels throughout Europe and has its head office in The Manor Hotel, which is currently undergoing refurbishment. Its address is The Esplanade, WORTHING, BN11 2EU, UK.

Tel: 01475 78666

Fax: 01475 78669

[www.luxuryhotels.com](http://www.luxuryhotels.com)

Ms Hardingham has meetings throughout today but will return to the office in the late afternoon and has left you some work to attend to. Her email address is: [ahardingham@luxuryhotels.com](mailto:ahardingham@luxuryhotels.com)

**Task 1**

Action the note from Ms Hardingham.

**Meeting:** Board Meeting

**Place:** The Manor Hotel, WORTHING

**Time and Date:** 9.30am

*PA: Could you please write up the minutes for last Wednesday's meeting? I have scribbled notes on the agenda as I was chairing the meeting but Tim Anderson, our Minutes Secretary, phoned to say he had missed his flight from Edinburgh and would therefore miss the meeting. Many thanks, Anne.*

- 1 Apologies for absence -
- 2 Minutes of the last meeting - *agreed and signed.*
- 3 Matters arising - *none.*
- 4 Re-opening of The Manor Hotel after refurbishment – renovations and extension -
  - a) *decided this will be marked by celebratory reception - first Saturday of next month - in first floor ballroom - 7.30-9.00pm. Need to notify press to get maximum publicity and arrange reception - invite local dignitaries, well-known regular guests etc.*
  - b) *most existing staff have been working in our other hotels during refurbishment - Human Resources need to advise them asap when we're re-opening and check all available to take up duties here again - will also need to recruit new staff for new sports facilities and ensure fully qualified and trained - possibly need more staff for hotel, too, as now larger - HR to conduct resourcing audit and report to me.*
- 5 Correspondence - *email rec'd from our carpet suppliers, Magdalene, for reception area and main staircase, advising various problems with our order - I agreed to write advising Magdalene they either supply order as per our original specifications or we will be obliged to cancel.*
- 6 Any other business - *none.*
- 7 Date, time and place of the next meeting - *1st Wednesday next month - same time and venue.*

*Meeting closed at 10.30am.*

(10 marks)

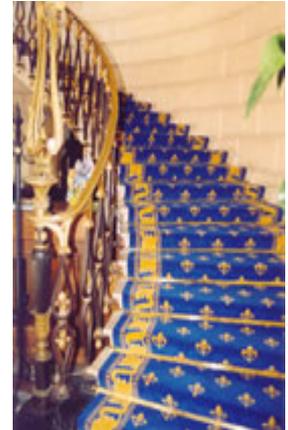
**Task 2**

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

*PA: As you've no doubt seen from the minutes, I need to write to Magdalene. Could you draft the letter for me to sign later today, please? I've made some notes on their advertisement in reply to email from them. You could use these in your letter. Many thanks, Anne.*

**Magdalene**

✉ 21, Rue Hélène Andrée  
 VERSAILLES  
 France  
 Phone: + 33 139 027 482  
 Fax: + 33 139 027 496  
 Email: info@Magdalene.com



**MAGDALENE: One of the true specialists for custom made carpets for hotels, corporate offices, private homes, palaces and public buildings.**

Over the last 20 years, in fact since 1982, MAGDALENE has gained vast experience by supplying custom made carpets for hundreds of hotel projects within Europe, The Middle East, Africa, The Far East and from small privately owned to large international hotel chains.



Contrary to popular belief, going for 'custom made carpets' carpets is not in most cases much more expensive than choosing an equivalent carpet from stock. For certain quantities, and especially when dealing with hotel projects, it is in fact not only cheaper but even more suitable to have 'custom made' carpets.

*So why are they now demanding we pay 20% more than their original quotation for custom-made carpeting? We took their advice to design our own as they said it would be cheaper.*

There are numerous options available when manufacturing custom made woven carpets, and in most cases they will be made using **80/20 yarn (80% wool and 20% nylon)** this blend combining the softness, comfort and warmth of wool, with the hard-wearing properties of nylon.

