

Pearson Edexcel GCSE (9-1) English Language

Paper 2: Non-Fiction and Transactional Writing

**Exemplar Scripts and
Commentaries**

Summer 2019 Series





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Introduction

- The purpose of this pack is to provide teachers and students with some examples of responses to GCSE English Language Paper 2: Non-fiction and Transactional Writing (1EN0/02)
- The responses in this pack were taken from the Summer 2019 examination series. The question papers and mark schemes can be found on the Pearson website.
- In this pack, you will find a sample of responses, examiner commentaries and marks.
- If you have any enquiries regarding these materials or have any other questions about the course, please contact the English subject advisor team on teachingenglish@pearson.com

S1

SECTION A: Reading

Read Text 1. Then answer Questions 1–3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1–7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 large

2 virtually indistinguishable

(Total for Question 1 = 2 marks)

S2

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 "large"

2 "clutch of guest houses"

(Total for Question 1 = 2 marks)

S3

SECTION A: Reading

Read Text 1. Then answer Questions 1–3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1–7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 large and virtually indistinguishable
- 2 vacancy signs perched in their windows

(Total for Question 1 = 2 marks)

S4

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 "Indistinguishable"

2 "Clutch" they're all together

(Total for Question 1 = 2 marks)

S5

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 "large and virtually indistinguishable"

2 "vacant signs perched in their windows"

(Total for Question 1 = 2 marks)

S6

SECTION A: Reading

Read Text 1. Then answer Questions 1–3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1–7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 Large

2 indistinguishable

(Total for Question 1 = 2 marks)

S7

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the **WHOLE** of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 large and virtually
- 2 Virtually

(Total for Question 1 = 2 marks)

S8

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

- 1 From lines 1-2, identify **two** details about the guesthouses.

1 ~~they're~~ "large"

2 Not all of them are occupied

(Total for Question 1 = 2 marks)

S9

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 There large and virtually indistinguishable

2 Some were vacant

(Total for Question 1 = 2 marks)

S10

SECTION A: Reading

Read Text 1. Then answer Questions 1–3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1–7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 3 star
- 2 carpeted bathrooms

(Total for Question 1 = 2 marks)

S11

SECTION A: Reading

Read Text 1. Then answer Questions 1–3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1–7).

Write your answers in the spaces provided.

- 1 From lines 1-2, identify **two** details about the guesthouses.

1 'large and virtually'

2 'perched in their windows'

(Total for Question 1 = 2 marks)

S12

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 The guesthouses were busy - "few of them had vacancy signs"
- 2 There were lots of them - "clutch of guesthouses, large and virtually indistinguishable".

(Total for Question 1 = 2 marks)

S13

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 "large"
- 2 "vacancy signs"

(Total for Question 1 = 2 marks)

S14

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

- 1 There were a clutch of guesthouses, large and virtually indistinguishable
- 2 A few of them had vacancy signs perched in their windows.

(Total for Question 1 = 2 marks)

S15

SECTION A: Reading

Read Text 1. Then answer Questions 1-3.

You should spend about 1 hour 20 minutes on the WHOLE of Section A (Questions 1-7).

Write your answers in the spaces provided.

1 From lines 1-2, identify **two** details about the guesthouses.

1 Further on along the front there stood a clutch of guesthouses.

2 Large and virtually indistinguishable, and a few of them had vacancy signs perched in their windows.

(Total for Question 1 = 2 marks)

S16

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.
You may use your own words or quotations from the text.

- 1 guy with a gasping manner
- 2 white haired widow

(Total for Question 2 = 2 marks)

S17

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 ~~white haired~~ "Kindly nature"
- 2 "grasping manner"

(Total for Question 2 = 2 marks)

S18

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 'Showy sheets and sparkling bathroom'
- 2 'guy with a gasping manner, dropping
fas'

(Total for Question 2 = 2 marks)

S19

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 "white-haired widow"

2 "kindly nature and a fondness for children"

(Total for Question 2 = 2 marks)

S20

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 kindly nature

2 fondness

(Total for Question 2 = 2 marks)

S21

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 ~~How~~ "a guy with a gasping manner," and
- 2 "the sort of cough that makes you wonder where he puts the phlegm."

(Total for Question 2 = 2 marks)

- paragraphs
- setting
- verbs
- personal pronouns
- conversational tone
- comparison, makes u feel sorry for him, descriptive
- humour
- dashes for guilt.

S22

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 "white haired widow"

2 "my wife can survey a row of guesthouses"

(Total for Question 2 = 2 marks)

S23

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 "white-haired widow"

2 "Smokers" ~~Smokers~~

(Total for Question 2 = 2 marks)

S24

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 My wife can survey a row of guesthouses and instantly identify the one run by a white-haired widow with a kindly nature and a fondness for children.
2 where as I can generally count on choosing the one run by a guy with a grating manner, a drooping fag and the sea of spagh that makes you wonder where he puts the phlegm.

(Total for Question 2 = 2 marks)

S25

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 ~~kind~~ "grumpy"
- 2 kind

(Total for Question 2 = 2 marks)

S26

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 his wife runs the ~~the~~ guesthouse.
- 2 She's kind and helps children.

(Total for Question 2 = 2 marks)

S27

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

- 1 "my wife can survey a row of guesthouses"
- 2 "I generally count on choosing the one run by a guy"

(Total for Question 2 = 2 marks)

S28

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 The rooms stink.

2 The Beds are too small.

(Total for Question 2 = 2 marks)

S29

2 From lines 5-10, give **two** ways the writer describes people who run guesthouses.

You may use your own words or quotations from the text.

1 white haired

2 w.cb.

(Total for Question 2 = 2 marks)

S30

3 Analyse how the writer uses language and structure to interest and engage the reader.

In your answer you should write about:

- language features and techniques
- structural techniques
- the effect on the reader.

Support your views with detailed reference to the text.

(15)

The writer uses language to set the scene of the guesthouse room. For example "Fingers of icy wind" personifies the wind giving a more chilly effect on the reader and making them want to read on.

The writer uses structure to engage the reader. For example "Well, it's hard to say no." this short sentence interests the reader about what's going to happen next when staying in the guesthouse that he said "was entirely out of the question".

S31

3 Analyse how the writer uses language and structure to interest and engage the reader.

In your answer you should write about:

- language features and techniques
- structural techniques
- the effect on the reader.

Support your views with detailed reference to the text.

(15)

The writer uses long, winding sentences, such as at the start of paragraph two, where he writes using detailed descriptions of what he imagines the owners to be like, contrasting language like 'a kindly nature' and 'a grasping manner' to highlight the writer's unique viewpoint and help engage the reader. The length of the sentences make the writer sound less formal to draw in the reader.

He also uses list and rules of three, such as in the third paragraph where he separates them with a dash: "Colour TV, 'En Suite All Rooms', 'Hospitality Trays' -" which makes the list more obvious. He also ends on an offbeat and funny-sounding amenity to interest the reader. He also uses a rhetorical question when talking about the difficulty of choosing between them to put the reader in his position to engage them further.

When describing his room in the final paragraph he uses lots of adjectives to ~~pp~~ create a lexical field of overwhelming negativity, by using ~~negative~~ words like "cold"

and cheerless". He also uses gross-out imagery to disgust the reader like 'a neglected corpse' and 'accumulated muck', which he balances with ~~more humorous~~ personification such as 'fingers of icy wind' as if they were coming to get him.

Furthermore he says "It was entirely out of the question that I would stay the night... so I said, 'That sounds fine', and signed in." This is a comic juxtaposition of how he says it is not going to happen and does it anyway. It also reveals some of Bill Bryson's personality and he acknowledges he is a bit of a pushover which is entertaining to the reader.

S32

3 Analyse how the writer uses language and structure to engage and interest the reader.

In your answer you should write about:

- language features and techniques
- structural techniques
- the effect on the reader.

Support your views with detailed reference to the text.

