



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 2

**Intermediate Business
English**

Exam Content of Level Two: Anglia Intermediate Business

Part One

In this section, the candidates hear a simple conversation between *two* speakers on a business topic, typically making an arrangement to meet, confirming or changing an appointment, placing an order, or reporting details of a visit, for example. They hear the conversation twice. On their question paper, they are given a form with ten gaps where information is missing. Using the information given in the conversation, candidates must complete the gaps in the form. This part of the examination tests the candidate's ability to pick out the relevant information from a simple conversation (rather than a message) and accurately transfer it to a form typical of a business or work-related situation.

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 part of the examination tests the candidate's ability to deal with the typical exchanges he or she would have to cope with in a routine business or work-related environment such as the office or a retail outlet.

Part Three

In this section, the candidates are given an email to which they must respond. Instead of a short text, as in level one, they are given further information in, for example, table form from which they must extract the relevant points to be able to answer the email accurately. This task therefore tests the candidate's ability both to construct a plausible and coherent email response, and to understand and manipulate data presented in tabular or graphic form.

Part Four

In this section, the candidates must read an email and respond to it in the space provided on the question paper. In order to answer the email, the candidate may be required to invent some practical details such as a date, a time, a name and so on. No model email is given at this level, but the reason for writing it, the target reader and the exact kind of information required are all easily extractable from the email which the candidate must respond to. Thus, in this part of the examination, the candidate's ability to understand what is required, and to use his or her initiative is tested in the context of creating a typical office communication - an email.

Please stick your candidate label here



Anglia ESOL International Examinations Intermediate Business English Level 2 Paper A 2017

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.

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]

Total

Marker's ID

Part One (20 marks)

Listen to the conversation and, from the information provided, complete the form below. You will hear the conversation twice.

Alldays Business Solutions

Business Name: Matthew's Opticians

Business Address: ⁽¹⁾ _____ street, Fleet

Business Reference Number: ⁽²⁾ _____

Maintenance agreement cover: 3 x desk top ⁽³⁾ _____

2 x ⁽⁴⁾ _____

Brief description of problem: computers are ⁽⁵⁾ _____

Specific urgent problems: No access to diary for appointments or
client's ⁽⁶⁾ _____

An engineer will attend: within the ⁽⁷⁾ _____

Payment required: ⁽⁸⁾ _____

Credit Card number: 3470 ⁽⁹⁾ _____ 9054

Expiry Date: 11/19 Security Code: ⁽¹⁰⁾ _____

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	No, not really.	
	B	I'm fine, thanks.	✓
	C	Of course I am.	

1.	A	Oh! Don't worry.	
	B	No, not really.	
	C	I don't know.	

6.	A	I found the papers.	
	B	I can't find it.	
	C	I found it interesting.	

2.	A	I don't like it.	
	B	Never mind.	
	C	No, I'm not.	

7.	A	How do you do?	
	B	Who's doing that?	
	C	Do you like that?	

3.	A	Of course.	
	B	I like it.	
	C	Nor do I.	

8.	A	What a shame.	
	B	I don't mind.	
	C	Here you are.	

4.	A	Don't worry.	
	B	So was I.	
	C	I will. Thanks.	

9.	A	Oh, not again!	
	B	Not bad.	
	C	Not now.	

5.	A	Of course he is.	
	B	OK, thanks.	
	C	Yes, he is.	

10.	A	Don't mention it.	
	B	Never mind.	
	C	That's a pity.	

Part Three (30 marks)

You receive the following email which you must respond to. You will need to read the information and provide accurate answers to the questions in the email.

To:

Subject:

Hello,

I am considering renting a retail unit in Wellington Way Park. My retail business consists of baby clothes and home nursery equipment and furniture. Before I commit to locating my business within the Wellington Way retail park, I'd like some information.

I was wondering if you could help me with the following questions, please:

1. What is the average number of visitors to the shopping centre per week?
2. What time do most shops open and close?
3. How much is the rent on a single store sized unit?
4. Are there any units available now?
5. How long is the lease on a unit?
6. What security arrangements are there in the centre and do the retailers have to pay for this?

I look forward to hearing from you.

Regards,

Tina Forsyth
Owner
Bouncing Babies Boutique

Wellington Way - Retail Park

- Wellington Way Retail Park is home to over 40 premium retail stores spread over the 50,000 square feet of newly refurbished, indoor shopping centre. If you love to shop there really is no better place than Wellington Way with famous brands including Polo Ralph Lauren, Michael Kors, Hugo Boss, Mint Velvet and Joules.
- And when it's time to relax, you'll find an array of bars, coffee shops and restaurants to tempt you from mouth-watering French cuisine at Brasserie Blanc, fresh seafood at Loch Fyne and a host of fine Italian dishes to choose from at Carluccio's. But if you want even more from your visit to Wellington Way, then there's Watch! Cinema and the 24-hour health and fitness club, 24/7FIT.
- There is ample free parking with easy access of the nearby M26, junction 10.
- No overnight parking is permitted.