8 to 12 colours may be selected to be woven into one design, without any price increase. There is practically no-limit to the freedom you have for design and colour combination, using either your own design or selecting a pattern from the 15 000 designs existing in archives to which we have access.

*They are now limiting our choice to 5 colours - totally unacceptable!*

*They agreed our own design was fine BEFORE quoting, so why are they now trying to persuade us to choose an existing pattern? We want what we ordered!!*

(20 marks)

**Task 3**

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

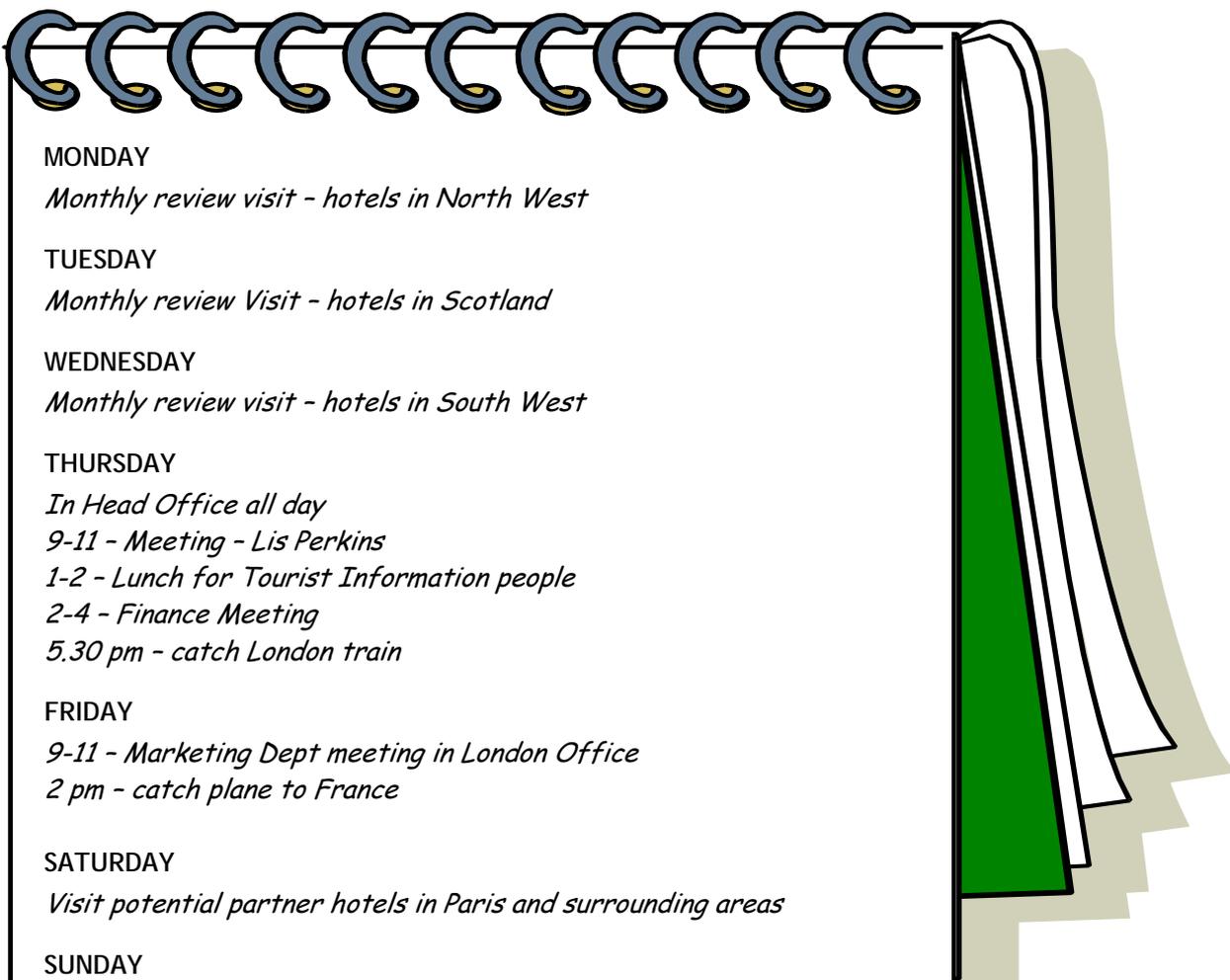
### TELEPHONE MESSAGE

**Message for:** PA

**While you were out:** Anne telephoned

She's suddenly realised she'll need a meeting with Paul Sheldon to finalise staffing and training requirements for The Manor Hotel. She asked if you could choose a couple of suitable two-hour slots from her diary for next week and then send Paul a memo yourself asking which would suit him better. She said they could either meet in Worthing or in London and that you already know what they need to discuss from the Minutes of the last Board Meeting, but that you'd better bring Paul up to date on this, as he wasn't at that meeting - she said to stress the need for fully qualified and experienced staff for the sports' facilities, though as Regional Head of Human Resources he should be aware of that. Anne wants the results of his resourcing audit before the meeting, if possible.

**Taken by:** Carolyn Dodd



**MONDAY**  
*Monthly review visit - hotels in North West*

**TUESDAY**  
*Monthly review Visit - hotels in Scotland*

**WEDNESDAY**  
*Monthly review visit - hotels in South West*

**THURSDAY**  
*In Head Office all day*  
*9-11 - Meeting - Lis Perkins*  
*1-2 - Lunch for Tourist Information people*  
*2-4 - Finance Meeting*  
*5.30 pm - catch London train*

**FRIDAY**  
*9-11 - Marketing Dept meeting in London Office*  
*2 pm - catch plane to France*

**SATURDAY**  
*Visit potential partner hotels in Paris and surrounding areas*

**SUNDAY**

(20 marks)

