



**Sample Paper: P000330**

NCFE Functional Skills Qualification in English at Level 2 – Reading  
(600/0140/9)

Time Allowed      1 HOUR

You may use a dictionary during this assessment.

Read the scenario and each document carefully.

Read each question carefully before answering.

**Marks are given in this section for evidence of accurate reading only and no marks are allocated for spelling, punctuation and grammar.**

At the end of the assessment hand all documents over to the invigilator as instructed.

**DO NOT TURN THIS PAGE OVER UNTIL YOU ARE INSTRUCTED TO DO SO BY THE INVIGILATOR.**

For Examiner use only:	Reading				
Activity number	1	2	3	4	Total Marks
Marks awarded					
<b>Marks available</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>30</b>

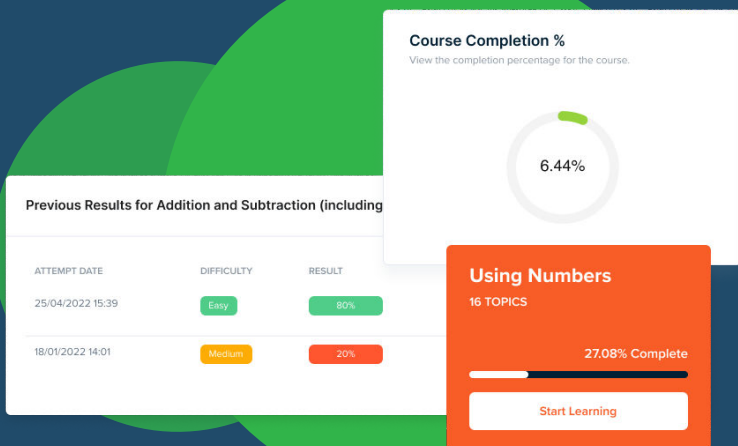
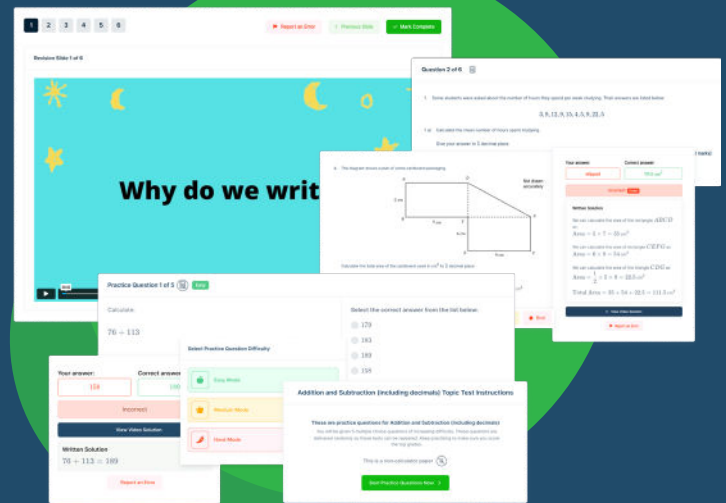


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SAMPLE

## Holiday Cottage




### Scenario

You want to have a holiday in Cornwall with your friends. They all enjoy walking, sightseeing and having a relaxing, quiet time. You find a cottage online. You need to check the information and reviews about it to see if it is suitable.

**Read the documents and answer the questions that follow.**

## Document 1

<h2 style="text-align: center;">White Rose Cottage</h2> <ul style="list-style-type: none"> <li>• Ample off road parking</li> <li>• Washing machine and dryer</li> <li>• Wood burners</li> <li>• Lawned garden and furniture</li> <li>• Wi-Fi, TV and DVD</li> <li>• Smoke free</li> </ul>				
<b>Rating</b> *****	<b>Sleeps</b> <b>6</b>	<b>Bedrooms</b> <b>3</b>	<b>Bathrooms</b> <b>1</b>	<b>Pets</b> <b>Yes</b>
<h3>The Property</h3> <p>A lovely old Cornish stone cottage, a mile from the village of Upton on the edge of Bodmin Moor. The cottage, accessed by a private drive is situated in a sheltered, peaceful valley.</p> <p>Although fully restored and modernised, the cottage still has traditional features such as stone floors, inglenook fireplaces and beautiful exposed wooden beams.</p> <p>The enclosed garden, bordering a stream, is a magical place to relax and absorb the scent of the roses whilst enjoying a cream tea or drink.</p> <p>Off road parking. The cottage is reached via a narrow lane, and is best suited to small to medium sized cars.</p> <h3>Accommodation</h3> <p>It has a sitting room and a separate dining room. Both have a wood burner so you can be warm and cosy.</p> <p>There is a fitted kitchen with an electric cooker, microwave and fridge freezer. There are three good-sized bedrooms plus a family bathroom. Perfect for a family or friends wanting to get away from it all.</p> <p>Electricity, wood for burners, bed linen and towels are included in the rent. One well-behaved dog welcome.</p> <h3>Location</h3> <p>Upton is a small village on the edge of Bodmin Moor. The village, 1 mile away, has a traditional 17th century pub serving good food, a Post Office and general store. There are some beautiful walks nearby through oak woodlands and pretty lanes, decorated with wild flowers.</p> <p>Bodmin Moor offers plenty of interesting walks to keep visitors happy. There is easy access to the Moor's most striking features, including the Cheesewrings, the engine houses and the Caradon Hills. There is easy access to some of Cornwall's finest coastlines with rugged coves, sandy beaches and swimming or surfing.</p> <p>Nearby Siblyback Lake offers angling and water sports, and there is trout fishing available on local rivers. Upton has an open-air theatre offering a varied programme during the summer season.</p>				

