

Write your name here

Surname

Other names

**Pearson**  
**Edexcel GCE**

Centre Number

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Candidate Number

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# English Language

**Advanced Subsidiary**  
**Unit 1: Language Today**

Monday 22 May 2017 – Morning  
**Time: 2 hours 15 minutes**

Paper Reference

**6EN01/01**

**You must have:**  
Source Booklet (enclosed)

Total Marks

## Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

## Information

- The total mark for this paper is 100.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your answers. Quality of written communication includes clarity of expression, the structure and presentation of ideas and grammar, punctuation and spelling.

## Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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SECTION A: LANGUAGE AND CONTEXT

Read the data provided on pages 2–4 of the Source Booklet and answer the following questions.

- 1 These texts were taken from a range of voicemail messages to the same person left by friends, family, work colleagues and businesses.

In your response you must refer to the texts provided.

**For example**

Extract: and I will um er organise exchanging them [Group C Text 10]

- (i) Describe the underlined language features using **two** linguistic terms.

- 1. declarative
- 2. complex sentence

- (ii) Identify **one** more example of this type of language use from the data provided in the Source Booklet.

it's Ben from Black Katz – declarative [Text 11]

For each of the extracts given:

- (i) Describe the underlined language features using **two** linguistic terms.
- (ii) Identify **one** more example of this type of language use from the data provided in the Source Booklet.

(a) Extract: hi hun [Group A text 4]

- (i) (2)

1 .....

2 .....

- (ii) (1)

.....

.....

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(b) Extract: just need to inform you [Group B Text 6]

(i) (2)

1 .....  
2 .....

(ii) (1)

.....  
.....

(c) Extract: please call us on 0208 [Group C Text 12]

(i) (2)

1 .....  
2 .....

(ii) (1)

.....  
.....

(d) Extract: hi there me here erm so [Group A Text 3]

(i) (2)

1 .....  
2 .....

(ii) (1)

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(e) Extract: cos Tracey in Finance was [Group B Text 7]

(i)

(2)

1 .....

2 .....

(ii)

(1)

.....

.....

**(Total for Question 1 = 15 marks)**



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2 Explain the contextual factors that influence the use of language in voicemails.

In your response you must refer to the data provided on pages 2–4 of the Source Booklet.

(AO3 = 10)

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(Total for Question 2 = 10 marks)



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3 Compare the language use in the voicemails in Groups A and B.

In your response, you **must** only refer to Groups A and B on pages 2 and 3 of the Source Booklet.

(AO2 = 5, AO3 = 5)

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(Total for Question 3 = 10 marks)







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(Total for Question 4 = 15 marks)

**TOTAL FOR SECTION A = 50 MARKS**



P 5 3 5 1 4 A 0 1 1 2 0



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**(Total for Question 5 = 50 marks)**

**TOTAL FOR SECTION B = 50 MARKS**  
**TOTAL FOR PAPER = 100 MARKS**



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**Pearson Edexcel GCE**

# **English Language**

**Advanced Subsidiary  
Unit 1: Language Today**

Monday 22 May 2017 – Morning  
**Source Booklet**

Paper Reference  
**6EN01/01**

**Do not return this Source Booklet with the question paper.**

*Turn over* ►

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## SECTION A: LANGUAGE AND CONTEXT

### Materials for Questions 1, 2, 3 and 4

#### Group A: Voicemails from family and friends

##### Text 1

hello I'm just waiting outside of Tumble Tots with Isabella wondering if you were on a lunch break erm but you're not (.) nothing really just just gonna ring about tell you about the weekend and see how your weekend was and how you're doing ok speak later (.) bye sweetie

##### Text 2

hi sweetheart your flowers are lovely (.) and it was a nice surprise apparently the man the delivery man must have had an accident or something so someone else had to take over (.) the delivery but they're absolutely gorgeous and thanks for everything (.) love you (.) Mam

##### Text 3

hi there me here erm so we just popped to the toilet but erm I'm absolutely freezing so I'm gonna shoot off have an amazing rest of your night and let's (.) celebrate your birthday again soon in somewhere warm alright love have fun bye

##### Text 4

hi hun it's only me erm I'm really sorry I haven't been in touch this week or over the weekend terrible I do have in our diary my diary that we're meant to be meeting today and I know we've not talked about it but saying that it's in erm so I'm just ringing to see whether you've got other stuff on erm I'm I'm pretty hungover to be fair but I'm ok and I'd I'd come and meet you (.) erm but yeah it's fine if not [yawns] so yeah please feel free to give me a call alright then I'll speak to you soon bye

**Group B:** Voicemails from work colleagues

**Text 5**

good afternoon Danielle it's Shakil from reception I have a lady called Mariam who is here to start in Admissions (.) er if you can come down and get her she is waiting by the reception area ok take care

**Text 6**

morning Danielle sorry to bother you on a Saturday I'm this is Keysha by the way I just need to inform you that I'm going to be about ten minutes late this morning (.) I'll give Paul a call in the office (.) you can call me back any time sorry about the late notice alright then take care bye

**Text 7**

hi Danielle it's Lillian erm just calling cos Tracey in Finance was (.) is looking round for you she seems to think she's got a meeting with you at nine thirty erm but she's not able to find you so erm if possible if you could send her an email if you're signed on or (.) ring her extension 8133 and just let her know where to meet you ok alright thanks very much goodbye

**Text 8**

hi there Danielle er sorry to disturb you just to let you know that um the Support Worker um er is it Rebecca hasn't turned up as she's ill erm for covering the glass making course and just double checking to see if it's ok for the technician to cover and claim for it (.) I'll imagine it's ok but obviously I don't have the authority to say so if you could just give me a call thanks very much bye

