

ESOL Skills for Life (QCF)

Level 1 – Reading

Past paper 4



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

Questions 1-6 test your ability to read a text quickly for the general idea, and to scan it for key words and phrases. You are advised to read the questions **before** you read the text.

Questions 1-4

The text on page 3 has six paragraphs. 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.

Example: *to introduce the topic of digital school books*

A

1. to describe how the books improve memory
2. to summarise how the books will help weaker students
3. to discuss the tutor's role in using the books
4. to describe the advantage of the books for all levels of ability

Questions 5-6

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

5. Digital schoolbooks that change according to students' needs
 - A have already been used in schools
 - B are not yet widely available
 - C are becoming popular
6. The writer believes
 - A teachers still play an essential role in education
 - B teachers will not be necessary in the future
 - C students can use the books without teachers' help

School Books of the Future

Paragraph A

Students in the USA are going to try the first digital school books that use technology to change the book to suit every student's level. "We want to be able to create the perfect book for every person," says the director of the project. "We want a system that turns reading the book into an individual experience for each student."

Paragraph B

The company who created these new digital school books already have lots of online and printed textbooks on many subjects such as science and history. For the past three years, researchers have checked how people use these online books in their studies.

Paragraph C

Researchers are using this work to develop technology so that the textbooks are particularly effective for struggling students. If a reader finds a particular topic difficult, the book will put in extra explanations and practice questions.

Paragraph D

The textbooks also have a learning method called "retrieval practice" in which information that students have already learned is repeated in quizzes. This method helps students' ability to remember and the textbooks will be able to decide when to ask questions based on past exercises.

Paragraph E

Such personalised learning is designed to benefit all students. For example, they will give slower students extra time and more practice to understand subjects. On the other hand, faster learners can work more quickly without getting bored.

Paragraph F

According to experts who worked on developing the textbooks, whether the books are successful or not will depend on teachers. They will have to ensure that students use the books in the best way, for instance, by deciding what to do when the books identify a common problem area among their students. If students only needed books, then why have teachers? Clearly, it's the educational guidance given by teachers that remains important.

Turn over page

Task 2**Questions 7-10**

Five sentences are missing from the text on page 5. Look at the following sentences and decide which one best fits each gap. Circle the letter of your answer **on your answer sheet**. There is an example (A). There is one sentence you do not need.

- A (Example) ~~There are different theories about how the tradition started.~~
- B There are different types of afternoon tea, depending on personal preference or on the occasion.
- C It is almost certain that afternoon tea was started in England in the early 1800s.
- D The habit of taking afternoon tea declined in the second half of the 19th century.
- E During this period, having afternoon tea became a very popular activity.
- F Soon one person's habit spread and became an important social event.

Questions 11-13

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

11. According to paragraph two
- A tea was sold in England before it was sold in France
 - B having afternoon tea was first invented in France
 - C drinking tea with milk first started in France
12. According to paragraph five
- A the first tea room opened before the afternoon tea custom started
 - B it continued to be popular to have afternoon tea in people's houses
 - C you can still have afternoon tea in the first tea room in London
13. In paragraph seven, the purpose of the colon ':' is to show
- A that the food at high tea is different from the food at afternoon tea
 - B that a list of the food served at high tea will follow
 - C that the writer is surprised by the type of food served

Questions 14-16

Choose the letter of the answer which best matches the meaning of each word as it is used in the text. Circle the letter **on your answer sheet**.

14. In paragraph three, **peckish** means
- A tired
 - B bored
 - C hungry
15. In paragraph five, **multiplied** means
- A provided a much better service
 - B increased greatly in number
 - C became far fewer in number
16. In paragraph seven, **more substantial** means
- A heavier
 - B lighter
 - C more delicious

Afternoon Tea

Paragraph one

The traditional pattern of British mealtimes has changed, with fewer people sitting down together in the afternoon for tea and a cake. However, in workplaces most people still take an afternoon break, and if people are out for the afternoon, they will often keep the old tradition of afternoon tea.

