



Please stick your candidate label here

Office use only

Marker's initials

Anglia ESOL International Examinations
Advanced Business English
Level 3 Paper B 2014

CANDIDATE INSTRUCTIONS:

- Time allowed - TWO hours including listening
- Stick your candidate label in the box above.
- Answer ALL questions in PEN in the spaces provided.
- You may use correcting fluid if necessary.
- Ask for extra paper if you need it.

For Examiner's Use Only				
Part One [20]	Part Two [20]	Part Three [20]	Part Four [20]	Part Five [20]

Part One - Listening/Reading/Writing (20 marks)

Your manager, George Bates, has asked you to attend a meeting about training the sales team in your company to use a new data collection system called G20.

Listen to the discussion at the meeting, take notes, and then write an email to your manager with the key details about how and when the training will happen.

You will hear the information twice.

Write your notes here. These notes are for your own use and are not marked by the examiner.

Anglia Examinations Sample Paper

Write your email here.

Marks
Awarded

To:	<input type="text"/>
Subject:	<input type="text"/>
<input type="text"/>	

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Part Two - Reading and Writing (20 marks)

You have been given an e-mail message to which you are required to respond. The message will require a detailed response and the information needed is provided in the text below.

From: Dora Smart
Date: 27.03.14
To: Alex Crondike
Subject: Password security

Hello Alex,

I wonder if you can help me. I'm having a staff meeting next week and one of the items on the agenda is password security. My team use a lot of different systems, both internal and external and I have realised that password security is an issue.

I want to be able to advise my team how they can set passwords that are strong and uncrackable - that is, passwords that no-one else can guess or work out. I need the team to be aware of how hackers can get into other people's passwords. Do you have any golden rules about setting passwords please?

Any information you have about this topic would be gratefully received. I look forward to hearing from you. Many thanks.

Kind regards,
Dora
Dora Smart
HR Manager

We live in a password-driven world, where between four and 20 characters are the difference makers in whether you're able to access your data, communicate with friends, or make your online purchases. The problem is that passwords should be different everywhere you use them, and that can make it difficult to remember them all. And, if a password is truly strong, that makes it even more difficult. That's why we've put together this helpful password guide. Follow these tips and tricks to take total control of your terms for access. Use different passwords everywhere. This is vital because if your password is cracked once, the person who has that information will also have access to all of your online accounts. A study by BitDefender showed that 75 percent of people use their e-mail password for Facebook, as well. If that's also your Amazon or PayPal password and it's discovered, then you can say good-bye to some funds, if not friends. Remember the underwear saying. The saying goes like this: "Passwords are like underwear. You should change them often (okay, maybe not every day). Don't share them. Don't leave them out for others to see". While this saying may be light-hearted, it can make people think and remember these key rules. A password should also be mysterious. In other words, make your password a total mystery to others. Don't link it to anything in your life. That way, no-one will be able to crack it. If it's the name of your relatives, your kids or your pet, a favourite team, or the city of your birth, guess what—it's not a strong password. If it's your birthday, anniversary, date of graduation, even your car license plate number, it's not a strong password. Even if you follow this with a random number, it will be breakable. Avoid common passwords. If the word you use can be found in the dictionary, it's not a strong password. If you use numbers or letters in the order they appear on the keyboard ("1234" or "qwerty"), it's not a strong password. These are all things hackers would try first. They write programs to check these kinds of passwords first, in fact.

Now write your email response here:

To:	<input type="text"/>
Subject:	<input type="text"/>
<input type="text"/>	

Anglia Examinations Sample Paper

Part Three - Writing (20 marks)

Read the following e-mail which has been sent to your company. Create an appropriate response.

From: doctors@southgatesurgery.co.uk
Date: 11.04.14
To: peter.right@cleaneasy.co.uk
Subject: Cleaning contract

Dear Peter,

I am writing to you regarding the cleaning contract we have with your firm to clean the doctors' surgery premises overnight.

We had been very satisfied with the level of cleaning that has taken place over the last two years; however, in recent weeks the standard of cleaning has been significantly below the level we expect.

In particular, the bins have been emptied but not washed and the basins in the doctors' rooms have not been cleaned at all. I am also not convinced that the floors have been washed every night. Perhaps you can come and inspect the premises without delay so that you can see first-hand the condition of the surgery premises.