(15)

Within the text, the writer uses both language and structure to engage and interest the reader. Primarily, the writer uses structural techniques early on to engage the reader. The writer describes how his wife is able to pick out good guesthouses both "run by a white-haired widow with 'a fondness for children, snowy sheets and sparkling bathroom porcelain'". The writer uses triadic structure here, which could emphasise the quality of the guesthouses which her wife can pick. This engages the reader as it emphasises how good the guesthouses are that are picked by his wife. This is soon to be contrasted with the triadic structure in "a guy with a grasping manner, a drooping fag and the sort of cough", which shows how bad the ones he picks are. Overall this structure of triadic structure to emphasise and engage the reader is contrasted to interest the reader into how bad he is at picking guesthouses.

Furthermore, the writer uses contrast between the description of the guesthouses his wife picks and the ones he picks. The alliteration of "snowy sheets" emphasises how magical and quality the wife's guesthouses are compared to the description of "puts the phlegm", which is very contrasted with "snowy sheets". The description of "phlegm" is quite disgusting compared to the positive "snowy sheets", and it engages the reader by making them feel his disgust as well in contrast to the positivity before.

Moreover, the writer uses language to bring sarcasm and humour to his writing, which interests and engages the reader. He describes how the room "has boasted, in special jaunty italics, 'current Fire Certificate' - something [he] had never thought to ask for in a B & B". This is clearly of a sarcastic tone because the reader knows that "current Fire certificates" aren't obvious sellers for a hotel room. This sense of sarcasm engages the reader as it also brings comedy and humour to the text - an obvious engager for readers.

This sarcasm is also brought by a structural feature used by the writer.

The writer uses the rhetorical question "How could I possibly choose intelligently among such a range of options?". This is clearly sarcastic and engages the reader by making them realise it is a sarcastic question after thinking about it.

Finally, linguistically the writer engages and interests the reader linguistically. The when describing the room, the writer talks about "those mysterious ceiling stains that bring to mind a neglected corpse". This is clearly an ~~very~~ extreme way to describe a "ceiling stain" by comparing it with "a neglected corpse". It brings a feeling of ~~an~~ uncertainty ~~and~~, danger, and unease to the reader as they feel it is an extreme ~~to~~ comparison. This successfully engages and interests the with the sense of unease brought to them.

S33

3 Analyse how the writer uses language and structure to interest and engage the reader.

In your answer you should write about:

- language features and techniques ✓
- structural techniques ✓
- the effect on the reader. ✓

Support your views with detailed reference to the text.

(15)

During the beginning of the extract the writer employs ~~an~~ an indecisive tone to entice the reader into wanting to discover his eventual decision. The polysyndetic list to describe his wife's excellent instinct for guesthouse choice like 'kindly natured' guesthouse owners ~~and~~ with 'a ~~whole~~ fondness for children' to effectively ~~conveys~~ elicit a feeling of comfort from the reader and significantly contrast the unappealing description of his choices including men 'with grasping manner, (and) a drooping fag'. The use of his juxtaposition evokes a somewhat satire to the stereotypical 'uselessness' of men appealing and attracting the reader to enjoy the account and carry on reading.

In the middle of the extract the narrator reaches an unfortunate crisis of having to stay in a 'disgusting' guesthouse employ-

a changing tone ~~of~~ of disgust and unappeal. The writer uses grotesque sensory imagery to describe the initial scene of the guesthouse inside as having 'a milelong pang of damp plaster and peeling wall paper'. The harshness of the positives delineates his ~~own~~ self annoyance and regrets for his choice of guesthouse and emphasizes the unpleasantness to the reader ~~about~~ with imagery to allow them to empathise with Bryson and further engage them to find out ~~the~~ how he deals with his dilemma.

The end of the extract epitomises unpleasant hotel rooms and maintains Bryson's tone of disgust in his placement. The writer proceeds to use imagery and detailed description with intentions to closely connect with the readers and ~~more~~ elicit sympathy. The description of 'fingers of icy wind slipped through the single ill-fitted sash window' metaphorically enhances the writer's feeling of discomfort and provokes the reader to relate from the common feeling of being cold. Furthermore the noun 'fingers' connotes and intrusive and unhygienic nature to disturb the

reader and provoke them to sympathise
with Bryson's discomfort further engaging
them.

S34

3 Analyse how the writer uses language and structure to interest and engage the reader.

In your answer you should write about:

- language features and techniques
- structural techniques
- the effect on the reader.

Support your views with detailed reference to the text.

(15)

Bryson uses language to engage the reader into how appalling the guesthouses he chooses are. In the words: "dismal place at a larcenous price." Bryson shows that this guesthouse is not what was promised: "promised a coloured TV and coffee making facilities." So he describes the price "larcenous" which means criminal, as if you've been stolen from, this shows that the guesthouse is in somewhat evil, and it makes you want to carry on reading, it grabs your attention and you don't want to take your eyes off the page, it builds lots of climax.

Bryson describes his room as: "grubbily matted carpet and those ceiling stains that bring to mind a neglected corpse ^{in the room} ~~upstairs~~ above." As an reader, you would worry about his safety, and his words are not pleasant so it paints pictures into the readers head, making them feel more connected to the story.

The ^{metaphor} ~~metaphor~~ "Fingers of icy wind." makes you feel more uneasy. It shows how malevolent the room is.

S35

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

- 4 From lines 7–11, identify **one** complaint about the hotel rooms.

"dirty lavatory bowls"

(Total for Question 4 = 1 mark)

S36

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

4 From lines 7-11, identify **one** complaint about the hotel rooms.

'left scathing comments alleging showers
curtains with handprints from former
guests'

(Total for Question 4 = 1 mark)

S37

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

- 4 From lines 7-11, identify **one** complaint about the hotel rooms.

Bed too small a guests had to sleep on the floor.

"Bed was so small they were forced to sleep on the floor."

(Total for Question 4 = 1 mark)

S38

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

4 From lines 7-11, identify **one** complaint about the hotel rooms.

"described the double room they were
sharing with her partner as "the same size as a
cabin on a cruiseliner".

(Total for Question 4 = 1 mark)

S39

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

4 From lines 7-11, identify **one** complaint about the hotel rooms.

↳ Shower curtains with handprints from former guests"

(Total for Question 4 = 1 mark)

S40

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

4 From lines 7-11, identify **one** complaint about the hotel rooms.

" 'putrid' stink in the rooms"

(Total for Question 4 = 1 mark)

S41

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

- 4 From lines 7-11, identify **one** complaint about the hotel rooms.

The bed was so small they had to sleep on the floor.

(Total for Question 4 = 1 mark)

S42

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

4 From lines 7–11, identify **one** complaint about the hotel rooms.

"allegedly shower ~~curtains~~ curtains"

(Total for Question 4 = 1 mark)

S43

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

- 4 From lines 7-11, identify **one** complaint about the hotel rooms.

"dirty lavatory"

(Total for Question 4 = 1 mark)

S44

Read Text 2. Then answer Questions 4–6.

Write your answers in the spaces provided.

- 4 From lines 7-11, identify **one** complaint about the hotel rooms.

They have sparkling bathroom
They have colour TV's to.

(Total for Question 4 = 1 mark)

S45

5 From lines 16-17, identify **one** positive comment given about the hotel.

friendly and helpful.

(Total for Question 5 = 1 mark)

S46

5 From lines 16-17, identify **one** positive comment given about the hotel.

The restaurant is nice to relax with a beer.

(Total for Question 5 = 1 mark)

S47

5 From lines 16-17, identify **one** positive comment given about the hotel.

"The comfy beds"

(Total for Question 5 = 1 mark)

S48

5 From lines 16-17, identify **one** positive comment given about the hotel.

v) comfy beds and linen²

(Total for Question 5 = 1 mark)

S49

5 From lines 16-17, identify **one** positive comment given about the hotel.

one positive comment about the hotel was that there was "comfy
beds and linen" and my wife said the restaurant is "nice to
relax with a beer".

(Total for Question 5 = 1 mark)

S50

5. From lines 16-17, identify **one** positive comment given about the hotel.

The one positive ~~about~~ thing about the hotel
would be the on-site restaurants.

