

**Frontier Primary School
P6 English Language
Parents Workshop
Situational Writing (PSLE 2007 Qn)**

Read Student A's letter below. If you were a teacher, how would Student A score?

Good afternoon Manager of Kico CD Shop,

How are you? I am very angry with your company! Do you know why I am angry?

That is because you have the lousiest service. If you know what is good, I want to exchange my CD.

On October 1 2007, I bought a CD at 11 am in Kico CD shop. I thanked the cashier but she did not even look me in the eye, so she is very rude. When I got home, I realised that there was something wrong with the CD because it was broken. So I went back to the shop because I wanted to make an exchange a new CD. But when I returned to the shop on the same day, your rude cashier said, "Exchange? No!"

Her lousy service has made me very angry with your shop. Your receipt actually stated that goods can be exchanged within three days. I want a new CD or else I will put my complaint on Facebook. You have three days to do so.

An angry customer,
Alvin

No.	Task Fulfilment – Purpose, Audience & Context (6m)	Y	N
1.	The date you bought the CD		
2.	What was wrong with the CD		
3.	When you went back to the shop and what happened there (2m)		
4.	How you felt about the incident		
5.	Why you should be given a new CD		
Task Fulfilment		/6	
Language & Organisation		/9	
Total		/15	

Read Student B's letter below. If you were a teacher, how would Student B score?

Dear Manager of Kico CD Shop,

I am writing an email to request for an exchange for a broken CD which I had bought from your shop.

In early October 2007, 11 am, I bought a CD from Kico CD Shop. At about 2 pm at home, I realised that there was something wrong with the CD I had bought. On the very same day, at 5 pm, I made a trip back to the shop and asked for a new CD but was rejected by your cashier.

I am disappointed with the service of your shop. This is not what your receipt stated. I should be given a new CD as I followed your receipt.

Yours faithfully,
Tom

No.	Task Fulfilment – Purpose, Audience & Context (6m)	Y	N
1.	The date you bought the CD		
2.	What was wrong with the CD		
3.	When you went back to the shop and what happened there (2m)		
4.	How you felt about the incident		
5.	Why you should be given a new CD		
Task Fulfilment		/6	
Language & Organisation		/9	
Total		/15	

Model Answer (PSLE 2007 Qn)

Dear Sir/ Madam,

I am writing to you to request for an exchange for a broken CD which I had bought from your shop.

On 1 October 2007, 11 am, I bought a CD from Kico CD Shop. At 2 pm at home, I discovered that the CD I had bought was broken. Your receipt stated that goods could be exchanged within 3 days of purchase with the original receipt, so I returned to the shop on the same day at 5 pm.

However, the cashier refused to allow me to make the exchange. I am disappointed in the service of your shop. I feel you should honour what is stated in your receipt, especially because I brought the original receipt and even returned on the very same day to try and make the exchange.

I hope you can consider this matter and allow me to make the exchange. I can be contacted via email at Tom@gmail.com or phone at 87654321.

Thank you very much for reading my letter.

Yours faithfully,

Tom Ng

Task Fulfilment (6 marks)		
Key Information	Acceptable Key Information	Unacceptable Key Information
1. Date CD was bought	1. Oct 1 2007/ 1 Oct 2007/ 01/10/ 07	1. Early October 2007
2. What was wrong with CD	2. Broken CD	2. Damaged
3. How you felt	3. Upset/ angry/ indignant	3. incomplete details
4. When you went back to shop and what happened	4. Oct 1 2007, 5 pm	4. In the afternoon
	5. Refused an exchange	5. Refused a refund, or other reason
5. Why you should be given a new CD	6. Exchange policy was stated on the receipt	6. incomplete details
PAC	Good understanding and awareness	Inadequate understanding and awareness
- Purpose	• Ask for an exchange for the broken CD	• Asking for refund, any other intention
- Audience	• Manager of Kico CD Shop	• Any other person
- Context	• Formal tone	• Informal tone
	<u>Signing Off</u> • Full name	<u>Signing Off</u> • Cheers, • Love, • Regards, • First Name

**Frontier Primary School
P6 English Language
Parents Workshop
Situational Writing (PSLE 2015 Qn)**

Read Student A's letter below. If you were a teacher, how would Student A score?

