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|---------------------|--|--|--|--|--|------------------|--|--|--|--|
| Centre Number | | | | | | Candidate Number | | | | |
| Surname | | | | | | | | | | |
| Other Names | | | | | | | | | | |
| Candidate Signature | | | | | | | | | | |

| | |
|---------------------|------|
| For Examiner's Use | |
| Examiner's Initials | |
| Question | Mark |
| 1 | |
| 2 | |
| TOTAL | |



Functional Skills Certificate
June 2014

Functional English

47252

Component 2 Writing

Level 2

Friday 16 May 2014 1.30 pm to 2.30 pm

You will need no other materials.

Time allowed

- 1 hour

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **both** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work that you do not want to be marked.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 30.
- You are reminded of the need for good English and clear presentation in your answers.
- You may use a dictionary.

Advice

- You are advised to spend about 30 minutes on each question.



J U N 1 4 4 7 2 5 2 0 1

IB/M/Jun14/E2

47252
QAN/500/9126/8

Answer **both** questions.

You are advised to spend about 30 minutes on each question.

- 1 You have taken out a subscription with IceCold Internet Services but you feel it has not lived up to expectations.

IceCold Internet Services

Britain's newest and coolest internet service provider.

Join today for just £10 a month.

Fastest downloads – films and songs in seconds!

Free email – 8 email addresses

Web space – unlimited web space for private use

Free superfast router – wi-fi with a wind chill factor!

Contact customer services at: icecold@email.com

Write an email to customer services informing them of your dissatisfaction with their service and persuading them to refund your subscription.

Remember to:

- plan your answer
- write accurately in sentences and paragraphs.

[15 marks]

Plan your answer here:



[illegible]

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[illegible]

Turn over for the next question

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**



[illegible]

[illegible]

M/Jun14/47252

END OF QUESTIONS

