UNIVERSITY OF CAMBRIDGE ESOL EXAMINATIONS English for Speakers of Other Languages Cambridge ESOL Entry 3 Certificate in ESOL Skills for Life [Reading] 0787

Candidates answer on the question paper. No additional materials are required.

#### SAMPLE PAPER 2

#### TIME 1 hour 15 minutes

Do not open this paper until your teacher tells you to.

Write your name, Centre number and candidate number at the top of this page.

You have **1 hour 15 minutes** to answer these questions.

Write clearly in **pen**, not pencil.

Write your answers on the question paper.

You can use an English-English dictionary.

Each task tells you:

- how much to write
- how much time to spend
- how many marks you can get.

#### This question paper consists of 10 printed pages and 2 blank pages.

### Part 1

## (About 20 minutes)

Look at this email from your friend Maria.			For aminer's se Only
Top-         Subject         Hi         How are you?         As you know, I came to London from Colombia 4 months ago.         I haven't had time to register with a doctor yet, but I want to find one who is a woman. Do you think this would be possible? Of course I also need to find a doctor who is taking new patients at the moment – I've heard that some doctors can put you on a waiting list for months and months!         I need a doctor who I can see on Saturdays because I am busy during the week with work and English classes.         Oh yes, I'm a bit worried about speaking English. Do you think it's possible to find a doctor where I can speak Spanish?         Sorry for all the questions.         Speak to you soon.         Maria		T	S W
Question 1 (2 marks)			
Why did Maria send this email?	1		
Question 2 (4 marks)			
What is important for Maria? Write YES or NO for each one.			
a doctor who works at the weekends	2		
a doctor who works in the evenings	3		
a female doctor	4		
a doctor who Maria can register with now	5		

You find information about 2 doctor's surgeries in Maria's area. You send her the information.

Read the information.

The Lanes Doctor's Surgery			
	Lanes		
Lon	don		
N4 2	2NU		
Fax: 020 8	3809 0999		
Telephone (to order me	edicine): 020 8809 2355		
Telephone (to arrange to see	e the doctor): 020 8690 1172		
www.thela	anes.co.uk		
Opening times	Opening times		
9.00am - 11.00am and 4.00pm - 6.30pm Monday to Thursday			
11.00am - 2.00pm Friday			
12.00pm - 3.00pm Saturday			
	lease come in to register and book a health		
check during surgery hours.			
Doctors:	Other information:		
We have two doctors. They are a husband	We can arrange for interpreters for patients		
and wife team. You can choose which	whose first language isn't English.		
doctor you want to register with:			
Dr Alice Everand			
Dr Ian Everand			

City S	urgery
45 Heysh	am Road
-	don
N4	7YT
Tel: 020 7	
	nts 9.00am - 1.00pm Mon-Fri
Doctor: Dr Ahmed Patel	
	atel has been a doctor in the local area for
over 10 years. He was trained at Charing Cr	OSS.
Emergency Attendance	
-	ears old at a special time of 8.30am. This is
for emergencies only and cannot be booked	
	pointment, please phone during the morning
(8.30am - 10.30am). We will try to see you b	
	For more information please log on to
patients wishing to register (between 6 - 8	www.citysurgery.co.uk
weeks)	
weeks)	

### **Question 3**

### (1 mark)

What is the telephone number for making appointments at The Lanes Doctor's Surgery?

For Examiner's Use Only

S W

T.

Question 4 (1 mark)			For amine se On	
What is the website for Dr. Patel's surgery?		Т	S	W
	7			
Question 5 (7 marks)				
Which doctor's surgery is best for Maria? Tick ( $\checkmark$ ) one box.				
The Lanes Doctor's Surgery	8			
Why? Give three reasons. (Use sentences)				
1	9			
2	10			
3	11			

## (About 25 minutes)

For Examiner's Use Only

Т

S W

### Part 2

Maria registered with one of the doctors. She had to fill in a registration form.

Look at the form.

	gistration form
Part 1	
All details will be strictly confi	dential - we will not pass them on to anyone
without your permission.	
Today's Date	21/09/04
First Name	Maria
Family name	Dominguez
Gender	Female
Marital Status	Single
No. of children/dependents	None
Address	106 Tunnel Avenue
	London
	N4 4YP
Telephone/mobile	020 7866 1237 / 02997 1287 654
D.O.B	04 / 08 / 65
Occupation	Cleaner
Please give details of any	n/a
operations you have had	
Are you taking any	I sometimes take a painkiller for my back. It has been a
medication?	little painful for many years – especially in cold weather.
Do you smoke?	I gave up three years ago.
Medical card number	X 3254 C
Country of Origin	Colombia
First Language	Spanish
Part 2	
Other comises at the prestin	
Other services at the practice	<u>8</u>
Healthy Diet Clinic (room 2)	t to see Sophie Cook if you are worried about
	about improving your diet. The clinic is open
every Monday morning.	about improving your diet. The online is open
Child Health Clinic (room 3)	
	about your children's health. She is available
every morning from $9.00 - 12.0$	•
Travel Clinic (room 4)	
· · · · ·	by Shar, the practice nurse. Please book an
appointment at reception.	
Complaints procedure	
If you have any complaints or s	suggestions to make about the practice, please
contact our practice manager,	
	ed the registration form please put it in the box
on the reception desk.	
Remember	
	sary for you to see the doctor. If you have
	you, such as a cold or headache, it is often
better for you to visit your lo	cal pharmacy or chemist. They can usually
	ine if necessary.

