

### Planning section

For this exam you must show you know how to plan your writing. Use this section to plan your answer to one or two of the tasks in this exam paper. Remember, you **must** plan at least one answer in this box.

Use this box to plan your answers.

Task 1: LEO words

8-5  
10-11

→ long hours  
\* Not same hours.  
\* Call in sick

Request points: 1- General Advice time  
2- Direct Approach.  
3- Disciplinary Action (if all fails).

Explain background

- Mr. N. N. N.  
- Senior representative

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Task 2.

Hotel Hilton - Guntree

- Big rooms. Nice bathroom
- Helpful staff. - Direction, times, calls, cleaners.
- Fantastic views.
- Nice restaurant (expensive and not much breakfast).
- Central.

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Task 3

- invitation
- Training event → New software.
- Mandel: 10:00 Introduction to, N. N. in pairs "Presentation" 12-  
O. N. supplier: Team work. End of event.

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Task 4

- The Drowning Dead
- 3D Sound system. Concept.

**Task 1**

You wish to make a formal complaint at work. You must follow the grievance procedure by completing the form below. Use the notes below to write your answer.

Write about 250 words in total for the form.

*Hours worked:*

	Month 1	Month 2	Month 3
<i>Me</i>	198	189	204
<i>John</i>	99	102	85
<i>Average</i>	154	161	161

*Work:*  
*Me* 8am-5pm (often later!)  
*John* 10am-4pm (long lunches!)  
 - often calls in sick  
 Boss gives me all the work  
 but supposed to be a team!

Full name (please use block capitals)	PAUL DICKSON
Department	MARKETING.
Job title	SENIOR REPRESENTATIVE
Outline your grievance	
<p>Dear Sir/Madam,</p> <p>I am contacting you with regard to an ongoing matter I believe you need to know.</p> <p>My name is Claire Bader and I have been working for seven years in the Marketing Department.</p> <p>Last year I was asked to join a new team of two people (including myself) to develop a new project. This project is designed to last for two years and <del>the</del> it requires the total involvement of the team.</p> <p>My colleague John Foreman is the other member.</p>	

although we are supposed to share the workload equally, he often misses work by calling in sick and, the days he is in, he does not observe the minimum hours he must ~~do~~ work.

Outline the action you would like the company to take

I understand this keeps happening since we are not under constant supervision and also, because results are positive. The reason behind it ~~is~~ <sup>is</sup> in myself ~~doing~~ <sup>working</sup> more than double the hours (unpaid) I should do to cover for his absences and out timetable.

To ~~stop~~ put an end to these practices I would kindly suggest that Mr sent a general email to all employees reminding them of the working hours. If this did not have any effect ~~in~~ Mr Foreman, I would aim to a direct and personal approach. Obviously, if this second solution did not work either, I believe that disciplinary action would be the last resort.

At the same time, I wonder if someone could be appointed to directly monitor the progress of our project to optimise results. ~~focus on the project~~ <sup>looking forward to being from you</sup>

Signature

Johnson

Date

23/01/15

## Task 2

Write a review for a website of a place you have stayed on holiday.

Write about 250 words.

Hotel Moravian in Amsterdam is undoubtedly one of the best places I have stayed in a long time. The building is only five minutes walking from the train station which translates in less than thirty minutes being in a comfortable room after having left the airport.

Once you reach Hotel Moravian, the first thing that strikes you is its architecture: a mixture between Gothic and the tendencies of Gaudi: fabulous look indeed.

In the lobby, spacious and comfortable, you are immediately greeted by a team of very friendly staff who help you with your luggage and lead you to the reception area.

Once in your room, your suspicions of luxurious comfort are confirmed: King size bed, huge bathroom with jacuzzi, internet, 42" HD television, gigantic "minibar" and most of all: the views. From any room in the hotel you can appreciate the beauty of the city. There are no rooms at all leading to a wall or lame views. I personally checked it ~~by~~ in during my frequent walks around the area...

The restaurant in the hotel is very big and has plenty of staff who are very well trained, willing <sup>to help</sup> and friendly.

