



Business
English



Anglia Examinations Business English Guide

Updated 2020



C1

Proficiency in Business English

B2

Advanced Business English

B1

Intermediate Business English

A2+

Practical Business English

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INTRODUCTION

1. About Anglia Examinations England

Anglia Examinations England specialises in ESOL assessments and has been based in Chichester, England since 1994.

Anglia offers a comprehensive and structured programme of assessing English language competence, from beginner through to native speaker level. This step-by-step approach to testing encourages and motivates students to make clear and effective progress.

Anglia works in close collaboration with the UK national awarding body, AIM Qualifications and Assessment Group, a leading international organisation offering nationally regulated qualifications.

Anglia Examinations is a member of the European Association for language testing and Assessment (EALTA) and owned by non-profit educational institutions. AIM Qualifications and Assessment Group is a registered charity in the United Kingdom.

Anglia Examinations currently has offices and test centres in Latin America, North Africa, Asia, and Europe with candidates in over 40 countries worldwide.

The Anglia Business Exams were first piloted in 2000. This was in response to requests from existing Anglia markets who liked the step-by-step approach and who wanted to offer something similar to students with an interest in business.

All exam development is always undertaken by Anglia Examinations in close consultation with interested client groups. In this way, Anglia can offer internationally recognised examinations that directly address the needs of the users.

2. About the exams

There are ten levels of general English examinations and four levels of business English examinations. These are shown below, with their corresponding levels in Anglia General English Examinations and how these relate to the Common European Framework of Reference (CEFR):

| COMMON EUROPEAN FRAMEWORK | ANGLIA GENERAL ENGLISH EXAMINATIONS | ANGLIA INTERNATIONAL BUSINESS EXAMINATIONS |
|---------------------------|-------------------------------------|---|
| C2 Mastery | MASTERS LEVEL | |
| | | <i>ANGLIA PROFICIENCY IN BUSINESS ENGLISH</i> |
| C1 EOP | PROFICIENCY LEVEL | |
| | | <i>ANGLIA ADVANCED BUSINESS ENGLISH</i> |
| B2 Vantage | ADVANCED LEVEL | |
| | | |
| B1 Threshold | INTERMEDIATE LEVEL | |
| | | <i>ANGLIA INTERMEDIATE BUSINESS ENGLISH</i> |
| | PRE-INTERMEDIATE LEVEL | |
| | | <i>ANGLIA PRACTICAL BUSINESS ENGLISH</i> |
| | | |
| A2 Waystage | ELEMENTARY LEVEL | |
| | | |
| | | |
| | | |
| A1 Breakthrough | PRELIMINARY LEVEL | |
| | | |
| | PRIMARY LEVEL | |
| | | |
| | JUNIOR LEVEL | |
| | | |
| | FIRST STEP LEVEL | |

All levels of the Business English Examinations test all four skills. The listening, reading and writing elements are compulsory, and there is an optional speaking test. The speaking examination can either be aggregated into the final total or can be separately certificated. We prefer the speaking test to be as independent as possible from the tests of the other skills because it is inevitably conducted under very different conditions. We realise, however, that some employers and institutions may require a final total aggregating all the skills together and if so, the reading/writing test takes 60%, the listening 20% and the speaking 20%.

All the tasks at all levels have a modern business or work-related topic or context. The tasks are designed with the needs in mind of students who find themselves working every day with office technology and twenty-first century methods of communication. In addition, as in all Anglia examinations, the format of the tasks is designed to give the students the best possible chance of showing his or her skills in, and knowledge of, the language.

At the lowest level, the students must show that they can complete basic tasks and fulfil essential functions in an everyday business context such as the office. For example, they will show that they can take a telephone message accurately, recording details of arrangements such as appointments and meetings. They must

be able to write simple emails and in speaking, answer questions about a product and a company of their choice.

At the intermediate levels, the students must show that they can both record and respond to given information in an increasingly sophisticated way, in their answers, for example, to email messages or following on from a business meeting. In speaking, they are given the opportunity to deliver prepared presentations using presentation methods such as power point, as well as having the chance to show that they can take part in question and answer sessions and discuss relevant and contemporary business issues.

