ESOL Skills for Life Level 2 - Writing

▶ You may **not** use correction fluid.



Practice paper 1

Your full name:
(BLOCK CAPITALS)
Candidate number:
Centre number:
Exam date:
Time allowed: 110 minutes
▶ Please complete all four tasks.
▶ Write your answers in pen, not pencil.
▶ You may not use dictionaries.

For examiner use only

Examiner initials	Examiner number	

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

You work in a restaurant and have received a complaint from a customer. You must follow the complaints procedure by completing the form below. Use the notes below to write your answer.

Write about 200 words in total for the form.

Name of customer: JENNY SMITH

- · Said meal cold / long wait for service
- Friend sent back food
- Food replaced (delay while that was cooked)
- · She and her friend hadn't booked
- Warned they would have to wait -v. busy
- · Offered free drink she said not enough
- · Said I would speak to manager offer free meal?

Customer Complaint Form					
Employee name:	Customer name:				
Date of complaint:					
What was the exact nature of the customer's co	mplaint? (Eg bill too high)				
NB The form continues overleaf					

Please describe the events leading up to the complaint.				
Describe what action(s) you took as a result of the complaint.				

Write an article for a college magazine about an enjoyable course at the college.			
Write about 250 words.			

Task 3

Your manager has asked you to organise a staff conference with a guest speaker. Write an email to attendees inviting them to the conference, giving information about it and asking them to send you any dietary requirements for the lunch that will be provided.

Write about 200 words.

	attendees
Subject:	Staff conference

Task 4

Your friend is new in the UK and has asked you about where to go in his/her free time. Write him/her an email describing an enjoyable place you've been to and persuading him/her to go there.

Write about 100 words.

To:	friend@email.com
Subject:	Free time
,	