

# 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**.
- 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.

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

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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 answer with quotes from the text.

**4 marks**

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

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

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- 5 Provide 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**.

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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**.

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

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- 10 According to Joanna Grange, how 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? **4 marks**

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

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**End of Assessment**



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