**Questions relating to Document 1.**

1. The **main purpose** of Document 1 is to:
- A. encourage people to buy the cottage
  - B. tell people how to rent the cottage
  - C. inform people about the area near the cottage
  - D. persuade people to book a holiday in the cottage.

**Please circle your answer.**

1 mark

2. How is language used to make the property appear attractive?

Persuasive language is used, such as 'magical'.

1 mark

3. If it rains a lot and is cold during your stay, name **two** things in the cottage which will be useful.

Wifi and TV

2 marks

4. Some of your friends want to have an active holiday. Describe **two** things about the cottage location in Document 1 that support this.

Easy access to Bodmin Moor as well as availability of trout fishing on local rivers.

2 marks

5. Identify one thing about a holiday in the cottage in Document 1 that could be seen as a disadvantage for some people. Explain why.

..The village and shop is a mile away.. This could be a.....  
disadvantage for those with accessibility issues or  
.....  
troubles with walking, who may not want to walk to the  
.....  
shop:.....

..... 2 marks

**Total marks available: 8**

SAMPLE

## Document 2

### **Booking terms and conditions**

Your reservation for White Rose Cottage is important to us. We welcome mature groups and families. Please remember you are renting a home, not a hotel room. Staff are not present to assist or clean during your stay, unless requested, at an extra charge.

Staff will clean and prepare the cottage prior to your arrival. Guests are expected to respect our home and to agree to leave the cottage in the same condition as upon arrival.

Check-in time is 4 pm. Check out time is 10 am. These times are strictly enforced. Guests may request an early check-in or late checkout via email. We will confirm if we can accept the request 2 days before arrival.

**No Smoking Policy:** Smoking is strictly prohibited at the cottage.

**Keys:** Guests will be charged £25 for every replacement set of keys.

**Fees Resulting From Damage:** Guests must pay for any and all damages.

**Personal Property:** All personal property belonging to visitors is their own risk. The owner will not be liable for any damage or theft.

#### **Deposit and Payment:**

For reservation confirmation, a 50% deposit is due by credit card at the time of booking. The balance is due two months before arrival by credit card. A reminder email will be sent to you and your credit card will be charged within 2 days. An extra £200 will be placed on your credit card as a deposit. This will be refunded a week after your departure, providing there are no charges.

#### **Cancellations over 90 days before the arrival date:**

You will forfeit your deposit.

#### **Cancellations less than 90 days before the arrival date:**

No refunds. You will be charged for the balance payment. You are liable for all of the reservation cost.

**Cancellation Policy:** Due to our small size, cancellations affect us significantly. We strictly adhere to these terms and conditions and encourage you to have holiday insurance to cover any changes in your travel plans.



**Questions relating to Document 2.**

6. This document would **not be** useful if:

- A. you use too much electricity
- B. your phone is stolen from the cottage
- C. you lose the cottage keys
- D. you break a window in the cottage.

**Please circle your answer.**

1 mark

7. Select **two** things that are the responsibility of the owner of the cottage.

Cleaning and preparing the cottage prior to arrival.

To send a reminder email about the balance and charge it to the customer's credit card within 2 days.

2 marks

8. If you rented this cottage, give **two** reasons why you might incur unexpected costs.

If keys are lost, a replacement set needs to be paid for by the customer.

Any breakages also need to be paid for.

2 marks

9. Explain **in your own words** ways in which the owners try to keep their costs down.

Guests lose their deposit if they cancel within 90 days of the arrival and this discourages people from cancelling bookings.

The owners not being liable for breakages means that they can reduce their cost on replacing items.

2 marks

10. Describe **in your own words** what the owners expect from guests.

To not smoke in or around the property.

To pay a deposit which will be refunded if nothing is broken.

..... 2 marks

**Total marks available: 9**

SAMPLE

## Document 3

[tripreview.com](http://tripreview.com)

## Reviews of White Rose Cottage, Cornwall

**Garden**

Beautiful place to stay. Fabulous welcome. The owner showed us the cottage on arrival. A cheerful fire was burning in the living room wood burner and tea was laid out, complete with cake and fresh flowers when we arrived. What a lovely greeting, especially in the dark. Cosy cottage with a fabulous garden by a stream.