Wellington Way - Retail Park - Information for vendors.

UNITS

There are opportunities to imbed your business at this vibrant retail park. Units start at 900 square feet but, due to the modular nature of the building, there may be an opportunity to change the amount of space you use.

TRADING TIMES

All vendors are required to be open for business between 9:00 am and 7 pm Monday, Tuesday, Wednesday and Saturday, 9:00 am to 9 pm Thursday and Friday and 11:00 am to 4:00 pm on Sunday.

The number of shoppers visiting the Retail Park has doubled in the last 3 years, peaking at an average of 100,000 visitors during the week ending 26th July 2016. The busiest times for shoppers is Thursday evenings 5 pm to 9 pm, Saturdays and Sundays between 12 pm and 3 pm.

LEASING

Leasing at Wellington Way Retail Park includes use of the service road to all stores' back entrances and parking for store tenants and security. Security is in the form of CCTV cameras throughout the park, strengthened by a team of three security guards who patrol during the trading hours Monday to Saturday. The charge for the security cameras and guards is included in the rent, and is shown separately in your tenancy agreement.

Leases range from 5 years to 20 years. The rent payable will depend on the size of the unit leased and the length of the lease signed. To find out more, book a tour and meeting with one of our advisors by completing the Wellington Way Vendor Interest form online and sending it to: vendorenquiries@wellingtonway.co.uk and we will contact you soon to arrange a date and time for your visit. Thank you.

We look forward to welcoming you and your business to Wellington Way Retail Park.

Now, write your email reply here.

To:

Subject:

Part Four (30 marks)

Read the following email, which has been sent to your company. Create an appropriate response giving all the information that the writer asks for.

To:	<input type="text" value="enquiries@aceagency.co.uk"/>
Subject:	<input type="text" value="Temporary admin staff required"/>
<p>Hello,</p> <p>I am looking for three administrators to work for my company for 6 months. I need help with a project to convert my paper-based files to computer files. This job involves using a simple computer programme and scanning documents. The administrators do not need to have any specific technical skills because full training will be given. However, I am looking for staff who are accurate and have an eye for detail. They must also be able to do a repetitive task without losing focus. I would like to start the project in two weeks' time.</p> <p>Can you tell me if you can supply people who could do this job and how much you charge for each worker? Can you also suggest a date and time when you could come to my offices to see the situation and discuss the matter? I look forward to hearing from you.</p> <p>Regards,</p> <p>George Freshman Wessex Insurance Co. Ltd.</p>	

Now write your email response here:

To:	<input type="text"/>
Subject:	<input type="text"/>
<div style="border: 1px solid black; height: 250px; width: 100%;"></div>	

Blank page

ANGLIA EXAMINATION SYNDICATE
LISTENING SCRIPT (for recording artists)

Cast needed: Part one & two – one male, one female

Please record the following

NB. DO NOT RECORD TEXT IN BRACKETS.

This is Anglia Examinations, England.

(pause)

International Business English – Level 2, Intermediate

(pause)

Listening examination - Paper A 2017

(pause)

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.

(pause 3 seconds)

Listen to the first part of the test.

Part One

Listen to the conversation and from the information provided complete the form below. You will hear the conversation twice.

(tone)(pause 3 seconds)

- (M)** Good morning, Alldays Business Solutions.
- (F)** Hello, this is Kirsty calling from Matthews Opticians at number 21 the High Street in Fleet. We have a maintenance agreement with you on our computers.
- (M)** Could I take your customer reference please?
- (F)** Oh yes. It's M A T 15 W 36
- (M)** Thanks for that...Let me look you up... I see from the maintenance agreement that we cover three desk top computers and two printers, don't we? So, how can I help today?
- (F)** We have a serious situation in that our computers all seem to be frozen so we can't get into any of our systems. So, do you think you could send an engineer as soon as possible, please?
- (M)** Can you tell me any more about the problem?
- (F)** Yes. We can't get into our diary of appointments or our clients' records. So, you see this is really urgent.
- (M)** Right, well I can send an engineer to arrive within the hour. There will be a charge of £20 for immediate attention, as per your agreement. Could you pay that fee over the phone now?
- (F)** Yes, we agree to that and I have the company credit card here to pay.
- (M)** OK, so the engineer has been dispatched and should arrive within the next hour. So now, can I take the long number on your credit card please?
- (F)** Yes, it's 3470 8113 9876 9054.
- (M)** Thank you. And the expiry date please?
- (F)** That's 11/19.
- (M)** Thank you. And finally, the three digits on the back of the card.
- (F)** Yes, that's 668.
- (M)** Thank you. That's all gone through. The engineer is on his way and I can see he will be with you in approximately 25 minutes.
- (F)** Thanks very much.
- (M)** You're welcome. And thank you for calling Alldays Business Solutions.

