



FUNCTIONAL SKILLS ENGLISH

AQA | Edexcel | City & Guilds | Open Awards | NCFE | Highfield
Level 1

Writing: Planning your Answer

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.

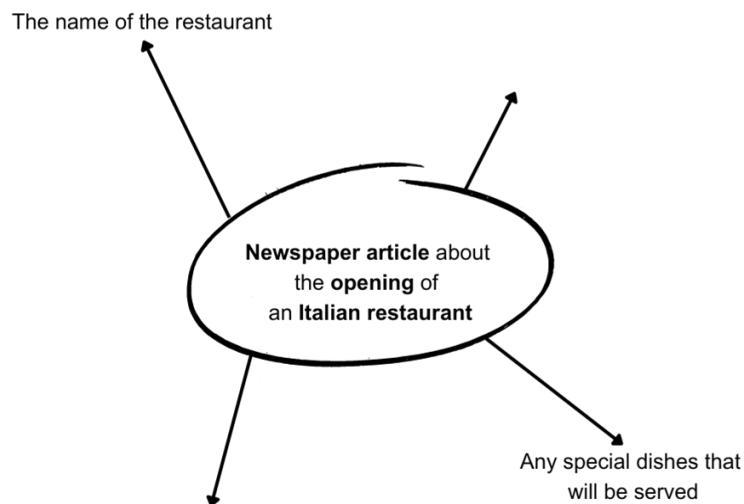
Q1 'Write an email to the manager of your local clothing store to complain about the poor customer service you experienced.'

What **form of text** are you required to write and what should the **purpose** of the text be?

[2 marks]

Q2 You are asked to write a **newspaper article** to **inform** your community about a new **Italian restaurant** opening in your area.

Fill in the gaps in the spider diagram using information which you might include.



[2 marks]

Q3 You are asked to write a **leaflet** persuading people to recycle.

What information would it be useful to include? **Select** an option below

- a) How to recycle, benefits of recycling, location of the nearest recycling centre, facts about recycling.
- b) Information about landfills, why recycling is not necessary, reports of fly tipping.
- c) How commercial waste is disposed of, the amount of waste created by fast food chains, benefits of non recyclable packaging.

[1 mark]

Q4 When planning any answer, you should make sure that you have a beginning, and end.

Fill in the blank space.

[1 mark]

Q5 Which **two elements** should be included at the **beginning** and **end** of an **email**?

[2 marks]

Q6 What is the **purpose** of responding to another person's message in a **forum**?

- a) To give an impersonal account
- b) To give your opinion
- c) To describe a future event

[1 mark]