



English Speaking Board (International) Ltd.

Entry Level Award ESOL Skills for Life (Reading)
(Entry 3)

Paper Time

60 minutes

| | | | | | | | | | | | |
|----------------|--|--|--|--|--|------------------|--|--|--|--|--|
| Booking Number | | | | | | Candidate Number | | | | | |
| Surname | | | | | | | | | | | |
| Other Names | | | | | | | | | | | |
| Date | | | | | | | | | | | |
| Centre Name | | | | | | | | | | | |

Please read the text below before attempting any of the paper

- Please complete the paper in blue or black ink, do not use pencil
- Questions may be attempted in any order
- Read each question carefully and answer as many questions as you can
- You must not use a dictionary
- At the end of the test, please close your paper and hand all materials to the Supervisor/Invigilator
- Do not open this paper until you are told to do so by the Supervisor/Invigilator

| Marker's Use | | | | | |
|----------------------|-----|--|----------------------|-----|--|
| Marker Initials | | | Moderator Initials | | |
| 1 | 1.1 | | 1 | 1.1 | |
| 2 | 1.2 | | 2 | 1.2 | |
| 3 | 1.3 | | 3 | 1.3 | |
| 4 | 1.4 | | 4 | 1.4 | |
| 5 | 2.1 | | 5 | 2.1 | |
| 6 | 3.1 | | 6 | 3.1 | |
| 7 | 4.1 | | 7 | 4.1 | |
| 8 | 1.1 | | 8 | 1.1 | |
| 9 | 1.2 | | 9 | 1.2 | |
| 10 | 1.3 | | 10 | 1.3 | |
| 11 | 1.4 | | 11 | 1.4 | |
| 12 | 2.1 | | 12 | 2.1 | |
| 13 | 3.1 | | 13 | 3.1 | |
| 14 | 4.1 | | 14 | 4.1 | |
| 15 | 1.1 | | 15 | 1.1 | |
| 16 | 1.2 | | 16 | 1.2 | |
| 17 | 1.3 | | 17 | 1.3 | |
| 18 | 1.4 | | 18 | 1.4 | |
| 19 | 2.1 | | 19 | 2.1 | |
| 20 | 3.1 | | 20 | 3.1 | |
| 21 | 4.1 | | 21 | 4.1 | |
| Overall Grade | | | Overall Grade | | |

Task 1

Sara is looking for a new job. She sees the following website.

Read the text and answer questions 1 – 7.

JOBS-4-YOU

Change view: Sort by Relevance Results per page All **40 results**

Keywords
e.g. Care worker

Within 10 miles

Location
e.g. London

Categories

- Retail (31)
- Sales (3)
- Accountancy (2)
- Management (2)
- Human Resources (1)
- Secretarial (1)

New jobs

**We update
our
vacancies
every day!**

A
Office manager wanted in Liverpool. Please send your CV to Costas Lukis. If you need more information, telephone him on 0121 456 9852. We are an equal opportunity employer and will look at all applications.

B
Warehouse manager required. Full-time work. Contact the manager, Tom Lee, on 01358 258799 or mobile 07799 869545. He will send you an application form or give you a web address to complete one online.

C
Delivery drivers wanted in Manchester. You must be over 25 years old and have a driving licence. This is a part-time job with hours to suit. Phone 02255 897410 for further information. Ask for Kim Connor.

Circle the letter of the correct answer.

1. This text is about a new
- A internet company
 - B factory in Liverpool
 - C listing for vacancies
 - D service for part- time workers

2. Who must you contact for each job?

Complete the table with names and telephone numbers.

| Name | Telephone number(s) |
|------|---------------------|
| | |
| | |
| | |

3. Who will give you an online application form? Write your answer on the line below.

Circle the letter of the correct answer.

4. What does the phrase 'hours to suit' mean?
- A suitable for good timekeepers
 - B must always wear smart clothes
 - C must work evenings and weekends
 - D can work at a convenient time for the employee and employer

5. Who would read this text?

- A care workers
- B jobseekers
- C shoppers
- D builders

6. Sara is 21 years old. Could she apply for all the jobs?

Tick one box

Yes

No

7. Put the following jobs in alphabetical order.

shop assistant

salesperson

sports teacher

secretary

| |
|--|
| |
| |
| |
| |

Task 2

Sara has started a new job and finds this leaflet in her starter pack.