**Group C:** Voicemails from businesses to clients

(telephone numbers are incomplete to protect identity)

**Text 9**

oh hello Danielle it's Beverley from Robert Harrison your landlords erm just to let you know that we would like erm to come in and do the er Gas Safety Certificate tomorrow morning erm it would be just after nine thirty if that's erm (.) gonna be a problem please could you give us a call back otherwise we'll see you tomorrow morning thanks bye

**Text 10**

hi Danielle it's Kate Young I'm just calling to see how you're doing with those products and (.) if you're if they're good for you great if they're not give me a erm quick erm text or erm call back later and I will um er organise exchanging them so anyway looking forward to speaking as well as catching up with you about your thoughts as well (.) ok take care Danielle 07785 ### ### bye

**Text 11**

hi Danielle it's Ben from Black Katz give me a call when you get this just wanna help you with er your search for a one bed (.) erm got a really nice one for three hundred a week on Weston Park very central Crouch End (.) on at three ten but you could get it for three hundred erm and it's a really nice flat give me a call 0208 ### ####

**Text 12**

hi Danielle this is Ally calling from the Skin Clinic in Liverpool Street (.) just calling in regards to your appointment that we have scheduled for you on Thursday the 10th of March at five thirty (.) we were just wondering if it would be possible for you to come in at five twenty instead please call us on 0208 ### #### if this does not suit you thank you



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## SECTION B: PRESENTATION OF SELF

### Materials for Question 5

**Text A:** An email from a customer to a national travel company.

From: james stuart <jstu@hotmail.com>

To: <newcastle@travelco.com>

Date: 19/11/2012 15:46

Subject: customer complaint

FAO – The Manager

Hi

I wish to bring to your attention a recent incident that happened to me at the Travel Co office in Newcastle.

In early November I made a telephone booking for an Emirates Flight to Bangkok (change in Dubai) flying out of Newcastle. I was told the price was £620 and so booked it. I paid by debit card and the money was taken out of my bank account. Three days later a woman called Heather from your office phoned me to say that "There had been a change to the flight that she had HELD for me" (From what i recalled I had actually BOOKED the flight and you had taken my money). Heather went on to tell me the £620 i had paid for the 3 hour connection in Dubai was no longer available at that price and that if i still wanted the 3 hour connecton I would have to pay an extra £45 – making it a total of £665. She said if I did not want to pay the extra then she could give me a refund. I told her I wanted a refund. It was only after I agreed I would take a refund, did she start talking about an error having being made. I subsequently rebooked the same flight the next day with Courtneys for a price of £650.

I travel alot and have used Travel Co several times in the past. But i was very disappointed with the service i received on this occassion. Please don't get me wrong, Heather who dealt with me was very polite etc. But I do feel you need to look at your service policy when you make errors of this nature. If you offer a flight at a certain price and I pay for it, then you should be prepared to honour the flight at that price, even if you then find you've made a mistake. Simply asking me to pay the difference to cover your mistake or offering me a refund is not good customer service. In effect I was missold the flight in the first place. Then by delaying getting back to me for 3 days, stopped me looking for other deals.

I could have kicked up a fuss on the phone, but I didn't because my attitude is if someone does not offer me good customer service, then i simply take my money elsewhere. I've used Travel Co alot over the years but on this occassion i felt seriously let down.

I would be grateful if you could get back to me with an explanation. I would also suggest that you review your policy on how you deal with customers and what you offer them when you make errors of this nature. As on this occassion it resulted in a lost sale and to one of your local rivals too, as well as a dissatisfied customer.

Yours faithfully  
James Stuart

**Text B:** An extract from a personal diary written during a trip to Italy.

20th July 2007

Day three of Venice and my teething problems from day one have vanished. No more leeching and leering. Have spent the day in Verona, the setting of Romeo and Juliet. Stood on Juliet's balcony although it's not quite as romantic when you look down and see a bunch of tourists taking pictures rather than a young Romeo professing his undying love. Verona was very pretty but I didn't stay too long. Juliet's house was all I wanted to see really.

Met a young Korean girl who was travelling by herself. She spoke okay English and was very sweet. She was surprised I'd lived there and I spoke a few Korean words. I really regret not putting in more of an effort with the language while I was there. Once you start learning a language you should always try and maintain it as you never know when you may need it. I'm going to learn basic language skills of every country I visit a few months before I go. I wish I'd done that with Italy. I mean I've got by okay but it is a beautiful language. I'm going to learn Spanish in preparation for South America. I've always planned to go so I might as well learn the language. I remember I wanted to go when I left uni but money or lack of it tends to dictate your life and what you can and can't do for a while. Never the less, I'm buzzing with ideas and motivation to do all these things I've put on the back burner for so long.

I spent yesterday with Christina wandering around the Basilica. A beautiful building. The gondolas are gorgeous but too high a price for us single girls so we ogled the more hunkier of the gondola drivers and moved on. It's a shame she is heading back to Australia as would have been great meeting up again in England although I have an open invitation to visit her in Byron Bay.

Have I really been in Italy only two and a half weeks? Feels like longer. I know I'll return one day as it's one of those places you can fall in love with over and over again. I haven't thought about work once since I've been here. This trip has been a well earned break. Gonna make sure I get away often over the next year and not get bogged down with teaching. I feel re energised and excited for things I aim to do when I return. Gonna focus on getting in shape. Feel ready and motivated to sort out my body. Can squeeze in a few more pizza's and gelatos before I start though. Italy's no place for diets! Last stop – Milan.

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