

# TQUK Functional Skills

## Qualification in English at Level 1

### Reading Document Booklet Past Paper 7

#### Instructions

- Read each question **carefully**
- Answer **all** questions
- Write your answers **clearly** in the spaces provided
- **Check** your answers.

#### Information

- There are **2** documents to read
- The maximum mark for this exam is **20**
- The marks available for each question are shown in **bold** beneath each question
- You do **not** need to write in complete sentences
- You will **not** be assessed on spelling, punctuation and grammar.

#### Items

- You **will** need the Examination Paper provided
- You **will** need a pen with black or blue ink
- You **are** allowed to use a dictionary
- You will **not need** any other stationery or equipment.

**Time allowed:** 60 minutes

**Do not open this booklet until you are told to do so.**

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## Document 1    Blog post



### The Highs and Lows of the Secret Staff Member

This week, we are going to focus on one of the most important rooms at work: the staffroom.

The staffroom is where people should relax, make friends and enjoy refreshments. It should be a safe space to escape the working day for a brief time and enjoy eating lunch and snacks in a clean and calm environment.

Unfortunately, sometimes my staffroom is a gloomy hole where things go missing. People take food and drink that don't belong to them and company cutlery and cups mysteriously disappear! The staff who share this space act like a group of unsupervised toddlers.

Let's begin with what you will agree is an essential item in every staffroom - the milk. The delivery arrives at 8:00am on Monday morning. There's probably enough for 25 people to use for about three days. By the end of Monday, day one, all the milk has gone. However, what good is milk when there aren't clean cups – or in fact, any cups – to drink from? Cups are either filthy or damaged. Most recently, there were two members of staff who argued for twenty minutes about who had broken the last clean cup. Nobody thought to clean the cups that had been left in the sink for two days.



The fridge could be mistaken for a salad cemetery, where healthy meals are discarded along with good intentions, in favour of something tastier. They are still there a week later. The microwave leaves a lot to be desired. Despite HR's best efforts to encourage people to use the cleaning products provided, it remains a biohazard. Not that there is really a lot else to wash up - there are plenty of knives, but the forks and spoons are never in the drawer, or anywhere to be found, when you need them.

On Wednesday, things were so bad that we had a visit from HR. They explained to us the value and importance of respecting other people's property and using the staffroom considerately. People's good intentions lasted until midday on Thursday when Jamie returned to their desk (absolutely furious) that someone had eaten their tuna pasta and left the box, unwashed of course, in the sink.

Comment

## Document 2    Email

To: all\_staff@companyhr.com

Cc: line\_managers@companyhr.com

Subject: Code of Conduct – Staffroom Complaints

To all staff,

Unfortunately, it has come to our attention that there have been several issues with the staff room. In line with our Code of Conduct, we would like to remind all staff of the company rules for communal areas:

### **Code of Conduct (4a)**

#### 1. Property

Respect the property of others when at work. Please respect company property at all times. Do not consume or use personal items that do not belong to you. Store your private property in the staff lockers.

#### 2. Hygiene

Use the products provided to ensure all surfaces remain clean and tidy. Wash and store cutlery, cups and dishes after each use. Spray and wipe the microwave after each use. Label your food and drink with the date before you put it in the fridge. Dispose of any items that remain after 48 hours of being opened. Throw away rubbish in the bins provided and do not allow them to overflow.

#### 3. Equipment

Report all faults, damages and breakages to your line manager. Use all equipment safely and in line with the Code of Conduct. Do not bring in equipment from home.

#### 4. General Use

We do not tolerate inappropriate and disrespectful behaviour. All staff must use the staffroom in a safe and professional manner. Please be respectful at all times. Staff should refrain from loud conversation.

The Employee Handbook is there to support you with further guidance. You may also find additional points on the staff noticeboard. Speak with your line manager if you have any questions or concerns.

Your experience at work matters to us. All staff feedback is welcome (good and bad!) Please share your thoughts, opinions and suggestions on your current working environment via the following:

- Comment box at the front desk
- Suggestion board in the main office
- Drop-in sessions in the staffroom (8:45–9:00am daily)
- Contact HR directly via telephone: 00776980567

Thank you kindly for your co-operation.

Rowan Stewart, HR Manager

**This is the end of the booklet.**