Paragraph two

 A (Example) . Some people claim that it was the French who started the trend for afternoon tea. Tea first arrived in Paris in 1636, two years before it arrived in England and grew in popularity. Whether the French invented having afternoon tea or not, a Frenchwoman started the practice of adding milk to tea.

Paragraph three

 7. . And this happened for a very simple reason. Anna Maria Russell, the Duchess of Bedford, found it difficult to wait until dinner-time at 9 o'clock. She found that by 4 in the afternoon she was feeling **peckish**. So she started having a cup of tea and cake in her room.

Paragraph four

 8. . First of all, the Duchess invited friends to her home and this custom soon caught on, first in London, and then throughout England. Sometimes there was entertainment, but more usually people just chatted. The occasion was called an 'At Home'.

Paragraph five

The 'At Home' events lasted from the 1840s until the 1860s. The next development was a move away from people's homes to the new tea rooms. The first tea room had actually opened in 1706, and you can still buy tins of tea there today. As afternoon tea became more popular, tea rooms **multiplied**.

Paragraph six

 9. . There is the 'full tea', with sandwiches added to the cake, and the 'strawberry tea', popular in the summer. Parents often hold afternoon tea parties for their young children.

Paragraph seven

One of the greatest areas of confusion is between afternoon tea and 'high tea'. High tea was a much **more substantial** meal, designed to give people strength after their working day, and consisted of various dishes: meat pie, potatoes and other warming food.

Paragraph eight

 10. . However, recently there has been a revival, with afternoon tea served in hotels being especially popular for special occasions.

Turn over page

Task 3

Texts A-E on pages 8-10 are all related to each other. You need to use all five texts to answer the following questions.

Questions 17-19

There are five texts, A-E. Decide which text matches each of the purposes below and circle the letter of the text **on your answer sheet**. One of the texts does not have a purpose listed below.

Example: to advertise a job A

17. to express interest in a job

18. to list the requirements of a job

19. to enter into an agreement

Questions 20-21

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

20. Which text is mainly instructional?

A text A

B text D

C text E

21. Which text is mainly persuasive?

A text B

B text C

C text E

Questions 22-27

Look through all of the texts to find the answer to the questions below. Choose the letter of the best answer and circle it **on your answer sheet**.

22. The purpose of the image/graphic in text A is to

A demonstrate the quality of the hotel's facilities

B show that the hotel is a good place to work

C make the text look more attractive to the reader

23. Hamish Woods

A is a tour director

B owns the hotel

C manages a team

24. If someone wants to apply for the job they can

A complete an online application form

B fill in an application form on paper

C send their CV to the hotel manager

- 25.** The new Assistant Manager **must** have
- A a degree in hotel management
 - B experience of working in a hotel
 - C the ability to motivate hotel staff
- 26.** At the interview the candidates will
- A have a group interview
 - B email Claire Jones
 - C give a short talk
- 27.** Zoe
- A has been given a temporary contract
 - B should have read the Staff Handbook
 - C can have free meals at lunch times


Questions 28-30

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

- 28.** To **take the initiative** (text A) means someone can
- A solve problems on their own
 - B take a break at the right time
 - C work extra hours when needed
- 29. Shortlisted** (text C) means to be
- A offered a new position at work
 - B selected to attend an interview
 - C asked to provide a reference
- 30. Termination of Employment** (text E) means
- A the terms and conditions of a job
 - B the hours an employee must work
 - C a contract of employment has ended

