

ESOL Skills for Life (QCF)

Entry 3 – Reading

Past paper 2



Time allowed: 60 minutes

Please answer **all** questions. Circle your answers in pen, **not** pencil, **on the separate answer sheet**.
You may **not** use dictionaries. You may **not** use correction fluid.

Task 1

Queuing in a Shop

Paragraph one

Queuing in a shop seems simple. You wait in line with other people to pay for something. There are many rules about queuing but you only need to know some of them. If you break the most important rules, you may be in trouble. Here are some of the most obvious rules to think about.

Paragraph two

.....**1.**..... The order of a queue is quite clear. Shop assistants will serve the person who is at the front first. Then **they** will serve the people behind them, in order. If you push in front, people will look at you angrily or **moan**.

Paragraph three

.....**2.**..... If you move away for more than a few seconds, you need to join the back of the queue again. On the other hand, if you move to one side to take something from a shelf, you have to make it clear that you want to **retain** your place in the queue.

Paragraph four

E (Example)..... If you get bored of queuing, you may see some interesting products nearby and start looking at them. You must pay attention to the queue, or it will **swiftly** move on without you. Then it will be impossible to return to your place.

Paragraph five

.....**3.**..... These rules may seem unnecessary, but you need to remember that some people take them very seriously. So it's a good idea to do the same.

Questions 1-3

Four sentences are missing from the text on page 2. Look at the following sentences (A-E) and decide which one best fits each gap. There is one sentence you do not need and an example. Circle the letter of your answer **on your answer sheet**.

- A Another rule is about leaving the queue.
- B Are these things really important?
- C The second rule is about inviting friends to join you.
- D The most important rule is to wait for your turn in the queue.
- E *(Example) You mustn't forget that you are queuing.*

Questions 4-6

Choose the letter of the closest meaning for each word. Look at the text carefully to help you decide on the best answer. Circle the letter **on your answer sheet**.

4. moan (paragraph two)

- A smile
- B complain
- C leave

5. retain (paragraph three)

- A find
- B lose
- C keep

6. swiftly (paragraph four)

- A quickly
- B quietly
- C slowly

Questions 7-9

Choose the letter of the best answer and circle it **on your answer sheet**.

7. According to paragraph one

- A you don't have to know all of the rules
- B all of the rules are clear and simple
- C you have to understand many rules

8. In paragraph two, **they** means

- A shoppers
- B shop assistants
- C the people in front

9. According to paragraph five

- A the rules are not necessary
- B people don't follow the rules
- C you should take the rules seriously

Turn over page

Task 2

Entry 3 – Reading

Text A

Weekly Staff rota			Mella Computers
Name	Department	Days & Times	
Bill Chan	Sales	Tues – Sat 9–6	
Ellen Denby	IT	Sun – Thur 8–5	
Abiba Gholam	HR	Mon – Fri 9–6	
Jozef Hutnik	IT	Mon – Fri 8–5	
Helen Jones	IT	Tues – Sat 8–5	
Niko Kellis	HR	Mon – Wed 9–2	
Petra Lund	HR	Wed – Fri 12–5	
Kuma Magar	Payroll	Mon – Fri 8–5	
Stacey Miles	IT	Mon – Fri 10–6	
Tony Pearson	Sales	Mon – Thur 8–6	

Text B

Memo

Mella Computers

To: all staff in IT
From: Niko Kellis

There is a compulsory Health & Safety training event for all IT staff on Thursday. It is in training room 3, from 9.30am–4pm. Abiba from HR and Stacey from IT will deliver the training.

Members of the Sales team are also welcome to attend.

Text C

File Edit View Insert Format Tools Message Help

To: samira.t@mymail.com

Subject: Interview feedback

Dear Samira,

I'm very pleased to offer you a position as a Computer Technician.

The Department Head, Stacey Miles, will phone or email you soon to make the necessary arrangements.

If you have any questions please don't hesitate to contact me.

Kind regards

Petra Lund
Human Resources Manager

Text D

Contract of employment

Mella Computers

This contract is between _____
and Mella Computers, Orion House, Rixton Way, Misley, M12 4BG

Commencement date: _____

I have read and understand the terms of my employment

Signed: _____

Employee details:

Name: _____

Address: _____

Contact numbers: _____

Doctor's name & address: _____

Next of kin: _____

Text E

LEAVE REQUEST

Mella Computers

Note: please discuss your leave request with your manager before completing this form.

PART 1

Name:	
Position:	
Department Manager:	
Leave dates:	

PLEASE RETURN TO HR

PART 2

OFFICE USE ONLY	<input type="checkbox"/> Approved Ref: _____
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Texts A to E on page 4 are all about working at a company called Mella Computers.

Questions 10-12

Match the texts (A-E) with their purposes. Circle the letter of the correct answer **on your answer sheet**. There is one text you don't need and an example.

Example: to say when staff are at work

..... A

10. to give someone a new job

.....

11. to inform staff about a training session

.....

12. to ask for some time off work

.....

Questions 13-15

Look at the following words and phrases from the two forms – texts D and E. Choose the letter of the best answer and circle it **on your answer sheet**.

13. Text D has a 'commencement date'. This is the date

A you receive the form

B your new job starts

C you agree to the terms

14. Text D asks for 'next of kin'. You need to write the name of a

A very close relative

B next door neighbour

C new work colleague

15. Text E asks you to complete

A only one part of the form

B both parts of the form

C the form with the manager

Questions 16-18

Look at all of the texts to decide where to find the following information. Choose the letter of the best answer and circle it **on your answer sheet**.

