ESOL Skills for Life

Level 2 – Reading

Sample paper 5

TRINITY COLLEGE LONDON

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 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 general ideas behind the Active Kids organisation ...A...

1. to give examples of how children helped with the consultation process .....

2. to explain the Greenville Group's first reaction to Active Kids' consultation idea .....

3. to outline why the Greenville Group asked Active Kids for guidance .....

4. to contrast Active Kids' idea of a consultation with normal consultations .....

Questions 5–6

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

5. Active Kids believes that one of the problems with usual consultations is that
- A they restrict children's imagination
- B children are not allowed to attend them
- C adults do not want to attend them

6. People in Greenville worked with Active Kids
- A on every stage of the project
- B to design the play area
- C to build the park equipment

Active Kids

Paragraph A

Active Kids is an environmental organisation that helps local groups to set up projects designed for children. They have a creative approach that involves children in the planning stage and produces imaginative results.

Paragraph B

The Greenville Community Group contacted Active Kids as they needed help transforming some land into a children's play area. Not wanting the usual type of children's playground, they were hoping for an innovative space that would enable their children to experience adventure in a natural environment.

Paragraph C

When Active Kids receive requests like this, their method is to suggest a community consultation where the whole community can express their views. However, as soon as the Greenville Group heard the word 'consultation', they were horrified – they immediately thought of meetings, which adults are used to attending, but which their children would not want to attend.

Paragraph D

Fortunately, the Active Kids' version of a consultation is very different. A key idea is that the planning stage for a play area should be based on play, not meetings. In this way, Active Kids avoids the problems of normal consultations, which can be productive, but which can limit children's imaginative ideas. In a typical consultation, unimaginative questions just tend to produce a long list of the equipment children already know is found in parks.

Paragraph E

Therefore, Active Kids set up a play event in Greenville aimed at hearing the children's views. The children played, creating small buildings, drawing their ideas for the park and writing postcards about their play experience. Active Kids also filmed some of the children talking about playing in other locations, such as the forest or the beach. In these ways, the children focused on the purpose of the space, and not just the equipment.

Paragraph F

The role of Active Kids ended when its landscape designer had drawn a suitable design for the park. The Greenville Group took over the work of creating the play area. Greenville now has an unconventional park, which is enjoyed by young and old alike. It has a tree house, a butterfly area and a nature zone – and plenty of adventure for the kids!

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*) ~~*After years of writing in London, Johnson was asked to compile an English Dictionary by a group of London book sellers.*~~

B Samuel Johnson's 'Dictionary of the English Language' is one of the most famous dictionaries in history.

C The dictionary finally went on sale on April 15th, 1755.

D The first dictionary sold out immediately due to its popularity.

E Initially, Johnson's main concern was the disorganisation of the English language.

F Each word was defined in detail with examples of how the word was used.

Questions 11–13

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

11. According to paragraph one, Samuel Johnson started writing because he

A loved reading and books

B had graduated in literature at university

C had no other choice at that time

12. In paragraph three, what does '**it**' refer to?

A Johnson's role

B the dictionary

C language

13. Why does the writer use brackets '()' in paragraph four?

A to give extra information

B to give an example

C to add important information

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. **remarkable** (paragraph four)

A problematic

B impressive

C successful

15. **determined** (paragraph five)

A influenced

B destroyed

C emphasised

16. **decade** (paragraph six)

A year

B ten years

C hundred years

The Greatest English Dictionary

Paragraph one

Samuel Johnson was born on 18th September, 1709. His early years were difficult due to his parent's financial problems. Despite this, he enjoyed reading the books in his father's shop, which prepared him for his role as the century's greatest man of words. His university education gave him an introduction to classical literature, but he was unable to continue his studies at Oxford University because of lack of money. Consequently, he was forced to work and he began a writing career in Birmingham and then London.

Paragraph two

_____***A* (*Example*)**_____. The project brought him fame but very little financial reward. Fortunately, towards the end of his life, the government recognised his hard work and awarded him a pension of £300 a year.

Paragraph three

_____**7.**_____. It was hoped that a dictionary would help standardise the rules of English. However, while he was compiling the dictionary, Johnson recognised that it was impossible to enforce a regular system of rules on language because **it** constantly changes. He realised that his role was to record the language of the day, rather than to change it.

