

# **Functional Skills**

English

Level 2

**Answer Booklet**

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**Paper 2**

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# What is in my Answer Booklet?

**Welcome** to your answer booklet...

We, at **PFS**, have carefully designed this handy **guide** for you to use alongside your **practice papers**.

It includes:

- **Expertly written answers** to all of the questions in your paper.
- A **peek** into what the **examiner** is looking for when they **mark your paper**.
- An **analysis** of **why** this **answer is appropriate** for the question.
- A **detailed guide** which identifies the **vocabulary** you need to use to demonstrate your skills.
- **Mark scheme** comparison for **each answer**, so you can **see exactly** where the **marks** are being **earned**.

By using **all** of these resources, we hope you will do the **best** you can in your **exams**!

**Good Luck,**



## Question Recap

By now you have done the paper and marked your answers. Now it's time to see where you can improve, and what to aim for next time! Read through the questions again, and then look at the next page to see what the highest level answer would look like!



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**Q1)** You are having problems with a car you are renting on holiday.

You need to contact the company you are renting it from to explain the difficulties you are having. Unfortunately you have been unable to get in touch with them so far.

As a result, you need to contact them via their online forum and ask what they can do to help, whilst also offering your own suggestions.

Write the forum post. It should be between 250 and 300 words.

**Q2)** Your regular breakfast cereal is being discontinued by the company which makes it.

You have decided to write a letter persuading them to change their minds. In this letter, you will need to explain why it means so much to you that they continue making the cereal. You should also ask what their reasoning is for the discontinuation.

The company need to be persuaded that keeping production going is worth it, so you should also propose some ideas for how they could make it more popular.

The address you have is 1 Cereal Lane, Boxtown, West Breakfast, OH16 7UM.

Write the letter.

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**Q1)** You are having problems with a car you are renting on holiday. You need to contact the company you are renting it from to explain the difficulties you are having. Unfortunately you have been unable to get in touch with them so far. As a result, you need to contact them via their online forum and ask what they can do to help, whilst also offering your own suggestions.

Write the forum post. It should be between 250 and 300 words.

**(30 marks)**

**SoS 25:**  
Suitable opening for  
a forum post.

To Whom It May Concern,

I am currently on holiday in the Maldives, and have rented a car from your company in order to make getting around easier. However, I am experiencing complications in using the car safely, as well as being unable to contact anyone from your company for assistance.

**SoS 22:**  
Colon used correctly

The issues with the car are as follows: the left side passenger door does not seal properly when closed, resulting in a draft throughout the car while driving. In addition to this, the radio is unable to be switched from a heavy metal station, leading to distracted and unsafe driving. Perhaps most worrying is the absence of any function in the windshield wipers; we are entering the monsoon season and the car will become even more unsafe on the road if they are not fixed.

**SoS 20:**  
Present tense  
used correctly.

**SoS 21:**  
Specialist vocabulary  
is used correctly.

Due to the continued and future impact of these issues on both the quality and safety of driving, I am requesting a mechanic as a matter of urgency. As these issues are pre-existing in the car, I expect repairs to be carried out free of charge and for another check to be made once they are completed.

**SoS 20:**  
Tense which  
discusses possibility  
(‘should’) used  
correctly.

In future, your company’s policy should be completely overhauled. As a bare minimum, you should hire more customer service employees in order to uphold your website’s ‘speedy service’ promise. Additionally, a full list of existing issues should be provided to the customer prior to them obtaining the vehicle, so there is a record of old problems that do not need to be charged for.

**SoS 27:**  
Hyperbole used  
persuasively.

My suggestions are not beyond the realms of reason or possibility, and with a hazardous and faulty car on my hands that I am paying for with my hard-earned money, I expect them to be implemented quickly and effectively.

**SoS 22:**  
Quotations  
used  
correctly to  
add  
authenticity  
to the  
source.

Looking forward to hearing from you,

**SoS 28:**  
Complex  
sentence  
constructed  
accurately.

Anne Gary

**SoS 25:**  
Appropriate sign off for  
online forum post.

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## Why is this a good response to the task?

