

Unit 1

LANGUAGE AND SKILLS TEST

Language

1

- 1 c
- 2 a
- 3 d
- 4 c
- 5 d
- 6 b
- 7 d
- 8 a
- 9 a
- 10 b

2

- 1 doesn't it
- 2 hasn't she
- 3 is it
- 4 didn't they
- 5 shall we
- 6 did he
- 7 are they
- 8 will you
- 9 will they
- 10 can't you

3

- 1 b
- 2 c
- 3 c
- 4 b
- 5 a

4

- 1 Sorry to interrupt
- 2 afraid I don't know
- 3 put you in touch with
- 4 What's the question exactly
- 5 Can you clarify

5

- 1 b
- 2 a
- 3 d
- 4 b
- 5 c

Skills

6

- 1 satisfied
- 2 overpriced
- 3 loyalty card
- 4 implement
- 5 more data
- 6 monthly payment

7 £25

8 tomorrow morning

7

- 1 a
- 2 c
- 3 c
- 4 a
- 5 c
- 6 a
- 7 c

8

Model answer

According to a recent survey of customers carried out by our airline company, the findings demonstrate that overall most customers are satisfied by the services onboard their flights. Of all the criteria presented in the survey, customers were most satisfied with the politeness of the staff; almost all of them said that this was excellent. While some customers rated the staff as good or average, none of the participants thought the politeness of the staff was poor.

In terms of the quality of the bathrooms on board, eighty percent of customers thought that the cleanliness was excellent or very good.

Almost two thirds of the customers said that the inflight meals on the plane were either excellent or good, with only five percent of customers rating these as poor or very poor. On the other hand, people were much less satisfied with the space and comfort on board the airplanes. The majority of the customers in the survey rated this as average or poor. Only seven percent of participants felt that the space and comfort on board their flights were good or excellent.

LCCI ENGLISH FOR BUSINESS

Model answer

Executive summary

We have recently been undertaking research on new designs for the company, including logo, fonts and styles, with the aim of moving into the luxury market. We have three design options which we have gathered opinions for. We surveyed our existing customers and also held a focus group with twelve high income earners of the bracket we are aiming to move into.

The existing customer surveys indicate that preference puts design 2 as the best option, followed by design 3, which did not gain strong opinion, and followed by design 1, which was given more negative feedback.

The existing customers had a largely poor opinion of design 1. Over 60 percent gave it a poor or moderate score in terms of the logo and over 96 percent in terms of font. Design 2 was more popular with our existing customers. Moderate to positive scores constituted over 80 percent for both logo and fonts and styles. Design 3 did not have strong positive or negative opinions, with most customers rating in the mid-ranges.

This has contrasted strongly with the focus group, who overall showed a dislike of design 2. Comments from the focus group on this design indicated they felt that it looked cheap and childish. Design 1 was praised for its seriousness, while design 3 was the one that the group felt familiar with. This can be a positive aspect, but it was noted that the design does not stand out.

In respect of the comments gained, we may be best focussing on design 3, which did not gain negative comments from either group. This may prevent alienating existing customers while attracting new ones. It may be worth reviewing how we can adapt this design to make it stand out more.

Unit 2

LANGUAGE AND SKILLS TEST

Language

1

- 1 c
- 2 c
- 3 a
- 4 d
- 5 b
- 6 a
- 7 d
- 8 c
- 9 b
- 10 a

2

- 1 It is Zania who is responsible for ordering stationery.
- 2 All I need is another day to finish the report. / All I need to finish the report is another day.
- 3 The thing (that) Jane most likes in her job is the sense of teamwork.
- 4 It was the convenient location that made me buy this flat.
- 5 What I want to do is finish my Business Studies degree then look for a job.
- 6 Something we can improve is listening to others in a meeting.
- 7 At work, the person (who) I admire most is my co-worker Julie.

