FUNCTIONAL SKILLS
ENGLISH – WRITING
LEVEL 2

QUESTION AND ANSWER PAPER
FSW240

YOU NEED
- This question and answer paper
- A pen with black or blue ink

You may use a dictionary

Do not open this paper until you are told to do so by the Exam Supervisor

THERE ARE TWO TASKS IN THIS EXAM

Total marks available: 60
Try to answer ALL questions

TIME ALLOWED: 75 MINUTES

INSTRUCTIONS
- Make sure that your candidate information is entered correctly on this booklet
- Read each question carefully
- Answer each question in the space provided on this question paper
- If you use extra paper, make sure that it has your name and candidate number on it and is securely attached to your answer booklet
- At the end of the test, hand this question paper and all notes to the supervisor

---

Candidate Name:……………………………………………………………..…………………….

Candidate Number:……………………………………………………………………………….

Exam Date:…………………………………………………………………………………………

Centre Name:………………………………………………………………………………………..

Centre Code:………………………………………………………………………………………..

Blank page

Blank page

.

Task 1 (30 marks)

Your college/workplace currently has an in-house catering facility. There have been a number of complaints about the price and quality of the food and your manager is considering using an external catering company instead. In order to help with this decision your manager has carried out a customer satisfaction survey.

These are the results.

	Customer★ Rating
A good choice of food	★★★
Price of food	★
Friendly staff	★★★
Value for money	★★
Quality of food	★
Cleanliness	★★★★

★ = Poor   ★★ = OK   ★★★ = Good   ★★★★ = Excellent

Write a report identifying the issues with the current service. Make recommendations for the future.

Information

You will be assessed on:
- writing clearly and coherently and including an appropriate level of detail
- presenting information in a logical sequence
- using language, format and structure suitable for purpose and audience
- using correct grammar, including correct and consistent use of tense
- using correct punctuation and spelling and ensuring meaning is clear.

For Examiner use only	
3a	
3b	
3c	
3d	
3e	
3f	
Total of Task 1	

Task 2 (30 marks)

Should we shop online?

People often ask me how offering goods online can benefit retailers. The obvious thing is that you have a showcase for your products to people all over the world all day, every day. Shoppers can browse for your goods without leaving the comfort of their armchairs and purchase with ease using their credit cards or PayPal. Delivery charges will clearly add to the cost of your products, but you can pass this onto the customer and it's much cheaper than running a shop!

For more discussion and advice on internet shopping go to my blog: www.joeharker.coz

You have a part-time job in a small, family owned factory which makes and sells stationery items to large retail chains. The owner would also like to sell the stationery directly to the public. He has found this article and asks your opinion on whether the company should consider online retailing.

Write an email to the owner with your views on his suggestion. His email address is: s.smith@smithsproducts.coz

---

Information

You will be assessed on:
- writing clearly and coherently and including an appropriate level of detail
- presenting information in a logical sequence
- using language, format and structure suitable for purpose and audience
- using correct grammar, including correct and consistent use of tense
- using correct punctuation and spelling and ensuring meaning is clear.

Send	To...	
	Cc...	
	Subject:	

For Examiner use only	
3a	
3b	
3c	
3d	
3e	
3f	
Total of Task 2	

.

END OF EXAM

.