Look at Part 1 of the form, and answer quest	tions 6 to 8.				For Examine Use On	-
Question 6			(5 marks)	1	r s	W
Look at the sentences. Are they true or false	e? Tick (✓) TRUE	E or FALSE fo	r each one.			
Maria doesn't smoke. Maria was born in 1965. Maria is married. Maria is a nurse. Maria has got one daughter.	TRUE	FALSE		12 13 14 15 16		
Question 7			(1 mark)			
Look at line 1 of the form. What does the wo	ord confidential m	ean here? Ti	ck (✓) one box.			
not shown to other people put on a computer read by many people				17		
Question 8			(1 mark)			
Look at line 17 of the form. What word does	it refer to? Tick	(✔) one box.				
a painkiller				18		
Look at Part 2 of the form, and answer quest	tions 9 to 13.					
Question 9			(2 marks)			
Maria has put on 5 kilos recently. She want do?	ts some advice.	What does th	e form tell her to			
				19		

euestion 10 (2 marks)				For amine se On	-
Maria is taking a trip to Colombia. She needs some information about injection the form tell her she can speak to?	ons. Who does	-	T	S	W
		20			
Question 11	(2 marks)				
Maria has finished filling in the form. What does she do with it?					
		21			
Question 12	(2 marks)				
Maria is not satisfied with her treatment at the doctor's surgery. What does t to do?	he form tell her				
		22			
Question 13	(1 mark)				
Look at the bottom of the form. What point is it making? Tick ( $\checkmark$ ) one box.					
When the doctor's surgery is closed you must visit a chemist/pharmacy. Pharmacies and chemists are the same as doctor's surgeries. If you have a small health problem you can go to the chemist/pharmacy for he	elp.	23			

### Part 3

# (About 30 minutes)

You receive another email from your friend Maria.	For Examiner's Use Only T S W
Hi, Thanks for the information about the doctors. I just wanted to ask you something else. I think I should register with a dentist too. My teeth are fine at the moment but I think I should register with one now – just in case. I'd also like to have a check up. I'm not sure what to do. Can you help? Thanks again! Maria	
You find some information on the internet for Maria.	
Look at the text.  Insite - Microsoft Internet Explorer provided by UCLES	
File       Edit       View       Favorites       Tools       Help         Image: Back - Image: Provide and the state of the	
Address Go Links »	
Part 1 Dentists provide regular check ups on your teeth. Part of their work involves teaching people to look after their teeth in order to prevent problems. It also includes work on damaged teeth using a wide variety of techniques and materials.	
Part 2	
You will need to register with your local dentist. Registration usually lasts for 15 months. If you see your dentist for an examination at least every 15 months your registration will continue, provided you and your dentist agree.	
Some dentists have a waiting list for new patients. For a list of dentists in your area who do not have a waiting list call 0845 46 47. Part 3	
Registered NHS patients are entitled to receive an information leaflet about their dentist. This will include information about the services they offer, opening times and contact details. NHS patients can have free repair of some treatments that fail within a year. Also they can have treatment in an emergency. NHS patients are given a national set of prices – these are the same for all UK dentists.	
Part 4	
Prices depend on how much work the dentist needs to do. The government sets the cost of NHS dental treatment and the price is the same whichever dental practice you go to.	
Free or reduced price treatment is available for some patients (e.g. pregnant women). After an examination, your dentist can provide you with a written treatment plan and estimated costs.	
Part 5 <u>How can I get more information?</u>	
The best way to find out more about NHS dentists is to log on to the NHS website: nhs.gov.uk. The website provides details of the latest dentist charges. It can also give you a full list of dentists in your area. The website offers advice about what to do if you have a serious problem and need to see a dentist urgently. There is information about how to train to become a dentist.	
E Internet	

Question 14	(1 mark)			For amine	
What is a good title for this text? Tick ( $\checkmark$ ) or	ne box.	-	T	se Onl S	y W
Dentists in the UK Treatment for toothache Looking after your teeth		24			
Question 15	(4 marks)				
Look at Parts $1 - 4$ . Choose a heading for correct letter on the line. An example has b	r each paragraph from the list below. Write the een done for you.				
Part 1        A         Part 2        B         Part 3        C         Part 4        D         Part 5        E	How much do you pay? What service do dentists offer? How can I get more information? What do NHS patients get? How can I register with a dentist?	25 26 27 28			
Question 16	(2 marks)				
Maria wants to find out if there is a local denthe text tell her to do?	ntist that she can go to immediately. What does				
		29			
Question 17	(1 mark)				
Look at Part 1. What does their refer to? Ti	ck (✓) one box.				
teeth dentists check ups		30			
Question 18	(6 marks)				
Look at Part 3. Give three advantages of be	eing an NHS patient.				
1		31			
2		32			
3		33			

Question 19 (5 mark		Foi Examir Use C			ner's	
Look at Part 5. What information is available on the NHS website? each one.	Write YES or NO for	-	Т	S	W	
Information about new dentist prices		34				
Information about how to pay for your dentist		35				
Information about how to find a local dentist		36				
Information about what to do if you need emergency dental treatr	ment	37				
Information about how to make appointments		38				
Question 20	(1 mark)					
Look at Part 5. What does it refer to? Tick ( $\checkmark$ ) one box.						
the website		39				

### **BLANK PAGE**

### **BLANK PAGE**