

ESOL Skills for Life

Level 2 – Reading

Sample paper 6



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 account for the museum's reversal of fortune*

..... **C**

1. to give an example of how local firms have benefited from the museum's popularity
2. to describe a drawback to the museum's success
3. to pose a question to the reader
4. to outline some solutions to the museum's current problem

Questions 5-6

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

5. The museum was saved from closure thanks to
 - A its popularity with schools and tourists
 - B its appearance on a hit TV programme
 - C its collection of paintings and tapestries
6. Sir William Hearthside donated his collection to the museum because
 - A he was angry at the behaviour of his family members
 - B he wanted to share the collection with the general public
 - C his children had stopped talking to him

Moncton Museum

Paragraph A

Moncton Museum has been named as one of the most popular destinations for day trippers in the UK. Despite being less than a hundred square metres in size, it is home to some of England's most exquisite paintings and tapestries. But how did this modest museum in the Lancashire countryside come to own such an incredible collection and why is it such a hit with holiday makers?

Paragraph B

The precious artefacts, which had been passed down through 12 generations of the Hearthside family, were donated to the museum by Sir William Hearthside a few years before his death in 1954. Sir Hearthside was not a generous man by nature but his family's constant bickering over who would inherit what made him furious. He decided to end the disputes once and for all by leaving the entire collection to the local museum. None of his children ever spoke to him again.

Paragraph C

In spite of housing the beautiful Hearthside collection the museum never attracted more than the occasional coach load of uninterested schoolchildren or a handful of passing tourists. The threat of closure was imminent. Fortunately, this all changed after it was used as a film set for the 2018 highly successful TV costume drama 'Hilton House'. The museum saw an unprecedented surge in tourist numbers, making more money in 2019 than it had in its entire history.

Paragraph D

In fact, the influx of tourists brought about a welcome boost to the local economy as a whole with neighbouring businesses all reporting a significant rise in profits. One of the most notable beneficiaries of the boom was a local taxi firm which had to employ 3 new full time drivers to meet customer demand.

Paragraph E

Ironically, the very success that has enabled the museum to stay open may be the reason why it has to close. The body heat and carbon dioxide coming from the hundreds of weekly visitors is causing serious damage to the watercolour paintings, some of which are over 500 years old.

Paragraph F

Several ideas to resolve the museum's dilemma have been put forward, including selling the most fragile paintings to private collectors or to limiting the visitor numbers, neither of which have been received well by the local community. Instead the museum's director has decided to install an ultramodern air-conditioning system which will cost over 2 million pounds but will ensure the survival of both the museum's precious exhibits and the continued prosperity of the town.

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 (F). There is one sentence you do not need.

- A Inner-City Cycles run courses throughout the year, and are available seven days a week.
- B A quick search on the internet revealed several companies delivering road safety classes for bike users.
- C 'Correct road positioning' according to Kathy, is the key to safe cycling particularly in built-up urban areas.
- D There are increasing numbers of cyclists taking to the roads.
- E I soon realised that I wasn't such a great cyclist after all.
- F (Example) *There isn't enough space to write about all of the tips and information we received.*

Questions 11-13

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

- 11. In paragraph one the writer implies that
 - A travelling by underground is safer than cycling
 - B people are satisfied with the standard of public transport
 - C there are too many large vehicles such as buses on the roads
- 12. In paragraph two the writer uses a colon ':' to
 - A give further details
 - B introduce a list of examples
 - C replace a missing word
- 13. What does 'their' in paragraph five refer to?
 - A cyclists
 - B motorists
 - C readers

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. **pedestrians** (paragraph three)
 - A walkers
 - B drivers
 - C cyclists
- 15. **furious** (paragraph four)
 - A annoyed
 - B disappointed
 - C exhausted
- 16. **stress** (paragraph six)
 - A predict
 - B guess
 - C emphasise

Safe City Cycling

Paragraph one

As an experienced cyclist of many years, I was extremely doubtful when a friend suggested I took cycling lessons. She had also been a bike enthusiast for over a decade until she nearly had a terrifying accident with a bus that made her swap her bike for the underground. Unsurprisingly, she soon became fed up with the poor quality and high cost of public transport and decided she would have to get back on two wheels.

