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INSTRUCTIONS TO INVIGILATORS

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

The use of dictionaries is NOT permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

INSTRUCTIONS TO READERS

NB Read aloud the text which is NOT in italics. Read at normal reading speed.

Question 1 - Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word underlined. Allow 10 seconds between each sentence.

- 1 His application form was beautifully presented.
- 2 The proprietor of the hotel spoke fluent Spanish.
- 3 He was delighted to be offered a permanent job.
- 4 The exhibition will be held in the town centre.
- 5 The trainee was persuaded to apply for the post.
- 6 Please renew your subscription by the end of January.
- 7 Profits have halved over the past two years.
- 8 She was able to implement many changes in policy.
- 9 I have cancelled all my appointments for tomorrow.
- 10 The woman has always been associated with the law.
- 11 All abbreviations must be expanded.

- 12 The client declined my invitation to attend the meeting.
- 13 The new employee gradually learned to do his job well.
- 14 The quotation was higher than they had expected.
- 15 Our company magazine is published every two months.
- 16 The supervisor was too lenient with her staff.
- 17 There is an introductory offer on this product.
- 18 Most of us are susceptible to flattery.
- 19 This company places great emphasis on punctuality.
- 20 The trainees were grateful for the help they were given.

Question 2 - Listening Comprehension

Look at the form. (10 seconds) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Hello, it's Sam from the Training Department. I'm going to be out of the office for another couple of days and must make sure that my diary for next week is up to date. Could you please fill in the following details for me.

I shall be delivering a course on Stress Management on Tuesday at 9.30 in the Conference Room. On Wednesday Mr Robinson is coming to see me in the afternoon about 2.30. And on Friday I have booked an appointment with my accountant for 11.00. I think that's all. Many thanks.

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

ENGLISH FOR OFFICE SKILLS

LEVEL 2

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

No. **EL-OFFN 12**
60057

CANDIDATE'S NAME
(Block letters please)

CENTRE NO DATE

Time allowed: 1 hour

Answer ALL questions in Section A and Section B.

Section A - Spelling
Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

FOR EXAMINER'S USE ONLY

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	TOTAL
20	10	10	20	10	15	5	10	100

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

SPELLING

ALTERATION if needed

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(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

APPOINTMENTS DIARY	
MONDAY	
TUESDAY	
WEDNESDAY	
THURSDAY	
FRIDAY	
SATURDAY	SUNDAY

(10 marks)

SECTION B

3 READING COMPREHENSION

Read the following passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

In the cut and thrust world of stockbroking, a new computerised system is expected to revolutionise the way shares are bought and sold.

Technology is coming to the rescue of private investors who are fed up with the traditional stockbrokers' high prices and discount brokers' poor service. Instead of holding on the telephone for minutes at a time to buy or sell shares, or to ask for a portfolio valuation, private investors can now run their portfolios electronically - through the Internet.

A new company, ShareNet, offers services which range from simple share dealing to sophisticated portfolio management. Launched earlier this year, the service is a joint venture between a software company and a firm of accountants. Its appeal is financial. ShareNet has an attractive scale of charges which dramatically undercut those of traditional stockbroking firms. Fees are as low as 0.5% to 1% per year.

So how does ShareNet work? Customers who wish to buy or sell shares are invited to register with the company by post and, if they wish, to place their orders over the telephone rather than using the computer. The reasoning behind this, says the company, is to allay fears of computer fraud.

However, Mr John Henson, the computer expert behind the new system, tells us that investors should have no such worries. He has developed a sophisticated encryption system which will allow customers to make orders securely over the Internet. This high-tech encoding system will prevent the dishonest trader from eavesdropping on investors' orders and will protect customers from the danger that somebody else might buy shares with their money.

ShareNet is the first Internet-based share-dealing service in Britain, although such systems have been running for several years in the United States of America. Henson believes that electronic stockbroking could take Britain by storm. In America one stockbroking house has found that 30% of its customers have already switched from telephone dealing to the electronic method and it is anticipated that American investors will invest more readily in British shares now that access to them is easier.

Growth in Britain, however, is likely to be slower because fewer potential customers have access to the necessary computer software and hardware.

Technology experts have been predicting for some time that the old fashioned dealers, who take buy-and-sell orders over the telephone and then negotiate them with dealers working in other companies, could become an endangered species. Efforts to cut out the middleman have always failed due to the difficulty of putting the buyers of shares in direct communication with the sellers. By delivering a low-cost, high-speed method of secure communications, the Internet may make such links possible for the first time, allowing investors to deal at only a fraction of the commission that they currently pay.

