

Part 1 (20 marks) - 2 marks for each correct answer

- | | |
|--|---------------------------|
| 1. Gordon | 6. first |
| 2. 21 st November / 21 November / 21/11 | 7. right |
| 3. finance | 8. 11:00 / eleven o'clock |
| 4. Wednesday | 9. sandwiches |
| 5. 120 | 10. (07562) 890 953 |

Part 2 (20 marks)

- | | |
|------|-------|
| 1. A | 6. B |
| 2. B | 7. A |
| 3. A | 8. C |
| 4. C | 9. A |
| 5. B | 10. A |

Part 3 (30 marks)

Email should contain the following information:

To: Lisa Conway 1

Subject: Lunch and Dinner at Black Bull OR *similar* 1

Thank you for your enquiry about eating at the Black Bull **OR similar** 2

We serve lunch between 12:00 and 3:00pm (in the bar) 3

We do offer a set lunch. It is £12.95 for 2 courses. 3

You must book a table for the restaurant. (Call us on 02380 667 765) 4

Our main courses start at £14.95 1

Our produce is organic and comes from local farms and suppliers **OR similar** 5

Plus

Style and register of business email 5

Use of English – grammar & sentence structure 5

Part 4 (30 marks)

Email should contain the following information:

To: Sharon Small 1

Subject: Office carpets **OR** *similar* 1

Thanks for the enquiry. 1

Candidate should confirm that they do supply a suitable carpet. Candidate may give a product name or ref. Candidate should state either a range of colours or the fact that there is a range of colours to choose from **OR** similar 5

Candidate should state **EITHER** that they can visit the office to measure the space and give a price, **OR** that they cannot visit to measure and give a price, with an apology. 5

*Candidate should state how / when payment must be paid, if the customer places an order. For example, 'Payment must be paid on delivery' **OR** 'We will open an account and send you an invoice / a bill'.* 5

Closing sentence hoping to do business with the shop / inviting the writer to place an order **OR** similar 2

Plus

Style and register of business email 5

Use of English – grammar & sentence structure 5