At the highest level, candidates must show that they have full active control of the language needed to discuss, both in writing and in an interview situation, a wide range of business issues. For example, they must be able to write reports based on given information, deliver a swot analysis, argue a case for promoting a particular strategy or describe and explain a particular company's performance.

The examinations can also be tailored on demand to meet the needs of particular business sectors. In the Netherlands, for example, major companies as well as small or medium-sized businesses use them for assessing the English competence of their employees, together with specifically targeted Anglia Business portfolio-style training courses.

No matter where the examinations are held, the papers are dispatched to England and marked in-house by a team of qualified and experienced examiners. The results are sent two to six weeks after the examination to the local representative, who informs candidates as soon as possible.

Since 2018, the business papers have also been available online, which is ideal for the nature of business exams.

Within each level, one of four grades is awarded:

| REFER | PASS | MERIT | DISTINCTION |
|--------------|-------------|--------------|--------------------|
| BELOW 50% | 50-65% | 65-79% | 80% AND OVER |

The official certificates bearing the candidates' names and grades follow shortly after the issuing of the results.

3. About this guide

The aim of this guide is to provide both teachers and the candidates with all the information they need to prepare for the Anglia Business English exams. It includes a syllabus for each level, a book list, and, most importantly, practice papers at every level, including the listening sections and a mark-scheme, which includes sample answers for all the writing sections. The listening sections of the papers are also provided with the book in MP3 format.

ANGLIA INTERNATIONAL BUSINESS ENGLISH SYLLABUS

The Business English exams are based on a candidate's ability to perform certain practical functions in the workplace. Therefore, they do not have a specific structural syllabus. However, Appendix Three shows the structural syllabus of the corresponding levels of the General English examinations. These are not a complete description of the structures used in the Business English examinations, because the business context tends to demand set structures – for example, formulae for being polite – which do not necessarily sit easily within a General English list. However, the structural list does give an overview of the English needed at the higher levels.

1. SUMMARY OF TASK TYPES ACROSS THE LEVELS.

| Level One | Anglia Practical Business English | Time allowed - One Hour Total marks: 100 |
|------------------|--|---|
| Part 1 | Listen to an answer phone message (3 times), and complete a form . | 20 marks |
| Part 2 | Listen to 10 statements or questions (twice) and choose the best response from three-option, multiple-choice answers. | 20 marks |
| Part 3 | Read an email and a separate text containing information. Write an answer to the email based on information in the text. | 30 marks |
| Part 4 | Read two emails. Write an answer to the second email <i>using the first email as a model</i> . | 30 marks |

| Level 2 | Anglia Intermediate Business | Time allowed - Two hours Total marks – 100 |
|----------------|--|---|
| Part 1 | Listen to a conversation (twice) and complete a form . | 20 marks |
| Part 2 | Listen to 10 statements or questions (twice), and choose the best response from three-option multiple-choice answers. | 20 marks |
| Part 3 | Read an email and a separate text containing information. Write an answer to the email based on information in the text. | 30 marks |
| Part 4 | Read an email and write an answer to it. <i>No model answer is given.</i> | 30 marks |

| Level 3 | Anglia Advanced Business English | Time allowed – Two hours Total marks- 100 |
|----------------|--|--|
| Part 1 | Listen to a business discussion, and make notes. Write an email based on the information heard, with key details. | 20 marks |
| Part 2 | Read an email and a separate text containing information. Write an answer to the email based on information in the text. | 20 marks |
| Part 3 | Write an email in response to an email given. <i>No model answer is given.</i> | 20 marks |
| Part 4 | Complete a dialogue by providing appropriate responses to a series of opening gambits. | 20 marks |
| Part 5 | Read a business-related text and write a short summary of it. | 20 marks |

| Level 4 | Anglia Proficiency in Business English | Time allowed – Two and a half hours |
|----------------|--|--|
| Part 1 | Listen to a presentation and complete the text. | 10 marks |
| Part 2 A | Listen to a conversation, complete the missing data and facts on a graph, and answer the questions. | 10 marks |
| Part 2 B | Write a report in an email based on the information completed in Part A. | 30 marks |
| Part 3 | Write a report of about 250 words based on a given set of facts and figures. | 30 marks |
| Part 4 | Read 10 short business texts or articles, and match headlines to articles. | 10 marks |
| Part 5 | Gap-fill test on a written text. | 10 marks |

