

ESOL Skills for Life

Level 1 – Reading

Sample paper 5

Time allowed: 60 minutes

- ▶ Write your name, candidate number, centre number and exam date on your answer sheet.
- ▶ You must not open this exam paper until instructed to do so.
- ▶ Please answer **all** questions.
- ▶ Circle your answers in blue or black pen **on the separate answer sheet.**
- ▶ You must not use pencil, erasable pen or correction fluid on the answer sheet.
- ▶ You must not use a dictionary in this exam.
- ▶ You must not take this exam paper out of the exam room.

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 that best matches the purposes below. Circle the letter **on your answer sheet**.

You do not need to use all of the paragraphs.

Example: *to explain why housing will change significantly in the future* A

1. to outline an advantage the Super Home will have for parents while they are out
2. to describe how energy will be generated in Super Homes
3. to explain how the Super Home may help families spend more time together
4. to show how the temperature in the Super Home can be controlled from outside

Questions 5-6

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

5. What is the reason the writer thinks people will live in Super Homes?
 - A people want more environmentally friendly houses
 - B normal houses will be more expensive to buy
 - C energy prices will be much higher than now
6. The writer
 - A believes that the chances of Super Homes becoming common is realistic
 - B does not like these houses but believes there are some good features
 - C is very positive about all the features these houses will have

Homes of the future

Paragraph A

Scientists predict that in the future over 80% of houses in the UK will be replaced with the Super Home. Why? Well, with the rising energy prices, if your house cannot generate its own electricity you are going to struggle to pay your energy bills. The environmentally friendly Super Home will be more expensive to buy but its own electricity generation system will make it the only affordable option for many.

Paragraph B

Its roof will be made of solar panels and these will be able to store energy from the sun in special batteries for up to six months. The batteries can also store wind energy, which will be generated from small windmills also located on the roof.

Paragraph C

In addition to these features, all houses will have a heat control system. This can be set from your mobile phone so if you know you are coming home late, you can switch the heating off and set it to come on just before you return.

Paragraph D

That is not all you will be able to do from your phone. You will also be able to see if your children are doing their homework by accessing one of the 20 or more cameras positioned around the house. If they are not, you can speak to them through the entertainment and communications system (ECS). I am not sure I like that idea, though!

Paragraph E

The ECS can also be switched off and on by placing your hand on a sensor. When it is dinner time and you want your children to stop using the computer or watching TV, just place your hand on the sensor and it will pause TVs and computers.

Paragraph F

They say that all of this will happen in the future, but some of this is already happening.

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) *Trevithick's father was an engineer.*
- B Trevithick's bad luck continued throughout his life.
- C This small setback did not discourage Trevithick.
- D Soon, Trevithick's luck started to change.
- E In 1801, Trevithick transferred his attention from engines that stood still to moving objects.
- F People were still not very interested in this invention, so Trevithick went abroad.

Questions 11-13

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

- 11. According to paragraphs two and three,
 - A trains were used a lot around the time Trevithick left school
 - B by December, Trevithick's first train was a success
 - C engines were expensive and difficult to use
- 12. In paragraph five, there are quotation marks around 'Catch Me Who Can'. This is to show
 - A they are unusual words
 - B it is the name of a train
 - C it is a common phrase
- 13. According to paragraph six, Trevithick bought the silver mine
 - A during the war
 - B after moving to Britain
 - C before leaving Peru

Questions 14-16

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

- 14. In paragraph four, **unexpected** means
 - A unusual
 - B welcome
 - C unpredicted
- 15. In paragraph five, **stubborn** means
 - A determined
 - B energetic
 - C pleased
- 16. In paragraph seven, **achieve** means
 - A want
 - B gain
 - C use

The father of movement

Paragraph one

The county of Cornwall is in the southwest of the British Isles. A man who lived there was responsible for one of the biggest changes in the whole of human history. Born in 1771, Richard Trevithick, a very tall man with red hair, invented the railway train. This invention is commonly credited to George Stevenson in the 1820s, but Trevithick's first train was running more than twenty years earlier.

