

Sample Assessment for Functional Skills English Reading Level 2

Mobile Phones

Source Documents

Note:

These materials relate to the Functional Skills English assessments that will be in use from September 2015

3748-013

Level 2 Functional Skills English

Reading

Sample Assessment

Mobile Phones

Source documents

Do not write your answers in this booklet as this will not be marked.

All answers should be written in the space provided on the question paper.

Document 1 – letter. Use this document to answer questions 1 to 3.

**Must Have Mobiles,
West View Store,
Smithfield,
SM12 5FE**

12 Moorside Road
Stowe
ST32 Y04

April 2015

Dear new team member

Congratulations on your new position as a Customer Service Advisor in Must Have Mobiles' West View store. West View is our flagship store and you have done exceptionally well to gain a position here. You may have thought the interview process was tough, but let me assure you, the hard work starts now. As the West View Store Manager, I will be taking you through your first week's induction, which will help you get to know our products and services. It would do you no harm to brush up on your customer service skills whilst you wait for your start date, and in the meantime I thought I would give you some information that might help you prepare.

Must Have Mobiles is a company built on strong foundations of good customer service and, crucially, making sure we provide the best possible mobile phones to suit a person's lifestyle for their budget. The mobile phone market place is changing. It is not about getting the best deals on minutes, texts and data any more. Deals are so similar these days that it is now the handset and good customer service that will ensure you seal the deal. Our customers want their phone to suit their lifestyle, and our job is to match the handset to the individual.

A phone is more than just a way of sending texts and making calls: it is a mini computer, and it is all a customer needs to manage their life and lifestyle. It goes without saying that you will need to know all the features of the handsets that we sell, but more importantly, you will need to accurately assess individual customers' wants, needs and desires so that you can match them with the right handset. Can you master that?

In your first few weeks of employment you must continue to develop your product knowledge, and you will be able to try out the sample handsets we have in the store. In the meantime, I suggest you spend time looking at independent comparison websites. They are a great source of information about the products we sell, as well as our competitors'. Customer reviews also provide useful information that will help you to prepare. Remember, matching the right product with an individual will ensure the on-going success of our company and allow you to meet your sales targets.

Must Have Mobiles sets itself apart from the competition; there is no hard sell. We make sure each customer leaves our stores with the best mobile phone for their lifestyle. You should be proud to have gained this position with the company and I hope you will understand the kind of team members we require. We strive to be the best in the business and I hope you will be a key part of the company's success. Are you ready for the challenge?

Yours sincerely

Joanna Grange

West View Store Manager

Document 2 – webpage. Use this document to answer questions 4 to 6.

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http:// Gadgetman.com/ Mobiles /phones/

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LAPTOPS **MOBILES** TABLETS DESKTOP COMPUTERS MP3 MUSIC PLAYERS

Reviews of top five selling smart phones:

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This week, Gadget Man has been reviewing the latest smartphones on the market. You can read his reviews of individual handsets by clicking on the links on the left, but first consider – is a smartphone for you?

Stylish, super-fast smartphones are now considered to be an essential item rather than a luxury few can afford. If you visit any mobile phone store or website you can be overwhelmed by the range of products and choices available to you. There is a danger you could be easily swayed by the pushy sales advisor or the shiny displays. Once you have signed up you usually have to agree to a two year contract, so do your homework before you commit to anything.

The key things to consider when buying a smartphone are:

Display – what will you be using your phone for? Watching videos and reading ebooks? If so, you will want a crystal clear display, so go for maximum pixels. There are also different screen sizes. If you want to use your phone to view photos then big is beautiful, like the Galactica One’s 7inch screen. If you want something more compact in your pocket, you need to be aware that anything on the screen will be smaller.

Battery life – can you charge your phone regularly or do you need the battery to last for days? Most smartphones drink the juice, so regular charging is necessary. Always ask about battery life before buying a phone; don’t let the sales team gloss over the boring bits! There is nothing more frustrating than wanting to take a picture and the battery fading out before you get the shot. The new Galactica One has a 48 hour battery life, which I thought was quite impressive compared to other camera phones.

Camera – smartphone cameras are often really good quality and can take fabulous photos. If you want your phone to double up as a camera, make sure you get a phone with a minimum 8 mega pixels, such as the Zony Nine or the TZ2.

You and your lifestyle – if you want to use your phone to take still photos, don’t let a savvy salesman convince you a more expensive phone with a swanky video player is better. Make sure you get the phone with the best quality camera instead. Do your research so you only pay for what you want, not what the sales assistants want.

Customer Reviews now online: Click links for [Galactica One](#) and [Zony Nine Plus](#)

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GALACTICA ONE

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Slim, sleek, space age handset

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Galactica One has been years in development. Back in 2009 we decided we wanted to make a phone that would be all things to all people. Why should you have to choose between the phone with the best camera over the phone with the best music player? We wanted our handset to have the best of everything and we believe we have achieved that with the new Galactica One. We believe it is so good we are offering one month's free trial (counts as one month of the minimum 24 month contract). We know that once you have tried it you won't give it back!

"I have just tried the Galactica One and I love it! As a self confessed selfie snapper, I love the automatic face recognition feature built in to the camera." Jo, 21, London

"I think the sound quality of the music player is fantastic. Rock and Roll!" James, 24, York

"I love the lens attachment that makes my phone feel like a real camera." Sarah, 22, Bristol

Join the space race today and order your Galactica One in time for its introduction to the brave new world. Order now:

- from our in-store sales team. They can give you all the information you need, including how to set up the mandatory direct debit
 - online at www.galacticaone.co.uk
 - by phone at 0900 345 655 (sales only)

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