(Total for Question 5 = 1 mark)

S51

5 From lines 16-17, identify **one** positive comment given about the hotel.

'nice to relax with a beer'

(Total for Question 5 = 1 mark)

S52

5 From lines 16-17, identify **one** positive comment given about the hotel.

The Staff were helpful

(Total for Question 5 = 1 mark)

S53

5 From lines 16-17, identify **one** positive comment given about the hotel.

It's way better than outside
and you make your coffee and
you watch colour tv

(Total for Question 5 = 1 mark)

S54

6 In this extract, the writer attempts to show different opinions.

Evaluate how successfully this is achieved.

Support your views with detailed reference to the text.

(15)

The writer successfully shows the different opinions about the hotels by the way the people describe them in a negative and positive way.

In the second paragraph the hotels are getting described as 'dirty and stink'. This would make people who read this have an opinion of it

S55

6 In this extract, the writer attempts to show different opinions.

Evaluate how successfully this is achieved.

Support your views with detailed reference to the text.

(15)

In the extract the writer attempts to show different opinions on the Canada Hotel. The writer opens the extract in paragraph one by quoting a bad review about the bathrooms in the hotel. Considering the writer ~~is~~ was meant to be ~~talk~~ discussing both types of reviews the writer appears to be more leanant towards the negative reviews.

Throughout the ten paragraph long extract positive reviews are only mentioned in two very small paragraphs in comparison to the other eight. In these two paragraphs the writer doesn't really mention anything more about the ~~same~~ reviews: "One describes the staff as 'friendly and helpful,' another praises the 'comfy beds and linens,' and advises that the restaurant is 'nice to relax with a beer.'" The writer doesn't really say anything more. It is almost like a passing comment.

However, the negative comments are talked about in paragraphs ~~are~~ ~~talked~~ that are

double the size of the positive reviews. Going into depth on how awful the hotel is. ~~The~~ ~~can~~
In one paragraph it was almost like the writer was poking fun at the hotel: "Stay at the hotel without their children, may also struggle to get a good night's sleep." From there the writer talks about more bad reviews.

In conclusion I don't think the writer shows different opinions. They seem more biased to talk about the negative reviews more than the ~~to~~ positive ones.

S56

6 In this extract, the writer attempts to show different opinions.

Evaluate how successfully this is achieved.

Support your views with detailed reference to the text.

(15)

The writer successfully shows different opinions as we get to see both negative and positive comments throughout the extract, although there is a lot more negative than positive. ~~the writer also shows~~
~~the writer also shows~~
~~the writer also shows~~
~~the writer also shows~~
~~the writer also shows~~
From the start of the extract the reader has a positive thought about the hotel. 'delighted to be staying there' this illustrates that even after years of good but mostly bad reports the Duke and Duchess of Cambridge are still glad to be staying there even though it's

nothing like their life style back home. However the reader quickly gets to see the bad about the hotel as they see ~~the~~^{some} claims. 'Shower curtains with handprints' 'dirty lavatory bowls'. This ~~edges~~ just gives the reader bad thoughts about the hotel as that is clearly stating that rooms are not cleaned after other guests.

S57

6 In this extract, the writer attempts to show different opinions.

Evaluate how successfully this is achieved.

Support your views with detailed reference to the text.

(15)

In this extract, the writer effectively ~~creates~~ shows the idea of negative opinions ~~as~~ being numerous. For example, the use of a list on line 8 to reflect a "dirty lavatory bowls" and a "putrid stink" is effective in reflecting a general ~~as~~ perception of the hotel as being squalid and undesirable. As a result, the ~~as~~ Jacobs successfully shows different opinions as being mostly negative, ^{and highlighting: sense of distress} which is impressed upon the reader, influencing them to also find the room ^{representing} inadequate living standards.

However, the writer is also successful in creating a positive perception about the hotel to the reader. This is shown to us on lines 15 and 16 which states that customers "praise" the "comfy beds". By using hyperbole ~~and~~ in the verb 'praise', the writer cleverly portrays positive opinions as being enthusiastic to the reader, implying that ^{all} positive reviews were extremely enjoyable for some.

Although, the writer further creates the idea of positive ideas being limited, by ~~using~~ utilising only two opinions in a two line statement reflecting ~~the~~ upsides of the hotel.

Therefore, the writer also intelligently ~~creates a subtle~~ implies that the negative reviews ~~outweigh~~ the positive ones, and that the ^{number of} negative perceptions of the hotel are so ~~high~~ ~~create a perception of~~ do not remove the overall inadequate quality of the room.

As a result, the writer expertly invites the reader to see ~~and different~~ opinions as being controversial and subjective depending on the personal experience, ~~so~~ almost creating a sense of confusion as to the true quality of the hotel in the reader's eyes.

Additionally, Jacobs ~~so~~ successfully reflects different opinions clearly, using descriptions of guests as being "especially enthusiastic" or ~~leaving~~ ^{scattering} "scattering comments". ~~For example~~ For example, on line 23 one guest was seen to be "enraged", describing the changes to the hotel as "putting lipstick on a pig". Furthermore, by describing the guest as "enraged", Jacobs clearly manipulates the reader into preparing for a negative comment, as the adjective "enraged" clearly reflects extreme anger, and therefore a terrible personal experience.

6 In this extract, the writer attempts to show different opinions.

Evaluate how successfully this is achieved.

Zoom out

Support your views with detailed reference to the text.

8/15 Theme
PECS
(15)

In the beginning of this extract, the writer powerfully shows different opinions through the use of setting. This is displayed when the 'remote three-star hotel' has 'carpeted bathrooms' which 'smell like cooking at mealtimes'. This highlights to the reader ^{the} different opinions as some may say that 'remote' has exotic and positive connotations, however the carpets smelling 'like cooking at mealtimes' creates a negative effect as carpets are supposed to smell fresh and clean. The different opinions are further displayed as 'William and Kate have said that they are 'delighted' to be staying'. This exposes to the reader the different opinions on this hotel as the Royal Family have positive feelings towards staying there, ^{their opinion} ~~this~~ is arguably more important than 'TripAdvisor users' who 'have left scathing comments'. The effect that this has on the reader is that they will have conflicting emotions towards the hotel as both positive and negative opinions have been offered to them, so the writer has

successfully shown different opinions.

Towards the middle of this extract, the writer clearly shows different opinions through the use of conflicting ideas. This is highlighted when some TripAdvisor users have given positive feedback: ~~that~~ 'one describes the staff as 'friendly and helpful'... praises the 'comfy beds and linens'. This exposes the reader to the different opinions that are held against the hotel, some have enjoyed their stay as the beds are 'comfy' and ~~the~~ ^{the} bonus of staff being 'friendly', having positive connotations. However, this is contrasted with 'the more vitriolic feedback' as ^{an} 'enraged guest' describes the hotel as 'putting lipstick on a pig'. This emphasizes to the reader the different opinions by describing others' feedback as poisonous and having connotations of anger and outrage. The effect that this has on the reader is that they will wonder ~~what~~ whether some reviews are lying or exaggerating as ~~both~~ the contrasting reviews are exact opposites.

At the end of the extract, the writer

effectively shows different opinions through the theme of the hotel not being well-equipped. This is displayed when ~~even~~ someone complained about 'the absence of wine glasses, and 'absolute minimum number' of cutlery'. This contrasts with the different opinions earlier on in the extract as other reviews didn't mention the hotel not being well-equipped. This is further displayed in the use of ~~words~~ a short sentence: 'that's if the food arrives'. This use of humour exemplifies to the reader that if the reviews are correct, the Royal Family may not ~~get~~ ^{have} a delightful stay at the hotel after all. The effect that this has on the reader is that they will wonder whether Kate and William enjoy their stay at the hotel or not, with all the controversy surrounding the hotel.

S59

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

- 7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

(6)

Both Places show positivity.

Text 1, "kindly nature" and Text 2, "delighted to be staying."

Both show peoples opinions about the place they are staying at.

Both Places ~~also~~ show luxurious lifestyle. Text 1, "sparkling

bathroom porcelain" and Text 2, "Premium King Jacuzzi room"

Both show Peoples opinions on the luxury places they are staying at.

Both Places show disappointment.