8 It was two years ago that Heike started working here.

9 What we should focus on is improving sales for the next year.

10 Something we have done is upgrade all the company software.

3

- 1 a
- 2 c
- 3 a
- 4 b
- 5 c

4

- 1 c
- 2 a
- 3 c
- 4 a
- 5 d

5

- 1 to
- 2 would
- 3 so
- 4 expect
- 5 order

Skills

6

- 1 budget
- 2 Aug(ust) 8th / 8th Aug(ust)
- 3 Maria
- 4 next Monday
- 5 9.30 (a.m.)
- 6 unprofessional
- 7 attitude
- 8 progress

7

- 1 B
- 2 C
- 3 B
- 4 A
- 5 D
- 6 A
- 7 B

8

Model answer

Dear Anders,

Further to our meeting this morning, I'd like to summarise what we discussed.

First of all, I'd like to say that you have been working well over the last six months. You are especially good at meeting deadlines. In addition, you have good communication skills within your team. You discuss aspects of your

work clearly with others and ask questions when required.

I'm also writing to confirm that there are a few things which you could do to improve your performance. These are concerned with planning and organising your work.

Firstly, I would like you to start to use the online calendar to help you plan your work. This will help you to understand more about the time needed for various tasks and manage your workload better.

Secondly, it is important that you set clear goals for yourself. These should be daily and weekly goals.

Next, I expect you to review these goals at the end of every day and week so that you can see how you are progressing.

All the best,
Fiona

LCCI ENGLISH FOR BUSINESS

Model answer

Dear David,

You have been at the company for a month now and I hope you have enjoyed your time here so far. As your mentor, I would like to send this feedback email to appraise your performance and give you advice for improvement.

Firstly, you have many positive points in your performance, well done! These include your timekeeping, professional appearance and overall attitude, which is very positive and constructive. I am especially pleased with your rapport with our existing clients. You are well-liked amongst our clients already. However, I would like you to try and focus on your confidence with customers, especially when it comes to approaching possible new clients. Although this can sometimes be difficult to do, remember that you are selling something that can be of real value to them, so approach your introductions from this position. Secondly, it is important that you follow up with clients and ensure you call them again after the initial conversation. You could put a reminder in your diary to do this. It certainly helps me.

Finally, you need to make sure you complete all your administrative duties. I have noticed a few records missing details and this will give us problems in the future. Attention to detail here is important.

I hope this advice helps. Please do email me if you have any questions.

With thanks,
Ellen

Unit 3

LANGUAGE AND SKILLS TEST

Language

1

1 d

2 a

3 b

4 c

5 c

6 a

7 b

8 a

9 d

10 d

2

1 I'll pay it back

2 is looking forward to

3 we should eat out

4 cut down on this

5 puts some money by / puts by some money

6 going to carry on

7 I was put off

8 to get by on

9 set up a trust fund / set a trust fund up

10 pay them off soon

3

1 As you are aware, we are selling that part of the company.

2 I'd like to give you a brief breakdown of the project costs.

3 I would like to take this opportunity to answer any questions you have.

4 Try and visualise our company in every airport in the world.

5 Now, turning our attention to the reason for this presentation.

4

1 d

2 c

3 a

4 c

5 a

5

1 complain

2 demand/request/expect

3 cannot

4 choice

5 matter

Skills

6

- 1 paper
- 2 travel
- 3 software
- 4 from home
- 5 Thursday
- 6 in person
- 7 4th/fourth
- 8 training course

7

- 1 b
- 2 a
- 3 b
- 4 c
- 5 a
- 6 b
- 7 a

8

Model answer

Dear Sir/Madam,

I am writing to express our dissatisfaction that you have not paid your last invoice for our services.

We have not yet received payment for invoice no. DZ89564. The invoice was for fitting an air conditioning system in your office in April and May of this year. The invoice was due for payment at the end of July. This means that the invoice is now over one month late. I have emailed to ask when the payment will be made, but so far, I have not received a response from anyone in the accounts department.

Furthermore, I have not been able to contact anyone in your organisation by telephone. I have left messages on the accounts helpline, but no one has returned my calls. I request that you kindly resolve this matter immediately so that this does not affect our working relationship. Unless you pay the invoice within the next week, we shall be forced to take legal action.

