

Sample Papers: Business English

Section A Letter (20)

Write a letter on **ONE** of the following topics:

1. You bought a TV-set from a dealer over the internet.
The TV has a three-year guarantee.

Something is wrong with it and the internet dealer tells you that you must contact the service centre. The service centre tells you that the dealer is not registered with them and you have to pay to have the TV repaired.

Write a letter to the internet dealer, explain the case and cancel the sale.

OR

2. You want do your compulsory work experience for your degree.

Write a letter to the company and apply.

Clearly state why you have selected their company, what you would like to do and when you intend doing your work experience.

OR

3. A travel agency has organised your business trip to Canada.

You requested to fly business class – the flight not lasting longer than 14 hours.

Furthermore you wanted a quiet non-smoking hotel room with w-lan, shower, vegetarian breakfast and a shuttle service to fetch you from and take you back to the airport.

The flight was fine.

The hotel however was a disaster:

a) Your room was right next to the elevator and it was extremely noisy right through the night.

b) The wifi was not working.

c) The room was non-smoking but all the smokers stood right in front of your window.

d) The room only had a bath.

e) The shuttle service had a breakdown and you had to use a taxi.

Write a letter to the travel agency and complain.

Rewrite the following sentences into correct / better English:

I need money and have to search for a new job.	
I work to earn a little money.	
That is important for me.	
Hello together.	
I have an internet presence where you can find the knowledge.	

Section C: Interview / CV (10)

Do A **OR** B

A) Answer **TWO** of the following interview questions:

(a) Why did you apply for the post?

(b) What are your strengths and weaknesses?

(c) What special skills do you have?

OR

B) Write a short profile for your CV.

Section D: What is.... ? (10)

Use 5 of the following phrases in sentences to explain their meaning:

a casting vote / a fruitful discussion / the motion is carried / rephrase a proposal / the minutes of a meeting / Billy has the floor / to be noted / dialling code

Section A Letter (20)

Write a letter on ONE of the following topics:

1. You had a meal in a top local restaurant and were disgusted with their service. Although you had booked a table for two at 19h00, you had to wait about an hour before you were seated and another hour before the food was served. It was supposed to be a romantic dinner for two and it turned out to be a nightmare.

Write a letter to the manager and complain.

OR

2. You want do your compulsory work experience for your degree.

Write a letter to the company and apply.

Clearly state why you have selected their company, what you would like to do and when you intend doing your work experience.

Write a letter on ONE of the following topics:

1. You bought a TV-set from a dealer over the internet.

The TV has a three-year guarantee.

Something is wrong with it and the internet dealer tells you that you must contact the service centre.

The service centre tells you that the dealer is not registered with them and you have to pay to have the TV repaired.

Write a letter to the internet dealer, explain the case and cancel the sale.

OR

2. You want do research for your degree.

Write a letter to the company and apply.

Clearly state why you have selected their company, what you would like to do and when you intend doing your research.

OR

3. A travel agency has organised your business trip to Canada.

You requested to fly business class – the flight not lasting longer than 14 hours.

Furthermore you wanted a quiet non-smoking hotel room with wifi, shower, vegetarian breakfast and a shuttle service to fetch you from and take you back to the airport.

The flight was fine.

The hotel however was a disaster:

a) Your room was right next to the elevator and it was extremely noisy right through the night.

b) The WiFi was not working.

c) The room was non-smoking but all the smokers stood right in front of your window.

d) The room only had a bath.

e) The shuttle service had a breakdown and you had to use a taxi.

Write a letter to the travel agency and complain.

Rewrite the following sentences into correct / better English:

I need money and have to search for a new job.

I work to earn a little money.	
That is important for me.	
Hello together.	
I have an internet presence where you can find the knowledge.	

Section C: Interview / CV (5)

Do A **OR** B

A) Answer **TWO** of the following interview questions:

- (a) Why did you apply for the post?
- (b) What are your strengths and weaknesses?
- (c) What special skills do you have?

OR

B) Write a short profile for your CV.

Section D: What is.... ? (10)

Use 5 of the following phrases in sentences to explain their meaning:

a casting vote / a fruitful discussion / the motion is carried / rephrase a proposal / the minutes of a meeting / Billy has the floor / to be noted / dialling code