This is a **strong answer** that makes use of **persuasive techniques** like hyperbole, for example 'your company's policy needs to be completely overhauled'. This is a **clear example** of hyperbole, which is an exaggerated claim not meant to be taken literally, and is used to display the emotion of the writer as well as persuade the reader of their point. While **not many other** persuasive techniques are used throughout, **to persuade** is **not** the **main aim** of the forum post, **so** it is **appropriate** in this **context**.

The answer **clearly states** the **problem, solution** and what can be done to **improve** in the future, whilst making use of **different tenses** and **clearly communicating** the information, ideas and opinions required. A **range of complex punctuation** is used confidently, as well as **varied sentence structure** for effect. Complex, short and compound sentences can be seen as the highlighted example above shows.

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## Where are the marks from?

- SoS 20-** Grammar and modality devices have been used correctly, for example future, present and past tense is used, as well as definite and indefinite articles.
- SoS 21-** Specialist words have been used confidently and spelled correctly by the student, including 'assistance', 'complications', 'mechanic'.
- SoS 22-** The student has used complex punctuation like quotes, hyphens, semi-colons and colons accurately.
- SoS 23-** A good range of information and opinions are communicated clearly by the student throughout, with no ambiguity of meaning or intention.
- SoS 24-** The word count is 299 so is within the word count required for top marks. The student has addressed all the bullet points provided in the question.
- SoS 25-** The correct forum formatting is used, like the greeting and send off.
- SoS 26-** Paragraphing is the main form of visual markers and their use moves the text through subjects clearly and continues the line of argument as the text progresses.
- SoS 27-** The correct specialist language has been used, suggesting familiarity with cars and the relationship with the company. A complaining and annoyed tone is used accurately, and persuasive techniques are employed.
- SoS 28-** Complex sentences are used appropriately by the student, and variation in sentence length is used for effect.

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### Key Words

#### Implemented-

Demonstrates knowledge of and ability to use sophisticated language.

#### Prior-

different tenses

#### Requesting-

present tense correctly used

#### Hazardous-

specialist word spelled correctly

#### Overhauled-

hyperbole & persuasive technique

### Top Tip

You can draw on your **own experiences** when thinking of answers but **don't** focus on **content only**- you are being marked on **how** you write, not just what you write **about**. Keep your eye on **punctuation**, varied **sentences** and correct **format** too!



**Q2)** Your regular breakfast cereal is being discontinued by the company which makes it. You have decided to write a letter persuading them to change their minds.

In this letter, you will need to explain why it means so much to you that they continue making the cereal. You should also ask what their reasoning is for the discontinuation.

The company need to be persuaded that keeping production going is worth it, so you should also propose some ideas for how they could make it more popular.

The address you have is 1 Cereal Lane, Boxtown, West Breakfast, OH16 7UM.

Write the letter.

(30 marks)

**SoS 25:**

Correct formatting - recipient's address, also showing they have addressed the question properly.

1 Cereal Lane

Boxtown

West Breakfast

OH16 7UM

**SoS 25:**

The correct formatting for a letter has been used. Including the sender's address and the correct salutation ('greeting').

18 Tragedy Road

Wheat Town

East Walk

SHR3 WH8

Dear Sir/Madam,

**SoS 27:**

Hyperbolic language used.

I am writing to implore you to reconsider your cancellation of the Shredded Wheat cereal.

This is an **incredibly emotional letter** to write. I am overcome with sadness at the potential loss of such a pillar of my childhood, a sentiment which is shared by millions of others in the nation, and one that can be reversed with your help.

**SoS 27:** Emotive and hyperbolic language used as a persuasive technique

**SoS 20:**

The past tense is used correctly consistently.