I look forward to your prompt resolution of this matter.

Yours faithfully,
William Jones

LCCI ENGLISH FOR BUSINESS

Model answer

Mr D Chalmers
Director of Finance
Vindiva
23 Barker Street
London
EC2 4ER

April 3rd 2018

Dear Mr Chalmers,

I am writing to you regarding an unpaid invoice we have with your company. The invoice was dated January 13, and our reference is DA2827. The invoice was sent to James Potter, who then forwarded it to the finance department.

The work was completed and approved by the client (James), therefore we agreed to invoice. Since sending the invoice we have sent reminders about the payment a number of times, but we have still not received the money. It is now nearly two months late.

I am sure you understand how, as a small company, it is especially important to us that we are paid in a timely fashion. Our policy on all invoices is to receive payment within thirty days, and this invoice has far exceeded this. I have included the invoice in this letter for your reference, and I have also sent a copy of this letter to James Potter. We would be grateful if you could make this payment immediately. If the invoice still incurs delays, we will have no choice but to add interest to the invoice to help us recoup what we have lost in delays.

I would be grateful if you could reply to this letter as soon as possible.

Kind regards,
Hannah Smith

Unit 4

LANGUAGE AND SKILLS TEST

Language

- 1
- 1 d
- 2 b
- 3 a
- 4 d
- 5 c
- 6 b
- 7 a
- 8 d
- 9 c
- 10 a

2

- 1 has introduced
- 2 had not / hadn't backed up
- 3 will have changed
- 4 has been
- 5 had finished
- 6 had already started
- 7 will have updated
- 8 had never given
- 9 will not / won't have written
- 10 has not / hasn't improved

3

- 1 way
- 2 simply
- 3 heads
- 4 thing
- 5 position

4

- 1 doesn't sound unreasonable
- 2 look at this objectively
- 3 fair reflection of the facts
- 4 If I follow correctly
- 5 to move beyond this point

5

- 1 a
- 2 c
- 3 d
- 4 a
- 5 c

Skills

6

- 1 create account
- 2 identification card
- 3 (the) 28th
- 4 internet use
- 5 compulsory
- 6 5th/fifth floor
- 7 6/six
- 8 information pack

7

- 1 a
- 2 b
- 3 c
- 4 b
- 5 d
- 6 c
- 7 a

8

Model answer

It is clear that this department could be more environmentally friendly. I would like to recommend a series of measures that could be implemented in order to improve this situation.

First of all, I recommend that we stop using plastic and paper cups. Every day we use over forty plastic or paper cups in this office. We should encourage staff to bring in cups to use instead. There is enough space in the office kitchen for all staff to store their own cup or mug. This would also reduce the amount of rubbish collected.

It would also be advisable to increase the number of plants in the office to help with the air quality. Adding more plants would also contribute to the wellbeing of staff. Plants make people feel more relaxed and improve the general atmosphere in the office.

Finally, it would be a good idea to have more recycling bins in the office to make everyone more aware of what they throw away every day.

I also recommend that we ask staff for their suggestions, too. This could be done in meetings over the next month.

LCCI ENGLISH FOR BUSINESS

Model answer

Dear Pippa,

Further to your email regarding ideas on how to make the company greener, I have the following suggestions which may be suitable to put forward at the next meeting. There are several courses of action we could take to reduce our green footprint. It is clear there is a lot of waste in the company, so we should focus on how to improve this. I would like to recommend using recycled materials where necessary. It also could be advisable to have recycling boxes on every floor to recycle paper and plastic products.

We should also encourage staff to not use paper whenever possible. We could set printer limits, but a more practical solution might be equipping each person with a tablet for meetings and notes so that they don't need paper. While this might seem expensive, it will save money in the long term.

We could also do a review of the office at present and look at using more energy-efficient products (e.g. light bulbs), which will also save us money in the long run.