Text 1, "Stay the night in such a dismal place" and Text 2, "

so small we were forced to sleep on the floor." Both show unhappy opinions and disappointment in the places they are staying

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

(14)

Both writers present ideas and perspectives in the form of an extract. In both texts people's perspectives are negatively shown about the accommodation where they are staying. Guesthouses in a negative way are described as "a dismal place". This gives the impression they don't have much that it would be a "gloomily" feeling in your surroundings, thus putting the reader in the shoes of people staying here.

Hotels are also similarly describe in a same way, with "putrid stink", making us think of a smell which would come from a pisse and is very offputting for people staying.

on the other hand, there is a difference shown between the physical appearance of guesthouses, being described as "large and virtually indistinguishable" and the hotel ~~is~~ about "dirtiness".

Both have negative and positive feedback but a ~~an~~ very different atmosphere, readers having the opinion to choose one or the other.

S60

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

both texts say that ⁽⁶⁾ there are expensive ~~stays~~ needs in the hotels. Text 1 says ~~a single~~ "such a ludicrous price". Text 2 said "£153 a night".

~~both ^{two} show bad opinions the hotels are horrible. Text 1 says "gambly matted carpet" Text 2 says~~
both texts show bad opinions on ~~the~~ ~~be~~ curtains. Text 2 say "They had to be pulled violently before they would break." Text 2 said "Shower curtains with handprints from former guests."
Both Texts showed a positive comment. Text 1 said "One offered satellite TV." Text 2 said "Friendly and helpful."

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

~~Both~~ Text 1 shows that Bill⁽¹⁴⁾ Bryson is documenting himself in a guest house. "documenting his experience". Sherelle Jacobs shows that it is an extract in ~~A~~ Text 2. "Extract from "A great place to stay...".

S61

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

- 7 (a) The [redacted] is about places to stay.
What [redacted] do the places to stay share in these extracts?
Use [redacted] texts to support your answer.

(6)

In both texts a positive opinion is shown. In text 1 this is the "white-haired widow" and her "fondness of children" as it makes the experience seem joyous. In text 2, William and Kate are said to be "delighted" at the thought of staying at the hotel.

However, both texts also provide a negative opinion. In text 1 he describes the price as "larcenous". In text 2 it discusses the "dirty lavatory bowl".

Finally both texts show disgust. In text 1 the place is described as "cold and cheerless". In text 2 the hotel is said to have a "putrid stink".

(b) Compare how the writers of Text 1 and Text 2 present [redacted] about [redacted]

You should write about:

- the [redacted]
- how they are [redacted]
- how they are [redacted]

Support your answer with detailed references to the texts.

(14)

In text 1 the writer presents a rather worried perspective about staying in a guesthouse. This is shown when it says "I have an unerring instinct for choosing badly" and implies he finds it difficult choosing an appropriate guesthouse. On the other hand, the writer in text 2 presents choosing a hotel as an easy experience. This is shown when it says William and Kate are "delighted to be staying at the Coast High Country Inn".

Both text 1 and 2 create negative ideas around the area they are staying in. In text 1 he speaks of the owners "grasping manner, a drooping sag...". This implies ~~he~~ ^{he} doesn't

care

~~care~~ About making them feel welcome, he just wants the money. In text 2 the "putrid stink in the rooms" creates a sense of disgust and neglect of the rooms.

However, both texts also provide a positive perspective on the hotel and guesthouse. In text one he lists the amenities of "colour tv, en suite all rooms" etc. This creates a welcoming sense and implies the guesthouses are well worth the money. In text 2 the service is described as "excellent" and "courteous" for "only marginally more" than for less professional services.

Text 1 presents the idea of disgust as the room is "cold and cheerless" and has "muck packed into every corner and crack". This puts off the reader as it is shown as an unpleasant

place to stay. On the other hand, text 2 presents a range of opinions with some claiming they were "forced to sleep on the floor" and others speaking of "comfy beds and linen". This implies the hotel isn't the best but some reviews may be overexaggerated.

Both writers view the stays as expensive. In text 1 this is shown when it says "such a ludicrous price" and implies he finds it horrendous that he should pay such a price for so little service. In text 2, Kate and Williams room is said to cost "£153 a night" with a "broken whirlpool". Many may view this as unfair as the luxury services are broken and so it shouldn't be so expensive.

S62

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

- 7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

(6)

Both texts show a lack of ^{quality} catering equipment, in text 1 through: "disgusting and the spoon was stuck to the tray" and in text 2 "absence of wine glasses".

Both texts also show negative thoughts about carpets in these places; in text 1 "grimily matted carpet" and in text 2 "carpeted bathroom smell like cooking at mealtimes".

Both texts mention the prices being expensive for the quality of the rooming; in text 1 "a larcenous price" and in text 2 "\$153 a night. Although cured with a hot tub, the hotel doesn't have an international reputation".

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives / one is personal
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

(14)

Both text 1 and 2 present negative ideas about staying guesthouses or hotels overall. They both do this by referring to prior experiences of staying in other similar guesthouses or the same hotel earlier. Terms such as "expected" in text 1 and "critical comments date back" are comparable in their connotations of prior experiences; "expected" is almost as if the writer has come to terms with the situation of ~~poor~~ guesthouses and text 2 is more demonstrative of the lack of improvements ~~of~~ over many years.

Text 1 is a personal response to the quality of ~~guesthouse~~ rooms and this allows readers to ~~relate~~ relate to the text with their similar stories and similarly to this readers can relate with text 2 but in a different manner. Text 2 is not a personal response but uses quotations from

sent people to help humanize the text - allowing readers to relate to comments made by the average Joe person.

Language techniques used by both ~~and~~ authors are also important in building ideas around the texts. Metaphors used in text 1: "fingers of icy wind" and similes in text 2: "small as a cabin..." contribute to the construction of negative images surrounding guesthouses and hotels. The images created by both writers show readers ~~their~~ their experiences and help the reader to formulate opinions on guesthouses / hotels.

S63

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

(6)

Both accounts indicate the positives and negatives of staying in hotels & guesthouses. They both make reference to the extreme conditions that might be met, ranging from a 'white haired widow with a kindly nature' to a 'grasping & treacherous' consumption as described by Byron, to the contrast between the facilities in Yukon being likened to 'a cabin on a cruise liner' to the extravagant 'Premium King Jacuzzi' room, which might be mixed as being a bit of a stretch.

Prices are compared; £19.50 considered 'a swindle' and £133 for the best room as 'only marginally more than... a less professional and more tired hotel' contrasting the vast choice available to Byron, and the 'Robson's choice' available in Yukon.

Both places suffer from physical defects, have malodorous atmospheres and are of variable quality. As always, a case of 'caveat emptor' - buyer beware - you get what you pay for when it's available.

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

(14)

Byrson's view is that of an optimist, an optimist at heart, but none the less someone who knows that whatever his choice, he's fated to be disappointed. He writes from the viewpoint of an intending customer, looking for immediate accommodation. Jacobs however, writes about the ~~view~~ views of a property about to be visited by members of the Royal Family, a young couple undertaking a Royal Tour, two entirely opposite viewpoints.

Byrson has a 'chitch' of guesthouses, indistinguishable from one another. In contrast, the Royal couple have, in essence 'Hobson's Choice' - the best there is in the area, but not what would be seen with the amenities to be expected, or even required in a more civilized location.

~~Byrson~~ Both authors speak of unsatisfactory conditions, offensive odours and unacceptable level of cleanliness, however, in Yukon, given the location, it might be difficult to maintain a high level at all times. The 'owner-operators' described by Byrson have no such excuse - this is, after all their livelihood. Both writers employ strong

adjectives, in ~~praise~~ ^{and in condemnation} 'grasping',
'unenthusiastic' and 'larcenous'; ~~from Byron~~ 'kindly' and
'sparkling' from Byron; 'dean and well appointed' ~~and~~
'courtroom' and 'junctly', "putrid" "dirty" from Jacobs.

However, there is a dichotomy in the viewpoint
of the authors. Byron ~~is~~ wrote his book from an
informative and humorous point of view and this
is evident in the satirical, ironic and self-deprecating
tone he uses. However, he does inject an air of reality into
things in describing the interior of a guesthouse and
the exterior, as extolled by Gauss Advancing.