2. List of business-related skills, functions and contexts covered in the exams

This list is offered as an aid to students and those preparing students for the Anglia Business English examinations. It is not a complete and comprehensive list, nor is it a list of everything the student must know about business, as this is not a business exam itself but a business English exam. Clearly, just as the levels required of linguistic skill in English rise with the examination levels, in business terms the simpler, more practical topics are the ones tested at the lower levels, whereas at the higher levels students are expected to be able to cope with more complex issues.

A. BASIC FUNCTIONS

- Understanding arrangements
- Making appointments
- Confirming arrangements
- Changing arrangements
- Accepting instructions
- Giving instructions
- Obtaining information
- Giving information
- Taking messages
- Sending messages
- Making introductions
- Being introduced
- Responding to greetings/enquiries/invitations etc

B. UNDERSTANDING AND GIVING DETAILS (company and personal)

- times
- names
- dates
- places
- prices
- numbers and figures
- abbreviations
- occupations
- company positions/responsibilities
- phone numbers/fax numbers
- addresses
- numerical data
- statistics
- graphic representations
- tables

C. BUSINESS CONTEXTS

- meetings
- meeting someone
- exhibitions
- conferences
- training courses
- entertaining clients/visitors
- travel
- hotel reservations
- job applications
- the employment process
- company business
- day to day work routine
- the office environment

D. METHODS OF COMMUNICATION

- telephone
- face to face dialogue
- email
- letter
- memo
- form
- notice
- report
- presentation
- CV
- meeting records
- summary
- newspaper/trade magazine article
- training text etc

E. BUSINESS TOPIC AREAS AND ISSUES

- negotiating contracts
- buying and selling (prices/invoices/delivery dates/orders etc)
- import/export
- the concepts of tax/insurance
- marketing
- advertising
- Human Resources (salaries/promotion/selection procedures etc)
- management skills
- manufacturing processes
- health and safety issues
- the movement of capital
(stocks/shares/currencies/investment etc)
- company performance and results
- trends - company/economic
- business personalities
- problems/complaints/delays
- facilities
- company organisation

3. Performance Indicators

LEVEL ONE

In a typical office or workplace context, the student can

- listen to, understand and record practical factual information given in message form
- deal with basic social situations, such as making introductions, asking/giving permission, showing gratitude
- deal with the basic methods of modern office communication i.e. complete notes, write an email from information provided; write an appropriate email response to an enquiry

LEVEL TWO

In a typical business or work-related environment, the student can

- pick out relevant information from a conversation or exchange and accurately record it
- deal with the common exchanges of a business environment, both functional and social such as making an arrangement, confirming an appointment, making introductions
- manipulate basic data
- deal with the basic methods of modern office communication i.e. write a plausible and coherent email; respond to an enquiry

LEVEL THREE

In a typical business environment, the student can

- listen to, pick out and record relevant information from an authentic context
- read and manipulate a variety of written forms of business communication including letter, memo, note, email, newspaper article
- deal with a longer business-related text; provide an accurate summary of key points
- respond appropriately in a typical business conversation or exchange

LEVEL FOUR

In a typical business environment, the student can

- follow presentations or exchanges typical of business meetings and accurately convert information from them into an acceptable graphic representation
- summarise information from a wide range of different spoken and written sources
- deal with longer, complex business texts
- write a coherent, structured report
- control the language of business and manipulate it for specific purposes



Level 1

**Practical Business
English**

Exam Content of Level One: Anglia Practical Business English

Part One

In this section, the candidate hears a message that has been left on an answer phone, by a *single* speaker. The candidate hears the message twice. The message contains factual information. On the question paper there is a form, with ten gaps where information is missing. The candidates must complete the gaps in the form from the information they hear. The information typically includes: dates; prices; names (which may be spelt out); numbers such as telephone numbers; places; and single words or phrases, such as 'sales', and 'our meeting tomorrow'. This section is thus testing the candidate's ability to understand and accurately record the kind of practical information he or she would need to be able to deal with at work in a typical office context.

