



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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47202
QAN 500/8701/0

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
- write accurately in sentences and paragraphs.

[10 marks]

Plan your answer here:



[illegible]

This image shows a single sheet of white paper designed for handwriting practice. It features approximately 20 horizontal blue ruling lines spaced evenly down the page. A solid red vertical line runs along the right edge, creating a narrow margin. On the far right, there is a grey vertical strip containing a series of small, dark rectangular tabs or markers. The overall appearance is clean and professional, typical of educational materials.

Turn over for the next question

DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED



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:



[illegible]

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[illegible]

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