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ENGLISH FOR BUSINESS  
COMMUNICATIONS

LEVEL 1

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

 Pitman  
Qualifications

No. **EL-NBC 11**  
**60038**

**Past Paper**

CANDIDATE'S NAME .....  
(Block letters please)

CENTRE NO ..... DATE .....

*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 except  
for Task 4. The answer to Task 4 should be written on the form in the  
question booklet. 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.*

**FOR EXAMINER'S USE ONLY**

TASK 1	TASK 2	TASK 3	TASK 4	TOTAL
25	25	25	25	100

**SITUATION**

As Personal Assistant (PA) to Mr Arthur Jordan, Managing Director of Fine Finishes, a small but flourishing decorating firm, you are frequently left in charge of the office while he is away on business.

Today he has left you the following tasks.

Task 1 (Your answer will be assessed for layout.)

Carry out the instructions left for you by Mr Jordan.

Please see Christine Davis's note on Invoice No 26 93/R. Please draft a letter to Quality Fabrics asking for the additional rolls on the same terms. (Include complete details.) Explain that urgent delivery is required by early next week because our workroom is scheduled to start on the contract very shortly. I will sign the letter on my return.

Thanks,  
AJ

<b>QUALITY FABRICS LTD</b> Overton Mill PAGELEY Somerset BA7 3BT				
Fine Finishes Ltd 15-18 The Strand SALISBURY Somerset SA2 3DT		<b>INVOICE 26 93/R</b>		
Our mistake - we should have ordered 13 rolls for the Atkinson Ramsay contract! Christine Davis				
Quantity	Description	Catalogue No	Unit Price	Total Price
10 rolls	"Excelsior" Carlton Commercial Quality (20 metres per roll)	C51	£100 per roll	£1 000

(25 marks)

Task 2

Carry out the instructions in the following message.

Our Buyer, Jim Davidson, is accompanying me to the Brussels Carpet Exhibition. Please fax Louis Philippe Gerard of Ghent Tapis Ltd (fax no 757531) to say that we shall be attending on the 15<sup>th</sup> and 16<sup>th</sup> of next month, and inviting him to join us for dinner at the Hotel Royal on the 15<sup>th</sup>. A reply by return would be appreciated with a suggestion of a convenient time. Ask the number of his stand at the Exhibition.

Thank you -  
AJ

(25 marks)

Task 3 (Your answer will be assessed for layout.)

Respond to the note.

Please send a memo in my name to Christine Davis of the Curtains Department. Pass on my congratulations to her and her staff on the successful completion of phase 1 of the Stavely Conference Centre contract and request a meeting on Wednesday next in my office to discuss phase 2. 2 pm would be OK for me. Can she make that? Would she let me know.

AJ

(25 marks)

## Task 4

Carry out the instructions from Mr Jordan.

Please write immediately to Mr Frobisher using the standard letter form to say that we are glad he wishes to award us the contract and that we fully accept the time restriction (specify). John Baker, who will be supervising the decorating team, will ring to discuss a start date with him.

Thanks - AJ

**THE GRAND HOTEL**  
THE ESPLANADE  
SEAMINSTER  
DORSET  
DR16 3BT



Mr A Jordan  
Managing Director  
Fine Finishes Ltd  
15-18 The Strand  
SALISBURY  
Somerset  
SA2 3DT

Dear Mr Jordan

**Restaurant Refurbishment**

Thank you for your recent quotation for redecorating and refurbishing our restaurant.

The sum of £10 000 is acceptable to us provided the work is completed within the specified time of six weeks.

As time is short and I am not available the week after next I should be grateful if further detailed discussions could take place during the next few days. My secretary, Mrs Sarbjit Kaur, will be happy to arrange a date and time with you.

I look forward to hearing from you.

Yours sincerely

*James Frobisher*

James Frobisher  
Manager