Paragraph two

 A (Example) . After leaving school, Trevithick went to work for him, quickly showing that he had a talent for the job. At this time, steam engines were used a lot in Cornish industry, and Trevithick gave himself the task of making them more efficient and cheaper to use.

Paragraph three

 7. . In December of that year, he ran his first 'road train' in his home town. Sadly, he forgot to add enough water to make the amount of steam he needed, and the 'road train' broke down.

Paragraph four

 8. . By 1804 he had designed and built the world's first railway train. The first journey, on 4 February, carried ten tons of iron and 75 **unexpected** passengers who jumped on without an invitation. The train travelled at five miles per hour and the journey was nine miles long. This train faced a problem though – it was too heavy for the rails, which broke under it.

Paragraph five

Trevithick was a very **stubborn** character and refused to accept defeat. In 1808 he opened the world's first passenger railway in London. The train, called 'Catch Me Who Can' cost five pence to ride and travelled in a small circle throughout the summer.

Paragraph six

 9. . In Peru, he worked as an engineer, saving money to buy a silver mine. Just after he bought it, a war began. Unlucky Trevithick had to move back to Britain.

Paragraph seven

 10. . Unfortunately, he was never recognised or paid for any of his inventions. However, he continued to invent things we are familiar with today, for example central heating and propellers for steam boats. Although during his lifetime he did not **achieve** fame, he is now one of the most well-known British inventors in history.

Turn over page

Task 3

Texts A-E on pages 8-11 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 invite someone for a meeting to discuss a job opportunity

.....

18. to give details about work experience and qualifications

.....

19. to give information about working hours

.....

Questions 20-21

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

20. Text C uses bullet points to

- A explain some IT and computer skills
- B fulfil the employer's requirements
- C list important information

21. Text B is

- A informal
- B formal
- C neutral

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. Wiktoria is a good candidate because she has

- A been a manager of an office
- B a qualification as a receptionist
- C experience in dealing with customers

23. Wiktoria

- A is confident in using a variety of computer programs
- B needs further training in software applications
- C is only confident with Word and Excel

24. Barley Street Eye Clinic requires a receptionist to

- A manage clients' accounts
- B deal with clients' enquiries
- C tidy the appointment rooms

- 25.** Wiktor's interview will
- A take place in Barley Street
 - B be confirmed by calling Tim Summers
 - C be with two members of the Human Resources department
- 26.** Wiktor
- A will always work from 8.30am to 4.30pm
 - B should ideally arrive before 8.30am on her first day
 - C will have to start work on Monday the 4 September
- 27.** The purpose of the image in texts D and E is to
- A encourage people to not print out their emails
 - B inform people that emails cannot be recycled
 - C tell people that the company only uses recycled paper

Questions 28-30

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

28. accurately (text A) means

- A quickly
- B carefully
- C correctly

29. maintaining (text C) means

- A making
- B recording
- C keeping

30. Reference available on request (text C) means that

- A you can provide a reference if asked
- B you have to ask your previous employer for a reference
- C the company has to ask your previous employer for a reference

Turn over page

Text A

Receptionist – Barley Street Eye Clinic

- London, South East England
- £23,000-£25,000 per annum
- Job type: permanent, full-time

A reputable eye clinic in Barley Street seeks a professional, articulate, well-presented and personable individual to work on their front-of-house reception.

The successful candidate will need to provide an excellent level of customer service to the patients. The role is demanding and busy, hence we seek someone who is confident and has excellent communication, organisation and multi-tasking skills.

