

# ESOL Skills for Life (QCF)

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## Entry 3 – Reading

### Past paper 7



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

### Top tips for managing your time

#### Paragraph one

We never seem to have enough time nowadays. Even though we live in a world full of time-saving **appliances**, we still struggle to get everything we need done. We have microwaves which cook our ready-meals in minutes, dishwashers which we fill with our dirty dishes, and so many other things. Some people believe that this is because our lives are busier. I do not agree. Life now is much easier than before.

#### Paragraph two

**C (Example)** We could have every single time-saving invention and you would still find people arriving late for **appointments** or missing deadlines. What people need to do is just follow a few simple time management tips.

#### Paragraph three

**1.** Look at what you need to do, decide what is most important and do that first. I write a 'to-do' list and then number each thing I need to do based on how important it is. I write up to ten things I need to do and if I do not get the last one or two done, it is not too much of an issue.

#### Paragraph four

**2.** I usually get everything done and that is because I use my time much more effectively. For example, instead of checking my emails every time I get a notification, I now check them at set times. I have switched off the sounds on my phone and computer which tell me when I have a new email.

#### Paragraph five

**3.** I would get emails every day asking me if I could do something. Sure, I want to help but I cannot do everything and other people just have to **accept** that.

**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 We just do not have enough time nowadays.
- B However, these days that is rarely the case.
- C (Example) ~~The problem is we just do not manage our time properly.~~
- D I have also learnt to say no.
- E Probably the most important one is to learn to prioritise.

**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. appliances** (paragraph one)

- A ready-meals
- B electrical items
- C ways of working

**5. appointments** (paragraph two)

- A positions
- B flights
- C meetings

**6. accept** (paragraph five)

- A understand
- B choose
- C decide

**Questions 7-9**

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

**7.** According to paragraph one, the writer thinks

- A people find it easy to get their work done
- B life is easier now than before
- C our lives are busier now than before

**8.** According to paragraph three

- A she numbers her list so she knows what order to do things
- B her list always has the ten most important things she needs to do
- C it is a problem if she doesn't complete everything on her list

**9.** According to paragraph four

- A she has more time for checking emails because she has less to do
- B she finds that she is using her time much better
- C she always completes all her work on time

**Turn over page**

## Text A

| Barndene Department Store<br>Telephone Directory |                  |                     |
|--------------------------------------------------|------------------|---------------------|
| Department                                       | Manager          | Telephone extension |
| Head Office                                      | Jane Sullivan    | 132                 |
| Finance                                          | Carmin Donkin    | 103                 |
| Crèche                                           | Paul Sheffield   | 309                 |
| Fashion                                          | Francisco Garcia | 204                 |
| Furniture                                        | Antonio Parejo   | 316                 |

## Text B

**From:** Antonio Parejo (Furniture Department)  
**To:** Mrs Sullivan (Head Office)

Dear Mrs Sullivan,

I am worried about the train strike on Monday. I think a lot of my colleagues will be late for our regular staff meeting at 8.30am. Can I move the meeting to a later time and make it shorter?

Antonio

## Text C

### Staff Meeting – Furniture Department

I have changed the staff meeting on Monday to 11am. This is because of the train strike which will delay most of the staff. The meeting will only be ten minutes long with coffee, tea and possibly biscuits!

## Text D

### Stationery Request Form

Send this form to the Stationery Department,  
3rd Floor, Barndene Department Store.

Department:

Name (**please print**):

Position (**delete as applicable**):  
Manager/Sales Assistant

Items requested:

Signature:

Date:

Please note: It might take up to a week to receive your stationery order. If your order is urgent, telephone the Stationery Manager at Head Office.

## Text E

| Barndene Department Store<br>Security Checks (for Crèche staff only)             |
|----------------------------------------------------------------------------------|
| Please complete this form and give it to your manager.                           |
| Name:                                                                            |
| <b>Previous Name(s)</b> (if applicable):                                         |
| Date of Birth:                                                                   |
| Current Address:                                                                 |
| Have you lived at this address for over 5 years? Yes/No (if No, please continue) |
| Previous addresses in the last 5 years:                                          |

Texts A to E on page 4 are all about working in Barndene Department Store.

### 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 help staff contact colleagues*

A

10. to ask to change the time of a meeting

.....

11. to give personal details to your employer

.....

12. to inform staff about changes to a meeting

.....

### Questions 13-15

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

13. Text D says '**please print**'. This means you should

A send an email

B use capital letters

C write your signature

14. Text D asks you to '**delete as applicable**'. This means you should

A draw around the word

B underline the word

C cross out the word

15. Text E asks for '**Previous Name(s)**'. This means

A your name in full

B your partner's name

C any names you have had before

### 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 is the manager of the Finance Department?

A Carmin Donkin

B Francisco Garcia

C Antonio Parejo

17. The staff meeting is usually at

A 8.30am

B 10am

C 11am

18. Your department needs paper urgently. You should

A complete a form

B go to Head Office

C contact the Stationery Manager

**Turn over page**

## Task 3

**MAYFIELD COLLEGE MAGAZINE**

Update on the college canteen

By Amelia Azario, Head Chef

**Paragraph A**

Canteen staff are working hard to improve the service we offer students. In this report I want to update you on our progress.

