



Open Awards Online Functional Skills English Level 2 Writing Exam 3

Sample Answers

Task 1 (30 marks)

You recently stayed at Bruke's Hotel in Maidford and, overall, had a good time. However, there were some problems with the accommodation so you decide to write an email to the manager of the hotel (manager@brukeshotel.coz).

In your email, say when and why you stayed at the hotel, what you liked and what problems you had. You should also state what you would like the hotel to do.

Sample Answer - Pass

Green highlighting = reference to mark scheme

To: manager@brukeshotel.coz

Subject: Feedback on Recent Stay at Bruke's Hotel

Dear Hotel manager,

I am writing to provide feedback on my recent stay at Bruke's Hotel in Maidford. I stayed at your hotel from May 10th to May 15th for a short holiday with my family.

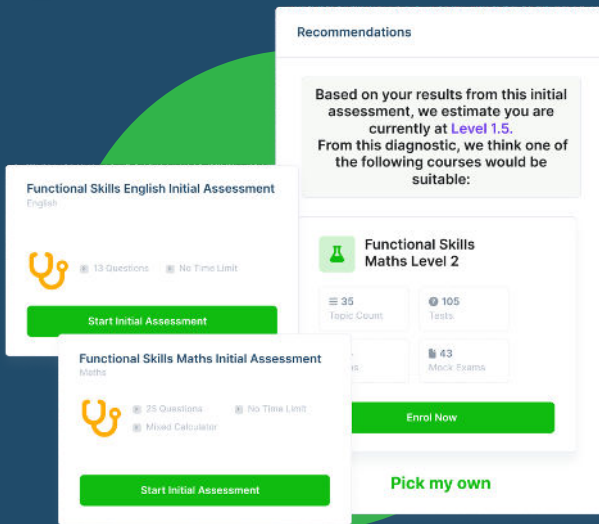
Overall, we had a good time at the hotel. In particular, the staff were friendly and helpful, and the breakfasts were absolutely delicious and plentiful each morning. The central location of the hotel was also very convenient for exploring the town and everything it had to offer.

However, there were a few issues with the accommodation that I would like to bring to your attention. The room we stayed in had a leaking tap in the bathroom, which caused a small puddle on the floor. Additionally, the air conditioning unit was quite noisy, which made it difficult to sleep at night. We could not have turned this off, due to it being one of the hottest weeks on record.

I would like to suggest that these issues be addressed to improve the comfort of future guests. It would also be appreciated if I could receive a partial refund or a discount on a future stay as a gesture of goodwill for the inconvenience my family and I experienced.

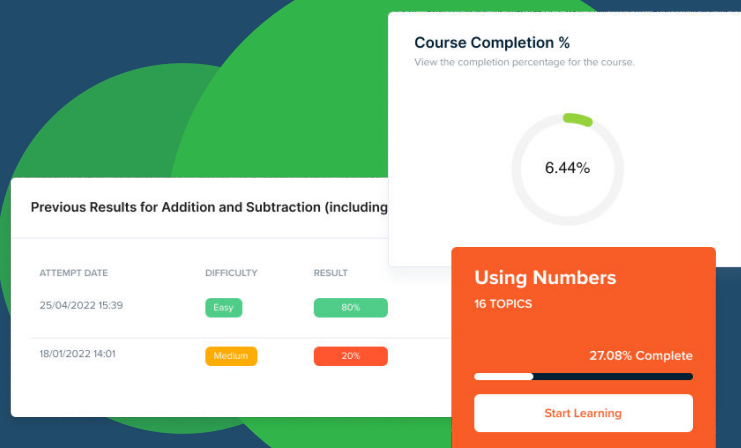
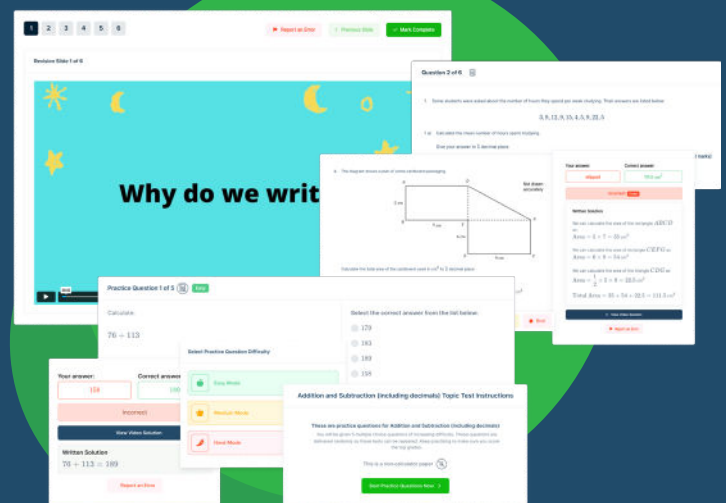


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Thank you for taking the time to consider my feedback. I hope that I will return to Bruke's Hotel in the future and see these improvements.