Read the text and answer questions 8 – 14.

Fire Emergency

A red square sign with rounded corners. On the left, there is a white flame icon. On the right, there is a white silhouette of a person running towards the right. Below the running figure is a white arrow pointing to the right.

If you find a fire

- Break the glass and set off the alarm.
- Then **contact** reception and say where the fire is.

If you hear the fire alarm

- The fire officer, Bob Green, will go to the area and see if it is safe or if it is a false alarm.
- Bob Green will call the emergency services (DIAL 999).
- Everyone must go to the car park in front of the staff restaurant.

WALK QUICKLY – DO NOT RUN OR STOP TO COLLECT BELONGINGS

In the car park

- You must report to your manager who will check off your name.
- You must not go back into the building until your manager tells you it is safe.

Circle the letter of the correct answer.

8. This text is in the starter pack because it
- A** tells Sara the name of her manager
 - B** lets Sara know where the car park is
 - C** tells Sara why she should call 999
 - D** gives Sara safety information

9. Put the following phrases in order. The first one has been done for you.

| | |
|--------------------------|---|
| break the glass | 1 |
| go to the car park | |
| contact the receptionist | |
| report to your manager | |

10. Why is the sentence below in capital letters?

WALK QUICKLY – DO NOT RUN OR STOP TO COLLECT BELONGINGS

Because...

- A it is a paragraph heading
- B it is important information
- C the spelling is important
- D the writer is shouting

11. Which of the words below could replace 'contact' in the text?

- A tell
- B invite
- C order
- D advise

12. The main purpose of this text is to give

- A directions
- B instructions
- C a warning
- D advice

13. According to the text, when can you go back into work? Write your answer below.

Circle the letter of the correct answer.

14. The text has been written by the Health and Safety department. Where would you find their contact number in the staff telephone list?

- A after Hospitality and Catering
- B after Handling and Despatch
- C after Human Resources
- D before Halcion Café

SAMPLE

Task 3

Sara has won a prize. This article was in the staff newsletter.

Read the text and answer questions 15 – 21.

Sara Usman wins Employee of the Month



Sara Usman joined Bingley's just a few weeks ago.

She has now won 'Employee of the Month'. Well done Sara!

Sara's manager, Dan Farar, said yesterday, "She works hard to help our customers. A customer had a problem with his order and Sara helped him in her lunch break." The customer gave Sara's name to Mr Farar for the 'Employee of the Month' prize. Mr Farar was happy to name her for the prize.

Sara said, "I was surprised to win because customer service is part of my job. I was very happy to receive the prize and it's good to get **positive comments**."

"I saw the job on the internet," said Sara, "I love it and I'll be here forever!"

Sara will collect her prize from Stan Bokus, the Managing Director, at the staff dinner at Brown's restaurant in the city centre.

Circle the letter of the correct answer.

15. Why is the article in the staff newsletter?

To

- A** inform other staff about Sara's good customer service
- B** complain about Sara and tell the employees
- C** tell the customers about good staff
- D** upset the other employees

16. Put the sentences in the correct order. The first one has been done for you.

| | |
|---|---|
| She started a job at Bingley's a few weeks ago. | 1 |
| The managing director will give her the prize. | |
| The customer contacted her manager. | |
| She helped a customer in her lunch break. | |

17. Why are inverted commas (“...”) used in the sentence below?

“I saw the job on the internet,” said Sara, “I love it and I’ll be here forever!”

To

- A show speech
- B be understood
- C repeat Sara’s opinion
- D show what Sara read

18. Sara said, “It’s good to **get positive comments.**”

Which words could replace ‘**get positive comments**’?

- A give advice
- B hear nice things
- C make decisions
- D write compliments

19. The purpose of the text is to

- A advertise
- B entertain
- C inform
- D instruct

20. Where will the annual dinner be this year?

In

- A** the staff restaurant
- B** a hotel in town
- C** the city centre
- D** the local area

21. Where would Brown's restaurant come in the Yellow Pages telephone directory?

- A** before Bunter's
- B** before Bloom's
- C** before Bingley's
- D** after Burger Lounge

End of assessment