

TASK 1 – SAMPLE ANSWER VERY HIGH FIRST CLASS LETTER

Cool Cream
2 Bromley Road
BECKENHAM
Kent
BR3 5JE
UK

Our reference AW/ag

2 January 2010

Planifolia Corporation
7 Ramkrishna Building
160 Vile Parle Road
Mumbai 400 056
India

Dear Sirs

Vanilla

We are looking for another supplier of vanilla and want more information about your company. Please send us some samples and tell us your delivery method and average delivery time. We are interested in your Hotel or Manufacturing Packs which cost £21.27. Please let us know if the price includes delivery and if we can have cheaper prices if we buy in bulk. Please also let us know the method you recommend for storing the vanilla.

Yours faithfully

Amanda Ward
General Manager

TASK 2 – SAMPLE ANSWER VERY HIGH FIRST CLASS MEMO

Memorandum

To: Duncan Brown – Manufacturing Director

From: [candidate's name] AA to Amanda Ward – General Manager

Date: [of exam]

Reference: AW/In

Subject: Using spices in ice cream

Amanda Ward is at an Ice Cream Trade Fair. She says other companies are making lots of different flavours. She wants to know if we can use different spices to make our ice creams more interesting. She wants to know if we can make a wider range of flavours, and if you know about any problems this can cause. She wants our company to make chocolate and ginger, coffee and cardamom, and apple and cinnamon. She also wants to know if you have any other ideas and why we don't make apple flavour ice cream already. Please let her know how easy it is to buy the spices and how expensive they are.

TASK 3 – SAMPLE ANSWER VERY HIGH FIRST CLASS FAX

Cool Cream
2 Bromley Road
BECKENHAM
Kent
BR3 5JE
UK
Tel: 020 7294 304
Fax: 020 7294 204
www.coolcream.co.uk

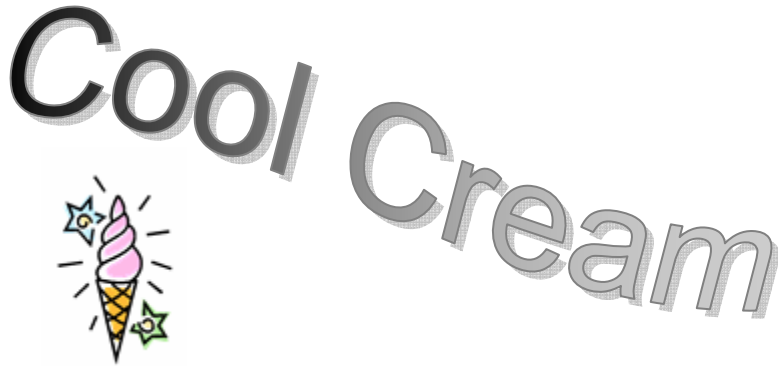
FAX TRANSMISSION HEADER SHEET

To: Pamela Viedu
Company: Costa Rican Cocoa
Fax No: (011) 626-7364
From: [candidate's name] – AA to Amanda Ward – General Manager
Date: [of exam]
No. of sheets including header sheet: 1

MESSAGE:

Order CC4358367

Ms Ward wants to order 100kg of cocoa powder and 100kg cocoa butter at the prices on your quotation 1873, which are £419.30 for cocoa powder and £451.50 for cocoa butter. Please let us know when we can expect delivery.



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Tel: 020 7294 304

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www.coolcream.co.uk

[date]

AW/aa

Mr Reg Burrows, Purchasing Manager
Rice Bowl Restaurants Ltd
Bridge Road
LONG SUTTON
Essex
SSO 8HU

Dear **Mr Burrows**

Ice cream supply

Thank you for your recent enquiry. We are always delighted to introduce new customers to our range of high quality ice cream. We have **two new flavours, blueberry and coconut**,as well as our other popular flavours, **Vanilla, Strawberry, Raisin, Chocolate and Raspberry**.

All of these ice creams are available in **4 litre tubs**
.....which cost **£10**.....
.....or in **25 cl cups, supplied in boxes of 10**,
.....which cost **£15 per box**.

Please find enclosed **a copy of our full catalogue, which also has the prices of everything we sell.**

Yours **sincerely**
COOL CREAM

Administrative Assistant to Amanda Ward
General Manager