

Mark scheme

Task 1 – Business letter

Layout:

Name and address of sender:	Books Unlimited, 13 The Strand, EXMOUTH, Devon, EX8 1AQ, UK	(1)
Date:	of exam	(1)
Appropriate reference:	eg CS/pa's initials (accept any reasonable ref)	(1)
Name and address of recipient:	(Ms) K[ate] Barrow and/or Regional Sales Manager, Cowley Publishing Limited, 96 George Street, OXFORD, OX4 2DQ, UK	(1)
Salutation:	Dear Ms Barrow	(1)
Heading:	New Books for Summer (or similar)	(1)
Complimentary close:	Yours sincerely	(1)
Name and/or designation of signatory:	(Mrs) C(hristine) Shapland and/or General Manager	(1)

8 marks divided by 2 = **4 marks**

Language Mechanics:

Grammar	(4)
Spelling and punctuation	(4)
Tone and fluency	(7)

15 marks

Content:

How long does delivery take?	(1)
Not interested in Street Atlas (or similar)	(1)
Request wholesale price of 50 of each/150 books (or similar)	(1)
'Devon', '50 Walks in Devon' and 'S W England'	(1)
Request full catalogue and price list	(1)
Ask Ms Barrow to visit	(1)

6 marks

Total: 25 marks

Task 2 – Memo

Layout:

Heading:	Memorandum	(1)
To:	Tim Jones	(1)
Designation:	Warehouse Manager	(1)
From:	Name of learner	(1)
Designation:	AA (to CS)	(1)
Date:	of exam	(1)
Any appropriate reference:	eg, CS/- but accept any reasonable ref	(1)
Suitable heading:	eg, Puzzle books	(1)

8 marks divided by 2 = **4 marks**

Language Mechanics:

Grammar	(4)
Spelling and punctuation	(4)
Tone and fluency (max 4 marks if wrong sender)	(7)

15 marks

Content:

Christine Shapland or General Manager buying 1000 puzzle books	(1)
All going to come to warehouse next Monday (all)	(1)
Tim to keep 100 of each book in the warehouse	(1)
Tim to distribute the other 100 of each to shops next Tuesday (all)	(1)
Tim to phone Christine this evening	(1)
To get details of the books	(1)

6 marks

Total: 25 marks

Task 3 – Fax

Language Mechanics:

Grammar	(4)
Spelling and punctuation	(4)
Tone and fluency	(7)

15 marks

Content:

To Steve Galloway	(1)
Phoenix Books Ltd	(1)
Fax number (602) 626-7364	(1)
Confirmation of Order BU8945 (must state number)	(1)
Made by phone	(1)
Referring to Phoenix' quotation number 1453	(1)
30 each of 'Learn to Read' and 'Times Tables'	(1)
Steve agreed 30% (or same as quotation) discount	(1)
100 'Perfect Handwriting Made Easy'	(1)
100 'Addition and Subtraction'	(1)

10 marks

Total: 25 marks

Task 4 – Standard letter form

Language Mechanics:

Grammar	(4)
Spelling and punctuation	(4)
Do not penalise at this level if candidates fail to put inverted commas/quotation marks around names of books.	
Tone and fluency	(7)

15 marks

Content:

Name and address of recipient:	Mr R(ichard) Alford, 27/F Wanchai Tower, 2 Harbour Road, Wan Chai, Hong Kong	(1)
	Any suitable reference and date of exam (both needed)	(1)
	Salutation: Dear Mr Alford (Richard) and complimentary close: Yours sincerely (both needed)	(1)
	Heading: Book request (or similar)	(1)
	'The History of Mining in Devon'	(1)
	Cost £12.99	(1)
	Delivery £4.00 and Delivery time: 7 days	(1)
	'Photographic History of Devon Mines' by Clive Burt, £25.99 (all)	(1)
	'Devon and Somerset Mines' by Roger Ponsford, £4.99 (all)	(1)
	Cheaper postage if he buys more than one book	(1)

10 marks

Total: 25 marks