

TASK 1 – SAMPLE ANSWER VERY HIGH FIRST CLASS LETTER

Best Balloons
1 Stanton Place
OLNEY
Buckinghamshire
MK58 6LG
UK

Date: [of exam]

Ref: MH/aa

Hannes Holmstrom
Sales Director
Box Sverige
Grustagsgatan 256
37 HELSINGBORG
SWEDEN

Dear Mr Holmstrom

Delivery of boxes

We received our first delivery of boxes from you yesterday. We have some problems with the order. You delivered 500 instead of 1000 size B boxes and 1000 instead of 500 size A boxes. Also, your quotation BS4869 says delivery to UK is free, but the delivery note says £100 for delivery. Can you put this right? Please can you ring me?

Yours sincerely

Mark Henderson
General Manager

TASK 2 – SAMPLE ANSWER VERY HIGH FIRST CLASS MEMO

Memorandum

To: Vijay Kalman – Purchasing Manager
From: [name of candidate] – AA to General Manager
Date: [of exam]
Ref: MH/aa

Helium suppliers

Mr Henderson met the Sales Manager of Float Limited yesterday. Float is a company which is near us which supplies helium. Mr Henderson wants to know if you think we need another supplier.

Please tell Mr Henderson how many containers of helium we use each week, how much helium each container holds and how much the containers cost.

TASK 3 – SAMPLE ANSWER VERY HIGH FIRST CLASS FAX

Best Balloons
1 Stanton Place
OLNEY
Bucks
MK58 6LG
Tel: +44 (0)1789 35641
Fax: +44 (0)1789 35642
www.bestballoons.co.uk

FAX

To: Ho-wing Hon – Sales Manager
Company: Your Party
Fax no: 86-765-4422

Enquiry about products

Mr Henderson, our Managing Director, is interested in your company's products. He wants to know if you already supply anyone in the UK. How long does it take to deliver to the UK and what is the delivery cost? Please can you send us a catalogue and price list? Can you also send us samples of the napkins and tell us if you offer discounts on large orders?

[Candidate's name]



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MH/aa

Mrs Kathy Kerr
14 Webford Crescent
ELLESMERE
Shropshire
EL10 6BG
UK

Dear **Mrs Kerr**

Balloons for birthday party

We are pleased to inform you that **we can provide balloons for your daughter's birthday party. The cost is £20 for a large 'Congratulations 18' balloon. The plain balloons are £8 each. The cost of delivery to Spain is £40 and the delivery time is 3-5 days.**

Would you also like **to buy a 3 metre birthday banner? This costs £10.**

If you buy plain balloons **you get a free pen. Guests can write messages on the balloons.**

We look forward to hearing from you soon.

Yours **sincerely**
BEST BALLOONS

Administrative Assistant to Mark Henderson
General Manager