Jacobs presents a more factual account, albeit
from a ~~research view~~ of an arrival of the attorney.
She injects a note of caution - reviews "have been
the subject of scrutiny over the years" implying
the existence of an attorney active under part of
the poster

S64

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

(6)

Both texts mainly focuses on the negative parts of the Guesthouse. For example from text 1, 'let me be charitable - disgusting'. For Example from text 2, 'Carpeted bathrooms smell like cooking at meal time'. This suggests that ~~the~~ the hotels was not actually that good.

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

(14)

Text 1 presents their ideas like it is a diary. They make it seem like it is their personal notes. For example, 'I selected a place'. This shows me that he is telling himself that.

In text 2 it presents their ideas as like they are writing a newspaper. You can tell this because they are using facts about the hotel. They also tell you what people have said for example 'They are 'delighted' to ~~stay~~ be staying'.

S65

Question 7 is about Text 1 and Text 2. Answer both parts of the question.
Refer to both texts in your answers.

Write your answer in the space provided.

7 (a) The two texts show opinions about places to stay.

What similarities do the places to stay share in these extracts?

Use evidence from **both** texts to support your answer.

(6)

Both texts show similarities of
opinions about where to stay.
Text 1 says 'mildewy pong'
and text 2 says 'putrid stink'

Text 1 says 'breakfast'
text 2 says 'that's if
the food arrives

Both text show similarities
about the appearance of
the places they are staying at.
Text 1 says 'indistinguishable'
and text 2 says 'three-star
hotel'

(b) Compare how the writers of Text 1 and Text 2 present ideas and perspectives about staying in a guesthouse/hotel.

You should write about:

- the ideas and perspectives
- how they are presented
- how they are similar/different.

Support your answer with detailed references to the texts.

DETAILS
(14)

~~Both writers present ideas and perspectives about staying in a guest house. Bryson presents the 'guest houses' as 'large and virtually unadorned'.~~
Text 1 ~~so~~ presents the rooms as unpleasing



SECTION A: READING

Question 1

Script	Commentaries	Mark
S1	2 valid points.	2
S2	2 valid points.	2
S3	2 valid points - marks achieved in first line and additional point in second line.	2
S4	2 valid points.	2
S5	2 valid points - marks achieved in first line and additional point in second line.	2
S6	2 valid points - minimalist approach.	2
S7	Mark given for "large". "Virtually" on its own is not enough for a mark.	1
S8	2 valid points; the second point is a valid interpretation of the vacancy signs.	2
S9	2 valid points - marks achieved in first line and additional point in second line. The answer on the second line is also accepted as it is a valid interpretation of the vacancy signs.	2
S10	Wrong text used.	0
S11	2 valid points.	2
S12	4 points made - more than needed.	2
S13	2 valid points.	2
S14	2 points; just about shows selection of material.	2
S15	No selection of material.	0



Question 2

Script	Commentaries	Mark
S16	3 points made - more than required: <ul style="list-style-type: none">• guy with a g[r]asping manner• White-haired• Widow	2
S17	2 valid points.	2
S18	First point - 0 marks; nothing to do with people Second point: 2 points made: <ul style="list-style-type: none">• Guy with a g[r]asping manner• Drooping fag	2
S19	4 points made, 2 in each line, more than required: <ul style="list-style-type: none">• White-haired• Widow• Kindly nature• Fondness for children	2
S20	1 valid point: "kindly nature" "Fondness" on its own is not acceptable.	1
S21	2 valid points: <ul style="list-style-type: none">• "grasping manner"• "sort of cough" <p>However, if a 2-in-1 response like this appears in your marking, please send to review, even if it is just a plan as it is here.</p>	2
S22	2 valid points in first line: <ul style="list-style-type: none">• White-haired• Widow <p>The second line is incorrect, however the marks are both gained from line 1.</p>	2
S23	3 points made - more than required <ul style="list-style-type: none">• White-haired• Widow• Smokers - appropriate interpretation	2



Question 2 Cont.

S24	No selection of material evident.	0
S25	2 valid points; minimalist approach <ul style="list-style-type: none">• Grasping• Kind	2
S26	1 st line - invalid point 2 nd line - 2 valid points: <ul style="list-style-type: none">• Kind• Helps children- valid interpretation	2
S27	Quotations given are not about the people who run guesthouses: "guy"/ man/ woman on its own is not sufficient	0
S28	Candidate has used Text 2 in error	0
S29	2 valid points (both misspelt) <ul style="list-style-type: none">• 'White haird'• 'Wido'	2

Question 3

Script	Commentaries	Mark
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S30	The candidate identifies an example of language (personification) and structure (short sentence). There is an attempt to offer brief comments on the effect and undeveloped references are given in support. It is better than 'limited' and therefore moves into Level 2.	Level 2 Mark 4
S31	This response improves as it progresses. The candidate's explanation of a range of language and structure features (e.g. lexical field, sentence length, lists, rhetorical questions) is clear and securely meets Level 3 criteria. The use of humour is identified in the final paragraph 'comic juxtaposition' where the response moves into exploration / analysis. A mark of 11 in Level 4 was awarded as 'best-fit'.	Level 4 Mark 11
S32	This response also offers a mixture of explanation and exploration of both language and structure. There is secure explanation of the use of triadic structures in the opening paragraph. The candidate begins to explore the use of alliteration and contrast in	Level 4 Mark 11



Question 3 Cont.

	<p>vocabulary e.g. 'snowy sheets' and 'phlegm'. The candidate moves on to recognition of tone with exploration of how sarcasm is used to bring humour to the extract. In the final paragraphs the quality of the response reverts to explanation in the discussion of the effect of the 'ceiling stains'. 'Best-fit' places this response in Level 4 overall.</p>	
S33	<p>This is a confident, sustained exploration of the text which begins to analyse the structure and tone of the extract as a whole. There is some precise analysis of language e.g. the grotesque sensory imagery and structure e.g. juxtaposition, supported by extensive and appropriate use of terminology.</p> <p>This is a secure Level 5, which might have achieved full marks if some points had been developed more fully e.g. the comments on the metaphorical use of 'icy fingers' in the closing paragraph.</p>	Level 5 Mark 14
S34	<p>There is comment on language e.g. 'the guesthouse is somewhat evil' which draws on the glossary provided in the extract for understanding of the word 'larcenous'. The candidate recognises and comments on the effect on the reader of the 'grubbily matted carpet...' and the metaphor 'fingers of icy wind'. This response meets all Level 2 criteria and is therefore awarded a mark of 6.</p> <p>Even if this had covered structure, which it does not explicitly do (potentially the moving to a climax, moving on from 'promise' could be structural comments), the quality of the response is still Level 2.</p>	Level 2 Mark 6

Question 4

Script **Commentaries** **Mark**

S35	The response is in line with bullet point 2 and therefore achieves the mark.	1
S36	The candidate identifies an appropriate part of the text, in line with bullet point 1 of the mark scheme and is therefore awarded the mark.	1



Question 4 Cont.

S37	Own words response in line with bullet point 5 and therefore achieves the mark. Supporting textual reference not necessary.	1
S38	The response is in line with bullet point 4 and therefore achieves the mark.	1
S39	The response is in line with bullet point 1 and therefore achieves the mark.	1
S40	The response is in line with bullet point 3 and therefore achieves the mark.	1
S41	The response is in line with bullet point 5 and therefore achieves the mark.	1
S42	Does not identify a complaint about the shower curtain. A mark therefore cannot be awarded.	0
S43	The response is in line with bullet point 2 and therefore achieves the mark.	1
S44	The response is based on text 1 not text 2. A mark therefore cannot be awarded.	0

Question 5

Script **Commentaries** **Mark**

S45	'Friendly' and 'helpful' are fine separately.	1
S46	Valid response from the mark scheme.	1
S47	This is also a valid response from the mark scheme.	1
S48	Achieves a mark (although candidates can have a mark for just 'comfy beds' or 'comfy linens').	1
S49	Does more than is required for one mark.	1
S50	Although a little vague, this is a valid answer (not all hotels have on-site restaurants!)	1
S51	Although this comment relates specifically to the restaurant, this is acceptable for a mark.	1



Question 5 Cont.