Dear Cousin Jim:

I am writing an email to inform you of the exciting weekend my family and I have planned for you.

When you arrive at the airport, my father will be there to receive you. The venue you will be staying during your visit is my apartment.

We have planned an itinerary that we hope will make your visit in Singapore a memorable one. We shall be taking you to Sentosa, an island which you can find at the southern end of Singapore. There, two sporting activities you can look forward to are cycling and swimming. Another new experience which we hope would excite you would be a return trip by cable car, where you can appreciate the panoramic view of Sentosa and the surrounding areas.

I hope you will find the planned activities pleasing to you. We shall meet in future soon.

Yours faithfully,

Paul

No.	Task Fulfilment – Purpose, Audience & Context (6m)	Y	N
1.	Who will receive him at the airport		
2.	Where he will be staying during his visit		
3.	Where you will be taking him		
4.	What two sporting activities you can do there with him (2m)		
5.	What new experience he can look forward to		
Task Fulfilment		/6	
Language & Organisation		/9	
Total		/15	

Read Student B's letter below. If you were a teacher, how would Student B score?

Hey Paul,

How are you? It has been such a long time since we have met each other! I heard that you are coming to visit in December, and I am looking forward to it!

When you arrive at the airport, my parent will receive you. You will be staying somewhere that only I know so it will be a surprise for you! We shall be taking you to the National Museum during your stay. After the visit, we can have fun swimming and cycling. The most exciting part of your visit will be when we enjoy the beautiful view when we return by cable car.

I hope to see you soon!

Hugs and kisses,
Jim

No.	Task Fulfilment – Purpose, Audience & Context (6m)	Y	N
1.	Who will receive him at the airport		
2.	Where he will be staying during his visit		
3.	Where you will be taking him		
4.	What two sporting activities you can do there with him (2m)		
5.	What new experience he can look forward to		
Task Fulfilment		/6	
Language & Organisation		/9	
Total		/15	

Model Answer (PSLE 2015 Qn)

Hey Paul,

How are you? It has been such a long time since we have met each other! I heard that you are coming to visit in December, and I am looking forward to it!

When you arrive at the airport, my father will receive you. You will be staying with us and I know we shall be having so much fun that weekend! We know that you are looking forward to some sporting activities so we have decided to take you to Sentosa. Over there, we can have fun swimming and cycling. A highlight of your trip would be your very first experience taking the cable car! We can enjoy the beautiful view when we take one.

I have to go now, so I hope to see you soon and like the activities we have planned so far! Bye!

Hugs and kisses,
Jim

Task Fulfilment (6 marks)		
Key Information	Acceptable Key Information	Unacceptable Key Information
1. Who will receive Paul at airport	1. Dad, father, daddy	1. Any other family member
2. Where Paul is staying	2. Jim's home/ flat/ apartment	2. Any other place, e.g. hotel
3. Where Paul will be taken	3. Sentosa	3. National Museum
4. two sporting activities Paul can do	4. swimming	4. incomplete details
	5. cycling	5. incomplete details
5. What new experience Paul can look forward to	6. Taking a cable car ride (and enjoying the beautiful view)	6. incomplete details
PAC	Good understanding and awareness	Inadequate understanding and awareness
- Purpose	<ul style="list-style-type: none"> To tell cousin, Paul, about the exciting weekend that you and your family have planned for him. 	<ul style="list-style-type: none"> Any other reason, or wrong
- Audience	<ul style="list-style-type: none"> Cousin Paul 	<ul style="list-style-type: none"> Any other person
- Context	<ul style="list-style-type: none"> Informal tone 	<ul style="list-style-type: none"> Formal tone
	<u>Signing Off</u> <ul style="list-style-type: none"> Cheers, Love, Regards, Hugs and kisses, First Name 	<u>Signing Off</u> <ul style="list-style-type: none"> Full name