Turn over page

Text A

Mellvale Hotel Assistant Manager Required	
<p>The Mellvale Hotel, bought and extensively renovated by retired footballer Hamish Woods in 2005, is a modern, spacious hotel equipped with conference rooms, a top class restaurant, a gym and a swimming pool. All the hotel rooms are ensuite and furnished to a very high standard.</p> <p>As an Assistant Manager at our city centre hotel you will be part of a successful team which consistently provides exceptional customer service.</p> <p>We are looking for a full-time Assistant Manager who has experience of managing a team and possesses excellent communication and organisational skills. The ideal candidate should also be able to work under pressure and take the initiative when required.</p> <p>If you are currently working in the hotel or restaurant trade and want to develop your career this may be the job for you!</p> <p>Benefits £25k pa Pension scheme Free meals</p> <p>To apply please visit our website to view the person specification and download the application form: www.mellvalehotel.co.uk. CVs are not accepted.</p> <p>Return your completed form to: Dominik Burski, Hotel Manager, Mellvale Hotel, Priory Way, Belton, B1 3RK</p> <p>For further information concerning this exciting opportunity please phone or email Dominik Burski, Hotel Manager, 0936 342 7766, dburski@mellvalehotel.co.uk</p>	

Text B

<p>Person specification</p> <p>Job Role: Assistant Manager</p> <p><u>Essential requirements:</u></p> <ul style="list-style-type: none"> • A minimum of 4 years' management or supervisory experience in hotels or restaurants • Excellent communication skills • An ability to provide superior customer service • The skills and knowledge to lead and motivate staff • An ability to work as part of a team and independently • Available to work flexible hours • A clean driving licence • GCSE Maths and English at Grade C or above as a minimum • Computer literate • A willingness to attend training sessions and meetings <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • A degree or equivalent in hotel management or a willingness to gain this qualification • An ability to deliver staff training as required
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Text C

23 Barnham Avenue
Belton
B5 8FD

8th January 2015

Dominik Burski – Hotel Manager
Mellvale Hotel
Priory Way
Belton
B1 3RK

Dear Mr Burski,

Please find enclosed my application for the Assistant Manager's post advertised in the 'Belton News'.

As you can see, I have had several years' experience working as a Housekeeping Team Leader at the Danbury Hotel. I successfully managed a team of 20 housekeeping staff, delivered outstanding customer service and contributed to the success of the hotel. I can provide you with excellent references.

I am very keen to take the next step in my career and become an Assistant Manager and believe I could easily fit into your team at the Mellvale Hotel.

I am a reliable, hardworking person with proven interpersonal and organisational abilities and am eager to learn new management skills. If I was appointed as your new Assistant Manager, I would be very proud to work at your hotel as it has such a good reputation.

I hope that my application meets with your approval and that I am **shortlisted**.

I look forward to hearing from you soon.

Yours sincerely

Zoe Chang

Turn over page

Text D

From: Dominik Burski
To: Zoe Chang
CC: Hamish Woods & Claire Jones
Subject: Assistant Manager's Post

Dear Zoe,

Thank you for your application for the Assistant Manager's job.

I would like to invite you for an interview on Thursday 29th January at 11am.

We will be interviewing several candidates so to ensure that the day runs smoothly please:

- prepare a 15 minute PowerPoint presentation on 'Excellent Customer Service';
- arrive 30 minutes before your interview time and report to Reception;
- bring certificates as proof of your qualifications;
- bring proof of your ID and address;
- provide proof of a clean driving licence;
- make yourself available for the whole day; and
- email Claire Jones, Hotel Secretary, to confirm you can attend.

The day will include lunch with the management team. Hamish Woods, the Hotel Director, will also give the candidates a tour of the hotel.

I look forward to meeting you.

Kind regards

Dominik Burski

Text E

Mellvale Hotel

Contract of Employment

The contract is between Zoe Chang and the Mellvale Hotel.

Contract type: Permanent

Start date: 9.2.15

Termination of Employment: both Mellvale Hotel and the employee have the right to terminate the contract at any time. The notice must be given in writing and both parties must agree to the end date.

Benefits: your salary is £25k pa and you are automatically entered into the Pension Scheme. You are entitled to one free meal and snacks at any time except the busy lunch period.

I have a copy of the Staff Handbook and have read and agree to the terms and conditions it contains.

Signed: *Zoe Chang*

Date: 2.2.15

End of exam