Paragraph four

_____**8.**_____. The reason for this is because it was a bigger and better dictionary than any before. It wasn't the first English dictionary (more than 20 had appeared over the previous two centuries), but in many ways it was the most **remarkable**. The dictionary took over eight years to write and listed 40,000 words. Most remarkably, Johnson did all the research himself.

Paragraph five

_____**9.**_____. Johnson had checked books going back to the 1500s, often quoting from great literature such as Shakespeare. There are over 114,000 quotations in the dictionary. Johnson was the first English dictionary writer to use quotations in this way, a method that greatly **determined** the style of future dictionaries.

Paragraph six

_____**10.**_____. It weighed 20 pounds, had 2,300 pages and had 42,773 word entries. It was very expensive and sold only a few thousand copies in its first **decade** but the shorter and cheaper version published in the following year was far more successful.

Turn over page

Task 3

Texts A–E on pages 8–12 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 record statistics about performance **and** to complain* ....C....

17. to alert a member of staff that a customer is dissatisfied **and** ask for a response .....

18. to outline the responsibilities of a company **and** its employees .....

19. to record what happened at a meeting **and** to delegate jobs to staff .....

Questions 20–22

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

20. What can you learn from texts B, C and E?

A drivers don't deliver packages when the customers are out

B Best Couriers has delivered goods for Pindesir Electronics for 10 years

C Pindesir Electronics is responsible for some of the customer complaints

21. In text C, how is Pindesir Electronics' report formed?

A they state their history with Best Couriers, give statistics and then summarise their unhappiness

B they state their company history, their relationship with Best Couriers and their annual statistics

C they state their history with Best Couriers, give information about deliveries in the last quarter and their future projections of business orders

22. Texts C and E tell us that

A Pindesir Electronics always use high quality packaging materials

B the highest number of customer complaints were about damaged packages

C both drivers and customers have reported problems with packaging

Questions 23–27

Text A has six paragraphs with missing headings. Choose the best paragraph for each of the following headings and circle the letter **on your answer sheet**. You do not need to use all the paragraphs. There is an example.

Example: Company vehicles ...*B*...

23. Employee rights .....

24. Employee behaviour .....

25. Employee checks .....

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

26. According to text D, Best Couriers

A has never paid compensation to Pindesir
B plans to discuss the complaints with Pindesir
C cannot tell their drivers about the complaints

27. According to text E, drivers

A do not have enough time to be polite to customers
B often experience rudeness when they make deliveries
C do not ask customers to sign for their parcels

Questions 28–30

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**.

28. **terminate** (texts C and D)

A finish
B extend
C start

29. **dismissive** (text C)

A caring
B serious
C rude

30. **collate** (texts D and E)

A collect
B co-operate
C construct

Turn over page

Text A

Best Couriers
Code of Conduct

A

Best Couriers prides itself on delivering excellent customer service to both its clients and the clients' customers. It also endeavours to protect its staff at all times during day to day business. To do this, all employees need to be aware of the code of conduct printed below.

B (Example)

All vehicles are provided by Best Couriers. They are insured, properly registered and roadworthy. All are subject to annual inspections and services.

C

Best Couriers ensures that all employees have the requisite qualifications, licences and documentation to work in the UK as a driver. The holding of a valid UK driving licence with no penalty points is essential.

D

All Best Couriers employees are provided with a uniform. This clearly identifies them as Best Couriers staff and must be worn during the whole shift. High visibility jackets are provided for hazardous weather.

E

Best Couriers drivers will not have more than 10 hours' driving per shift. Breaks must be scheduled into the day and employees should not drive when tired. Employees will receive at least one rest day per week.

F

Best Couriers employees are ambassadors of our company and our clients. Employees must be continually presentable and polite and must deliver packages safely and efficiently. Professionalism is expected at all times. Goods must be deposited safely with the customer and a signature obtained. All undelivered packages must be returned to the depot and an information card left at the address.

Text B

From: Customer Services officer
Sent: Mon 3 Jan 10:15AM
To: Senior Customer Services Manager
Subject: FW: URGENT – Pindesir Electronics feedback for Oct–Dec

Ted

Unfortunately, one of our biggest clients has complained about deliveries and damages during the last quarter. Please see email below and the attachment.

Please advise on next course of action.

