

Functional Skills English | Level 1

Online Feedback Form Response and Examiner Comments

Information

You and a friend recently went to the cinema.

You did not enjoy the visit because:

- tickets and refreshments were expensive
- the film was disappointing
- some audience members were noisy.

You decide to complain.

Writing Task

Write a complaint about what happened on the cinema web form.

In your complaint, you should:

- describe what happened at the cinema
- explain what you would like to happen next.

You should aim to write about 150 to 200 words.

(15 marks)

www.cinema.web/complaint

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Complaint Form

Name	[REDACTED]
Email address	[REDACTED]

Dear miss/mr,

I am writing this form to complain about the cinema I would like to tell my experience ~~at~~ the cinema.

I went ~~at~~ the cinema last Monday with my friend Maria. Our experience was very bad. Firstly, we paid £25 per person for the tickets and refreshments. This price is so expensive! Secondly, we expected to laugh during the film and we were very disappointed. Finally, during the film many people made a noise and we couldn't listen properly: nobody came to say to them to stop to make ~~noise~~ ^{noise}. It was very annoying!

Due our experience was awful, I would like to ask the refund of the ticket. If it is not possible, I would like an another experience at your cinema with a voucher.

I understand ~~we~~ ^{that} the cinema does not

have a control, for example, about the noise, but I would like a better experience.

I look forward to hearing from you.
Yours faithfully,

(Total for Task 2 = 15 marks)

BORDERLINE PASS

Composition

The learner communicates complaints about the cinema visit reasonably clearly, including appropriate detail about the ticket price, the film and audience behaviour, as well as possible ways for the cinema to respond. The piece is appropriate for purpose and audience. For Composition, the first bullet point in the mark band determines the mark given and so a middle band mark (4-6 for the shorter Task 2) is awarded.

Consideration is then given to the other three bullet points to determine whether the piece merits 4, 5 or 6 marks. How well does the learner handle format, structure and paragraphing, as well as sentence and vocabulary range?

The piece is appropriately and logically structured. Name and email have been given as requested. The piece uses a range of vocabulary and sentences and is appropriately paragraphed. The slightly confused inclusion of a salutation and valediction does not preclude a mark at the top of the middle band being awarded.

Mark: 6

Spelling, Punctuation and Grammar

Spelling and punctuation are mainly correct, though there are grammatical errors, with words sometimes omitted and the wrong word form used, e.g. 'badly' and 'to make' instead of 'bad' and 'making'. Overall, a mid-band mark is merited.

Mark: 4