**Task 4**

Action this note.

*PA: We really do need to publicise the re-opening as much as possible, so please prepare a Press Release for me to have a look at later. I suggest you concentrate on new facilities and appropriate staffing, reception (especially who's coming - I've included info. on a couple of celebrity guests who should definitely capture the public's attention - I know I'm excited already) and special deals, and, obviously, how to contact us. Don't exceed 200 words or, as I've discovered to my cost too many times in the past, the press just cut it. Many thanks, Anne.*

**Three Night Break**

£225.00 per person for three nights in a double or twin-bedded room, with bed and breakfast, and you'll receive a six course dinner in our sea view restaurant on the first night **FREE OF CHARGE**. Amazing value for money.

**Mid week\* Special**

Why not treat yourself to a few days away? You know you deserve it!

£75.00 per person per night including a six course dinner, bed and breakfast.

\*Sunday to Thursday only

**BOOK WITHIN 48 HOURS OF YOUR STAY AND RECEIVE UP TO 30% DISCOUNT\* OFF THE NORMAL RATE**

\*Offer valid for one month from the date of the re-opening only



She sings, dances, designs clothes, acts – she's the world's most famous diva. With a personal fortune of around £65 million, Penelope Quieros is the richest Latino woman in showbiz. A far cry from her humble childhood in Brazil where she began her career as a samba singer, working evenings after her day job in a hat shop. Perhaps that was the inspiration for some of the towering headdresses for which she is famous as she is for her iconic stylized and outlandishly flamboyant performances.

'I'm living the life I always dreamed of living. From the time I was a youngster I wanted to be a celebrity. It's a great life. My favourite hotel has to be The Manor Hotel in Worthing. I stayed there the first time I visited UK and it's grown up, just like me. It's now one of the smartest hotels I know.'

**'The Graham T Show'** - every Thursday at 10pm on Channel Five

Nothing else even comes close for pure entertainment value.