Job Duties:

- Welcome and greet all clients and visitors, in person or over the phone
- Answer telephone calls and deal with face-to-face enquiries
- Explain the ethics procedures to new clients
- Maintain a polite, consistent phone manner using proper telephone etiquette
- Book, rearrange, or cancel appointments **accurately** for clients
- Manage the diary for full and part-time consultants
- Keep the reception area clean and organised
- Register new clients and update existing client information
- Communicate with patients and clinical staff
- Respond to patients, prospective patients, and visitor enquiries in a courteous manner
- Order stationery and supplies
- Take patient payments for consultations/treatments
- Maintain computerised medical records and ensure safe and confidential storage

Skills:

- Ability to prioritise and organise a busy workload
- General knowledge of office procedures and policies
- Good computer skills
- Good command of the English language (written and spoken)

Text B

Wiktoria Marek
27 Park Road
London
SW9 5XT

1 August

Barley Street Clinic
14 Barley Street
W2 4PS

Dear Sir/Madam,

I write with reference to the Receptionist job as advertised on your website.

I am a well-organised individual with excellent communication skills. I am able to work as part of a team or use my own initiative as required. I am also computer literate with knowledge of a range of software applications, including Word and Excel, and am willing to undertake further training. I have excellent customer service skills, which were put to good use working in the retail sector.

I am honest and hardworking and I always give 100% to any task undertaken. I feel that as I am confident, friendly and outgoing, I possess ideal qualities for this role. I am sure I would be an asset to any company.

I have included my CV for your attention.

Yours faithfully,

Wiktoria Marek

Turn over page

Text C

Wiktoria Marek

67 Green Street, Eastfield ET3 6TH
07503312982

Profile

An energetic and dedicated front desk professional with 4+ years' experience. Thorough and accurate in taking and delivering information, able to anticipate visitors' needs and fulfil them appropriately. Effective skills in developing and **maintaining** accurate and easy to use filing systems.

Areas of expertise

- Customer relations
- Order processing
- Data entry
- Departmental support
- Accounts management
- Correspondence handling

Professional experience

Receptionist | Ratner Group | March 2011–Present

- Receive and greet customers and visitors
- Take and deliver telephone calls
- Receive post and deliver it to the appropriate person
- Maintain filing systems
- Monitor appropriate use of office supplies
- Respond to enquiries
- Manage and repair office equipment

Front Desk Intern | Nestler | August 2010–March 2011

- Greet visitors and provide them with required information
- Answer incoming calls and direct them properly
- Take and relay messages effectively
- Ensure cleanliness of the front desk at all times

Education

Fields Community College | 2009

Certificate in Customer Service

Reference available on request

Text D

From: samantha.khan@barleystclinic.com
To: wiktoria.marek@coolpost.co.uk
Subject: Interview

Dear Wiktoria Marek

Thank you for applying for the Receptionist's post at Barley Street Eye Clinic.

We would like to invite you for an interview on 23 August at 10am. It will take place at the Clinic. Please ask for me at the reception. The interview will last two hours and it will be with Tim Summers from customer services and myself.

Could you please confirm you can attend by calling me on 0207 322345 by the end of this week?

Kind regards

Samantha Khan
 Human Resources Manager



*PLEASE THINK
 BEFORE YOU PRINT*

Text E

From: samantha.khan@barleystclinic.com
To: wiktoria.marek@coolpost.co.uk
Subject: Job offer

Dear Wiktoria Marek

Congratulations! We are pleased to confirm you have been selected to work for Barley Street Eye Clinic. We are delighted to make you the following job offer working as a receptionist.

You will work a rota system — 8.30am–4.30pm or 11am–7pm, Monday–Friday — with the **occasional** Saturday.

We would like you to start work on Monday 4 September at 8.30am (try to arrive earlier to meet the other staff). If this date is not acceptable, please contact me immediately.

Please call me to indicate your acceptance of this offer.

We are confident you will be able to make a significant contribution to the success of our Company and look forward to working with you.

Samantha Khan
 Human Resources Manager



*PLEASE THINK
 BEFORE YOU PRINT*

End of exam