



Please write clearly in block capitals.

Centre number

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Candidate number

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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.



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IB/M/Mar17/E4

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QAN 500/8701/0

Answer **both** questions.

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

1

	<p>Eliza's: The flower service</p> <p>Beautiful flowers All events covered: weddings, funerals, birthdays, parties Great prices To-your-door deliveries Personal service Order online or in our shop</p> <p>Customer service: eliza.flowers@email.co.uk</p>
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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
- write accurately in sentences and paragraphs.

[10 marks]

Plan your answer here:



Handwriting practice sheet with 20 horizontal dotted lines. A vertical grey bar on the right side contains a rounded rectangular button and a small control panel with up/down arrows and a diagonal line icon.



Turn over for the next question

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**



Turn over ►

2

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
- write accurately in sentences and paragraphs.

[10 marks]

Plan your answer here:



10

END OF QUESTIONS

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