**Balbir and family: September**

**Secluded**

It is very secluded, down some tight and winding lanes. You must contact the owners on arrival in the village so they can meet you and guide you to the property. You would have difficulty finding it on your own in the dark! Parking is very awkward. We had some friends to stay and could not get two cars into the space. This is a very old cottage with uneven stone floors, narrow steep stairs and some damp and condensation. It was very cramped. Not exactly modernised as described in the brochure.

**Sarah: April**

**Cosy**

My wife and I had chosen it as we were looking for a dog-friendly cottage in Cornwall. This fit the bill perfectly, with a dedicated garden. The setting is beautiful and tranquil. The cottage itself was lovely but parking was problematic. Each reception room had a wood-burning stove. A generous supply of wood is provided, but if you use the stoves a lot, you will need to buy more. There is no telephone and mobile service is very poor, but there is Wi-Fi. There's plenty to do and it's good for dog walking and hiking. We had a great week, apart from some poor weather and the cold, but what do you expect in Cornwall in March! Thanks for a truly wonderful stay.

**Kevin: March**

**Potter**

Wonderful weather! It rained all the time and it was very cold. It was so nice to have a warm fire to welcome us when we arrived. We would recommend it to those who want to laze about or potter round in the nearby woods and fields with the dog. If that suits you, this is the place.

**Stuart: June**

### Questions relating to Document 3.

11. Which of the four reviews in Document 3 is the **most** positive?

- A. Review 1: Garden
- B. Review 2: Secluded
- C. Review 3: Cosy
- D. Review 4: Potter

Please circle your answer.

1 mark

12. State **two** negative things about the cottage written in the reviews in Document 3.

Parking is very awkward and if you use the stoves a lot you have to buy your own fire wood.

2 marks

13. Identify **one** extract from Document 3 that is ironic or sarcastic. Explain your answer.

'Wonderful weather' because they go on to say that the weather was cold and wet for most of their visit.

2 marks

14. Some of the reviews share the same, positive points of view. **In your own words** summarise what these are.

They share that the cottage is very dog friendly and good for walking them, as well as praising the fact a fire was already lit for them when they just arrived.

2 marks

15. Sarah and Kevin share a similar **negative** point of view. Describe what it is **in your own words**.

They both say that parking was an issue - either awkward to get into or not enough space for more than 2 cars.

2 marks

**Total marks available: 9**

**Questions relating to some or all documents.**

16. Documents 1 and 3 contain contradictory views. Provide an example of this.

Document 1 says there is ample parking but the two reviews in Document 3 argue that the parking is difficult.

2 marks

17. Three couples interested in outdoor activities are considering a holiday in White Rose Cottage.

Based on the information provided in the documents, would you recommend the cottage? Explain your decision.

I would recommend the cottage. Document 1 states that the cottage sleeps 6, which is the number of people in the party. Additionally, they say they are interested in outdoor activities, and Document 1 states it is near outdoor activities such as water sports.

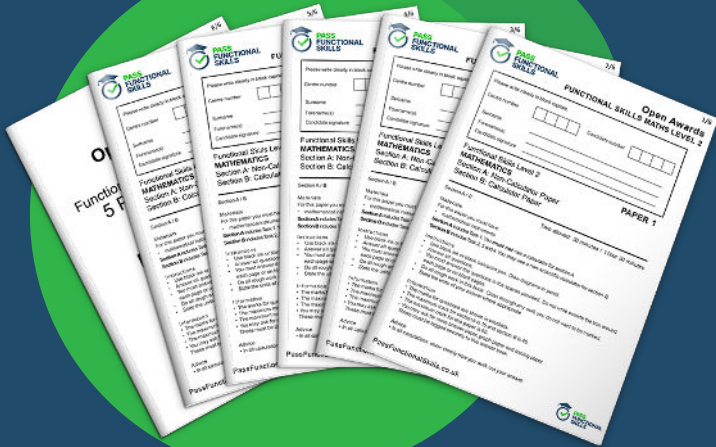
2 marks

**Total marks available: 4**

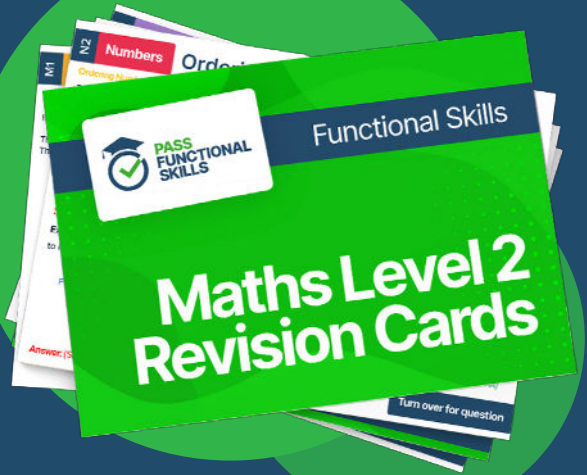
**End of assessment**



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