Part Two

In this section, there are ten three-option multiple choice questions. For each question, the candidate hears a speaker give an opening gambit or prompt. The candidate hears this input twice. He or she must then choose the best response from the three given.

This section is testing the candidate's ability to deal with basic social situations in the workplace, such as making introductions, and their ability to deal with necessary exchanges, for example between colleagues (Do you mind if I open the window? - No, that's fine) or colleagues and clients (Come in. Have a seat. - Thanks).

Part Three

In this section, the candidates are given an email to which they must respond using the email template provided. They are also given a short text containing all the information they need to be able to answer the email. For example, the email may contain a number of questions such as:

- 1) When does the conference start?
- 2) How much does the conference cost?

The information required, '30 September 2020' and '£350' would be contained in a short, separate text about the conference. The candidate would find this information in the text and use it in their response. This section is therefore testing the candidate's ability to use a common method of communication in business - email - and to accurately answer questions from information provided.

Part Four

In this section, the candidates are given two emails to read. One of them is a response to an enquiry. This one, the candidates must use as a model for their own email. The other is an open enquiry, for example about the price and delivery dates of a product. The candidates must respond to this enquiry with the invention of simple practical details. This section is testing the candidate's ability to manipulate a common method of communication in business - the email - and to construct a plausible response to an enquiry.

Please stick your candidate label here



Anglia ESOL International Examinations
Practical Business English
Level 1 Paper A 2017

CANDIDATE INSTRUCTIONS:

- Time allowed - ONE hour 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.

You must ask any questions now as you cannot speak during the test.

| For Examiner's Use Only | | | |
|-------------------------|---------------|-----------------|----------------|
| Part One [20] | Part Two [20] | Part Three [30] | Part Four [30] |
| | | | |

Listening Total

Marker's ID

Part One (20 marks)

You will hear a message that has been left on an answerphone. Listen carefully and complete the phone message form below. There is one example. You will hear the message twice.

Phone Message

This message is for: (example) Lilly Finch

From: Sally (1) _____ of Bakery Supplies

Date: (2) _____

Time: (3) _____

Message:

Your order for (4) _____ white rolls

and (5) _____ brown sliced loaves

is ready for collection.

Collection must be before (6) _____

Please bring (7) _____ with you when you come to collect the order.

The total cost is (8) _____

Please pay in (9) _____

If you have any queries, please call Sally on: (10) 0776 _____

Part Two (20 marks)

Listen to what the speaker says and choose the best response. Then tick (✓) the correct box. There is one example. You will hear the information twice.

EXAMPLE:

| | | | |
|----|---|-----------------|---|
| 0. | A | Thank you. | |
| | B | You're welcome. | |
| | C | Fine, thanks. | ✓ |

| | | | |
|----|---|-------------------|--|
| 1. | A | Yes, it was. | |
| | B | Yes, they were. | |
| | C | Yes, I was there. | |

| | | | |
|----|---|-----------------------|--|
| 6. | A | I can help. | |
| | B | No, I'm fine, thanks. | |
| | C | Yes, it is. | |

| | | | |
|----|---|--------------|--|
| 2. | A | Yes, please. | |
| | B | Yes, I did. | |
| | C | Yes, it was. | |

| | | | |
|----|---|------------------|--|
| 7. | A | I don't mind. | |
| | B | Good idea. | |
| | C | Yes, here it is. | |

| | | | |
|----|---|-------------------------|--|
| 3. | A | It really wasn't. | |
| | B | It was fine, thank you. | |
| | C | Yesterday. | |

