



Please write clearly in block capitals.

Centre number

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Candidate number

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Surname

Forename(s)

Candidate signature

Functional Skills Certificate

FUNCTIONAL ENGLISH

Component 2 Writing Level 2

Monday 25 February 2019

Afternoon

Time allowed: 1 hour

Materials

- You will need no other materials.

Instructions

- Use black ink or black ball-point pen.
- Fill in 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.
- If you need extra space for your answer(s), use the lined pages at the end of this book. Write the question number against your answer(s).
- Do all rough work in this answer 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 30.
- 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 spend about 30 minutes on each question.

| For Examiner's Use | |
|--------------------|------|
| Question | Mark |
| 1 | |
| 2 | |
| TOTAL | |



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QAN 500/9126/8

Answer **both** questions.

You are advised to spend about 30 minutes on each question.

1

Greane Lane Medical Centre

1151 7332

200 Smithdown Place,
Wickby, WK5 2NT

Based on 75 ratings for this
GP surgery



Overview

Greane Lane Medical Centre is located in a very pleasant residential area of Wickby.

The practice was originally set up in a house on Greane Lane. In 1992, and having outgrown these premises, we moved across the road to our current premises, a converted bank set across three floors.

Our surgery is efficient, polite, comfortable and, above all, aims to meet the needs of all our patients. Don't hesitate to let us know about any issues you have with what we do or how we do it.

In addition to standard medical provision we also offer the following: Mother & Baby; Over-60s; Teenage Drop-In; Counselling; Self-Help.

You recently visited this medical centre. Your experience did not live up to your expectations and you feel the centre could improve. You wish to record your experiences along with suggestions in a review on the centre's website.

Write a persuasive review, suggesting some changes the centre should make.

Remember to:

- plan your answer
- write accurately in sentences and paragraphs.

[15 marks]

Plan your answer here:



Turn over for the next question

*Do not write
outside the
box*

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

Turn over ►



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2 You applied for a part-time job at Wilson’s Sportswear and received this reply:

Dear Applicant,

Thank you for applying for a post at Wilson’s Sportswear and we are pleased to offer you an interview for the post of retail assistant. The interview is on **Friday 8th February 2019 at 3 pm**, in room A26 in the Wormald St office. Please present yourself to reception 15 minutes before your interview is due to take place.

If you are unable to attend this interview please email Cathy McDonald at cathy.wilsons@email.com. Please note that if you do not attend the interview without prior notice your application will be cancelled.

Yours sincerely,



Lina Thompson,
Acting Head,
Human Resources

You failed to attend the interview but did not inform Cathy McDonald.

Write an email providing details about why you missed the interview and requesting another chance to be interviewed for the job.

Remember to:

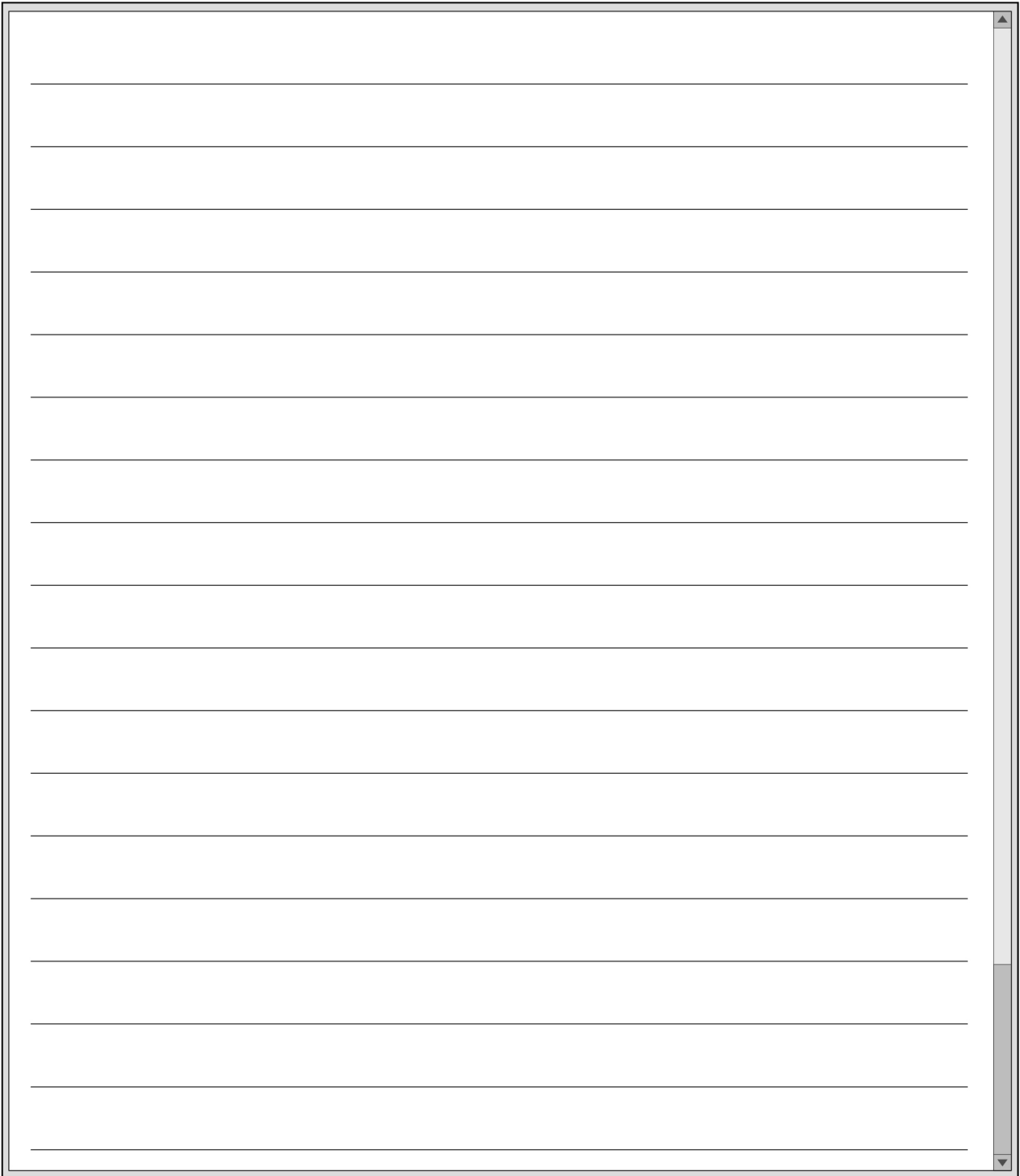
- plan your answer
- write accurately in sentences and paragraphs.

[15 marks]

Plan your answer here:



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15

END OF QUESTIONS



There are no questions printed on this page

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ANSWER IN THE SPACES PROVIDED**