S52	'Helpful' on its own achieves a mark.	1
S53	Seems to be responding to Text 1, and does not achieve a mark (does not apply to Text 2).	0

Question 6

Script	Commentaries	Mark
S54	The candidate begins by repeating the question and describes a technique used. There is a limited reference to the text and an unclear assertion is made. This fulfils all Level 1 criteria.	Level 1 Mark 3
S55	The candidate explains but does not analyse the events, themes and settings. There is informed judgement in places such as 'was almost like the writer was poaking [sic] fun at the hotel' and references are appropriate and relevant. Informed judgement is evident, but this is not developed or well-informed. The response is at the top of Level 3.	Level 3 Mark 9
S56	Comment is made on ideas, events, themes and settings. There are descriptive sections (which is more Level 1) and straightforward opinion is given such as 'this illustrates that even after years...still glad to be staying there...'. References are valid but not developed.	Level 2 Mark 5
S57	The candidate analyses ideas, events, themes or settings. There are well-informed judgements about how different opinions are shown. The final paragraph shows well-informed critical judgement such as 'Jacobs cleverly manipulates the reader...and therefore a terrible experience.' Other ideas are less clear, which keeps the response at the top of Level 4.	Level 4 Mark 12
S58	Assured points are made which are supported by apt and discriminating references such as 'this is contrasted with 'the more vitriolic feedback' as an 'enraged guest' describes...'. The candidate uses the SITE approach to evaluate the text. A detached critical overview is given such as 'the effect that this has on the reader is that they will wonder whether some reviews are lying or exaggerating...'. This is not fully sustained throughout the whole response, however, which keeps the response from achieving full marks.	Level 5 Mark 14



Question 7a and 7b

Script	Commentaries	Mark
S59	<p>7a – The candidate identifies three similarities – positivity, luxurious lifestyle and disappointment – and gives appropriate evidence for each one. Although the focus is on the texts rather than the places - ‘Both show people’s opinions’ – there is a detailed synthesis.</p> <p>7b – The candidate makes obvious comparisons about negative perspectives and gives valid references to support, but these are not developed. They comment on the writers’ ideas. The last point is not supported and is quite general: ‘Both have negative and positive feedback’. Meets all bullets in Level 2, hence a mark of 5.</p> <p>Remember that 7b is marked out of 14, using a different grid to Q3 and Q6.</p>	<p>7a – Level 3, Mark 6</p> <p>7b – Level 2, Mark 5</p> <p>Total: 11</p>
S60	<p>7a – The candidate identifies three similarities about the places – they are expensive, they show ‘bad opinions’ on curtains, and both have some positive elements. Each point is supported with relevant evidence, interpreting ‘one offered satellite TV’ as a positive selling point. 6 marks.</p> <p>7b – The response is very brief and does not really answer the question, meaning that there is very limited opportunity to award marks. The candidate has focused on the introductions rather than the extracts, but some brief description is given, making it possible to award 1 mark.</p>	<p>7a – Level 3, Mark 6</p> <p>7b- Level 1, Mark 1</p> <p>Total: 7</p>
S61	<p>7a - The candidate identifies three similarities – positive opinions, negative opinions and a sense of disgust. Each one is supported with appropriate evidence. Although the evidence is brief, remember that this part of the question is assessing AO1, which means that elaboration is not required.</p> <p>7b – The candidate begins with the perspectives of the writers, identifying feelings about choosing accommodation as a comparative point. They go on to consider a wide range of comparisons, supported by balanced references from both texts. The first and</p>	<p>7a – Level 3, Mark 6</p> <p>7b – Level 4, Mark 10</p> <p>Total: 16</p>



	<p>the third bullet of the mark scheme are therefore reflective of Level 4 achievement. The middle bullet is less secure – the ideas are explained, rather than explored for most of the answer, reflecting Level 3. After much consideration, a ‘best-fit’ mark of 10, in the middle of Level 4, was agreed.</p>	
S62	<p>7a - The candidate concisely synthesises the two texts, showing a detailed understanding of similarities: the lack of quality catering equipment, poor quality carpets and the prices being expensive in relation to the quality of accommodation offered. Appropriate and relevant evidence is selected to support.</p> <p>7b – The response begins with a developed comparison offering clear explanation of how negative ideas are conveyed. Relevant support is offered from both texts. The second paragraph considers the perspective of the writers and the final section focuses on language techniques. This is worth comparing to 7C – the response is more ambitious in scope but does not do enough to explore a wide range of ideas and this stops it from moving into Level 4. A mark at the top of Level 3 was agreed.</p>	<p>7a – Level 3, Mark 6</p> <p>7b – Level 3, Mark 8</p> <p>Total: 14</p>
S63	<p>7a - This is a fully synthesised response which covers both texts evenly and uses a range of evidence to support. Detailed understanding is evident throughout. This may be a response that goes ‘above and beyond’.</p> <p>7b – This is a confident answer with a sustained focus on perspectives. The candidate focuses on the viewpoint in the first paragraph of ‘an intending customer looking for immediate accommodation. Jacobs however writes about the reviews...’. The response goes on to analyse a range of ideas which are clearly referenced from both texts – for example, at the top of the second page where several discriminating references are given to support the point made at the start of the paragraph. There is a clear understanding of tone - ‘sardonic, ironic and self-deprecating tone’ - and the way in which this creates humorous detachment. In the final paragraph, this is balanced with an appreciation of the provenance of the second piece: ‘a more factual account, albeit from an overview of Trip Advisor’. The response is succinct and focused throughout – not a word is wasted!</p>	<p>7a – Level 3, Mark 6</p> <p>7b – Level 5, Mark 14</p> <p>Total: 20</p>



Question 7a and 7b Cont.

S64	<p>7a – The candidate identifies a similarity between the texts - ‘negative parts’ - and supports this with references from both texts. The response is limited by its brevity, but it is possible to award 2 marks as it meets all of Level 1.</p> <p>7b – The comparison in this response is implicit ‘Text 1 presents their idea’s like it is a diray’ and ‘In text 2 it presents their ideas as like they are writing a newspaper’. They attempt to support these points with references and attempt to comment. There is just enough evidence for a mark of 3 in Level 2.</p>	<p>7a - Level 1, Mark 2</p> <p>7b – Level 2, Mark 3</p> <p>Total: 5</p>
S65	<p>7a – This is an uneven response. The last paragraph offers a clear synthesis supported with valid evidence from both texts. The first and second paragraphs select evidence but there is a vague comment which does not fully demonstrate understanding of the similarities. A ‘best-fit’ mark of 3 in Level 2 was agreed.</p> <p>7b – The candidate offers a limited description about Text 1 with no support offered. There is just enough here to justify one mark, as they have clearly tried to begin answering the question.</p>	<p>7a – Level 2, Mark 3</p> <p>7b – Level 1, Mark 1</p> <p>Total: 4</p>

S66

Indicate which question you are answering by marking a cross in the box . If you change your mind, put a line through the box and then indicate your new question with a cross .

Chosen question number: Question 8 Question 9

Write your answer to Section B here:

Dear Sir or Madam, ✕
I would like to apply to work at your guesthouse. As I have previous experience running a 'Bed and Breakfast' many years ago, I believe I have more than enough experience to fulfill the needs and qualities you are looking for in an ~~employee~~ member of staff in your facilities.

I believe, with my phenomenal people skills, I have what it takes to make our guests feel well taken care of. I have more recent experience of waitressing, therefore I can keep a cool head

in the most stressful times.

I believe this position is perfect for me, as I am available whenever I am needed, and am willing to work all around the clock, any day of the week.

I left my previous job, working as a waitress in a local pub, as it wasn't something that I felt expressed all of my qualities. However, with my previous experience of running a 'Bed and Breakfast', I know this position will.

I was beyond thrilled to see this add in the newspaper. It ~~was~~ is ~~something~~ it's a field I felt disappointed to

say I thought I'd
never work in again.
But you have the power
to change that, if you
believe I'm suitable for
this role.

