

TQUK Functional Skills Qualification in English at Level 2

Reading Examination Past Paper 6

Please complete the details below using black or blue ink. Use **BLOCK CAPITALS**.

You must use the Document Booklet provided.

Learner Name: _____

Learner Number: _____

Date: _____

Centre Name: _____

Instructions

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

Information

- There are **3** documents to read
- The maximum mark for this exam is **30**
- 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 Document Booklet 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 examination paper until you are told to do so.

For examiner use only

Marks available	Marks awarded	Second marks
30		

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Read Document 1 and answer questions 1 to 3.

1. The article states there was poor customer service at TekSolutions.

Give **two** examples of poor customer service at TekSolutions.

Example 1:

[1]

Example 2:

[1]

Total for Question 1 = 2 marks

Questions continue on the following page

2. Read these quotations from the article.

Replace the word or phrase in **bold** with a word or phrase which means the same thing.

Your word or phrase must keep the meaning the same in the context of the article.

‘This well-known electronics retailer has **branches** nationwide.’

Answer:

[1]

‘The hospitality sector is also no stranger to **erratic** levels of customer service.’

Answer:

[1]

‘Customer service isn’t just about **resolving** issues when they arise.’

Answer:

[1]

Total for Question 2 = 3 marks

3. State whether **each** of the following statements from the article are **fact** or **opinion**.

‘customers have expressed their frustration with the after-sales service.’

Answer:

[1]

‘TastyDelights is a chain of restaurants specialising in British cuisine.’

Answer:

[1]

‘Such differences in customer experiences just aren’t good enough.’

Answer:

[1]

Total for Question 3 = 3 marks

Questions continue on the following page

Read Document 2 and answer questions 4 to 6.

4. Look at the comment from **Shopaholic87**.

Does this comment use **formal** or **informal** language?

Answer:

[1]

Give **one** example from the comment to support your answer.

Example:

[1]

Total for Question 4 = 2 marks

5. The following phrases are from the discussion forum.

What does **each** phrase suggest about customer service?

‘our server, Jamie, was an absolute gem.’

Answer:

[1]

‘the staff looked at me like I was speaking a different language.’

Answer:

[1]

‘Both TekSolutions and TastyDelights have the potential to shine.’

Answer:

[1]

Total for Question 5 = 3 marks

Questions continue on the following page

6. Name **two** language features the forum contributors use to **describe** how they feel about customer service.

Give **one** example for **each** feature you choose.

Feature 1:

[1]

Example 1:

[1]

Feature 2:

[1]

Example 2:

[1]

Total for Question 6 = 4 marks

Read Document 3 and answer questions 7 to 9.

7. Explain the **main** argument the policy makes about why customer service is so important.

Answer:

[1]

Give **one** example from the policy to support why you think this is the **main** argument.

Answer:

[1]

Total for Question 7 = 2 marks

Questions continue on the following page

8. What style of writing has the author used in the policy?

Answer:

[1]

Give **one** example from the policy to support your answer.

Answer:

[1]

What impact does this style have on the reader?

Answer:

[1]

Total for Question 8 = 3 marks

9. The author of the policy uses a **title** to show readers what this document is.
State **two other** organisational features used by the author of the policy.

Feature 1:

[1]

Feature 2:

[1]

Explain how **each** feature helps the reader.

Explanation 1:

[1]

Explanation 2:

[1]

Total for Question 9 = 4 marks

Questions continue on the following page

10. Document 1 and Document 2 are both about customer service. Compare the documents.

- what the documents say about customer service
- the way the authors write about customer service.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run horizontally across the page. A large, light gray watermark with the words "Draft Paper" is oriented diagonally from the bottom-left towards the top-right, covering most of the page area.

[4]

Extra Writing Paper

Past paper

This is the end of the assessment.