| | | | |
|----|---|----------------------|--|
| 8. | A | Thanks. | |
| | B | I like it. | |
| | C | Yes, I'll do it now. | |

| | | | |
|----|---|--------------|--|
| 4. | A | I think so. | |
| | B | It was good. | |
| | C | It is a lot. | |

| | | | |
|----|---|--------------------|--|
| 9. | A | She's just coming. | |
| | B | I'm here. | |
| | C | I just arrived. | |

| | | | |
|----|---|------------------|--|
| 5. | A | Hi, how are you? | |
| | B | I don't mind. | |
| | C | I'm not sure. | |

| | | | |
|-----|---|-----------------|--|
| 10. | A | No, I haven't. | |
| | B | I'm David Kemp. | |
| | C | Yes I am. | |

Part Three (30 marks)

Read the following email which is asking for information. The information you need is in the text and tables on the next page.

Write an email reply giving the information that is requested.

To: enquiries@medinacommunitycentre.org.uk

From: daniel.sharp@molehillprimary.ac.uk

Subject: Using the Community Centre

Hello,

I am the head teacher at Mole Hill Primary School. We are running out of space at the school because each year we have more children coming to our school. We would like to find a space where the children could take their end of term exams. We are looking for a large hall that we can hire.

Please could tell me the following:

1. Do you have a large hall that would be big enough for about 20 desks and chairs?
2. Is the hall available at the end of May for 3 days?
3. How much would it cost to rent the hall for 3 days?
4. Do you have a cafeteria on site where our staff could buy drinks and sandwiches etc.?
5. Are there any car parking spaces for visitors?

I look forward to hearing from you.

Regards,

Daniel Sharp
Head Teacher
Mole Hill Primary School

The Moorside Community Centre

The Moorside Community Centre offers a wide and diverse range of activities including dance classes, toddler groups, martial arts, social clubs, sports and educational events for all age groups. We hold social events for the surrounding community on a regular basis such as quiz nights, skittle evenings, birthday parties, bingo, Christmas parties, and for those of you looking to be healthier, we have very popular Slimming World classes. Hot and cold drinks plus sandwiches and snacks are available until 6 pm from the Mermaid Coffee Shop. Our community centre offers many functional areas to hire. We have a large main hall (can be used for birthday parties, dance clubs etc.); the small hall is ideal for parties, meetings, fitness classes etc. The conference room is perfect for events such as conferences, workshops and meetings; with 4 PCs and 2 laptops it can be used for educational purposes. We also have a large kitchen that you can hire; it has a hatch to both the main hall and conference room. There is a large, free car park for visitors.

Large hall - £50 per day / £10 per hour
(Seats up to 50 people)

Small hall - £35 per day / £8 per hour
(Seats up to 20 people)

Conference room - £30 per day / £6 per hour
(Seats up to 12 people)

To check availability and book: -
Call us on 0250 556 667

We look forward to hearing
from you

Now, write your email reply here.

To:

Subject:

Part Four (30 marks)

Read the following emails. The first is a sample response to an enquiry. The second is an enquiry to a different company. Use the first email as a model to create a response to the second.

1. *Sample email response:*

| | |
|---|-------------------|
| To: | Rebecca Dent |
| Subject: | Kitchen equipment |
| <p>Hello Rebecca,</p> <p>Thank you for your enquiry about some kitchen items for your shop. I am pleased to inform you that we do have the items you asked about in stock, and could fulfil an order with immediate effect, should you wish to go ahead and place that order.</p> <ul style="list-style-type: none">• Large mixing bowls - £3 each wholesale for a minimum order of 6.• Medium sized mixing bowls - £2.50 per item wholesale, min order 6.• Mixed sizes order of sieves - £12.80 for the pack of 3 - can be sold in your shop separately.• Salad spinners - these are plastic - £1.85 each, minimum order of 6. <p>If you wish to place an order, please either email me bsherman@toddsupplies.com or call me on my direct line 01497 435641. I look forward to hearing from you.</p> <p>Kind regards,</p> <p>Barry Sherman Todd Supplies Ltd</p> | |