My experience, along with
my friendly people skills,
make me believe there is
no one else better fitted
for the role.

I look forward to hearing
your response.

Sincerely, Miss Richards.

* Firstly, I would like to
introduce myself. I am
Miss J. Richards, and am
forty three. ~~years~~ I
graduated from Durham
University with a degree
in business, and

continued to open up my
own 'Bed and Breakfast'.
This has now been
inherited by my first
child. From then on,
I have worked in
my local pub, which
I left one month
ago.

S67

Indicate which question you are answering by marking a cross in the box . If you change your mind, put a line through the box and then indicate your new question with a cross .

Chosen question number: Question 8 Question 9

Write your answer to Section B here:

Dear Sir/Madam,

I would like to apply for a position at this established hotel. I have attached a copy of my CV to this application, but would also like to take the time to present to you my reasons for applying, and go into further detail about why I would be an ~~asset~~ asset to your staff.

I have always had an interest in customer service, and working with and amongst customers, which is why I have previously taken positions in retail and waitressing. However, a position within a hotel has always been a goal of mine, as it involves so many aspects of a job I'd like to train in. Whether it is a position in cleaning, or ~~in~~ the kitchen, or at the reception desk, you are helping and working with your customer in such a beneficial way.

Additionally, I would love to work with a community of people, which is what I believe takes to run a hotel. From cleaning maid

to Hotel Manager, all aspects of staff come together to make sure ~~the~~^{the} establishment is working as ~~often~~ efficiently and effectively as possible.

As previously mentioned, I have experience in retail and the restaurant business. My positions at these workplaces have ~~it~~ provided me with valuable skills and knowledge that have helped me in dealing with customers, managing other staff, and making sure business is functioning at all times.

In retail, I worked for several years before earning a Managers position. That sense of satisfaction after working towards a goal ~~has~~ and achieving it has kept me driven throughout my career, and is why I always strive to work as hard as I can.

When being a manager however, I have learnt that working hard at all times possible is something that does not always need to be constant. Self-care was the hardest lesson I've ever learnt, but the most beneficial. ~~Despite~~

Despite this, managing has been one of my favourite experiences - as well as waitressing.

Teaching my staff the lessons I'd been taught to help them grow was immensely gratifying, but what was even more so was learning from

them. myself.

Waitressing has also been an eye-opening experience. Patience and kindness were elements I improved on a lot while waitressing, as though many waiters are incredibly kind, many are not. However, after many months I began to feel confident in my methods of dealing with waiters, which would always end up better than the scenario it started with.

Finally, I would love to work at your hotel as I believe not only is it an incredible opportunity for me, but for your establishment. I believe my hard-working attitude, patience and previous knowledge could be a real ~~asset~~ contribution to your staffing, and I would love to learn and experience new job positions with you.

Yours, faithfully,

Mannan Reid

S68

Indicate which question you are answering by marking a cross in the box ☒. If you change your mind, put a line through the box ☒ and then indicate your new question with a cross ☒.

Chosen question number: Question 8 ☒ Question 9 ☒

Write your answer to Section B here:

Dear Sir/Madame,

I am writing to you in relation to a job at your hotel, that I am particularly interested in.

Firstly, I would like this opportunity to work in this perfectly unique hotel because, ~~I believe that~~ I would like to be a part of a wonderful business.

Also, I am a very hands on and helpful person. By this I mean I always go the extra mile to assure that people are content and happy with the quality of things.

I think that it is very important for guests to rest in the quality they deserve.

I would never leave anything unsatisfactory in any of the rooms in this hotel, because from experiences that I have had in the past I have been getting disappointed in the lack of presentation and hygiene in other hotels.

So I rightly think that guests should sleep in luxury judging the price that they have to pay.

Thank you for reading
this letter

Yours faithfully
Ernest Marshall

S69

Indicate which question you are answering by marking a cross in the box . If you change your mind, put a line through the box and then indicate your new question with a cross .

Chosen question number: Question 8 Question 9

Write your answer to Section B here:

My name is will and I would like to apply for a job at your ~~gost~~ guest house.

I think i would be the best for the job as I am a good comunickar and very good at make ~~a~~ bad situation good I have a freindly smile and I very punctual.

I would make everyones stay as enjoyable as they want it.

I have worked in 3 different hotles in the past few years so I have lots of experiane with costomer svice and cleaning rooms.

Indicate which question you are answering by marking a cross in the box . If you change your mind, put a line through the box and then indicate your new question with a cross .

Chosen question number: **Question 8** **Question 9**

Write your answer to Section B here:

Making the Best of a Bad Situation

Your how-to guide on thinking positively - By Izzy West

Over many years, I've experienced a wide range of bad situations. There's a 25% chance that you'll have a bad situation today, ~~and~~ according to ~~PSYCHO~~ Psychologist Nellie Florence, whether that's an embarrassing encounter ~~with an old friend~~, ~~or~~ a bad cup of tea made ~~or~~ a ~~serious~~ serious accident.

Why do bad situations exist?

According to recent studies, bad situations ~~exist~~ ^{happen} to everybody, however there's not a lot you can do ~~about~~ about it. Although some occur naturally, without any intervens, there's a few things you can do to avoid a ~~me~~ ^{interesting} ~~course~~ ^{inconvenience} ~~occurrence~~.

- ~~Be~~ Be cautious. Whether you're walking, driving, playing football, be ~~always~~ ^{always} alert and aware of your surroundings.
- ~~Take~~ Take your time. Most bad situations happen when you're rushing and not thinking straight.
- ~~Enjoy~~ Enjoy life. ~~As~~ This sounds slightly obvious, yet if you're spending your time positively, the chances

of something going wrong will decrease.

My bad situation

Like ~~before~~ stated before, I've experienced a wide variety of bad situations. These range from a minor car accident, a terrible interview and awkward break ups. However, the ~~one~~ ^{situation} ~~is~~ current right now for many people, exams. What went wrong for me?

- I constantly ran out of time
- I was revised ~~at~~ the night before (many of you can relate)
- Finally, I failed exams.

As a result of these ^{reasons} ~~at~~ exam season ~~was~~ an overall terrible situation ~~for~~ me; what ~~of~~ can you do differently?

Top TIPS

~~Remember~~, If you're going through the period of stress, also known as exams, I have a few tips to help:

- ~~do not~~ ^{do not} stress. Stressing about the ~~or~~ upcoming exams will not change anything; remain calm.
- Revise with friends. Being surrounded by people you're close with at a time like this is incredibly ^{important} ~~useful~~. Help each other overcome each of your worries.
- Remember these exams do not determine your ~~whole~~ ^{whole} life.

However, ~~confronted~~ bad situations don't revolve around exams, so here are tips on how to handle the best of things:

- Always focus on the positives. When life throws a million curve balls at you, remember ~~there's~~ after darkness there's light. You'll overcome this situation.
- Talk to your loved ones. If you have people surrounding you who love and care for you, talk to them. After all, there's nothing to lose.
- Take risks. Even if a situation starts off negatively, that doesn't necessarily mean it should end negatively. These risks - ranging from comments said or actions completed - may help you out.

To ~~sum~~ summarise, ^{if} ~~whenever~~ you're faced with a bad situation, don't panic; remain calm and collected.

S71

Indicate which question you are answering by marking a cross in the box . If you change your mind, put a line through the box and then indicate your new question with a cross .

Chosen question number: Question 8 Question 9

Write your answer to Section B here:

MAKING the best of a bad situation.
Would you stay in a hotel with bad conditions?
even if they was terrible?

I would as long as there is entertainment.
Such as Pool, television, darts, gaming console, as
long as your enjoying your self it doesnt really
matter because you are only using your bed at nights

~~or~~ As long as there is food and drinks in the
lobby were your family and friends can get on
together and have a good time i will be
totally okay with it.

Indicate which question you are answering by marking a cross in the box ☒. If you change your mind, put a line through the box ☒ and then indicate your new question with a cross ☒.

