Solutions

Marking: **B1** one mark for each correct point; writing tasks are marked by levels for **Content** (task points covered and developed, right register for the reader) and **Language** (range, accuracy, organisation).

Each answer shows the evidence or plan, then the **result**.

2.1

- *want to ask about* → **would like to enquire about**
- *getting help* → **obtaining assistance / being assisted**
- a complete, polite sentence: **"I would like to enquire about obtaining assistance with my luggage at the station."**

2.2

- to **apply** for a job
- to **complain**

2.3

- e.g. **"I would be grateful if you could send me an application form."**

3.1

B: formal, gives a reason

3.2

(a) two formal requests, e.g. **"I would be grateful if you could refund the cost of our tickets."**; **"I trust that you will ensure the equipment is checked regularly."**

(b) Content (6): 5–6 all three points covered and developed, formal and polite throughout, a clear request or purpose; 3–4 all points covered, register mostly formal; 1–2 a point missing or register slips into informal. Language (6): 5–6 a range of formal vocabulary and sentence types, accurate, well organised in paragraphs; 3–4 some range, errors do not block meaning; 1–2 simple language, frequent errors.

Model (149 words):

Dear Sir or Madam,

I am writing to complain about my visit to the Star Cinema on Saturday 12th October, when I attended the 7 p.m. showing of *Ocean Light* with three friends.

Twenty minutes into the film, the screen went blank, and we waited for almost half an hour without any explanation from the staff. When the film restarted, the sound was so loud that it was uncomfortable. In addition, the air conditioning was not working, and the room became extremely hot.

As a result, we did not enjoy the film at all. My friends and I had saved our pocket money for this visit, and we left feeling disappointed and frustrated.

I would be grateful if you could refund the cost of our four tickets, which came to $40. I would also like to know what steps you will take to prevent this happening again.

Yours faithfully, Daniel Ortiz