

Sample Assessment for Functional Skills English Reading Level 2

Mobile Phones

Question Paper

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

Candidate Name (First, Middle, Last)

Candidate enrolment number

DOB (DDMMYYYY)

Candidate signature and declaration*

Assessment date (DDMMYYYY)

Centre number

General information

- The duration of this paper is **1 hour, 10 minutes**.
- Answer **all** the questions.
- The maximum marks for each question are shown.
- The maximum number of marks is **40**.

General instructions

- Read each question carefully.
- You do not need to write in complete sentences.
- You will not be assessed on spelling, punctuation and grammar.
- Dictionaries **are** allowed.

***I declare that I have no prior knowledge of the questions in this assessment and that I will not divulge to any person information about the questions.**



Scenario

You are about to start a new job as a Customer Service Advisor at Must Have Mobiles. To help you prepare for the job you read the following three documents:

- a letter **(Document 1)**
- a webpage **(Document 2)**
- an in-store poster **(Document 3)**.

Read the documents in the source booklet and answer the questions.



Questions 1 to 3 are about **Document 1**.

- 1 What is meant by the term “flagship” when describing West View Store? **1 mark**

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- 2 What does Joanna Grange believe is the essential skill the sales team need to provide fantastic customer service? Provide **three** separate quotations from the text to justify your answer. **4 marks**

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- 3 Identify **two** language techniques used by the author to put pressure on the new employee. Support your answers with quotes from the text. **4 marks**

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Questions 4 to 6 are about **Document 2**.

- 4 Describe how the author uses **four** different layout features to enhance communication. **4 marks**

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- 5 Provide **three** examples from the text that show the author has a negative view of sales people. **3 marks**

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- 6 Identify and give examples of **two** language techniques being used in the text and explain how they help to convey meaning. **4 marks**

First chosen technique and example from text

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Explanation of technique

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Second chosen technique and example from text

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Explanation of technique

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Questions 7 and 8 are about **Document 3**.

7 Give **four** opinions presented as fact from Document 3. **4 marks**

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8 Identify the purpose of Document 3 and provide supporting evidence from the text. **2 marks**

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Questions 9 to 12 are about one, some or all of **Documents 1 – 3**.

- 9 Using Documents 2 and 3, summarise **four** positive qualities of the camera on the Galactica One. **4 marks**

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- 10 According to Joanna Grange, what **three** ways can you prepare for your job at Must Have Mobiles before starting? **3 marks**

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- 11 According to Documents 2 and 3, how can a customer find out more about the Galactica One? Give **four** examples. **4 marks**

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- 12 What are **three** terms and conditions associated with the Galactica One? **3 marks**

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End of Assessment



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