Chosen question number: Question 8 ☒ Question 9 ✕

Write your answer to Section B here:

Making the Best of a Bad Situation
'How to lose that negative outlook'

Life, unfortunately, is full of both ups and downs. ~~With~~ Without bad situations, the good situations would be indistinguishable from the 'average' situations. You can't expect to live a perfect life, but you shouldn't take this as advice to put yourself down more than you usually would. So how do you make the best of a bad situation?

First, we must define a 'bad situation'. Usually the negativity comes from discomfort and the unfamiliarity of the situation. Perhaps your boss is piling more onto your workload and you oblige out of fear; maybe you lost your purse on public transport and you're

~~scared about~~ worrying about who might find your phone. Whether or not the experience is ongoing, we've all been there. As humans, ~~our~~ ~~the~~ fear has been key in our survival. How long would we have lasted if we didn't fear dangerous predators? It's natural to be fearful - letting fear take over is when you need to make the situation better.

I understand the frustrations of the anxious reader, wondering, 'How can I stop being scared?' ~~I know what fear is!~~ ~~How do I feel better?~~ and exclaiming, 'I know what a bad situation is!' It's not possible for me to go into specifics with each and every reader - I would if I could - so I'll have to be more general.

The key to happiness is yourself!

Sounds simple, right? Most let the negativity control them like a puppet. You need to take control of your situation. Fear is only a monster because you allow it to grow into one - take a (metaphorical) sword and show it who's in charge.

Studies have shown that the ~~number~~ ^{second} ~~2~~ ^{worst} reason for underperformance in school is pessimism. Students in classes I have taught often ~~exclaim~~ groan in ~~to~~ the hallways that they are going to fail. My response would be, "What are you prepared to do about that?" One poor thought swims through a sea of positivity to drag you under. Don't let that happen - fight back. Start small, see the glass half full. Make sure to catch yourself in the act next time you start searching for the worst possibilities ~~and~~; choose to change the way you view the world.

On the complete opposite end of the spectrum, you could also try letting yourself feel these emotions. Don't bar-out the ~~negative~~ hurt, anger and upset until it has to kick down the door. Find a friend, family member, partner or even a psychiatrist and let it all flow out. Once the fear is out in the open, it's not as scary as it was when you locked it away inside of your head. More often than not, talking to someone offers new perspectives to solve your problems or (if they're more complex) a support system. Nine out of ten times, a group of compatible people can solve a dilemma faster than someone who is alone. If you feel like you can't trust anyone, there are many other ideas to try: vent to a pet; write down all of your frustrations and tear the paper to shreds; turn to the internet for support online.

There will always be problems that can't be solved with positive thinking but it won't hurt to try. In fact, it will likely make a horrible situation seem just a bit better. Next time you find yourself in a hopeless situation, stop and think logically.

Is every thing really as bad as it seems? Is there anyone you can turn to? Is there a chance things can get better? Remember that you are never alone.

~~Remember that~~



Question 8

Script	Commentaries	Mark
S66	<p>AO5: The opening paragraph is at the end of the script as indicated by the asterisk after the salutation. It is a clear introduction, using an appropriate tone and register, which suits purpose and audience. The material is often persuasive e.g. 'my phenomenal people skills', 'our guests', although there is slight repetition. Grammatical structures, including paragraphing, make meaning clear, but are not sufficiently varied to move to Level 4. However, all Level 3 criteria are met for AO5.</p> <p>AO6: The candidate uses a varied vocabulary, with generally accurate spelling. There are times when sentence structure is used for deliberate effect, particularly where commas demarcate subordinate clauses e.g. in the middle of page 3. This just lifts the response into Level 4.</p>	<p>14+10= 24</p> <p>AO5 Level 3 AO6 Level 4</p>
S67	<p>AO5: This is a response which sustains a mature and enthusiastic tone, style and register throughout. It shows sophistication in the shaping of material. Although there may be occasional clumsiness of expression, this does not detract from its effectiveness. The candidate is persuasive and convincing, e.g. the bottom of page 7/ top of page 8, in the management of complex ideas.</p> <p>AO6: An extensive vocabulary is used, with accurate spelling of complex words. The response also employs an extensive range of sentence structures to achieve emphasis and precision.</p>	<p>24+16= 40</p> <p>AO5 Level 5 AO6 Level 5</p>
S68	<p>AO5: This candidate meets all the criteria for Level 2 but moves into Level 3 through the selection and development of ideas. The tone is appropriately positive e.g. This 'perfectly unique hotel' and the register is suitable e.g. 'utterly disappointed'. The letter has some focus on the importance of the guest experience.</p> <p>AO6: There is accurate spelling of some irregular words: 'disappointed', 'business'. Punctuation is</p>	<p>11+8= 19</p> <p>AO5 Level 3 AO6 Level 3</p>



	also generally accurate, although not particularly varied, hence the mark of 8 rather than 9.	
S69	<p>AO5: This is a rather brief response, expressing and ordering straightforward ideas. There is some awareness of audience and purpose, while the tone tries for enthusiasm. There is consistent clarity but little development.</p> <p>AO6: Spelling is secure within the range of vocabulary used, although this is not ambitious. There are four single sentence paragraphs, each ending with a full stop but this lack of variety prevents the candidate from moving to the top of Level 2.</p>	<p>7+5= 12</p> <p>AO5 Level 2 AO6 Level 2</p>

Question 9**Script****Commentaries****Mark**

S70	<p>AO5: This is a solid Level 4 response. The candidate organises material for particular effect, for example through the use of sub-headings and bullet points which are used to structure the key ideas. 'Finally, I failed maths' - a touch of humour is introduced here, employed effectively to suit purpose and audience. The tone is mostly effective but does become a bit essay-like in places which keeps it from the top of Level 4. It is also slightly repetitive at times, again keeping it from the top of Level 4 or into Level 5.</p> <p>AO6: Fulfils all the Level 4 criteria: a selective vocabulary - e.g. 'negatively', 'to summarise', - used deliberately. There are only occasional errors in the use of spelling and punctuation. Sentences are managed for deliberate effect - the use of short sentences at the start of the bullet points, for example, demonstrates control and allows the candidate to then develop ideas cohesively.</p>	<p>18+12= 30</p> <p>AO5 Level 4 AO6 Level 4</p>
S71	AO5: A short response that begins to show some awareness of audience and purpose, for example the use of two questions in the first paragraph to engage the reader. The candidate has focused on a specific, personal situation but this is relevant to	<p>5+4=9</p> <p>AO5 Level 2 AO6 Level 2</p>



	<p>the task and there is a straightforward use of tone, style and register: 'I would as long as there is entertainment' and this awareness lifts it into Level 2. The candidate has made good use of the extracts as a springboard for their own writing. It cannot go higher in the Level due to lack of development / brevity.</p> <p>AO6: Just enough evidence of a range of correctly spelt vocabulary e.g. 'conditions', 'terrible', 'entertainment'. Capital letters are used correctly at the beginning of sentences, but there is some inaccurate usage within paragraphs, 'Pool', 'Drinks'. Some range of sentences is evident - for example, the two rhetorical questions in paragraph 1 and the use of commas in the list in paragraph 2.</p>	
S72	<p>AO5: This script shapes audience response with subtlety and precision e.g. 'One poor thought swims through a sea of positivity and continues to drag you under'. It sustains a sophisticated tone, style and register throughout e.g. 'Take a (metaphorical) sword and show it who's in charge' and is fully appropriate to purpose and audience. The use of the first person, 'I understand the frustrations...' creates empathy with the reader and is used discriminatingly for particular effect. The candidate manipulates complex ideas throughout, e.g. 'As humans, fear has been key in our survival' and utilises a wide range of structural and grammatical features to support coherence and cohesion, e.g. the questions and summative final line in the final paragraph.</p> <p>AO6: The candidate uses an extensive vocabulary strategically: 'vent', 'dilemma', 'compatible', with very rare spelling errors. Punctuation is employed accurately to aid emphasis and precision e.g. '...there are many other ideas to try: vent to a pet; write down all of your frustrations...'. Particular effects are achieved, for example the use of imperatives: 'Choose to change the way you view the world'.</p>	<p>24+16=40</p> <p>AO5 Level 5 AO6 Level 5</p>