The success of a company-wide adoption of green practices will rely on the staff. It is recommended that we make sure staff are interested in the idea before making large changes. We should therefore do a consultation. We may also want to review whether any staff can work from home to help with traffic pollution and office resources. I hope this helps. Please do let me know if anything is unclear.
Kind regards,
Abdul

Unit 5

LANGUAGE AND SKILLS TEST

Language

1

- 1 d
- 2 d
- 3 a
- 4 c
- 5 b
- 6 d
- 7 b
- 8 a
- 9 a
- 10 c

2

- 1 Not only did I learn a lot about my job
- 2 Never had Jason worked as hard
- 3 No sooner had I arrived at work
- 4 Not until he moved to
- 5 Little did my father know
- 6 Not once did I feel homesick
- 7 Only by integrating with local people will
- 8 On no account would we put
- 9 Rarely do I receive
- 10 In no way did Kai intend

3

- 1 b
- 2 c
- 3 c
- 4 a
- 5 b

4

- 1 d
- 2 a
- 3 c
- 4 c
- 5 b

5

- 1 to
- 2 living
- 3 that
- 4 to/for
- 5 recommend

Skills

6

- 1 Accommodation
- 2 office
- 3 6/six
- 4 parking
- 5 yourself
- 6 speaking
- 7 goals
- 8 environment

7

- 1 D
- 2 B
- 3 G
- 4 C
- 5 A
- 6 H
- 7 E

8

Model answer

My new working life

As you know, thanks to the company secondment programme, I'm now in the Singapore office. I've always wanted to experience working in another culture and the secondment programme has given me that opportunity.

I arrived last week after a long flight and spent the first couple of days in a hotel.

Then I moved into my apartment. It's a modern, comfortable apartment and I even have a balcony with a view!

I started work on Tuesday. This week I have met all my colleagues – everyone has been very welcoming. I'm looking forward to starting work on an interesting project. I'm going to be working on a new research project with the engineers here and I think I'm going to learn a lot.

Singapore is a great place to live. It's safe and organised, and the lifestyle is very relaxed.

Also, the food is great and my work colleagues and my manager are very friendly. The only downside is that the weather is quite hot, but I'm sure I'll get used to it.

I highly recommend going on secondment.

LCCI ENGLISH FOR BUSINESS

Model answer

Discovering new horizons!

Thanks to the new global secondment scheme, I moved to New York two months ago. I had been dreaming of living and working in the United States for years so it's a dream come true!

I am from a big city (Barcelona) so it didn't take me too long to get used to the way of life here. When I arrived in New York

I could immediately count on my American colleagues' support, which I really appreciate.

My manager picked me up from the airport and the company arranged an apartment for me to stay in.

There are some differences between how things are here and in Spain. For example, times for eating, but I found the local eating habits quite easy to get used to. I have also gained a broader perspective on our company and its employees. People here have lots of social events with work – something I'd love to introduce to the Barcelona office.

In terms of the company, I have had a chance to sit in with the policy makers, who are based in NY, and see how they develop policies for global travel. What a great experience it was to be able to learn from them!

After work, I've travelled around the area a lot and been to a baseball game and even a Broadway show! It has completely lived up to my expectations.

If you have the chance to sign up for the secondment scheme, I would fully recommend it. Sure, there are some challenging aspects, but the overall experience is great and can bring you new insights into the company and yourself.

Unit 6

LANGUAGE AND SKILLS TEST

Language

1

1 c

2 a

3 b

4 a

5 d

6 c

7 b

8 d

9 a

10 d

2

1 should have researched

2 might/could have taken

3 could not / couldn't have known

4 should/could have given

5 could not / couldn't have predicted

6 should have prepared

7 must have wanted

8 should have written

9 might not have applied

10 should/could have given

3

1 I'd like to raise the issue of the budget in the next meeting.

2 Can you just get straight to the point, please?

3 I'm glad we've reached a compromise regarding this project.

4 How about if we reduced our costs?

5 Let's figure out other ways to drum up some new business.

4

1 My biggest mistake was not

2 It meant that everyone had to

3 With hindsight, I should have

4 The key takeaway for me

5 Going forward, I now know

5

1 b

2 b

3 d

4 a

5 c

Skills

6

1 layout

2 statistics

3 table

4 spelling mistakes

5 strategic alliance

6 market analysis

7 reliability

7

1 F

2 A

3 D

4 E

5 G

6 E

7 B

8 D

8

Model answer

Changes to our Strategic Alliance Partner

Our company does not appear to be benefitting from the alliance with Sketchy as much as we did in the past. This is as a result of their recent increase in fees, which are much too high for a small organisation such as Beta Media. Consequently, we are going to end the current alliance.