16. Who will contact Samira?

A Petra Lund

B Niko Kellis

C Stacey Miles

17. Jozef Hutnik has the same work pattern as

A Abiba Gholam

B Kuma Magar

C Helen Jones

18. Which team has to attend the training session?

A HR

B IT

C Sales

Turn over page

Task 3

Television habits in the UK

Paragraph A

In the UK, people can choose how and when to watch TV. They can also choose from a huge number of digital channels.

Paragraph B

Twenty years ago, there were fewer channels, and you could either watch your favourite programme live on TV or remember to record it and watch it later. These days, you can use digital recording, or 'on demand' and 'catch up' services, so you can watch any programme at any time.

Paragraph C

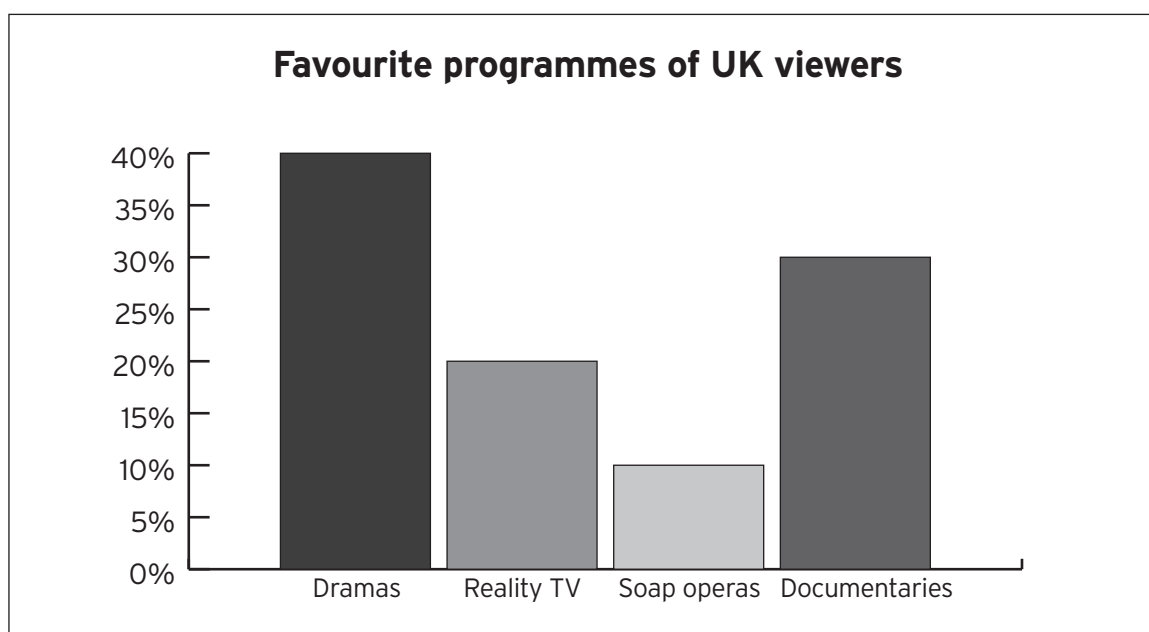
It is true that it is easy to watch recorded programmes, but the majority of the UK population still prefers to watch live TV. In particular, men are more likely to watch live TV while women often play recordings.

Paragraph D

'Catch up' and 'on demand' services are increasingly popular, but in 2014 only 8% of viewers watched this way, and most of them were under 21 years old. Although more children use tablets, phones and personal computers to watch TV, they still prefer to watch programmes on a television.

Paragraph E

The UK is a nation of drama lovers. Other favourites are documentaries, reality TV and soap operas. Films, surprisingly, are not in the top ten UK programmes. The most watched sports event of last year was Wimbledon, with the FA Cup final coming a close second.



Questions 19-21

The text on page 6 has five paragraphs (A-E). Each paragraph has a purpose. Choose the letter of the paragraph which best matches the purposes below. Circle the letter **on your answer sheet**. You do not need to use all of the paragraphs. There is an example.

Example: *to introduce the text* A

19. to discuss types of programmes
 20. to describe young peoples' viewing habits
 21. to compare the past and the present

Questions 22-24

Choose the letter of the best answer according to both the text and the diagram and circle it **on your answer sheet**.

22. Recording programmes

- A is less popular with women
 B is less popular than live TV
 C is more popular than live TV

23. Most people like to watch

- A dramas
 B reality TV
 C soap operas

24. Thirty percent of people say their favourite kind of programme is

- A reality TV
 B soap operas
 C documentaries

Questions 25-27

Your teacher has made a list of words from the text for you to learn. The words are in alphabetical order, but the following words are missing: **digital, programme, watch, favourite**. For each word, choose the correct place (A-E) in the list and circle the letter **on your answer sheet**. There is one place you do not need and an example.

Example: *digital* A

25. programme
 26. watch
 27. favourite

<i>Words to learn by next week</i>	
channels	
<u>A (example)</u>	
drama	
<u>B</u>	
majority	
<u>C</u>	
population	
<u>D</u>	
recorded	
services	
soap operas	
<u>E</u>	

End of exam