**My childhood was defined by Shredded Wheat**, whether it be in the mornings before school, a weekend treat with honey and fruit, or a comforting meal whenever I fell ill. It provides healthy amounts of sugar, fibre, and carbohydrates for a slow release of energy throughout the day, resulting in a feeling of readiness for the day ahead that cannot be replicated by other cereals. **As you can see, it is not only nostalgia that pushes me to encourage you to keep making your cereal, but as someone who holds health and wellness as a priority, it is a vital part of my balanced diet and overall lifestyle.**

**SoS 24:**

An appropriate amount of detail is included here through extended explanation.

With this being considered, as a loyal customer, I am owed some sort of explanation for the reason behind the discontinuation of your beloved product. **Was it a sales drop? Customers losing interest?** Whatever the reason, it is not sufficient and should be reconsidered.

**SoS 28:** Complex sentence has been constructed accurately.

**SoS 22:**

Question mark used accurately and appropriately.

**SoS 27:**

Repeated rhetorical questions are used correctly and effectively as a persuasive technique.

**SoS 26:**  
Connectives like 'first of all' and 'secondly' can be used to visually organise the answer.

I have in mind some ideas to prevent this terrible loss from occurring. **First of all**, a social media marketing campaign is needed to increase awareness of the cereal amongst younger **consumers**, and to remind them of the health benefits of the cereal. **Secondly**, a change to the branding in order to make it more colourful and eye-catching would help to lure in new consumers while they are shopping in-person.

**SoS 21:**  
An example of a specialist word spelled correctly.

**SoS 25:**

The correct sign off is used for a letter where the recipient is not known to the writer.

I hope you will consider my suggestions and take them on board, and, above all, not discontinue the best cereal in the UK.

**Yours faithfully,**

**Gwen Wheat**



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## Why is this a good response to the task?

This response makes strong use of **persuasive techniques** throughout, particularly through **emotive and hyperbolic language**, like 'pillar of my childhood', 'terrible loss' and 'best cereal in the UK'. Additionally, the use of **personal pronouns**, **direct address** and **listing** for effect are persuasive techniques used **accurately** and **confidently**. The **letter is formatted** well and a **variety of sentence lengths** and **complexities** are displayed.

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## Where are the marks from?

- SoS 20-** Grammar is correct throughout, with past and present tenses all used accurately when referring to the social media campaign, the childhood memories of shredded wheat, and the provision of nutrients.
- SoS 21-** Specialist words are spelled correctly, for example 'consumers', 'carbohydrates', 'nostalgia', 'priority'. Other spelling is accurate throughout.
- SoS 22-** A range of punctuation like semi-colons, commas, and question marks are used accurately.
- SoS 23-** A clear and coherent response, there is no ambiguity of meaning or intent. Competency is demonstrated through employment of persuasive techniques.
- SoS 24-** Although there is no word requirement, the response is an appropriate length that fulfils the criteria set out in the question and moves through all the bullet points laid out.
- SoS 25-** The format of the response is appropriate for a letter as laid out in the mark scheme - sender's address(without name), recipient address, date, salutation and a matching close followed by name of sender.
- SoS 26-** Paragraphs used throughout to separate ideas and are an appropriate form of visual markers.
- SoS 27-** Persuasive techniques and language are employed well throughout, for example rhetorical questions, hyperbole, direct address.
- SoS 28-** Complex sentences are accurately constructed throughout the student's answer, with sentences of varying lengths used confidently.

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## Key Words

### Discontinuation & Sufficient -

Sophisticated language is used to increase the detail and formality level of the text.

### Terrible & Emotional-

Emotive language is used as an effective persuasive technique, and shapes the reader's perception of the cereal discontinuation.

## Top Tip

Read the exam **question carefully** to see what **style of writing** is being asked of you - persuade, inform etc. as this can help you decide what **language techniques** to use in your answer.

Double check the **format** too, and read the **mark scheme** to **familiarise yourself** with the **specific format features** required for **top marks**.







"There are some who can live without wild things, and some who cannot.." - Delia Owens

