

TASK 1 – SAMPLE ANSWER VERY HIGH FIRST CLASS LETTER

Books Unlimited  
13 The Strand  
EXMOUTH  
Devon  
EX8 1AQ  
UK

Date: (of exam)

Ref: CS/pa

Ms K Barrow  
Regional Sales Manager  
Cowley Publishing Limited  
96 George Street  
OXFORD  
OX4 2DQ  
UK

Dear Ms Barrow

**New Books for Summer**

We are interested in some of the books in your advertisement. We do not want the 'Street Atlas', but please tell us the wholesale price for 50 of each of 'Devon', '50 Walks in Devon' and 'S W England'. We want to know how long delivery takes. Can we have a full catalogue and price list? Could you come to visit us? We look forward to hearing from you soon.

Yours sincerely

Mrs Christine Shapland  
General Manager

TASK 2 – SAMPLE ANSWER VERY HIGH FIRST CLASS MEMO

**Memorandum**

To: Tim Jones – Warehouse Manager  
From: [Name of candidate] – AA to General Manager  
Date: [of exam]  
Ref: CS/aa

**Puzzle books**

Mrs Shapland is at a Book Fair. She is buying 1000 puzzle books (200 each of five different books). They are going to come to our warehouse next Monday. She wants you to keep 100 of each book in the warehouse and distribute the other 100 of each to our shops next Tuesday. Please phone her this evening to get details of the books.

TASK 3 – SAMPLE ANSWER VERY HIGH FIRST CLASS FAX

Book Unlimited  
13 The Strand  
EXMOUTH  
Devon  
EX8 1AQ  
UK  
Tel: 01395 346576  
Fax: 01395 346577  
www.booksunlimited.co.uk

FAX  
To Steve Galloway  
Phoenix Books Ltd  
Fax number (602) 626-7364

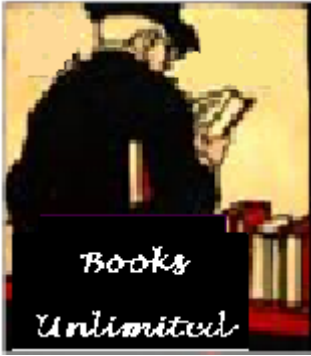
**Confirmation of Order BU8945**

Mrs Shapland wishes to confirm the order made by phone yesterday. Please see your quotation number 1453. We want to order 30 each of 'Learn to Read' and 'Times Tables'. You agreed 30% discount for these. We also want to order 100 'Perfect Handwriting Made Easy' and 100 'Addition and Subtraction'.

Regards

[Candidate's name]

TASK 4 – SAMPLE ANSWER VERY HIGH FIRST CLASS WP TEMPLATE



Books Unlimited  
Head Office  
13 The Strand  
EXMOUTH  
Devon  
EX8 1AQ  
UK  
Tel: 01395 346576  
Fax: 01395 346577  
www.booksunlimited.co.uk

Mr Richard Alford .....  
27/F Wanchai Tower .....  
2 Harbour Road .....  
Wan Chai .....  
Hong Kong .....

[Date of exam]  
CS/aa.....

Dear... Mr Alford .....

**Book request**

We are pleased to inform you that we have 'The History of Mining in Devon' by Linus Cole in stock. The price is £12.99. The cost of delivery to Hong Kong is £4.00 and the delivery time is 7 days. ....

You may also be interested in some other similar books. We have 'Photographic History of Devon Mines' by Clive Burt at £25.99 and 'Devon and Somerset Mines' by Roger Ponsford, at £4.99. ....

If you buy more than one book you can have cheaper postage. ....

We look forward to hearing from you soon.

Yours **sincerely**.....  
BOOKS UNLIMITED

Administrative Assistant to Christine Shapland  
General Manager