Claude

> **From:** carol@pindesirelectronics.co.uk
> **Sent:** Mon 3 Jan 10:00AM
> **To:** Claude@bestcouriers.co.uk
> **Subject:** URGENT – Pindesir Electronics feedback for Oct–Dec
>
> **Attached:** Delivery complaints October–December.doc
>
> Dear Claude
>
> Our senior management team has prepared a document regarding delivery problems during the last quarter. I would be grateful if you could action their concerns and contact me with a response by the end of today.
>
> Kind regards
>
> Carol
>
> **Carol Rule**
> **PA to Chief Executive**
> **Pindesir Electronics**

Turn over page

Text C

Pindesir Electronics

Delivery complaints October–December

Background information

Pindesir Electronics produces and sells electrical equipment for domestic use. We are an internet-based company, now in our 10th year of business, which sends cables, plugs and small electrical items in the post to our customers. We awarded Best Couriers a contract to be the sole carrier for our goods at the start of this year. However, during the period October–December we have been deluged with complaints from customers.

Area of concern	Complaints received	+/– % increase from Q3
Goods arrived late	5	–25%
Courier left parcel in an unsafe place	20	+100%
Package was damaged on arrival	10	+30%
Courier's attitude was unpleasant and/or unprofessional	5	+100%

Of the 30 complaints about the parcel being left in an unsafe place or damaged, we have had to reissue 15 orders. Best Couriers' carelessness has cost us £1,000 in replacement goods and delivery charges, and we are seeking to recover this money as a matter of urgency. We are also seeking legal advice on how to **terminate** our delivery contract with Best Couriers.

Examples of complaints we have received from customers

'...I don't expect to come home from work to find my parcel thrown over my garden gate and left in the pouring rain. Why not take it away again and redeliver when I am home?'

'Your courier was rude and **dismissive** when I was signing for my parcel. I know they are very busy but common courtesy doesn't cost anything.'

'Why can't your couriers leave my parcel at my neighbour's house? I requested this when I ordered online from your company but you chose to ignore my instructions.'

Senior Management Team

Text D

Best Couriers

Minutes of a meeting held to discuss Pindesir Electronics

Date: Monday 3 January, 3pm

Present: Ted Smith, Customer Services Department
Claude Simon, Customer Services Department
Mario Albertini, Courier Supervisor
Kristina Rakowski, Operations Department
Harjit Singh, Finance Department
Anwar Ahmed, Legal Services Department

The aim of the meeting was to discuss the recent communication from Pindesir Electronics regarding the high number of complaints they had received about our services.

Action points	**Who/when**
1. Telephone Pindesir to schedule face to face meeting and obtain further details about the complaints.	Claude – today
2. Collate all delivery information on dispatches to Pindesir. This should include delivery addresses, names of drivers and any notes taken at the time.	Kristina by tomorrow. Give to Ted
3. Check our contract with Pindesir and draft a legal response to their threat to **terminate** the agreement early.	Anwar by Friday
4. Check all our financial transactions with Pindesir and find out whether they have made any compensation claims previously.	Harjit by Thursday 5pm
5. Remind all drivers of their professional responsibilities and alert them to the seriousness of the complaints received (without giving details that might breach customer confidentiality). Any feedback from drivers should be passed to Claude.	Mario – ongoing

The meeting ended at 4pm.

Turn over page

Text E

From: Mario Albertini, Courier Supervisor
Date: Wed 5 Jan 11:00AM
To: Claude Simon, Customer Services Department
Subject: Feedback from drivers

Hi Claude

Following our meeting on Monday, I've managed to **collate** some comments from a couple of drivers. I've put them here anonymously but can get you the names if you need them.

Driver 1: 'We always get the blame but the blame must start with the company who is sending the package. Quite often, the packaging is flimsy and there are already rips when we receive the packets. I've noticed this more and more recently. Also, I admit that I have left packages outside. But when a customer has paid for express delivery and then chooses to go out, what can you do? They complain when we don't leave it and complain when we do.'

Driver 2: 'We have a lot of deliveries to make every day. Even so, I always try to be cheerful and polite, but sometimes people are so rude when they answer the door to you. I now make signing for the parcels as quick as possible because people are always in a rush to get back to what they are doing. Reception staff at offices are the worst.'

Hope this helps

Best

Mario

End of exam

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Skills for Life Level 2 Reading – Sample paper 5 Answers

1. E
2. C
3. B
4. D
5. A
6. B
7. E
8. B
9. F
10. C
11. C
12. C
13. A
14. B
15. A
16. B
17. B
18. A
19. D
20. C
21. A
22. C
23. E
24. F
25. C
26. B
27. B
28. A
29. C
30. A