We have been in discussion with a new, smaller consultancy called Design Hub who seem to meet our needs more. We are doing this in the hope of benefitting from their experienced and knowledgeable staff and the fact that they have worked on similar scale projects before.

Furthermore, we will be able to reduce the costs of the projects compared to those of Sketchy. Additional benefits of forming an alliance with Design Hub is the fact that we will be able to work together in the same office space because Design Hub use small teams in the same way that we do.

Finally, it is evident that both companies share common objectives which are the desire to produce work of a high standard, provide a nice atmosphere for staff to work in and ensure that there are opportunities for staff development.

LCCI ENGLISH FOR BUSINESS

Model answer

Sporty Looks: Report on alliance with Olympian

The alliance with Olympian has been in effect for six months since its start date of February 2017. This report summarises the performance of this alliance and recommends next steps that could be taken.

At the moment, there is hardly any advantage for us in continuing. This is as a result of the failure to achieve prominence in all Olympian stores. From our own research, it appears that not all stores are displaying our products at the front to increase sales. In fact, in stores other than in the east, our products are on aisles with other sportswear brands.

Our turnover data for the first six months backs this up. Turnover was steady at around £700,000 a month but this saw a sharp drop and then a steady decline after the alliance.

This is likely due to the alliance rather than any reputation issue as online turnover remained steady at around £380,000 per month.

For these reasons, we should consider insisting that all Olympian stores are prominently displaying our products, and

we should follow up with checks on this. Furthermore, we should request sales data from individual stores to review how store prominence effects sales. If the figures don't improve, we should review the alliance as it might not work for us in the long-term.

Unit 7

LANGUAGE AND SKILLS TEST

Language

1

- 1 d
- 2 c
- 3 b
- 4 c
- 5 a
- 6 a
- 7 b
- 8 d
- 9 d
- 10 b

2

- 1 had not / hadn't improved
- 2 had
- 3 would retire
- 4 would you have done
- 5 would not / wouldn't have accepted
- 6 had studied
- 7 would have grown
- 8 had / 'd taken
- 9 would have been
- 10 would live

3

- 1 foresee
- 2 arise
- 3 case
- 4 bases
- 5 limitation

4

- 1 d
- 2 a
- 3 d
- 4 b
- 5 c

5

- 1 Location
- 2 leading
- 3 treatment
- 4 Analysis
- 5 Recommendations

Skills

6

- 1 furniture
- 2 legs
- 3 maintenance
- 4 safety
- 5 market
- 6 products
- 7 investment
- 8 younger/teenage

7

- 1 c
- 2 a
- 3 d
- 4 b
- 5 b
- 6 a
- 7 c

8

Model answer

ACCIDENT REPORT

Facts

Person(s) involved: Helen Potter, yoga instructor

Date and time: Sept 4th 11.00 a.m.

Location: Ready Gyms, Studio B

Events leading to accident: This morning Helen Potter was moving some equipment from the studio on the first floor down to the ground floor for her 11.30 a.m. class. As she was carrying some of the yoga mats down the stairs, she slipped and fell down about eight stairs.

Injuries and treatment: She cut her leg on the door frame at the bottom of the stairs and banged her head against the wall. The gym first-aider was called and examined the cut on her leg and her head. The cut was not deep so he cleaned and bandaged it. However, Helen was sent to hospital to check that she did not have any more serious injuries from hitting her head on the wall.

Analysis

There seems to have been one main reason for the accident: firstly the fact that there was no equipment in Studio B meant Helen had to carry some from Studio A.