2. *Now, read this email enquiry:*

| | |
|---|------------------------------|
| To: | Donna Cortina |
| Subject: | Office equipment & furniture |
| <p>Hello Donna,</p> <p>I need to replace some of the equipment in my offices. I am looking for some new desktop printers/scanners and a couple of filing cabinets that will sit under the desks.</p> <p>Please could you let me know if you have these items in stock and give me some prices? Could you send me a copy of your latest brochure too, please?</p> <p>Many thanks. I look forward to hearing from you.</p> <p>Regards,</p> <p>Gary Pelham GP Insurance Services</p> | |

Write your reply here.

To:

Subject:

Blank page

ANGLIA EXAMINATION SYNDICATE

LISTENING SCRIPT (for recording artists)

Cast needed: Part one – F
 Part two – F & M

Please record the following

NB. DO NOT RECORD TEXT IN BRACKETS.

This is Anglia Examinations, England.

(pause)

International Business English – Level 1, Practical

(pause)

Listening examination, Paper A, 2017

Instructions

(pause)

The first two parts of this paper require you to listen to a selection of recorded material.

Listen to the recording and answer the questions.

You will hear each part of the recording twice.

There will be a pause before each part so you can read the questions. There will be other pauses to let you think about your answers.

When you hear the tone (**example of tone**), you should write your answers on the question paper.

Write clearly in the spaces provided.

You must ask any questions now as you cannot speak during the test.

Listen to the first part of the test.

Part One.

You will hear a message that has been left on an answer phone. Listen carefully and complete the phone message form below. There is one example.

You will hear the message twice.

(tone) (pause 3 seconds)

This is a message for Lilly Finch. **(pause 2 seconds)**

Hi, it's Sally Smart, that's S – M – A – R – T. I'm the manager at Bakery Supplies.

(Pause 2 seconds) Today is 16th June **(pause 2 seconds)** and it is now half past eight in the morning. **(pause 2 seconds)**

I'm calling to let you know that your order for 50 white rolls and 10 brown, sliced loaves of bread is ready for collection. **(pause 2 seconds)** You need to collect this order before 2 o'clock today as we close at that time. **(pause 2 seconds)** Please bring payment with you when you come to collect the order. **(pause 2 seconds)** The total cost of the order is £18.50 **(pause 2 seconds)** and I think you know, you have to pay in cash. **(pause 2 seconds)** If you have any queries regarding this order please call me on 0776 556 889. **(pause 2 seconds)**

Thanks a lot, 'bye. **(pause 2 seconds)**.

Now listen to the first part of the test again. **(pause 3 seconds and repeat)**

Now listen to the second part of the test.

Part Two

Listen to what the speaker says and choose the best response. Then tick (✓) the correct box. There is one example. You will hear the information twice.

(pause 3 seconds)

Example. Good morning. How are you today?

(tone) (pause 3 seconds)

1. Those sales figures were good, weren't they?

(tone) (pause 3 seconds)

2. Would you like a leaflet?

(tone) (pause 3 seconds)

3. How was your journey?

(tone) (pause 3 seconds)

4. Is that all of the letters?

(tone) (pause 3 seconds)

5. Hello, Paul. Nice to see you.

(tone) (pause 3 seconds)

6. Can I help you with that?

(tone) (pause 3 seconds)

7. Do you have your application form?

(tone) (pause 3 seconds)

8. Please take a seat.

(tone) (pause 3 seconds)

9. Is Maria with you?

(tone) (pause 3 seconds)

10. Can I take your name?

(tone) (pause 3 seconds)

Now listen to the second part of the test again. **(pause 3 seconds and repeat)**

That is the end of parts 1 and 2 of the test. You should now continue with parts 3 and 4.