(pause 5 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. **(tone)(pause 3 seconds)**

Example: Hello. How are you today?

(tone)(pause 3 seconds)

1. I'm sorry I'm late.

(tone)(pause 3 seconds)

2. Aren't you coming to the meeting?

(tone)(pause 3 seconds)

3. Would you mind opening the door?

(tone)(pause 3 seconds)

4. Do help yourself to a leaflet.

(tone)(pause 3 seconds)

5. Mr. Jones will be with you shortly.

(tone)(pause 3 seconds)

6. How was the conference?

(tone)(pause 3 seconds)

7. This is John Boyd.

(tone)(pause 3 seconds)

8. Can I see the report?

(tone)(pause 3 seconds)

9. How was your trip?

(tone)(pause 3 seconds)

10. Thanks for your help.

(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. 21 [the] High | 6. records |
| 2. MAT 15 W 36 | 7. hour |
| 3. computers | 8. £20 |
| 4. printers | 9. 8113 9876 |
| 5. frozen | 10. 668 |

Part 2 (20 marks)

NB: TWO or ZERO marks for each answer

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

Part 3 (30 marks)

Email should include the following information in order to answer the enquiry fully:

To: Tina Forsyth	½
Subject: Leasing a retail unit at Wellington Way OR similar	½
An opening sentence thanking writer for the enquiry / email	1
Highest number of shoppers was 100,000 during the week ending 26/7/16.	3
All shops must open between 9am & 7pm M, T, W and Saturday and 9am to 9pm Thursday and Friday and 11am to 4pm on Sundays.	3
The rent depends on the size of the unit. Units start at 900 sq ft.	2
To find out if there is a unit available, complete the Vendor Interest form online. You will be invited to come to a meeting and have a tour of the retail park.	3
Leases range from 5 years to 20 years.	3
CCTV is present throughout the retail park. Also, there are 3 security guards patrolling during trading hours. Retailers pay for this as part of their rent.	4
Plus	
Style and register	5
Use of English (grammar/sentence construction)	5

Part 4 (30 marks)

Email should include the following information in order to answer the enquiry fully:

To: George Freshman / Wessex Insurance Co. Ltd. **1**

Subject: Temporary Admin Staff **OR similar** **1**

Opening sentence thanking write for their enquiry / email. **2**

Either: Statement that ‘yes’ we can provide the staff required OR ‘No’ we can’t supply the staff – with regret (I’m sorry / I’m afraid) **4**

***NOTE:** if candidate chooses to say ‘No’, s/he will not be able to get full marks for this part of the exam.*

If ‘Yes’ (*above*) candidate should write confirmation that they have people with the skills required / can provide people to start in two weeks’ time **OR similar piece of confirmation information** **4**

Candidate should quote a reasonable all-inclusive price in pounds OR state that individual prices have to be given OR similar. **6**

Candidate should suggest a suitable date and time to visit the writer. **2**

Plus

Style and register **5**

Use of English (grammar/sentence construction) **5**



Anglia Examinations

Intermediate Business English

Level 2

Speaking Test

Instructions for Examiner

Procedure

The Anglia Intermediate Business English Speaking Test consists of three parts and should take approximately 18 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 tell 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:

- What are your strong points and points that need developing?
- What are your ambitions?

Part Two: up to 7 minutes

The candidate does a presentation about his or her own experiences entitled:
My Working Week.

The candidate should give a chronological account of his or her working week, which may be as a regular employee, trainee and so on. This account should have a length of about 2 minutes. After this you will have a question-and-answer session of up to 5 minutes.

Part Three: up to 9 minutes

You will have a discussion with the candidate about a maximum of three topics from the list below. You are to select the topics from the list. After three minutes, switch to another subject. Do the same after six minutes.

However, if the candidate is doing very well on a particular topic, you may decide to allow him/her to spend all of the remaining allotted time on that one subject.

List of topics for Discussion:

- What gives people job satisfaction, apart from pay?
- Should people be allowed to use their smartphones during their working day?
- What do you think employers are looking for, at a job interview?
- Should qualified people get higher salaries than people without qualifications?
- How is technology changing the workplace?
- What is your definition of a good employer?