- 1 and have resulted in customer dissatisfaction with traditional stockbroking methods.

- 2 The answer to such dissatisfaction is electronic dealing via

- 3 Some customers prefer to deal over the telephone because they are
.....

- 4 Security can be ensured by the use of devices.

- 5 America is more advanced in this area than Britain because
.....

- 6 One advantage of electronic dealing to the British economy could be
.....

- 7 This electronic system allows interaction between the
and the

- 8 The principal attraction of such a system to investors is the
.....

(10 marks)

4 SYNTAX

In the following passage, there are TEN unmarked errors of grammar or syntax. Underline the errors and write the corrections in the spaces provided. An example has been given.

My three friends and me all are members of
the same sports club. It is located nearby
the town centre and we often meet there
after work to relax and keep fit. It's a large
club and there's lots of facilities what are
available to members. We usually have a
game of squash or tennis, followed by a swim.
I personally prefer squash than tennis, but my
friends like tennis best. Some evenings we
stay on at the club and have a meal. Last month
we witnessed a accident in the restaurant. A
man who was waiting for his meal collapsed
with a suspected heart attack. The people
sat with him didn't do nothing - they were too
shocked - so my friend Michael rung for an
ambulance. Fortunately once in hospital the
man recovered and praised Michael for his
prompt action.

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(20 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 The company brochure included an from the previous year's sales report. (except/excerpt)
- 2 The trainee was asking for help from her boss. (continually/continuously)
- 3 The manager organised an immediate into the complaint about the security guard. (inquest/inquiry)
- 4 The thief tried to the questions put to him by the police officer. (evade/invade)
- 5 She wanted to that the quality was poor. (imply/infer)
- 6 The company doctor was able to the pain experienced by the employee. (relief/relieve)
- 7 He was to be an expert in the field of computer technology. (refuted/reputed)
- 8 His primary was to increase sales by 30%. (object/objective)
- 9 The Chairman was a man of high moral (principals/principles)
- 10 We were hoping to the date of the meeting until we had time to prepare ourselves. (defer/deter)

(10 marks)

6 PUNCTUATION

Re-write the following passage providing appropriate punctuation.

are you young healthy and ready to spend an 8 week assignment in the sun if so wed like to hear from you club international is looking for young people between the ages of 18 and 21 to work in our international summer camps in july and august ring us on 0181 632 0984 for further details

(15 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are FIVE. Identify each error exactly on the second table putting a circle around it.

EXAMPLE: £1 234 £1 243

Do NOT correct the errors.

CORRECT VERSION

BEST FIXED RATE MORTGAGES				
Lender	Rate	Fixed Until	Maximum Advance	Fee
Hinckley & Rugby BS	1.50%	01/06/98	70%	£250
Melton Mowbray BS	6.95%	30/09/98	90%	£99
Norwich & Peterborough BS	7.99%	01/01/00	85%	£250
Nottingham Imperial BS	8.25%	31/07/00	90%	£350
Royal Bank of Scotland	8.85%	01/07/05	95%	£250

INCORRECT VERSION

BEST FIXED RATE MORTGAGES				
Lender	Rate	Fixed Until	Maximum Advance	Fee
Hinckley & Rugby BS	1.50%	01/06/98	70%	£250
Melton Mowbray BS	6.95%	30/09/99	90%	£99
Norwich & Peterbrough BS	7.99%	01/01/00	85%	£250
Nottingham Imperial BS	8.25%	31/07/00	90%	£530
Royal Bank of Scotland	8.85%	01/07/05	95%	£250

(5 marks)

8 PROOF-READING (B)

In the letter below there are TEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: competition.

Do NOT correct the errors.

JG/PD

Date as postmark

Mr J R Wallis
541 City road
BRISTOL
BS2 1TT

Dear Mr Walls

Thank you for your recent application for the post of Trainee Manager in the
the Marketing Department

We are pleased to invite you to attend for interview on Thursday next at our
Bristol Head Office. Please report to Reception at 9.30 am and bring you
certificates with you. Five other candidates have been short-listed for the post.

The day will include a tour of the company, an introductory talk by the Managing
Director and a series of formal and informal interviews with representatives from
the Senior Management Team. Lunch will be provided.

Please telephone me on extention 234 as soon as possible to confirm your
attendance.

Yours sincerely

Judy George
Personal Manager

(10 marks)

END OF EXAMINATION