Paragraph two

7. The first in the list was *Inner-City Cycles*. The classes were relatively cheap: £35 for a one-to-one, 2 hour session with an experienced trainer, reduced to £25 for couples. When my friend asked if I would join her I felt obliged to say yes, even though I didn't really think I needed any training.

Paragraph three

8. In fact, I had been making a very dangerous mistake, riding too close to the pavements, putting myself and other road users at risk. Kathy, our trainer, reassured me that I was not alone. "It's a common misunderstanding that cycling near the kerb is safer than staying in the middle of a lane, in fact the opposite is true. Motorists are more likely to try and overtake you even when there isn't really enough space and **pedestrians** might not see you at all as they move into the road."

Paragraph four

9. Nowadays, I always ride in the middle of the road regardless of how many angry looks, rude gestures or insults I receive from **furious** drivers.

Paragraph five

I learnt that another major fault in most people's cycling technique is to pay too much attention to what is happening on the road ahead while neglecting what might be going on behind. "You need to make motorists take notice of you," advises Kathy. "Wearing high visibility clothing helps as does using hand gestures to signal changes in direction, but the best way is to have some eye contact with them by frequently looking over your shoulder. This heightens **their** awareness of you which ultimately makes you safer."

Paragraph six

F (Example). However, I would like to **stress** how incredibly valuable the experience was. The instructor came to us giving advice and recommendations based on the specific routes we use to get to and from work every day. What's more, my friend now feels confident enough to get back on her bike and join the estimated three million cyclists across the nation.

Paragraph seven

10. But be warned, their popularity is growing fast thanks to social media sites like Facebook and Twitter, so book well in advance to avoid disappointment.

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 describe a service **and** encourage clients to use this service

..... **A**

17. to inform about an event **and** make a polite request

.....

18. to complain about an event **and** make a suggestion

.....

19. to ask for an opinion **and** give reasons for an idea

.....

Questions 20-22

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

20. What can you learn about Wei Zhang from the texts B, C and D?

A he does not get on well with the Managing Director

B he is well respected by members of staff

C he is not sensitive about complaints

21. Jonas Webb

A was not as well-known as CONFEX claimed

B had strong motivational skills

C was hired directly by Wei Zhang

22. Feedback forms

A are an essential part of the complaints procedure

B were filled in by only a few members of staff

C were part of the service provided by CONFEX

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: Why CONFEX? A

23. The right place

24. The perfect menu

25. The personal touch

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

26. In text E, how does Tom Paine construct his letter of complaint?

- A he complains about the role of the CONFEX special adviser, describes the causes for complaint and requests action to be taken
- B he outlines the main problems, describes some aspects that were satisfactory and proposes a course of action
- C he expresses his disappointment with the situation, describes the causes for complaint and demands a course of action

27. Text C tells us that

- A the company is expecting to be busy at conference time
- B the company had doubts about CONFEX's efficiency
- C the employees enjoyed organising the conference

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. delegates (texts A and B)

- A customers
- B attendees
- C employers

29. fruitful (text C)

- A amusing
- B acceptable
- C productive

30. extortionate (text E)

- A varied
- B expensive
- C preferable

Turn over page

Text A

Forget your Conference Worries with CONFEX

A (Example)

Is your company too busy to organise the annual conference? Why don't you leave it all to us? We offer a complete package to make your conference happen and go according to plan, with on-site support to ensure success. We are experts in organising any size of conference from small-scale meetings to international events.

B

You will be assigned your own adviser, who will be on hand to help you at every step of the way. You will agree a conference plan with your adviser and you will be able to keep track of progress and liaise with him or her if there are any unexpected problems. Our advisers are trained to act calmly and efficiently in all circumstances.

C

Using CONFEX to organise your conference will allow you to relax on the day. We are experienced in arranging all of the details involved in a conference: location, catering, speakers, registration and so on. We guarantee that your stress levels will fall when you no longer have to focus on all of these tasks.

