



ESOL Skills  
for Life

# ESB Entry Level Award in ESOL Skills for Life

(Speaking and Listening)

(Entry 3)

Assessor Booklet: Set L



## Task 1 – Exchange of Personal Information

Guide time: 6 minutes in total

- Assessor greets candidate and introduces him / herself
- Assessor invites candidates to ask each other personal information questions
- Candidate **A** asks Candidate **B** personal information questions
- Candidate **B** asks Candidate **A** personal information questions
- Assessor asks Candidate **A** personal information questions
- Assessor asks Candidate **B** personal information questions

**Assessor's questions** (To be used after candidates' exchange of personal information)

- What do you do in your free time?
- What do you like or not like about the area you live in now?
- What did you do last weekend?
- What are you doing next weekend?
- What job would you like in the future?

## Task 2 – Unprepared Talk

**Guide time: 8 minutes in total**

- Assessor gives Candidate **A** a topic to talk about for 2 minutes
- Assessor asks Candidate **B** to listen and ask Candidate **A** two questions after the talk
- Candidate **A** gives a 2 minute talk to Assessor and Candidate **B**
- Candidate **B** asks **A** two questions related to the talk (Assessor may prompt Candidate **B**)
- Assessor may ask Candidate **A** further questions related to the talk
- Assessor gives Candidate **B** a topic to talk about for 2 minutes
- Assessor asks Candidate **A** to listen and ask Candidate **B** two questions after the talk
- Candidate **B** gives a 2 minute talk to Assessor and Candidate **A**
- Candidate **A** asks **B** two questions related to the talk (Assessor may prompt Candidate **A**)
- Assessor may ask Candidate **B** further questions related to talk

### **Topics for Task 2**

- a place you have visited
- your last college holiday
- a favourite book, film or TV programme
- a recent shopping trip
- a person who has helped you in your life

## Task 3 – Role Play

Guide time: 5 minutes in total

Assessor script:

Now we're going to do the role-play. This is the situation....

### 1 Complaining about a meal in a restaurant

You are on the phone.

**Candidate A:** You ring to complain about the meal you had in a restaurant last week. You are not happy. You can talk about the poor quality, the cost and the service. Ask what the restaurant can do.

**Candidate B:** You are the manager. Ask questions about the meal. Apologise and give reasons for the bad experience. Make a special offer to the customer.

You must both ask questions, give information and agree on a plan.

### 2 Reporting a stolen bag

You are in the café.

**Candidate A:** You put your bag on a chair in the café and someone stole it. Describe the bag to the café worker and say what was in it. Ask what to do next.

**Candidate B:** You work in the café. Ask questions about the bag. Explain what you can do to help. Ask for **A**'s details.

You must both ask questions, give information and agree on a plan.

### 3 New course

**Candidate A:** You are going to study Building / Health and Social Care (any similar course) at [Assessor's choice] City College. Phone the receptionist of the college to find out some information. You need to find out the start day and time and directions to the college from the train station. Ask and answer questions.

**Candidate B:** You are the receptionist at City College. Answer **A**'s questions. Ask for personal information and course details. Make an appointment for **A** to see the teacher.

You must both ask questions, give information and agree on a plan.

## Task 4 – Listening & Discussion

**Guide time: 10 minutes in total**

### 4a Listening

Assessor script:

**This is the listening task. You are going to hear two texts. I will play one text and you will answer questions, then I will play the second text and you will answer questions.**

**I will now play the first text.** (Assessor plays recording)

John	Hello, John speaking, how can I help you?
Debbie	Oh Hi John, it's Debbie here from customer services. Can I speak to you about the applications for the new customer service assistant? We have two very good applications and I'd like your opinion. I could do with some help.
John	Sure, what have we got?
Debbie	The first person is a 30-year-old woman who has a lot of qualifications. She lives locally and wants to work part-time because she has two small children. She can also work from home. The second person is a man who has a lot of experience but not so many qualifications. He is 55 and has a good report from his present employer. The problem is, who would be best for our company?
John	Can you email me the application forms and I'll have a look. Then I can email you my opinion and perhaps some questions we could ask at the interviews.
Debbie	That's great John. I'll do it right now.

**Candidate A, please answer yes or no.** (Assessor asks gist question 1)

<b>1</b>	<b>Is this about asking for help?</b>	<b>Yes</b>
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**Candidate B, please answer yes or no.** (Assessor asks gist question 2)

<b>2</b>	<b>Is this about job applications?</b>	<b>Yes</b>
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**Thank you. You will now listen again to the text. This time I'm going to give you some questions before you listen.**

To Candidate A (Assessor gives detail question 1)

<b>1</b>	<b>What job is Debbie talking about?</b>
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To Candidate B (Assessor gives detail question 2)

<b>2</b>	<b>What must Debbie email to John?</b>
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**Please listen again.** (Assessor plays recording)

To Candidate A (Assessor asks detail question 1)

<b>1</b>	<b>What job is Debbie talking about?</b>	<b>Customer Service Assistant</b>
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To Candidate B (Assessor asks detail question 2)

<b>2</b>	<b>What must Debbie email to John?</b>	<b>Application Forms</b>
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**Thank you.**

**I'm now going to play the second text. Please listen and then answer the questions.** (Assessor plays recording)

Anna	Hi Dan. How are you? Have you heard about Salma?
Dan	No I haven't. What's happened?
Anna	Someone stole her car. She parked outside her house on Tuesday evening and when she looked out on Wednesday morning it was not there.
Dan	Really! That's awful. Has she told the police?
Anna	Yes. They are coming this afternoon to get all the information about the car. The worst thing was that her laptop was in the car. So now she has lost a lot of photographs and some work she was doing for her boss.
Dan	Ah that's such a shame. I'll go and see her. Maybe she can use my spare laptop.
Anna	That would be kind Dan. Anyway I must go. See you later.

**Thank you. You will now listen again to the text. I'm going to give you some questions before you listen.**

**Candidate A, please answer yes or no.** (Assessor asks gist question 1)

<b>1</b>	<b>Is this about a new laptop?</b>	<b>No</b>
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**Candidate B, please answer yes or no.** (Assessor asks gist question 2)

<b>1</b>	<b>Is this about a stolen car?</b>	<b>Yes</b>
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**Thank you. You will now listen again to the text. This time I'm going to give you some questions before you listen.**

To Candidate A (Assessor gives detail question 1)

<b>1</b>	<b>Where was Salma's car on Tuesday evening?</b>
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To Candidate B (Assessor gives detail question 2)

<b>2</b>	<b>Why is Dan going to Salma's house?</b>
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**Please listen again.** (Assessor plays recording)

To Candidate A (Assessor asks detail question 1)

<b>1</b>	<b>Where was Salma's car on Tuesday evening?</b>	<b>Outside her house</b>
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To Candidate B (Assessor asks detail question 2)

<b>2</b>	<b>Why is Dan going to Salma's house?</b>	<b>To lend / give her his (spare) laptop</b>
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**Thank you.**

#### **4b Discussion**

**Now I'd like to talk with you about jobs.** (Assessor leads a short 3 minute discussion with Candidate A and Candidate B around the topic.)

**Do you think it's better to have qualifications or experience when you are looking for a job? Is working from home a good idea? Why? Make an arrangement to visit the job centre together to look for jobs.**

**This is the end of your assessment. Thank you.**

SAMPLE



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