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ENGLISH FOR BUSINESS
COMMUNICATIONS

LEVEL 3

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 13**
60156

Past Paper

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.*

FOR EXAMINER'S USE ONLY

TASK 1	TASK 2	TASK 3	TASK 4	TASK 5	TASK 6	TOTAL
10	20	10	20	20	20	100

SITUATION

You are Personal Assistant (PA) to Mr Joshua Banda, Managing Director (MD) of EAST AFRICA HOTELS Ltd, with hotels and holiday lodges in Kenya and Zimbabwe. Your Head Office is located at Independence Way, HARARE, Zimbabwe.

Task 1

Action the message below.

MESSAGE FOR			
M PA			
WHILE YOU WERE OUT			
M MD			
Of			
Telephoned	<input checked="" type="checkbox"/>	Please ring	
Called to see you	<input type="checkbox"/>	Will call again	
Wants to see you	<input type="checkbox"/>	Urgent	
<p>Message: <i>Regarding Agenda for the next monthly Management meeting (week from today), please include the following items:</i></p> <p><i>① Mr Claude Duval - the new Director of Catering Services as from first of next month.</i></p> <p><i>② Mr V. Singh's report on recent health and safety difficulties.</i></p> <p><i>Please draft full Agenda.</i></p> <p><i>Remember - Location is HOTEL SAFARI, MOMBASA. Time 11.00 am.</i></p>			
Taken by: <div style="margin-left: 40px;"><i>Hope</i></div>	Date:		

Task 2 (Your answer will be assessed for layout.)

Respond to Joshua Banda's request.

PA

Need to write a memo to inform all hotel managers of the new appointment of Mr Claude Duval as Director of Catering Services as from the first of next month. I attach an extract from his C.V. and a cutting from 'Catering World' which may be of use. Over a six week period from the 1st of next month, he will be visiting all our hotels. His detailed programme will be sent later.

JB

Curriculum Vitae	
Name:	Claude Georges DUVAL
Date of Birth:	11.09.49
Place of Birth:	Zimbabwe
Training:	Westminster College of Catering, London
Experience:	Under-chef - The Savoy Hotel London
	Under-chef - George V Hotel Paris
	Chef in charge - The Hilton Durban
	Manager of Catering Services - Raffles Hotel Singapore

Catering News
PEOPLE IN THE NEWS
 We learn of the appointment of Mr CLAUDE DUVAL as Director of Catering Services to the highly prestigious EAST AFRICA HOTEL GROUP. He brings with him his wide experience and his special interest in including traditional local food on hotel menus. The guests of East Africa Hotels are certainly in for a treat.

Task 3

Action the Managing Director's note.

PA

Can you sort out this information into a notice to be placed in every room, (possibly) on back of door.
Let me see draft.

MEMORANDUM

To: Joshua Banda Date:

From: V. Singh - Director of Health & Safety Ref: GS/VS/SA

Subject: Current Health & Safety Problems

Following the recent Management meeting and your request I give below some of my concerns regarding health & Safety issues which must be brought to the attention of guests:

- Guests never seem to know where fire exits are!
Don't they ever look at the floor plan?
- They will keep leaving keys in doors when they go out.
- We're still getting complaints about guests playing loud music late at night.
- Even in hotel grounds guests are not keeping to paths after dark - even though we've just installed a new lighting system - danger from wild animals!
- Although the swimming pool is only supervised between 10am & 6pm some guests continue to use it outside these hours - that's dangerous!

Task 4 (Your answer will be assessed for layout.)

Carry out the MD's request.

PA

I think recent developments in both Catering and Health and Safety should answer Simon's complaints.

Draft a reply, for my signature.

Please ask him to FAX me direct in future, with details of any complaints, and I will personally deal with them.

JTB

GLOBAL TOURS
Global House
Regent Street
SWINDON
SW1 2SA

Dear Mr Banda

CLIENTS' COMPLAINTS

As you know for some years we have had a fruitful business connection with you. However, over the past eighteen months we have had an increasing number of complaints from our clients. Although most of these were resolved one way or another I feel I should bring the general situation to your personal attention.

The areas of concern are as follows:

1. We have had increasing instances of complaints from clients about loud music at night preventing them from getting a good night's sleep.
2. Clients have also expressed concern about their safety in the hotel grounds at night.
3. The quality of the food tended to be poor and more suitable for a Fast Food outlet. Fresh fruit and vegetables were scarce despite clients seeing them in abundance at local markets. There was a total lack of any local feel to the menu. Guests were particularly disappointed that there was no fresh fish at the Beach Hotel.

I hope my letter will be of help to you and I look forward to seeing you when I next come to Zimbabwe.

Yours sincerely

SAshley

Simon Ashley
Managing Director

Task 5

Carry out the MD's instructions.


PA

We need to publicise the NEW BUSINESS AND CONFERENCE CENTRE just opened at ELEPHANT RIVERS HOTEL (Victoria Falls). Draft a circular letter to be sent to businesses, especially in South Africa, to stimulate interest.

Thank you -
JB

ELEPHANT RIVERS HOTEL - VICTORIA FALLS
ZIMBABWE

(East Africa Hotel Group)



- 73 bedrooms - all with en-suite facilities and private balconies
- swimming pool + fitness suite
- 18 hole golf course
- 2 tennis courts
- 2 restaurants + 3 bars
- superb business/conference suite - all services. Special rates by negotiation
- hotel bus service to Falls and airport

PA:

Emphasise E/Rivers Hotel

Fully equipped business centre - fax; word processors; computer; photocopier

2 full time staff

Conference suite with all necessary equipment. 1 large, 2 small rooms

Patience Chubanda (Secretarial Services Supervisor)

Task 6

Write the report as requested.

PA

Situation at Beach Hotel, Kenya, seems to be serious - especially in the restaurant. I enclose Accountant's annual summary of restaurant use. Suggest you check complaints message. Write a report for my attention and draw any conclusions you think relevant, with recommendations. (Obviously Mr Diwal will put this hotel on the top of the list of his visits.)

Thanks - JB

ZIMBABWE NEWS

East Africa Hotels Guide
BEACH HOTEL KENYA ***

- 60 bedrooms
- 1 restaurant - 100 seats
- 1 bar (no snacks)

- Comments:
- Does not merit 3 star rating.
 - Poor food + service.
 - Good location - 100 yards Nyaia Beach.
 - Needs looking at by owners.

COMPLAINTS

- Food dull, ordinary. In no way 3 star.
- Tinned fruit served when abundance of fresh at big local supermarket.
- No dinner entertainment, only taped European music. Is this really Africa?
- Little choice for breakfast.
- Service without a smile by over-worked waiters.

Number of meals served - Beach Hotel

	BREAKFAST 7.30-8.30 AM	LUNCH 12.30-2.00 PM	DINNER 7.30-10.00 PM	NUMBER OF PRIVATE FUNCTIONS *
JAN	300	150	300	3
FEB	300	150	300	2
MAR	400	200	350	3
APR	400	200	300	3
MAY	800	220	500	2
JUNE	1000	250	500	3
JULY	1100	250	600	4
AUG	1200	300	650	2
SEPT	800	250	400	2
OCT	600	200	300	2
NOV	400	200	200	1
DEC	400	150	500	3

M A I N T O U R I S T S E A S O N

- * - weddings
- office parties
- business lunches

(20 marks)