The choice of menu, however, does not live to the expectations of such a big and modern hotel since there is not much variety and the breakfast are mainly continental (coffee and croissant).

The hotel, however, has a gym, ~~sauna~~ and a tennis court which enables you keeping yourself fit (if that is your interest).

Alternatively you can opt for the night life amusement that the hotel offers in the disco club on the top of the building: Cocktails and ultra modern DJ's make a real difference in the night. The club is ~~of~~ so popular that locals come to spend their ~~of~~ Saturday nights dancing until the early hours of Sunday (I believe it closes at six in the morning).

Overall I give the Florodorian Hotel in Amsterdam a well earned nine out of ~~ten~~ ten.

I definitely recommend it to any ~~body~~ <sup>body</sup> willing to spend a few days in Amsterdam.  
(Paul Dickson) (Ah! Very cheap too!)



## Task 3

Your manager is organising a work training event next month. Write an email to attendees including an invitation, information on the agenda and requesting confirmation of their attendance.

Write about 200 words.

The screenshot shows an email client window with a menu bar (File, Edit, View, Insert, Format, Tools, Message, Help) and a toolbar with icons for Send, Copy, Paste, Undo, Check Spelling, Attach, Reply, Sign, Encrypt, and Offline. The email header fields are filled with:

- To: a.person@email.com
- Subject: Training event

The body of the email is handwritten in cursive:

Dear Sir/Madam,

I hope this email finds you well.

The reason I am contacting you is to formally invite you to the presentation of our new software "Brain-Melter AX-340".

As you are aware, this software will replace the current one we are using. It is for this reason that all stakeholders are required to attend.

The event will be held in the Hotel Victoria in Manchester at ten o'clock in the morning of Friday 2<sup>nd</sup> February.

Attendees are ~~(requested)~~ expected ~~(to sign in at)~~ collect their passes at nine o'clock in the morning from the hotel reception of the hotel.

Breakfast will be served at nine thirty and, at ten to ten, we will make our way into the hall where the presentation will take place.

This ~~is~~ is the schedule for the day:

10:00: Welcome.

10:05: Introduction: "What is 'Brain-Melter'?" <sup>AX340</sup>

10:15: Work in pairs. Workshop.

10:30: Practical cases: Individual exercises observing possible scenarios.

11:30: Movie: "Reaching for the sky" (1 hour)

12:30: Break: lunch.

13:30: Group work.

14:00: Summary.

14:15: ~~End~~ End of presentation.

Please allow me to underline the importance of this event and ~~re~~ kindly request confirmation of your attendance.

I have attached to this email the document "Attendance confirmation.doc" to be completed and returned by the 15th February.

~~Anyone~~ <sup>unable to</sup> ~~who cannot~~ attend this event will be expected to attend the second event planned for the 03rd March.

Please, if you have any queries regarding this matter do not hesitate to contact me ~~at the~~ at 0044 751333105

Kindest Regards  
Paul. Dickson

## Task 4

You want to see a new film at the cinema with your friend. Your friend is not sure whether to come. Write an email to your friend, persuading him or her to come with you.

Write about 50 words.

File Edit View Insert Format Tools Message Help

Send Undo Redo Paste Check Spelling Attach Print Sign Encrypt Offline

To: a.person@email.com

Cc:

Subject: Cinema

Dear Bruno,

I hope this email finds you well.

It finally happened! The movie we were always talking about has not only been produced but will be in the cinema from next week.

I know you do not like going to the cinema and that you prefer watching movies from home but this time I must insist that you come with me to the Premier of "The Dancing Dead".

The movie, which is in 3D and surround sound system, is about a latin dancer (Antonio Banderas) who ~~is~~ after being bitten by a zombie (Angelina Jolie), makes his way to the town centre dancing and infecting unsuspecting victims.

The music is great and the humor incredible.

Please come. I am sure you will not regret it.

Paul

Alternatively



Dear Bruno,

I hope you have reconsidered your decision  
and come with me to the cinema next Saturday.  
"The Dancing Dead" is the most acclaimed movie  
and, being in 3D it must be watched in a  
cinema (Not from your lame house).  
Tell your girlfriend you are coming with me  
next Saturday.  
She'll understand.

