Certificate in Vocational English
(Reading & Writing Skills: Workplace Correspondence Module)
(QF Level 3)

Sample Task

You are Sammy Chu, Public Relations Officer at King’s Education Centre. You have just received the following email from your manager.

Read the email below and the other information on which you have made some handwritten notes \textit{(in italics)}.

Then, using all your handwritten notes, write an email in reply to May Chan. Write about 200 – 250 words.

\begin{itemize}
  \item From: “May Chan” mchan@kec.com.hk
  \item Sent: Thursday 11 Apr 20XX 09:56:00 +0800
  \item To: “Sammy Chu” schu@kec.com.hk
  \item Subject: Concerns about poor service
\end{itemize}

Dear Sammy

It has come to my attention that some of our students are not satisfied with our centre. I understand that you have done a mini-survey so please would you look into the situation and let me know the details. Would you also come up with measures that could help to solve the problems?

If possible, I would like a quick reply by tomorrow.

Thank you very much.

May

<table>
<thead>
<tr>
<th>Issues</th>
<th>No. of Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad smells</td>
<td>60</td>
</tr>
<tr>
<td>Waste disposal</td>
<td>21</td>
</tr>
<tr>
<td>Blocking of pavement near main entrance</td>
<td>12</td>
</tr>
</tbody>
</table>

\begin{itemize}
  \item Ineffective exhaust system $\rightarrow$ review $\rightarrow$ repair / buy new
  \item New workers unaware of waste disposal regulations $\rightarrow$ train/remind them.
      BUT also waste from café next door $\rightarrow$ talk to owners re improvements in their procedures
  \item Inside storage space limited - cartons of promotion leaflets outside (awaiting collection for deliveries) $\rightarrow$ reorganise space
\end{itemize}