'Everyone's talking about Graham T, the best interviewer working in television today. His boldness is truly unique' – *Rolling Stone Weekly*

'He's simply irresistibly and corrosively funny' – *The New York Times*

'Sometimes risqué but for me always hilarious' – *Time magazine*

'Graham T Hits the Funny Spot week after week' – *Newsweek*

'Hilarious; what more can we say?' – *Washington Post*

'He is as funny as it gets' – *The Chicago Tribune*

'A sublime comedian' – *The Atlanta Constitution*

'Hysterically funny. I actually fell off my chair laughing last week – do not miss this programme for anything. I certainly won't!' – *The San Francisco Chronicle*



*I'm so pleased that he'll be back in the UK and has agreed to come to our re-opening reception - he's stayed here quite a few times in the past. He does make me giggle every time I meet him - such a nice chap too!*

(20 marks)

**Task 5**

Action the note from Ms Hardingham.

*PA:*

*Could you please draft an official invitation on behalf of Luxury Hotels Limited for the opening reception that we can then get printed? Dress: formal. RSVPs to me here, please - you can give my email address as well as usual address.*

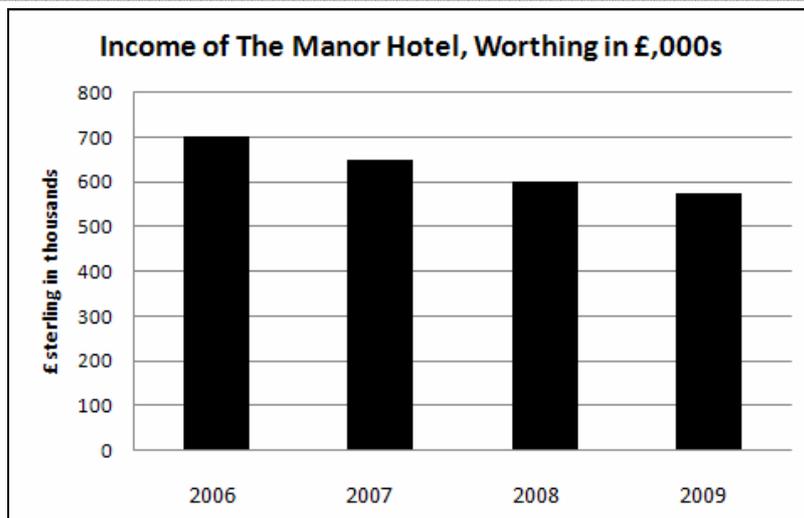
*Many thanks, Anne.*

(10 marks)

**Task 6**

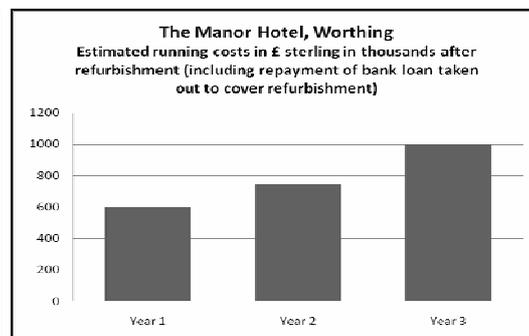
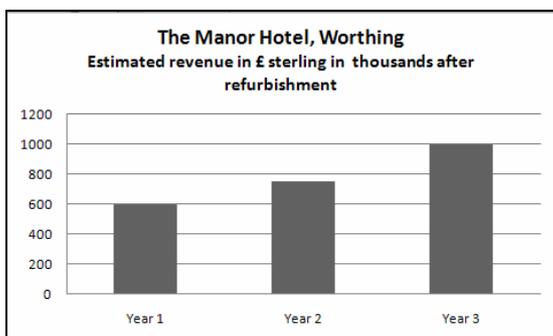
Action this note.

*PA: I need a short (max. 200 words) report for the next Board meeting - they basically need to know why we decided to refurbish (should be obvious from graph) and when we are likely to reach a point when the increase in business will reach the point where it will pay for the renovations ie break even point. I've attached various bits of information from which you should be able to glean all the information they want i.e. loss of revenue during hotel closure plus cost of renovations/refurbishment. Board will want to know total cost to the business.  
Many thanks, Anne.*



The Manor Hotel - Worthing

Total Costs of Renovation in £000s	
Costs of Renovation	£2,500
Loss of Revenue	£500



(20 marks)