Recommendations

Yoga mats and other equipment should be available in both Studios A and B. Staff should not carry any equipment without assistance.

LCCI ENGLISH FOR BUSINESS

Model answer

ACCIDENT REPORT

Facts

Person(s) involved: Tim Higgins, factory worker

Date and time: 10 October 11.12 a.m.

Location: Main floor between machines D and E

Events leading to accident: This morning, Mr Higgins was working on the large machines when he moved from one to another and slipped on something. It appears to have been a screw that fell while being placed in a packet. This packing was being done near Mr Higgins' place of work. Ms Rich, a packer, said that she thinks she might have dropped it, partly because of the speed they work at.

Injuries and treatment: He bruised his head and twisted his ankle so the company nurse was called immediately. He assessed the situation and said there was no concussion but sent Mr Higgins to the doctor for his ankle. The doctor has given him two days of rest for this.

Analysis

There seem to have been two main reasons for the accident: firstly, the location of the packaging so near to the large machines, and secondly, the speed at which they are packed.

Recommendations

We should assess the area to see whether packing can be moved further away from the big machines. If this is not possible, we should review whether it is cost-effective to slow the speed at which the packers work.

Unit 8

LANGUAGE AND SKILLS TEST

Language

1

- 1 a
- 2 b
- 3 d
- 4 a
- 5 c
- 6 c
- 7 b
- 8 a
- 9 d
- 10 c

2

- 1 not to have / not having
- 2 putting
- 3 trying
- 4 to encourage / encouraging
- 5 doing
- 6 enjoying
- 7 not realising
- 8 to lose / losing
- 9 to feel
- 10 to take on / taking on

3

- 1 c
- 2 b
- 3 c
- 4 a
- 5 d

4

- 1 b
- 2 c
- 3 a
- 4 c
- 5 b

5

- 1 a
- 2 b
- 3 d
- 4 a
- 5 c

Skills

6

- 1 team leader
- 2 respect
- 3 language ability / languages
- 4 (a) perfectionist
- 5 magazines
- 6 retired / over sixty
- 7 compare
- 8 wealthy

7

- 1 b
- 2 c
- 3 a
- 4 c
- 5 a
- 6 b
- 7 b

8

Model answer

Dear colleagues,
 Further to our discussions last week about upgrading the range of technology used in our stores, we have decided to bring in iPads and card readers to all our stores, as well as the computer style tills. Although some customers still like to pay with cash, many would prefer to use more modern electronic forms of payment. It will be much quicker and easier for staff to take payments using iPads or card readers because they are small, portable and accept all major debit and credit cards. As a result, customer satisfaction will be improved because of the speed of electronic payments. As a result of this change you will all receive training in how to operate the iPads and card readers over the next two weeks. We are going to install the new technology at the end of the month. Hopefully, this will be a positive change for staff and customers. In light of this change, we will be contacting all the customers on our mailing list to announce the change. We don't want our loyal customers to be surprised or confused by the new system.

Yours faithfully,
 Nico Buratti
 CEO

LCCI ENGLISH FOR BUSINESS

Model answer

Mr P R Jenkins
 12 Woodford Green
 Dimsbury
 DN12 9YU

15th November 2018

Dear Mr Jenkins,
 As you are a valuable customer of TenTel, I am writing to you with regard to forthcoming billing changes. The decision has been made that we will only bill online from next January, which means that paper bills will no longer be a part of the service that we offer.

As a result, please make a note that if you want to check your phone activity and the breakdown of your bill, you will need to click on this link: www.tentel.phone/login and then log in.

This decision has been taken in order to try to be as environmentally friendly as possible as a company. Eliminating paper not only saves on physical waste but also contributes to lower travel emissions. It will also serve to keep costs low, which will enable us to



maintain the prices at the same low level as they are at now. Also, customers generally like using the online area, and many people do not like using paper billing, therefore we are listening to customer demand, too. We can assure you that you will receive the same great network coverage and customer service that we offer now. If you have any questions about this change, please do not hesitate to contact us on 0890 79382048.

Yours sincerely,
Adrian Feltham
Customer Service Representative