



FUNCTIONAL SKILLS ENGLISH

AQA | Edexcel | City & Guilds | Open Awards | NCFE | Highfield

Level 2

Reading: Text Types

Instructions

- Answer **all** questions.
- Answer questions on separate paper if required.

Information and Advice

- The marks for each question are shown in brackets – use this as a guide on how long to spend on each question.
- Read each question carefully before you answer it.
- Check your answers.

Source A:

Francesca Wilmslow
45 Bakers Close
Leeds
LS17 6HK

Stanson Electronics
54 Hutton Avenue
London
SW5 7GF

16th December 2022

Dear Mr Stanson,

I have recently bought a television from the Leeds branch of your company. I am writing to you because I have failed to receive a response using the regular channels of email and telephone, which I have attempted to contact you through many times.

The product is a SONY 457 television with built-in surround sound speakers. Unfortunately the television has a number of faults, which I will detail for you now. The surround sound speakers emit a crackling noise whenever I turn the television on, the screen has a purple hue which gets worse in the evenings and the television's HDMI output does not work at all!

I have attempted to rectify these issues by looking on the internet to see if anyone could suggest a resolution for these faults, however this has been unsuccessful.

Therefore, I would like to request an engineer be dispatched from your company to try and resolve these issues as soon as possible. In the event of this being unsuccessful, I would like to request a full refund for the television.

I look forward to hearing from you.

Yours Sincerely,
Francesca Wilmslow

Turn over ►

- Q1** In Source A, which formatting feature, commonly used in this text type, is labelled **A**? [1 mark]
- Q2** In Source A, which formatting feature, commonly used in this text type, is labelled **B**? [1 mark]
- Q3** What type of **language** is used in Source A? [1 mark]
- a) Informal language
 - b) Formal language
 - c) Colloquial language
- Q4** What **type of text** is Source A? [1 mark]
- Q5** 'Yours Sincerely' is used because the writer.... [1 mark]
- a) Does not know the recipient
 - b) Does know the recipient
 - c) Is close friends with the recipient
 - d) Is annoyed with the recipient
- Q6** What is the **purpose** of Source A? [1 mark]
- a) To inform
 - b) To persuade
 - c) To mock
 - d) To entertain
- Q7** In Source A, which formatting feature, commonly used in letters, is labelled **C**? [1 mark]
- Q8** If 'Yours Faithfully' was used instead, what would this mean? [1 mark]
- a) The writer is pleased to be writing to the recipient
 - b) The writer does not know the recipient
 - c) The writer does not like the recipient

[1 mark]

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