

Mark scheme

Task 1 – Minutes

Language Mechanics:

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

12 marks

Content:

Apologies:	Tim Anderson or Minutes Secretary	(1)
	Minutes of last meeting agreed and No Matters arising	(1)
	Reception to celebrate re-opening Manor Hotel	(1)
	First Saturday next month (date required), time and place (all)	(1)
	HR to check availability of existing staff	(1)
	HR to conduct resourcing audit	(1)
	AH to write to carpet suppliers	(1)
	Next meeting 1st Wed next month (date required), Manor Hotel, 9.30am	(1)

8 marks

Total: 20 divided by 2 = 10 marks

Task 2 – Letter

Layout:

Name and address of sender:	Luxury Hotels Limited, The Manor Hotel, The Esplanade, WORTHING, BN11 2EU, UK	(1)
Date:	of exam	(1)
Any appropriate reference:	eg AH/pa	(1)
Name and address of recipient:	Magdalene, 21, Rue Hélène Andrée, VERSAILLES, France	(1)
Salutation:	Dear Sirs	(1)
Heading:	Carpet for reception and main stairs [or similar]	(1)
Complimentary close:	Yours faithfully	(1)
Name and/or designation of signatory:	Anne Hardingham/ Chief Executive	(1)

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

Language Mechanics:

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

12 marks

Content:

Supply order as per original specifications or will cancel	(1)
Advertisement says not more expensive but now demanding 20% more. Why, as took their advice to design our own (or similar)	(1)
Advertisement says 8 to 12 colours but now limiting our choice to 5 colours – totally unacceptable	(1)
Agreed our own design was fine before quoting, so why now trying to persuade us to choose an existing pattern	(1)

4 marks

Total: 20 marks

Task 3 – Memo

Layout:

Heading:	Memorandum	(1)
To:	Paul Sheldon	(1)
Designation:	Regional Head HR	(1)
From:	Name of learner	(1)
Designation:	PA to Anne Hardingham, Chief Executive	(1)
Date:	of exam	(1)
Any appropriate reference:	eg AH/	(1)
Suitable heading:	eg, Staffing	(1)

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

Language Mechanics:

Grammar	(4)
Spelling and punctuation	(4)
Tone and fluency (max 1 mark if wrong sender)	(4)

12 marks

Content:

HR needs to advise original staff when re-opening and check all available	(1)
Need to recruit new staff for sports facilities and ensure fully qualified and trained	(1)
AH wants resourcing audit before meeting	(1)
Meeting either 11am-1pm Thursday in Worthing or 11am-1pm Friday in London (all needed)	(1)

4 marks

Total: 20 marks

Task 4 – Press release

NB MAXIMUM 200 WORDS

Language Mechanics:

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

12 marks

Content:

Mention The Manor Hotel, re-opening after renovation	(1)
New facilities all fully qualified staff (and)	(1)
Opening reception – give date	(1)
Celeb guests P Quieros and G.T. and brief details	(1)
3 night break £225 pp and free dinner 1 night	(1)
Mid-week special £75 pppn, D, B&B	(1)
Book within 48 hrs = 30% discount – only valid within one month	(1)
Contact details – The Esplanade, WORTHING, BN11 2EU, UK or Tel: 01475 78666, Fax: 01475 78669 or www.luxuryhotels.com	(1)

8 marks

Total: 20 marks

Task 5 – Invitation

Language Mechanics:

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

12 marks

Content:

Luxury Hotel Ltd invites...	(1)
Celebratory reception to mark re-opening of The Manor Hotel	(1)
First Saturday of next month (date needed)	(1)
7.30-9.30pm	(1)
First floor ballroom	(1)
Formal dress [black tie]	(1)
RSVPs to Anne Hardingham/Chief Executive	(1)
The Manor Hotel, The Esplanade, WORTHING, BN11 2EU, UK	
Email: ahardingham@luxuryhotels.com	(1)

8 marks

Total: 20 divided by 2 = 10 marks

Task 6 – Analytical Report

NB MAXIMUM 200 WORDS

Language Mechanics:

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

12 marks

Content:

Title/Introductory sentence eg, Financial Statement on refurbishment of The Manor Hotel, Worthing	(1)
Work carried out because income has fallen	(1)
Loss of revenue during closure £500,000	(1)
Cost of renovation £2,500,000	(1)
Total cost £3,000,000	(1)
Costs including loan will be £1,000,000 in year 3	(1)
Estimated revenue will be £1,000,000 in year 3	(1)
Therefore break even point in year 3	(1)

8 marks

Total: 20 marks