

Please write clearly in	block capitals.		
Centre number		Candidate number	
Surname			
Forename(s)			
Candidate signature			

# Functional Skills Certificate FUNCTIONAL ENGLISH

Component 2 Writing Level 1

Monday 27 February 2017

Afternoon

Time allowed: 45 minutes

#### **Materials**

You will need no other materials.

#### Instructions

- Use black ink or black ball-point pen.
- Fill in all the boxes at the top of this page.
- Answer both questions.
- You must answer the questions in the spaces provided.
- Do not write outside the box around each page or on blank pages.
- Do all rough work in this book.
- Cross through any work you do not want to be marked.

# Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 20.
- You are reminded of the need for good English and clear presentation in your answers.
- You may use a dictionary.

#### Advice

You are advised to check your work carefully.



## Answer **both** questions.

You are advised to spend about half your time on each question.

1



Eliza's: The flower service

Beautiful flowers
All events covered: weddings,
funerals, birthdays, parties
Great prices
To-your-door deliveries
Personal service
Order online or in our shop

Customer service: eliza.flowers@email.co.uk

You have recently been a customer at Eliza's but are not happy with the company.

Write an email to Eliza informing her about why you are not happy.

You should write about:

- what happened
- your feelings about what happened
- what you would like Eliza to do.

## Remember to:

plan your answer

Plan your answer here:

write accurately in sentences and paragraphs.

[10 marks]

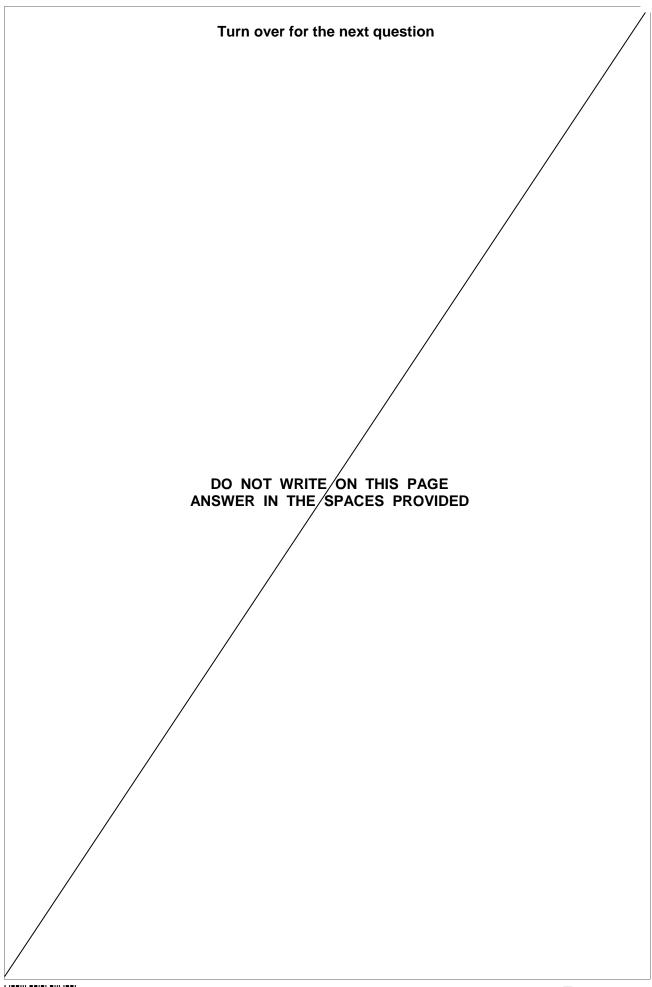


Write your email here:		
• • •	New Message	
То:	eliza.flowers@email.co.uk	
Cc:		
Subject:		



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## Volunteers

Dovercliff Care is a home for elderly people. We're looking for volunteers to help us make life a little better for the people who live with us. We hope to find people who want to help with the following:

- making friends with our elderly residents
- · working in our friendly kitchens
- caring for our beautiful gardens
- helping out in our general office.

If you would like to become a volunteer with us, please send a letter telling us something about yourself and why you want to help.

Write to:

Greg Lynn Dovercliff Care 16-20 Sea View Avenue Wickby

You have seen this notice in a shop window and are interested in becoming a volunteer.

Write a letter to Greg Lynn in Dovercliff Care applying to help.

You should include:

- what you are good at
- what you would like to do at Dovercliff
- why you want to help out at Dovercliff.

#### Remember to:

plan your answer

Plan your answer here:

write accurately in sentences and paragraphs.

[10 marks]

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-		



Write your letter here:		



-	

# **END OF QUESTIONS**

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