

TASK 1 – SAMPLE ANSWER VERY HIGH FIRST CLASS LETTER

Tutti Frutti
29 Great Peter Street
RUDDINGTON
Nottinghamshire
NG11 6LL
UK

[date of exam]

IC/pa

Farm Fresh to You Inc
23808 State Highway 16
Los Angeles
California 95607
USA

Dear Sirs

Organic Fruit

We have seen your leaflet advertising your organic fruit and are especially interested in apricots, cranberries, nectarines and peaches. Could you please let us know whether the natural production methods increase the cost of the fruit? Your advertisement claims that organic produce is full of vitamins. We would be interested to know whether you can prove this is true. Could you also please confirm that you can deliver to Europe?

We hope to hear from you soon.

Yours faithfully

Ian Croft
Managing Director

TASK 2 – SAMPLE ANSWER VERY HIGH FIRST CLASS MEMO

Memorandum

To: Trevor Phillips, Sales Manager

From: [candidate's name], PA to Ian Croft (MD)

Date: [of exam]

Reference: IC/pa

Stocks of apples

Ian has received an email from Valerie Newton regarding our stocks of apples. She advises that we have lots of non-organic apples and Ian wonders whether we are over-stocking on these. Valerie also advises that we have low stocks of organic apples. Ian would like to know whether the stocks reflect estimated sales. He would like a sales forecast from you within the next two days.

TASK 3 – SAMPLE ANSWER VERY HIGH FIRST CLASS CIRCULAR LETTER

Tutti Frutti
29 Great Peter Street
RUDDINGTON
Nottinghamshire
NG11 6LL
UK

[date of exam]

IC/pa

Dear Sirs

Guides to food transport

We would like a quotation for guides giving advice and information on all aspects of the shipping of fruit and vegetables, including worldwide regulations and advice on storage, refrigeration and mixing loads. Should you supply such guides, please include details of any discount available when buying two titles, the cost of delivery to UK and how often they are published. Please also confirm they are relevant to UK importers.

Yours faithfully

Ian Croft
Managing Director

TASK 4 – SAMPLE ANSWER VERY HIGH FIRST CLASS ARTICLE

Tutti Frutti's market for organic fruit expands daily and looks set to do so for years to come

Tutti Frutti, a company that imports and sells a wide selection of fruit, is committed to increasing its range of organic produce, which is indeed increasing all the time. Their policy of importing from cheaper producing countries means they are able to cut prices and so their market grows by the hour. They are always exploring possible new suppliers and look likely to achieve great success as their customers constantly comment on the healthiness, taste and freshness of their produce. For further information, do not hesitate to contact their head office at:

29 Great Peter Street, RUDDINGTON,

Nottinghamshire, NG11 6LL, UK

Tel: +44 (0)155 945 6000

Fax: +44 (0)155 940 5286

128 words

TASK 5 – SAMPLE ANSWER VERY HIGH FIRST CLASS INFORMAL REPORT

Sales of organic fruit

Over the last three months we have sold more organic than non-organic apples (60% and 40% respectively), and an equal percentage of bananas. We are still selling more non-organic than organic oranges and cherries (60% non-organic and 40% organic), and although the same is true for grapes, the difference is less (55% non-organic and 45% organic).

Overall, organic sales have certainly increased since last year, when they only accounted for 10%, because this year organic produce makes up 40% of our total sales.

87 words