Yours faithfully,
Jenny Goldberg

Word count: 245

Examiner comments -

- Appropriate formatting for an email.
- Grammar is accurate including use of modal verbs, a variety of tenses and articles.
- Paragraphs used appropriately throughout.
- Appropriate language and register for the audience and purpose; here it is formal.

Task 2 (30 marks)

Six months ago, you attended a local council meeting where the issue of litter in your area was discussed.

You have now been asked by the residents' group to write an article for the local newspaper explaining what the problems were, what has improved and what still needs improving.

Write the article. The article should be between 250 and 350 words.

Sample answer - Pass

Green highlighting = reference to mark scheme

Litter Problem in Our Area

By Robin Sykes

We Discuss the Progress Made and Work Still Needed

Six months ago, I attended a local council meeting where we discussed the serious issue of litter in our area. Many residents expressed their concerns about the increasing amount of rubbish on our streets, in our parks and along the riverbanks. The council listened to our worries and promised to take action.



Improvements Made

Since that meeting, some improvements have been made. **Firstly**, the council has installed more bins in busy areas, making it easier for people to dispose of their rubbish properly. These bins are emptied more regularly, so they don't overflow, which has made a noticeable difference in keeping our streets cleaner.

Secondly, community clean-up events have been organised. Many residents have joined these events to pick up litter, showing great community spirit. These clean-up days not only help to keep our area tidy but also bring people together and raise awareness about the importance of a clean environment.

Furthermore, local schools have started educational programs about litter and recycling. Children are learning about the impact of litter on wildlife and the environment. They are encouraged to take part in keeping their surroundings clean and to spread the message to their families.

Areas Needing Improvement

Despite these positives, there is still more to be done. **In spite of the increased number of bins, littering is still rife amongst some groups in our community.** The council could consider increasing fines for littering and using more signage to remind people to use the bins provided.

Also, while the community clean-up events are successful, they need to happen more frequently. Perhaps local businesses could sponsor these events, providing equipment and refreshments for volunteers. This could help sustain the efforts and keep our area clean all year round.

Conclusion

In conclusion, while we have seen some improvements in tackling the litter problem, there is still more to be done. **By continuing to work together as a community and with the council's support, we can make our area a cleaner and more pleasant place to live.**

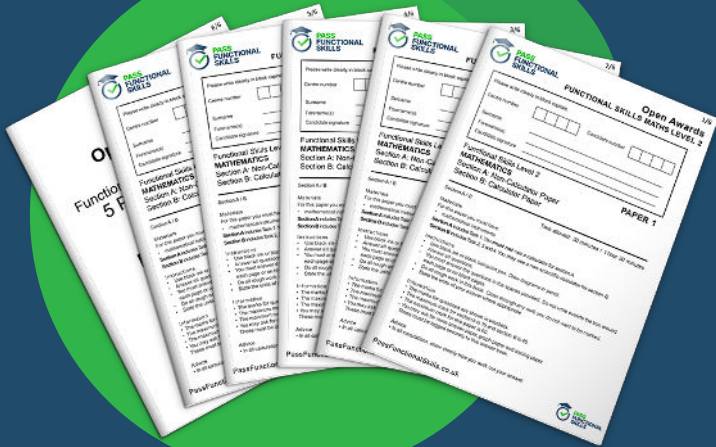
Word count: 344

Examiner comments -

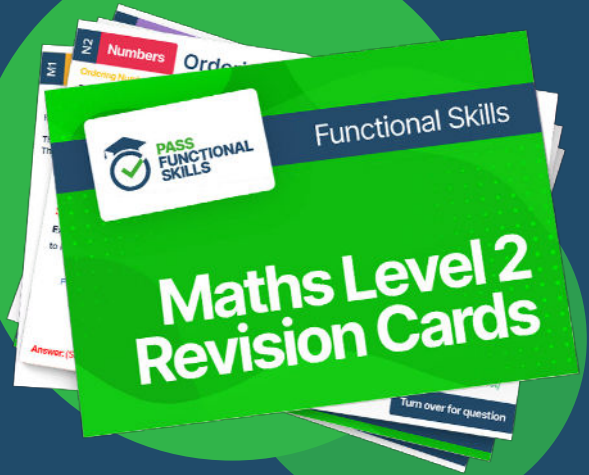
- Organisational markers are used consistently and accurately for cohesion.
- SPaG is correct and complex sentences used consistently and accurately.
- There is an appropriate amount of detail to meet the needs of the task, purpose and audience.
- All the formatting features needed for an article have been included.



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