

Functional Skills Level 2 English Writing Sample Paper 3



A City & Guilds Group Business

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Worked Example – fail

Question 1

You work in the Head Office of a large high street clothes retailer that has many branches throughout England. One of your responsibilities is to visit the company's shops as a mystery shopper and to report back to the Head Office on your experience.

Your task: write a report to give to your Manager about your visit to one of the shops.

Your report should include:

- details of your visit
- appearance and tidiness of the store
- availability of staff to help you
- customer service skills and attitude of the staff
- stock availability.

We suggest you write about 300 words.

(27 marks)

Dear Manager

I visited the shopping and watched the people in the shop. The shop looks like a normal shop that sells stuff. I walk in and it looks tidy with shelves full of stuff and a basket and a trolley is available. The shop sells phones. I asked a lady for a phone and she showed me lots of phones. She was there to help me. I asked her the price of a phone and she said I will show you different phones and you choose. Her skills in phone knowledge and she smiles. I asked her the price and she explained me a lot of different ways to pay different prices. I asked her for all different phones and the shop has all of them. I like these shops because they have all phones and are good at service and know about all phones. This is my report.

Kind regards

Manuela Silvez

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Marks

Question 1	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and effectively			✓		
Writes text of appropriate detail and length			✓		
Uses appropriate format and structure and paragraphing				✓	
Conveys clear meaning and establishes cohesion			✓		
Uses language and register appropriate to audience and purpose				✓	
Constructs complex sentences				✓	
Overall band	Band 2				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	4

Question 1	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling				1		
Punctuation				1		
Grammar					0	
SPaG Total						2
SPaG mark + composition mark						6

Commentary

The candidate has not produced a formal report. The format and structure are more akin to a note or a letter. Some of the detail is present, but there is a lack of depth in the detail and the overall length (142 words) is short (less than 50% of the instruction guide to write approximately 300 words). The language, where correct, is simple, and there are very few correct complex sentences. Although it is possible to understand the writing in terms of clarity, it is not a very effective piece of writing in terms of purpose and audience, with very few attempts, if any, to establish cohesion through the use of organisational markers. Overall composition is band 2.

Spelling is limited due to frequent errors in simple words and very little ambition in terms of vocabulary. There is very little evidence of punctuation beyond sentence demarcation, so the range is limited, and grammar errors are frequent to the extent that there are very few wholly accurate sentences.

Question 2

You work for WeSell2U, an online seller of films, books and TV box sets. When a sequel to a film or a book is due to be released, or a new episode of a TV drama is coming out, your company posts a blog explaining what happened previously and describing the main characters.

Your task: write a narrative that outlines the plot of your favourite film, book or an episode of a TV series, to tell potential customers of the WeSell2U website what happened.

We suggest you write about 300 words.

(27 marks)

Catch up in happening to Tom Ford he is hero of last storys when he find out who the thief is and arresting him. A famouse jewell is been taken from hollywood star. Tom Ford investigate and he find out that Sarah is involve also and lead him to discovery gang of thieves whose keep stealing from star homes in area but this one is diffrent becaisae owner of jewell is also involve and must to get insurance. Tom is finding all theifs and solve crime and now is new story comeing when Tom solve another crimes this time in London. You can watch next program here. Tom is always in danger and was court by gang of jewells thief but he gets away and solve the crime in Hollywood.

Worked Example – Sample Paper 3 – Fail

Question 2	Band 4	Band 3	Band 2	Band 1	
	Consistently	Most of the time	Some of the time	Limited	
Communicates information, ideas and opinions clearly, coherently and effectively			✓		
Writes text of appropriate detail and length			✓		
Uses appropriate format and structure and paragraphing				✓	
Conveys clear meaning and establishes cohesion				✓	
Uses language and register appropriate to audience and purpose				✓	
Constructs complex sentences				✓	
Overall band	Band 1				
Composition Marks	(12-15)	(8-11)	(4-7)	(0-3)	3

Question 2	Consistently accurate at appropriate level 4 marks	Accurate most of the time 3 marks	Accurate some of the time 2 marks	Limited accuracy 1 mark	Insufficient evidence 0 marks	
Spelling			2			
Punctuation			2			
Grammar					0	
SPaG Total						4
SPaG mark + composition mark						7

Overall mark for question 1	6
Overall mark for question 2	7
FINAL MARK	13

Commentary

Low on detail but an attempt to cover the brief. However, at only 130 words long, it is regarded as being too short. Format, structure and paragraphing are poor. There is no attempt to inform the reader of the text content through use of a title and no paragraph breaks are present. Logical sequencing leads to some confusion and a lack of clarity as the candidate appears to revert to plot details of the first instalment in the last sentence. There is also a lack of clarity in the identity of Sarah. The candidate struggles with accurate complex sentence construction and, while the register is appropriate, the use of language is very poor.

Spelling is correct only some of the time, with only one or two ambitious words spelt correctly and many errors in relatively simple words. Grammar is also very poor, with many errors of verb-tense agreement, subject-verb agreement, word order and omitted articles.

Worked Example – Sample Paper 3 – Fail

Punctuation consists of simple sentence demarcation and capitalisation of some proper nouns.