As you are aware, it is critical that the doctors and nurses work with patients in a scrupulously clean and hygienic building. I wonder if you can give me a reason for the sudden deterioration in the standard of cleaning service that your company is now providing. Moreover, can you please give me assurances that the high standard we require and pay for will be reinstated?

I look forward to hearing from you.

Regards,
Donna Briggs

Practice Manager
Southgate Surgery

Now write your response here:

To:	<input type="text"/>
Subject:	<input type="text"/>
<div style="border: 1px solid black; height: 600px; width: 100%;"></div>	

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Part Four (20 Marks)

You are required to complete the dialogue with appropriate responses.

Example:

0A: Hello, Post room how can I help?

0B: Hi, I need to post the annual reports and want to know the procedure.

1A: Sure, what size will the envelopes be - A4, A3 or what?

1B: _____

2A: Ok, so pretty standard, no problem. How many are there to be posted?

2B: _____

3A: Over 5,000 is a large job for us. Would you mind completing a job card?

3B: _____

4A: Well, you fill-in an on-line job card form on the Intranet and email it to the post room.

4B: _____

5A: When do the reports have to be posted?

5B: _____

6A: That's fine. When you're ready you must bring all the envelopes to the post room. I can let you have a trolley if you like, because they'll be quite heavy.

6B: _____

7A: No problem. Now, the postage cost will be charged to your department. Do you have a budget code?

7B: _____

8A: Thanks for that. Are any of the reports going abroad?

8B: _____

9A: Do you want the international ones sent by air mail?

9B: _____

10A: OK, that's fine. I'll look out for your completed on-line form. 'Bye

10B: _____

Part Five - Reading and Writing (20 marks)

Your company wants to improve the induction process for new staff in your company. Your manager has asked you to research the key points of an effective induction process. Read the following article and then write a summary of the main details in the form of a memo of about 100 words.

An induction programme is the process used within many businesses to welcome new employees to the company and prepare them for their new role. The induction programme also speeds up the orientation of the new employee and enables them to become productive quickly. The induction period can be considered as the foundation for getting the most out of the employee, and to determine their long term success in your business. The programme should be delivered at the beginning of the employment and may stretch for several weeks, or even months. During this time, the quality of the induction will have an effect on how the employee visualizes your business and how well they will integrate into it.

Some companies make the mistake of ignoring the induction process. Instead, they leave the new employee to pick things up themselves, and from existing employees, which can replicate errors of fact and poor attitudes. The main aim for the induction is to integrate the employee into the organisation with the key information and a positive outlook on all procedures. This will ensure the new recruit will reach their full potential as soon as possible. If your new employee is to be recruited through an interview, it may be advantageous to start the induction at that time. Even if the applicant is not definitely going to be your new employee, it still gives them a chance to maintain interest in your business.

You may want to start off with the overall look of the company moving through to the finer details. The following are guides for what you can include: introduce your company by specifying the size (no. of employees, branches, etc), the history and how your company operates. The employee may have already researched your business, but any additional information is always good to know. You may also decide it is worthwhile giving them a tour of the premises on their first day to help with orientation and meeting key members of the company as you go. An overview of the new employee's terms and conditions of employment is essential. You should ensure that this includes a set of objectives specific to the new person's role. Make sure they have a written copy of anything concerning their job - what tasks are involved, their responsibilities and accountabilities. The disciplinary procedure and day-to-day regimes such as time keeping and dress code should also be included at the beginning of the induction process. One very important procedure to tell the new employee about is what to do and where to assemble in case of fire.

If tools, equipment, computers, etc are involved, make sure they know where and how they can obtain them. If your business has many forms, letters etc it is a good idea to build an induction manual for them to keep. The main aim of the manual should be to guide employees through all the company's key processes. It should show and explain the basics of completing, say, a form from start to end. Where necessary, an induction manual can also cover systems and procedures relevant to the employee's task. The manual must be completed with accuracy and quality. It should be reviewed and updated as necessary, at least annually.

The personal needs of the employee should also be addressed. Make sure they know where to find the toilets, cafeteria, snack and drink machines and anything else that they may require. An employee's involvement with other employees is important. Tell them about any activities or social outings that occur both in and out of work time. This could be a game of football after work on Tuesday or a pint of beer at the pub during Friday lunchtimes. Involving them early with the social side of working will give them a feeling of being 'accepted' and welcome.

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