

**Pearson LCCI
Level 2 Award in Text Production
(QCF)**

Model Answers
Series 4 2013 (ASE20078)

Level 2 Award in Text Production

Series 4 2013

How to use this booklet

Model Answers have been developed to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCI International Qualifications.

- (1) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

Pearson provides Model Answers to help candidates gain a general understanding of the standard required. The general standard of model answers is one that would achieve a Distinction grade. Pearson accepts that candidates may offer other answers that could be equally valid.

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SISKIN PARKWAY GROUP

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RD/

19 November 2013

Mr George Atkins
31 Humber Road
COVENTRY
CV2 1PX

Dear Mr Atkins

HOUSE REMOVAL

Thank you for your email through our website enquiring about a quotation for a house removal from your home in Coventry to your new home in Epsom, Surrey.

We understand that the legal completion of the sale of your current home and purchase of your new property is scheduled for Tuesday 17 December and, if all goes according to plan, you wish to move on this date.

Our removal charges are dependent upon the volume of furniture and household effects that need to be moved and the distance involved which we estimate to be approximately 150 km.

You have advised us that both you and your wife are available on Friday 29 November. I am, therefore, pleased to confirm that our Senior Estimator, John Formosa, will visit you on this date at 11.00 am to assess your house contents and provide you with an estimate for the removal.

In the meantime, we enclose our information sheet giving guidance on house removal and can confirm that, at the time of writing, we have a lorry and 3-man team available on Tuesday 17 December.

Yours sincerely

Rory Davies
Manager

Enc

Copy: John Formosa, Senior Estimator

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SOME REMOVAL TIPS

Our promise to you – we will do everything possible to make sure that your forthcoming house move is as stress-free as possible.

1 PREPARE

Decide well in advance on the items you will be taking with you. Sell or donate to charity those items no longer required. (We can give you details of charities that will collect unwanted furniture.)

2 NON-RETURNABLE BOXES

We have thousands of them! All are flat packed so store easily. When we have confirmed your removal date, let us know how many boxes you require and we will deliver on the next working day. Start packing as soon as possible. It helps us if you label each box with the room it is intended for in your new property. It helps you if you note on the box what is inside.

3 PARKING

Ensure that on removal day we can park our lorry outside your house. If you have a large, vacant driveway, so much the better.

4 PETS

Keep them out of everyone's way on removal day – in the bathroom is best because we rarely have to remove furniture from a bathroom. We can provide pet carriers for cats and small animals such as hamsters.

5 SERVICES

Remember to arrange for your final gas, electricity and water meter readings. Have you considered redirection of your mail? Have you told your bank?

6 A CUP OF TEA!

Our removal teams are friendly, hard-working people but a cup of tea helps them work much better! So, please avoid packing the kettle, mugs and teabags!

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19 November 2013

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THE PROPERTY SHOW

The Design Centre
Parkway, Birmingham B1 2SH

Friday to Sunday 24-26 January 2014
9.00 am to 8.00 pm

**VISIT SISKIN PARKWAY GROUP
ON STAND NUMBER 429**

THE BEST MOVERS IN THE BUSINESS

HOUSE REMOVAL, OFFICE RELOCATION AND STORAGE

This new exhibition features homes for sale, business premises to let and all the services associated with moving. Please visit us on Stand Number 429. Our team is waiting to offer you a discounted quotation. We offer:

- unbeatable office relocation rates
- competitive house removal quotations
- state-of-the-art storage facilities
- country-wide service
- offices/depots in Coventry, Manchester, Leeds, Exeter and London

Admission to The Property Show is £8.00 per adult but to register for free admission, go to our website: www.siskinparkway.com, log in, give us your details and print out your FREE TICKET.

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19 November 2013

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MEMORANDUM

To Janice Yones, Marketing Manager

From Rory Davies, Manager

Ref RD/

Date 19 November 2013

THE PROPERTY SHOW

Thank you for your note confirming the exhibition details. My suggested notice for the mailshot is attached. Please make any amendments you feel necessary.

I am disappointed that the stand's size is only 4 m by 3 m but appreciate how expensive exhibition space is.

I think a television screen on the stand running a DVD of our services on a continuous loop is a superb idea. I will contact some of our clients who will be moving in the next 6 weeks and give you details of a forthcoming house removal and office relocation so that the marketing team can go along on the respective dates to do some filming.

As for promotional items, please obtain samples first and then arrange a meeting so that members of staff can give opinions on the items before you place an order.

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