



# **FUNCTIONAL SKILLS ENGLISH – WRITING LEVEL 1**

## **QUESTION AND ANSWER PAPER FSW140 [Practice Paper]**

### **YOU NEED**

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

**You may use a dictionary**

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**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: 60 MINUTES**

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### **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

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Candidate Name:.....

Candidate Number:.....

Exam Date:.....

Centre Name:.....

Centre Code:.....

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## Task 1 (30 marks)

Your company is organising a day out for its employees to a local visitor attraction. Write an email to your colleagues telling them about the day out.

In the email you should:

- describe the things on offer at the visitor attraction
- indicate how much it will cost
- explain the transport arrangements
- explain how to book a place on the day out.

Address the email to: [staff@wbassassociates.coz](mailto:staff@wbassassociates.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.

**Examiner  
use only**

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is a vertical margin line on the left side, creating a narrow left margin. The paper appears to be from a notebook or a standard ruled document.



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## Task 2 (30 marks)

You recently sent a pair of trousers for dry cleaning. When you picked them up they looked fine, but when you put them on you found they had shrunk. You went back to the shop, asking for a full refund for the cleaning and money for a replacement pair of trousers. The manager told you that he could do nothing as all complaints had to be dealt with by the company's head office.

Write a letter of complaint to:

Customer Service Manager, Queen's Dry Cleaners, 75 Pavillion Road,  
Mareston, MR1 1JT.

### **Information**

You will be assessed on:

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- 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.







# END OF EXAM

<b>Examiner use</b>	
Total mark	
Examiner's initials	
<b>Task 1</b>	
<b>Task 2</b>	

