

Mark scheme

Task 1 – Letter

Layout:

Name and address of sender:	Best Balloons, 1 Stanton Place, OLNEY, Buckinghamshire, MK58 6LG, UK	(1)
Any appropriate reference:	eg MH/AA's initials (but accept any reasonable ref)	(1)
Date:	[of exam]	(1)
Name and address of recipient:	Hannes Holmstrom/Sales Director, Box Sverige, Grustagsgatan 256, 37 Helsingborg, SWEDEN	(1)
Salutation:	Dear Mr Holmstrom/Hannes	(1)
Heading:	Delivery of boxes [or similar]	(1)
Complimentary close:	Yours sincerely	(1)
Name and/or designation of signatory:	Mark Henderson/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:

Delivery note said £100 delivery charge	(1)
They said free delivery.....	(1)
... on quotation BS4869	(1)
500 not 1000 size B boxes	(1)
1000 not 500 size A boxes	(1)
Mr Holmstrom to ring Mr Henderson with solution	(1)

6 marks

Total: 25 marks

Task 2 – Memo

Layout:

Heading:	Memorandum	(1)
To:	Vijay Kalman	(1)
Designation:	Purchasing Manager	(1)
From:	Name of candidate	(1)
Designation:	AA (to MH)	(1)
Date:	[of exam]	(1)
Any appropriate reference:	eg MH/aa but accept any reasonable ref	(1)
Suitable heading:	Helium suppliers [or similar]	(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:

Float is a company that supplies helium	(1)
Float is a company that is near us	(1)
Vijay to tell Mark:	
if he thinks another supplier of helium needed.	(1)
how many containers of helium we use each week.	(1)
how much helium each container holds.	(1)
how much containers of helium cost.	(1)

6 marks

Total: 25 marks

Task 3 – Fax

Language Mechanics:

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

15 marks

Content:

First three marks to be allocated as follows:

Name or job title of recipient:	Ho-wing Hon or Sales Manager	(1)
Name of the recipient's company:	Your Party	(1)
Fax number of the recipient:	86-765-4422	(1)

Enquiry about products (or similar)	(1)
Discounts on large orders?	(1)
Delivery costs to UK?	(1)
How long does delivery to UK take?	(1)
Can they send catalogue and price list?	(1)
Do they already supply anyone in UK?	(1)
Can they send samples of napkins?	(1)

10 marks

Total: 25 marks

Task 4 – Standard WP form

Language Mechanics:

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

15 marks

Content:

Name and address of recipient:	[Mrs] K[athy] Kerr, 14 Webford Crescent, ELLESMERE, Shropshire, EL10 6BG, UK	(1)
Any suitable reference and date of exam (both needed)		(1)
Salutation:	Dear Mrs Kerr and complimentary close Yours sincerely (both needed)	(1)
Heading:	Balloons for birthday party [or similar] 'Congratulations 18' balloon costs £20 (large) Plain balloons are £8 each Delivery to Spain £40 Delivery time 3-5 days Birthday banner £10 Free pen with plain balloons	(1) (1) (1) (1) (1) (1) (1)

10 marks

Total: 25 marks