

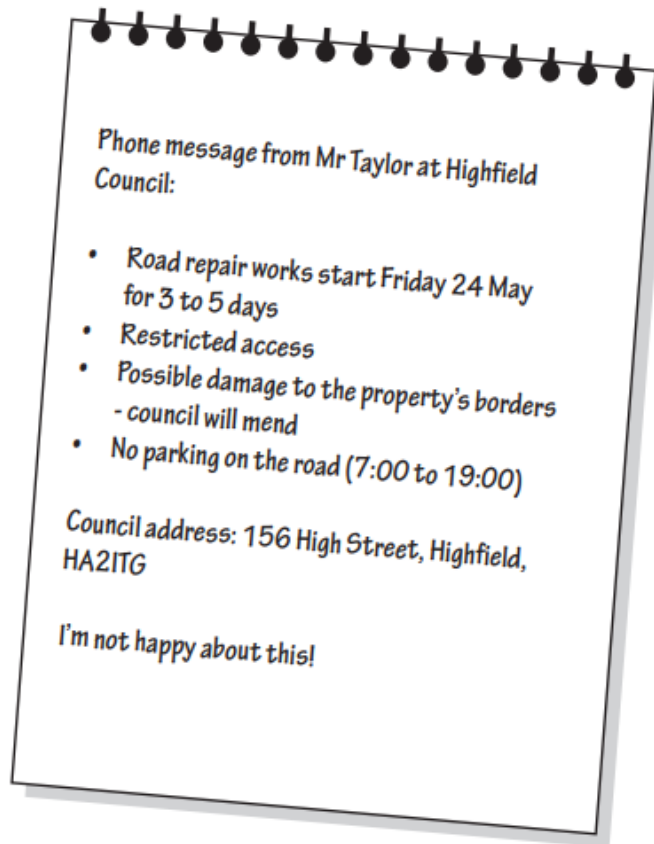


Highfield Functional Skills English Level 2 Writing Practice Paper 3

Sample Answers

Task 1

You return home from work and find this note from your housemate:



Write a **letter** to the council opposing the planned work.

You should take approximately **30 minutes** to write the letter.

Suggested word count 250-300 words.

(27 marks)

Green highlighting - reference to the mark scheme



PASS
FUNCTIONAL
SKILLS

Sample answer: Pass

Mr Taylor
Highfield Council
156 High Street
Highfield
HA2 1TG

Joan Smith
18 Burchett Street
Highfield
HA5 1HC

22nd May 2022

Dear Mr Taylor,

I am writing to complain about the proposed roadworks beginning on Friday 24th May. As a long-term resident of Highfield, this has been distressing news for the community.

While we appreciate you giving us notice (although very short), the terms laid out in your phone message are likely to cause great disruption for the full 3-5 days.

Myself and my housemate are both working professionals who commute by car on a daily basis. The nearest car park is a mile away, which is not only a substantial distance, but incurs a fee. This is something neither of us have budgeted for or can currently afford to cover. Additionally, having 'restricted access' is ambiguous as we have no idea how much of the property will be accessible, given how narrow our driveway is. Please can you confirm this within your response.

Furthermore, 'possible damage to our property's borders' is concerning at best. I am requesting full details about the severity of the damage, if the council will mend it and how the damage is actually caused by the road repair work. Why would you want to harm the homes of the community intentionally?

I think a detailed report of the proposed work and disruptions should be sent to both the residents of Highfield, and our landlords, as the least you could do for us.

Yours faithfully,
Joan Smith

Word count: 251

Examiner comments:

- Correct formatting and structure for letter
- Language and register appropriate for audience and purpose
- Appropriate detail and length of text



Task 2

You work in the quality assurance department at Highfield Bank. Your manager has asked you to check the customer reviews on social media:

The screenshot shows a web browser window with the URL www.hbook.co.uk/highfieldbank. The page header includes a search bar with "Highfield Bank" and the HBOOK logo. The main content area displays the Highfield Bank profile with a green circular logo containing a pound sign (£) and the text "Highfield Bank Bank Open times: 9:00 - 17:00". Below the profile are four tabs: "Reviews", "Posts", "Photos", and "Videos". The "Reviews" tab is active, showing three customer reviews:

- Pauline Mitchell** (2 hours ago): "Long queues, overflowing litterbins and rude staff. I am seriously considering changing banks!"
- Nina Ibrahim** (3 hour ago): "I must have tried to phone the bank 10 times this morning and no answer! I therefore had to make a trip to the branch; it then took over 20 minutes for me to report a lost bank card due to queues and all the paperwork that needed completing. Terrible customer service!"
- Miguel Tissera** (5 hours ago): "I wanted to change some money into euros but the bank had run out, so I had to make another trip into town the next day to collect them. If I had known about the online ordering service, I would have used that! Oh, and the only cash machine was out of order."

Each review has "Like", "Comment", and "Share" buttons below it.

Write a **report** for your manager highlighting the issues raised by the customers and recommending actions to improve the bank.

You should take approximately **30 minutes** to complete this task.

(27 marks)



Sample Answer: Pass

Customer Service Report

By Joan Smith

Report on the issues regarding Highfield bank based on website reviews.

Summary of main issues raised reviews:

- Extended wait times caused by long queues
- Poor customer service
- Lack of clarity about services on website

Expansion on reviews:

To gain full clarity on the issues raised, I conducted customer interviews. The majority of customers were appalled by the waiting times at the in-person branch, with queues of over an hour and a half. The service itself is another concern, as staff continue to be rude or unhelpful. Many described their behaviour as 'terrible' and even told customers they were 'getting in the way' whilst there.

Other minor concerns include: overflowing litter bins, lack of common currency stock, cash machines consistently breaking and a general lack of tidiness in the branch.

What we need to change in response:

Obvious changes begin with cleaning the branch itself, to ensure that we run a presentable and professional environment. This can be achieved through hiring a part-time cleaner, which is recommended for any business.

The length of queues can be mitigated by hiring a minimum of two staff members to clear the backlog of customers. Whilst this may seem excessive, we should aim to reduce the queues completely, rather than the length. Consequently, our reputation will attract more positive attention.

Furthermore, extensive staff training in good customer service is vital. Staff members are at the forefront of first impressions, which is why compulsory refresher courses should be available.

Word count- 249

Examiner comments:

- Correct form and structure for a report e.g subheadings, bullet points, authors
- Markers used effectively to convey meaning
- Complex sentence constructed consistently and accurately