

Part One 20 marks

The email should include the following:

To:	female name chosen by student	1/2
From:	student's name / or chosen name by student	1/2
Date:	relevant date in correct format – dd / mm / (yy)yy	1/2
Subject:	Delivering filing cabinets	1/2
	Opening hours of depot: 8 a.m. – 9 p.m. Mon to Fri, 8–12 noon Sat	1
	Only the designated purchaser – named on the order form – can take delivery of the goods.	2
	To take delivery you need to check the goods carefully.	1
	If the goods are damaged they will be taken away immediately.	2
	If you are satisfied then you will need to sign for the goods.	2
	If returning the goods you will be given a 13 digit reference number.	1
	This must be quoted in all correspondence written or verbal.	2
	You can arrange delivery now by putting in 11 digit order number .	2
	Go to website for confirmation of delivery of the filing cabinets – www.officeneeds.co.uk (website does not have to be 100% perfect but should bear a good resemblance to the correct address).	1
	Grammar, style and layout	4

Part Two 20 marks

The email response must contain the following information:

To:	James Courtier	1
Subject:	can be the same as the originating email – or similar	1
	Reference to the company called Business Services UK	1
	List of the services on offer – on-site optimisation etc	3
	Reference to previous projects –eg contact the helpdesk etc	2
	How to choose a good web designer – competitive terms etc	3
	The structure of how they design the website for you. Importance of keywords and links	3
	Experience of their team	2
	Grammar, layout and style	4

Part Three 20 marks

The email must contain the following:

To:	Tony Hail	1
Subject:	Can be the same as the originating email, or similar	1
	Apology for the inconvenience and damage	2
Either:	a credit note will be sent to for the service	3
	a new invoice will be sent at a reduced rate / charges	
Or:	the information will be checked and we will get back to the writer	3
	no interest will be charged at this time	
	Email should be signed off appropriately	3
	and with either a fictitious name or the student's name	1
	register and style / layout	3
	grammar and spelling	3

Part Four 20 marks (2 marks per correct response)

Example:

A. Hello, I'm Sally Fletcher, Recruitment Executive. Nice to meet you.

B. Hello, I'm Karen Bean. How do you do?

A. So, you're here to talk about your summer recruitment, is that right?

B. Yes, that's right / Yes, I am.

A. Can I just confirm the start date of your summer season for the children's activity camp?

B. It's the 1st July / It's dd mm (Any date in an accepted format)

A. OK. And how many staff will you need?

B. About 10/ 15 /50 / (any number significantly fewer than 75)

A. That's fine. We have at least 75 staff on our books, so that will be no problem. What age group of children will they be supervising?

B. The children will be 11- 15/ or any age group under 18.

A. Ok, will they need to be qualified teachers?

B. Yes, they will.

A. Fine, so we'll need to see copies of their qualifications. Are there any special activities that the teachers will need to know how to do?

B. Yes, they will need to be sporty/ sports teachers.

A. So, they need to be sporty. Will they all be based in the same area?

B. No, we are running courses around the country.

A. OK. So we're looking for people nationwide. Have you prepared an advert with salary?

B. Yes, I have.

A. That's good. If you could email that to me, I can add the other information. When can you email it?

B. Tomorrow/ Tuesday / any time that makes sense.

A. Great, that's everything. Thanks for coming, goodbye.

B. Thanks, goodbye.

Part Five 20 marks

Points to include in the summary:

The summary should have a suitable heading:

2

- Disciplinary Procedure

There should be an introduction in the form of a short sentence:

- Here is a summary how to carry out a disciplinary

2

At least 8 of the following points should be included in the summary:

- You must be able to justify your actions and it is important to comply with the law
- The employee must be able to give their point of view
- They must have written notification with the time, date, place and reason for the hearing.
- The employees have the right to be accompanied
- You must be thoroughly prepared
- The employer should be in control of the whole procedure
- You should prepare an extensive list of questions
- The meeting should be explained thoroughly and how the meeting will proceed introducing the people in the room and their role
- Allow the employee to express their views
- After all the points have been covered, the employee should be asked if they have any more to say
- You must be confident and in control
- Offer the employee the right to appeal

8

Up to 8 marks to be awarded for style of summary.

8