Paul

## Level 2 rationale : Paul

Amplification		Marks	Rationale
<b>Whole paper – plan text</b>			
<b>1</b>	<b>1.1</b> Plan text for a specific purpose	4	There is a fairly detailed and highly relevant plan respecting all four tasks
<b>Task 1 - form</b>			
<b>2</b>	<b>2.1</b> Produce content which meets the purpose effectively	2	Paul has not selected the correct level of detail and has included too much personal information before the task is addressed. Although his evidence refers to the table there is a very cursory attempt to provide relevant information to provide a valid argument.
<b>3</b>	<b>2.2</b> Use language effectively	4	Selected language features are appropriate to the text and the candidate has used effective arguments regarding what actions he wants the company to take.
<b>4</b>	<b>2.3</b> Structure text coherently for purpose	3	The linguistic features are effective, however Paul writes a letter rather than completing a form.
<b>5</b>	<b>2.4</b> Use grammar correctly	4	Comprehensive control and confidence in complex sentence structures is demonstrated, e.g. <i>If this did not have any effect on Mr. Foreman, I would aim to a direct and personal approach/ At the same time, I wonder if someone could be appointed to directly monitor the progress of our project to optimize results.</i>
<b>6</b>	<b>2.5</b> Use punctuation correctly	4	Paul demonstrates comprehensive control of a full range of punctuation marks, including commas between clauses in complex sentences.
<b>7</b>	<b>2.6</b> Spell words accurately	4	Comprehensive control of special-interest lexis appropriate to the situation is demonstrated.
<b>8</b>	<b>3.1</b> Complete a form with complex features correctly	3	The conventions of a form were not completely addressed in the inappropriate greeting; however, all other components meet the amplification criteria.
<b>Task 2 – review or article</b>			
<b>9</b>	<b>2.1</b> Produce content which meets the purpose effectively	3	Too much information is included in the review which makes it significantly over length, and some detail is irrelevant.
<b>10</b>	<b>2.2</b> Use language effectively	4	The register is well judged and consistent throughout with the choice of vocabulary suitable to the review genre.
<b>11</b>	<b>2.3</b> Structure text coherently for purpose	3	The uses of paragraphs are fairly consistent with the exception of the details of the restaurant, which have been separated into different sentences.
<b>12</b>	<b>2.4</b> Use grammar correctly	4	A wide range of the features of the amplification with comprehensive control of the grammar.
<b>13</b>	<b>2.5</b> Use punctuation	4	Paul has used a wide range including colon, ellipsis and

	correctly		exclamation marks to achieve clarity in simple and complex sentences, e.g. <i>...and most of all: the views from any room.</i>
14	2.6 Spell words accurately	3	Paul's handwriting makes it difficult to judge if a word is spelt correctly. There are some inaccuracies, e.g. <i>belive</i> . However the lexis is highly appropriate to a review of a hotel.

<b>Task 3 – letter or email</b>			
15	2.1 Produce content which meets the purpose effectively	2	The level of detail in the email in many instances is unnecessary which results in the task being over length.
16	2.2 Use language effectively	4	The register is very formal and appropriate to the task. The style has been selected confidently, although the candidate is not consistent in his use of numerals/words.
17	2.3 Structure text coherently for purpose	3	At times the paragraphing is unclear due to handwriting
18	2.4 Use grammar correctly	4	Paul uses a wide range of structures confidently including the passive and complex sentence structures.
19	2.5 Use punctuation correctly	4	A full range of punctuation is used to achieve clarity with consistency and control.
20	2.6 Spell words accurately	4	Paul uses a wide range of special-interest vocabulary and it is consistently spelt correctly.
<b>Task 4 – email or online message</b>			
21	2.1 Produce content which meets the purpose effectively	4	Paul confidently addresses all aspects of the task.
22	2.2 Use language effectively	3	Although the language chosen is not completely effective, the register is consistent for an email.

Paul achieves 77 marks out of 88, passing Level 2 securely.