

Write your name here

Surname

Other names

Edexcel
Functional Skills

Centre Number

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Candidate Number

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English
Level 1
Component 3: Writing

18–22 July 2011

Time: 45 minutes

Paper Reference

E103/01

You may use a dictionary.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **both** tasks.
- Answer the tasks in the spaces provided – *there may be more space than you need.*
- Dictionaries may be used.

Information

- The total mark for this paper is 25.
- The marks for **each** task are shown in brackets – *use this as a guide as to how much time to spend on each task.*
- You will be assessed on spelling, punctuation and grammar in both tasks.

Advice

- Read each task carefully before you start to answer it.
- Keep an eye on the time.
- Try to complete both tasks.
- Check your answers if you have time at the end.

Turn over ►

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There are **two** tasks which assess your writing skills.

Remember that spelling, punctuation and grammar will be assessed in **both** tasks.

Task 1

Information

You read the following article in your local newspaper.

New shopping centre opening – staff needed

Estrick Mall will open for business on September 1st. This exciting new shopping centre will include shops, restaurants, salons and a cinema.

Lots of staff will be needed, including sales assistants, catering staff, office workers and many more.

If you are interested in applying for one of these jobs, write to the manager of Estrick Mall, Ria Lakhani. Her address is Estrick Mall, 5 Low Road, Estrick, ES2 7AW.

Writing Task

Write a letter of application to Ria Lakhani, the manager.

You should include:

- an introduction saying who you are and what you are doing now
- your experience and skills
- which job you are interested in and why
- when you could start.

Remember to set out your letter correctly.

(15)

Begin your letter on the next page.



Handwriting practice area with 25 horizontal dotted lines.



Handwriting practice area with 25 horizontal dotted lines.

(Total for Task 1 = 15 marks)



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Task 2

Information

You recently bought a watch from a department store. After three days you found a number of faults with the watch. The store would not replace it and told you to complain to the customer services department.

Great Value Multi-Function Watch



Writing Task

Write an email to the customer service department to complain.

You may wish to include:

- how long you have had the watch
- what the faults are
- how you feel the store responded to your complaint
- what you want the customer service department to do about it.

(10)

Begin your answer on the next page.



New Message



From: you@your.email.co.uk
To: CustomerServices@departmentstore.co.uk
Subject: Complaint

Large text area with horizontal dotted lines for writing the message content.



Handwriting practice area with horizontal dotted lines. A toolbar at the bottom includes icons for list, copy, paste, undo, redo, and navigation arrows. A status bar at the bottom of the writing area shows: Page, Sec, At, Ln, Col, REC, TRK, EXT, OVR, English (U.K).

(Total for Task 2 = 10 marks)

TOTAL FOR PAPER = 25 MARKS