Part 1 (20 marks) - 2 marks for each correct answer

- | | |
|---|--|
| 1. Smart | 6. 2:00 pm or 2 o'clock in the afternoon |
| 2. 16.6.17 or 16 th June | 7. payment |
| 3. 8:30am or half past eight in the morning | 8. £18.50 |
| 4. 50 | 9. cash |
| 5. 10 | 10. (0776) 556 889 |

Part 2 (20 marks)

- | | |
|------|-------|
| 1. B | 6. B |
| 2. A | 7. C |
| 3. B | 8. A |
| 4. A | 9. A |
| 5. A | 10. B |

Part 3 (30 marks)

Email should contain the following information:

- | | |
|---|---|
| To: Daniel Sharp | 1 |
| Subject: Using the Community Centre OR Room for Hire/Rent OR similar | 1 |
| Confirmation that we do have a large hall / hall big enough for 20 desks / for hire | 2 |
| To check availability and book call on 0250 556 667 OR similar wording | 5 |
| The cost to hire / rent the large hall is £50 per day / £150 for 3 days | 5 |
| There is a coffee shop (called Mermaid Coffee Shop) on site / at the community centre | 5 |
| There is a large free car park | 1 |

Plus

- | | |
|---|---|
| Style and register of business email | 5 |
| Use of English – grammar & sentence structure | 5 |

Part 4 (30 marks)

Email should contain the following information:

| | |
|--|---|
| To: Gary Pelham | 1 |
| Subject: Office equipment & Furniture OR similar | 1 |
| Thanks for the enquiry. | 1 |
| Candidate should state whether or not the items are in stock. | 5 |
| Candidate should state a reasonable price for each printer/scanner and EITHER a variable price for a multi order OR state a minimum number | 5 |
| Candidate should state a reasonable price for each filing cabinet EITHER a variable price for a multi order OR a price for a minimum order | 5 |
| Closing sentence hoping to do business with the shop / inviting the writer to place an order OR similar | 2 |
| Plus | |
| Style and register of business email | 5 |
| Use of English – grammar & sentence structure | 5 |



Anglia Examinations

Practical Business English

Level 1

Speaking Test

Instructions for Examiners

Procedure

The Practical Business English Speaking Test consists of three parts and should take approximately 12 minutes to complete. The test is conducted by you, the external examiner, with procedural help from an usher. The examination is recorded onto a computer, MP3 or CD. The file is sent to Chichester College for moderation.

Before the candidate enters the room, record their full name and number, clearly, onto whichever recording method is being used.

After the examination, the usher must ensure that the candidate does not return to the area where candidates yet to take the test are still waiting.

If using CD, there must be clear identification on the CD itself, not just on the CD box. It assists the moderators who listen to the recordings of the test to identify the candidates, if the interviewer, or interlocutor, names the candidates occasionally while talking to them.

Part One: up to 2 minutes

The object here is to give the student the opportunity to feel more comfortable and to be able to warm up by asking the candidate to introduce him/herself and say why he/she is taking the examination. Among the questions you should ask are:

- What's your name and number? (This is necessary to double check with the name and number previously recorded.)
- Would you please tell me something about yourself and why you are taking this examination?

Other questions you could ask are:

- Do you work or are you a student?
- What are your interests/hobbies/sports?
- What are your ambitions for the future?

Part Two: up to 5 minutes

The candidate brings product information to the exam. This may be a brochure, leaflet, advertisement, extract from an instruction manual and so on.

The candidate should be ready to answer a variety of simple questions about the product (or service). These questions concern aspects such as:

size, colour, quality, type/model, dimensions, weight, use/application, maintenance/servicing, features, safety aspects, availability and so on.

Sample questions (wherever applicable):

- Is this product safe? Can you be sure? How?
- Do you have... in other colours/sizes?
- Does this insurance cover...?
- Is this service also available for... the over 65s/children (for example)?
- What (other) models have you got?
- Does your hotel offer conference facilities?
- Do you have a stock of these? Can you handle large orders?

Part Three: up to 5 minutes

The candidate brings a brochure about a particular company to the exam and should be ready to answer a variety of simple questions in relation to the information provided.