D

You may well have been disappointed with previous conference venues. You need no longer worry about that. We will find you the best location for the event. We will compare available locations and present you with a shortlist. We will outline the pros and cons of each venue and make a recommendation as to which one would be best for your purposes.

E

As you are aware, any successful conference needs to offer good quality food, an area that is often cut back on at conferences and criticised by **delegates**. We have a list of tried and tested providers who will cater for your event. We can arrange anything from sit-down meals to buffets and afternoon tea.

F

We can also accommodate any special requests, for example, our technicians are experienced at providing any audio-visual equipment you might need. And if you want a keynote speaker to make your conference go with a swing, we have a number of professional speakers on our books, so we can recommend one to suit your company.

CONFEX THINKS OF EVERYTHING!

Text B

To: Tom Paine
From: Wei Zhang
Subject: Conference

Hi, Tom,

I'm just sounding you out here. I'm thinking of handing the organisation of the conference over to CONFEX this year – take a look at their website to see the kind of service they provide. It seems thorough to me. Quite honestly, last year was a nightmare, with all that extra work for everyone. I thought we'd done quite well but all we seemed to get was complaints.

This way I wouldn't have to worry and would be able to focus on my own role. Plus, if the **delegates** have any complaints, we'll be able to blame CONFEX – we must get our feedback forms printed!

Let me know what you think. I'll obviously need your approval on this.

Cheers,

Wei

PS: They've suggested Jonas Webb as a speaker. CONFEX say he's well-known on TV and is an inspiring speaker.

Turn over page

Text C

To: All Staff
From: Wei Zhang
Subject: Conference

Dear All,

This is to inform you that, after discussion with Tom Paine, our Managing Director, we have decided that our annual conference will be held on 26th and 27th June at the prestigious Riverview Conference Centre. This year we will be putting the organisation of the event into the hands of a conference organisation company, CONFEX.

We have decided to go down this route because this will free all staff up around conference time, and we will all be able to concentrate on our usual roles. I am sure you will welcome not having to add conference organisation to your list of duties. We are aware that you have been working particularly hard this year and the conference always coincides with our peak sales period.

We hope that this year's conference is **fruitful** and enables us all to do our jobs better. As a special feature, a guest speaker has been invited, described by CONFEX as 'entrepreneur and TV personality' Jonas Webb. We hope he will give you inspiration to work creatively.

As the idea of using an outside organiser is a departure from the norm, we would kindly ask you to ensure that you fill in the feedback forms we have provided – your comments are really important. Any complaints (I'm hopeful that there will be few of these this year) will be passed on to CONFEX.

I look forward to seeing you there.

Wei Zhang
Human Resources Manager

Text D

Hi, J, what do you think of the conference so far? D

Not that great, is it? Much better when Wei organised it! J

Yeah, Wei's great, everyone thinks so, though he doesn't realise. D

What about the speaker? That Jonas guy? J

Load of rubbish! Hasn't motivated me at all!
Where did they drag him up from?! D

Who knows? Never heard of him! Why not pick up a feedback form? J

Good idea! See you later – if I can find you! D

Text E

Dear Ms Palmer,

I would like to express my extreme disappointment with the service provided by CONFEX at our recent conference, although I have been happy with the contact I have had with you personally. I must confess I was rather shocked by the sheer quantity of complaints I received via our feedback forms.

The main cause for complaint was the size of the venue. You had assured my Human Resources Manager that the larger room would be available and that there would be ample seating for all of our staff. In fact, this was not the case. Not only that, but the restaurant was extremely cramped. Some staff complained that they were not able to reach the buffet table, and had to order their own food from the **extortionate** café menu.

Unfortunately, I have also had nothing but complaints about the so-called 'keynote' speaker. I will not repeat here how some members of staff have described him!

You will understand that with such grave shortcomings, I feel that we should not be charged the full amount for your service, so I request that you immediately refund 50% of the money which we paid upfront.

Yours sincerely,

Tom Paine

End of exam

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Answers

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