OVERVIEW OF TASKS

Level	2 Intermediate
Introduction (Warming-up)	<ul style="list-style-type: none"> • name and number • Why are you taking this exam? • How long have you studied English? • Where do you work? • What are your plans for the next 10 years?
Presentation	<p>prepared presentation: eg My working week</p> <p>5 mins presentation + 2 mins of question-and-answer session</p> <p>PowerPoint optional</p>
Debate / Discussion	<p>discussion of 3 topics from list 9 mins</p> <p>if you do well, you may continue on topic, otherwise assessor goes on to next topic maximum duration: 6 mins per topic</p>

SPEAKING EXAMINATION - SAMPLES OF TOPICS FOR DISCUSSION

LEVEL 2 - INTERMEDIATE BUSINESS ENGLISH

Sample 1

- be prepared to talk for 2 minutes about your working week
- discussion topic list:
 - What are more important: qualifications or experience?
 - All businesses should be shut on Sundays (or another day of the week) to give the workforce a break.
 - How could offices be more environmentally friendly?
 - How would you define a *good* employee?
 - Legally, no one should work more than 35 hours a week. Do you agree?
 - Job satisfaction or pay. Which is the most important to people?

Sample 2

- be prepared to talk for 2 minutes about your working day
- discussion topic list:
 - Is English necessary for all top jobs now? Why?
 - Employees should be prepared to work overtime whenever it is required. Do you agree?
 - How would you prepare for an interview for a job?
 - What are the most important characteristics of a responsible employer?
 - Should those with more qualifications automatically receive higher pay?
 - What makes you happy in a job, apart from the pay?

Sample 3

- be prepared to talk for 2 minutes about your working day
- discussion topic list:
 - Does higher pay make people work harder?
 - Do you think it matters what people wear to work if they are not in a job where the public see them?
 - How much do you like to be managed at work and how much do you like to be left alone to make your own decisions?
 - Should people be allowed to go on social networking sites like *Facebook* in working hours?
 - Should there be a compulsory retirement age or should people be allowed to work as long as they have the health to do so?
 - Is it true that 'the customer is always right'?



MARKING CRITERIA ANGLIA SPEAKING TEST 2020 INTERMEDIATE BUSINESS ENGLISH (LEVEL 2)

	COMMUNICATION	CONTENT	PRONUNCIATION	VOCABULARY	GRAMMAR
D	Can keep going comprehensibly and express most of what he / she wants to say on unprepared topics. Might pause for grammatical or lexical planning. Might occasionally need to go back over phrases, repair mistakes, etc.	Covers the subjects of discussion with ease. Offers additional content spontaneously on topics that are not limited to everyday business life.	Clear and comprehensible pronunciation although L1 accent may be noticeable. Natural word stress and sentence intonation throughout.	Fully appropriate words and expressions for the tasks at this level. Can confidently use some more adventurous language without obvious searching for words.	Generally confident with all the structures demanded by the tasks. Can spontaneously produce examples of the more complex grammar at this level. Occasional minor inaccuracies. Can link ideas using a range of B1 connectors.
M	Can contribute effectively to the conversation. Candidate is reasonably fluent, but has false starts and repairs. Can do more than just short answers or sentences. May occasionally ask for repetition/ clarification	Covers the subjects well. Offers some additional content although this may be limited to topics that are familiar/relate to everyday business life.	Reasonable pronunciation and word stress / sentence intonation. Occasional mother tongue interference, although generally not impeding understanding.	Adequate vocabulary for all the tasks at this level. May attempt to use a wider range of language beyond the basics required for this level.	Has a good command of grammar at B1 level. Mistakes are made, but do not seriously break up the flow. Can link a sequence of points using simple connectors.
P	Can manage tasks and contribute to the discussion. Might need obvious prompting and help to keep going. May sometimes be difficult to follow when trying to expand/ explain. May offer just short answers or sentences. May sometimes ask for repetition/ clarification	Can cover the subjects adequately, but needs help and prompting. Can produce limited additional content.	Mother tongue interference leads to some oddities in stress and intonation. Oddities may occasionally impede understanding.	Adequate vocabulary for the tasks. Some prompting and help may be required. Vocabulary may be simple but functional.	Can use the basic grammar required of the tasks. Mistakes, but can keep going and make him / herself understood. Can use simple connectors to link phrases.
R	Pauses and hesitation indicate lack of ability to communicate and/or comprehension of the tasks at this level.	Does not cover the subjects. Is very hesitant about what to say, even with prompting and help.	Flow of pronunciation and intonation does not inspire confidence in the speaker having a B1 level of English.	Vocabulary too limited to be called functional at this level.	Mistakes and language range indicating B1 grammar in spoken English not quite achieved.
U	Little or no communication taking place in English at all.				

Performance indicators

In a typical business or work-related environment, the candidate is able to:

- communicate practical and factual information;
- show initiative in basic social situations, such as making introductions and arranging and confirming appointments;
- give his / her opinion on practical business-related issues.

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>