You act the part of an overseas customer of the company and you are calling from abroad. You would like to visit the company selected by the candidate.

You will support the conversation as appropriate and ask further questions related to the main theme.

The questions (in random order) you ask may include:

- What are your business hours?
- How do I get to your company from the UK (means of transport, travel plan)?
- Does the company have a website? What's the address? What will I find on it?
- Does it have an app?
- What is the company's email address? (Ask candidate to spell the information.)
- What's the core business?
- Who's your general manager?
- What is the best telephone number to call on?

At the end, you say you want to make an appointment (or reservation, where applicable) with the candidate.

OVERVIEW OF TASKS

| Level | 1 |
|--------------------------------------|---|
| Introduction (Warming-up) | <ul style="list-style-type: none"> • name and number • Why are you taking this exam? • How long have you studied English? • What are your interests? • What are your plans for the future? |
| Presentation | <p>Prepared presentation: eg Product presentation</p> <p>3 mins presentation + 2 mins of question-and-answer session</p> <p>PowerPoint optional</p> |
| Role-play/ Discussion | <p>Semi prepared role play between assessor (customer) and candidate (company representative)</p> <p>5 mins</p> |



SPEAKING TEST MARKING CRITERIA PRACTICAL BUSINESS ENGLISH (LEVEL 1)

| | COMMUNICATION | CONTENT | PRONUNCIATION | VOCABULARY | GRAMMAR |
|----------|--|--|---|--|--|
| D | Communication is clear, active and effective for the level. Natural interaction. There are several examples of extended responses. | Shows the ability to speak confidently about the subjects, is clear, and can add personal views/ anecdotes. | Language of this level is very well articulated and can easily be understood throughout. | A wide range of vocabulary appropriate for the level is well used. | The grammatical forms of the level are used with confidence throughout the test. There may be inaccuracies and inappropriate uses when the candidate attempts grammatical forms outside the level. |
| M | There is active and natural participation during the conversation, even if some prompts are needed. | Has the ability to speak with some fluency about the subjects at this level. Can react to almost all comments and questions. | Generally good articulation throughout. However, there may be a few minor mistakes with language of this level. | An adequate range of vocabulary at this level is used to cover all the subjects discussed. | The candidate's use of the grammatical forms of the level is reasonably consistent for all the tasks, although there may be errors. |
| P | Communication with the examiner takes place, although it is limited and may require prompting and assistance. | Can speak about the subjects but in a limited way. | Words are sufficiently well pronounced to be understood even if there are a number of mistakes. | Vocabulary is limited for the level, but is just sufficient to cover most of the subjects discussed. | There may be a number of obvious or basic mistakes, but the use of grammatical forms appropriate to the level is still adequate. |
| R | Poor communication with the examiner. | Cannot speak intelligibly about the subjects. | Very poor articulation, virtually impossible to understand. | Vocabulary is not at all adequate for the situation. | The grammatical structures available to the candidate are insufficient. There are very few accurate structures observed at all. |
| U | Little or no communication in English takes place at all. | | | | |

Performance indicators

In a typical office or workplace context, the candidate is able to:

- understand, respond and listen to practical, factual information;
- deal with basic social situations, such as mailings, introductions, asking for / giving permission, showing gratitude;
- refer to basic methods of modern office communication.

APPENDIX 4 – Tracks for the listening sections

Scan the QR code for the listening section or visit the central documents page on www.anglia.org

If you have any problems downloading, please contact the UK Anglia office.

1. Practical Business English (Level 1) -
<https://www.anglia.org/central-docs/business-level-1-practical-sample-1>



2. Intermediate Business English (Level 2) -
<https://www.anglia.org/central-docs/business-level-2-intermediate-sample-1>



3. Advanced Business English (Level 3) -
<https://www.anglia.org/central-docs/business-level-3-advanced-sample-1>



4. Proficiency Business English (Level 4) -
<https://www.anglia.org/central-docs/business-level-4-proficiency-sample-1>