**Paragraph B**

In May, the catering staff became very worried. The number of students using the canteen was decreasing fast. We asked some students to help us find out why the canteen was so unpopular.

**Paragraph C**

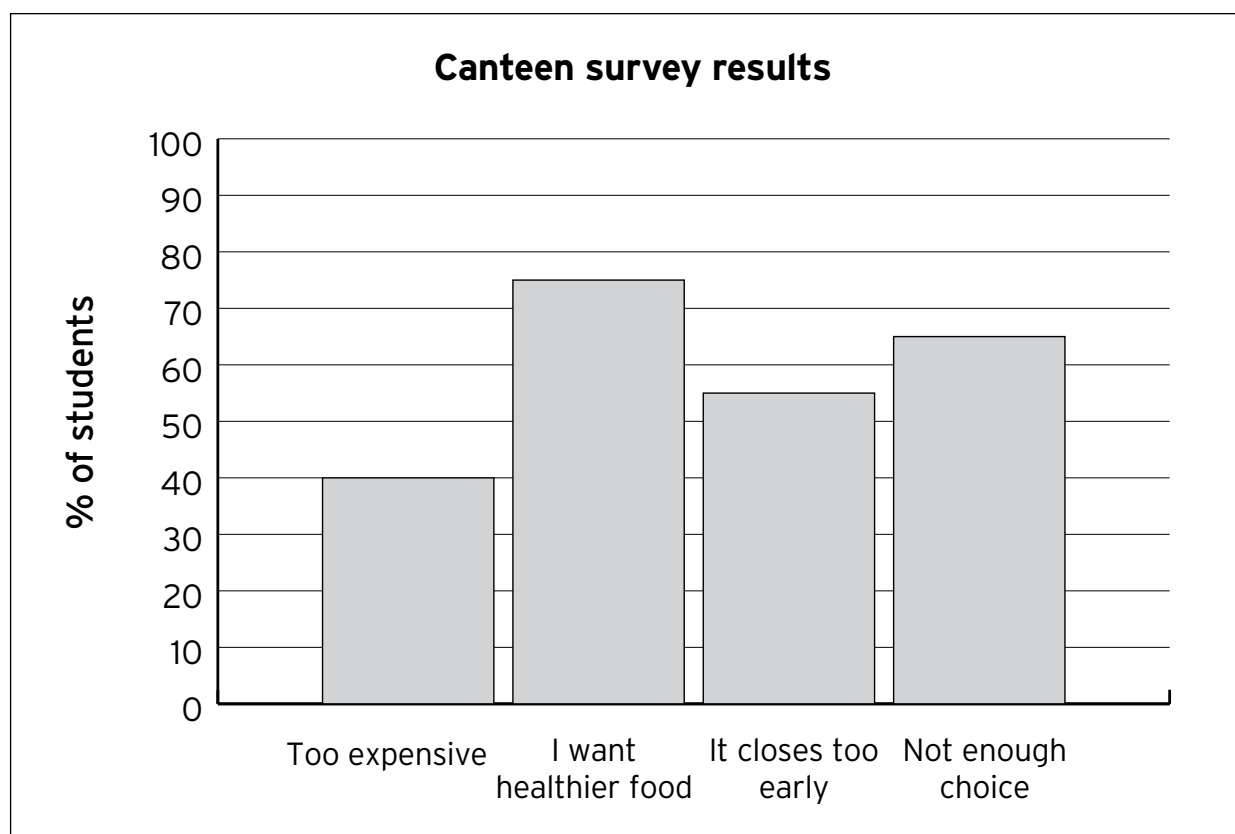
The students did a survey and the results surprised us. The survey shows that a large majority of students think the meals are unhealthy. We were cooking lots of chips but you all want more salads and fruit!

**Paragraph D**

As a result we are working on a new menu. We are also going to extend our opening hours. More than 50 per cent of you think we close too early. We understand that lots of you study late and get hungry!

**Paragraph E**

Thank you for your patience. I look forward to welcoming many new people to our canteen in the near future.



**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 report*

    A    

19. to say what action the catering staff are going to take

.....

20. to explain why the students did a survey

.....

21. to give the main result of the survey

.....

**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. How many students think the food is unhealthy?

A 50 per cent

B 75 per cent

C 40 per cent

23. How many students want longer opening hours?

A 55 per cent

B 65 per cent

C 50 percent

24. Students want the canteen to stay open later because they

A don't like the menu

B are always hungry

C study long hours

**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: **catering, welcoming, progress, unpopular**. 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: *catering*     A    

25. *welcoming* .....

26. *progress* .....

27. *unpopular* .....

| Words to learn by next week |                            |
|-----------------------------|----------------------------|
| <input type="checkbox"/>    | <u>    A (example)    </u> |
| <input type="checkbox"/>    | decreasing                 |
| <input type="checkbox"/>    | extend                     |
| <input type="checkbox"/>    | <u>    B    </u>           |
| <input type="checkbox"/>    | patience                   |
| <input type="checkbox"/>    | <u>    C    </u>           |
| <input type="checkbox"/>    | survey                     |
| <input type="checkbox"/>    | <u>    D    </u>           |
| <input type="checkbox"/>    | update                     |
| <input type="checkbox"/>    | <u>    E    </u>           |
| <input type="checkbox"/>    | worried                    |

**End of exam**

