

Candidate Name \_\_\_\_\_

Centre Number	Candidate Number

**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.

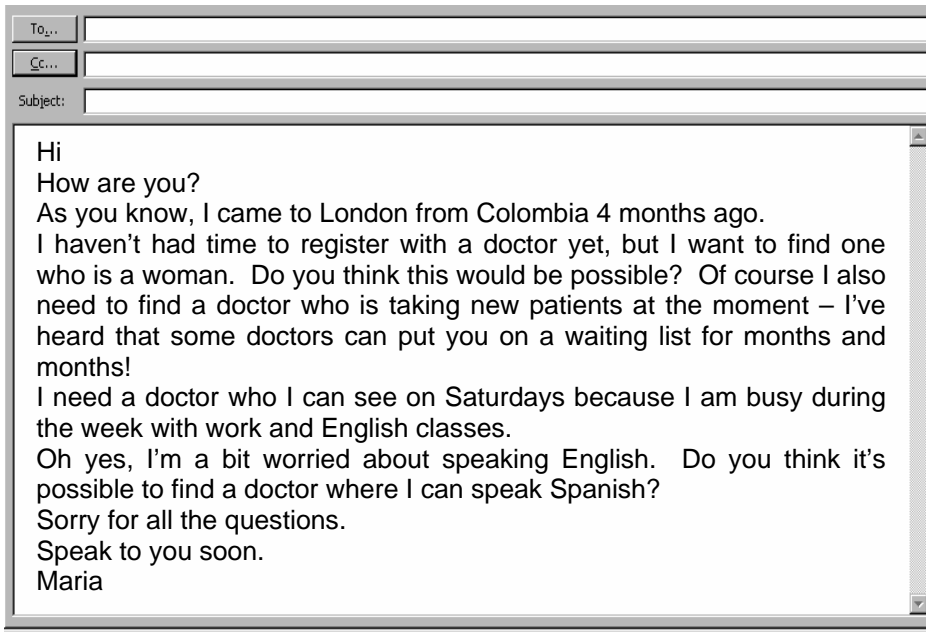
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**This question paper consists of 10 printed pages and 2 blank pages.**

**Part 1**

**(About 20 minutes)**

Look at this email from your friend Maria.



For Examiner's Use Only		
T	S	W
1	<input type="checkbox"/>	
2	<input type="checkbox"/>	
3	<input type="checkbox"/>	
4	<input type="checkbox"/>	
5	<input type="checkbox"/>	

**Question 1**

**(2 marks)**

Why did Maria send this email?

.....  
.....

**Question 2**

**(4 marks)**

What is important for Maria? Write YES or NO for each one.

- a doctor who works at the weekends \_\_\_\_\_
- a doctor who works in the evenings \_\_\_\_\_
- a female doctor \_\_\_\_\_
- a doctor who Maria can register with now \_\_\_\_\_

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

Read the information.

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		<input type="checkbox"/>

<p><b>The Lanes Doctor's Surgery</b>                  Green Lanes                  London                  N4 2NU                  Fax: 020 8809 0999                  Telephone (to order medicine): 020 8809 2355                  Telephone (to arrange to see the doctor): 020 8690 1172  <a href="http://www.thelanes.co.uk">www.thelanes.co.uk</a></p>	
<p><b>Opening times</b>                  9.00am - 11.00am and 4.00pm - 6.30pm Monday to Thursday                  11.00am - 2.00pm Friday                  12.00pm - 3.00pm Saturday</p>	
<p>We are currently accepting new patients. Please come in to register and book a health check during surgery hours.</p>	
<p><b>Doctors:</b>                  We have two doctors. They are a husband and wife team. You can choose which doctor you want to register with:                  Dr Alice Everand                  Dr Ian Everand</p>	<p><b>Other information:</b>                  We can arrange for interpreters for patients whose first language isn't English.</p>

<p><b>City Surgery</b>                  45 Heysham Road                  London                  N4 7YT                  Tel: 020 7863 3221                  Open for general appointments 9.00am - 1.00pm Mon-Fri</p>	
<p><b>Doctor: Dr Ahmed Patel</b>                  Dr Patel's surgery is a friendly place. Dr Patel has been a doctor in the local area for over 10 years. He was trained at Charing Cross.</p>	
<p><b>Emergency Attendance</b>  <b>Under 16s:</b> We will see children under five years old at a special time of 8.30am. This is for emergencies only and cannot be booked in advance.  <b>Over 16s/adults:</b> If you cannot wait for an appointment, please phone during the morning (8.30am - 10.30am). We will try to see you briefly but you may have to wait.</p>	
<p>There is a short waiting period for new patients wishing to register (between 6 - 8 weeks)</p>	<p>For more information please log on to <a href="http://www.citysurgery.co.uk">www.citysurgery.co.uk</a></p>

**Question 3**

**(1 mark)**

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

.....

**Question 4**

**(1 mark)**

What is the website for Dr. Patel's surgery?

.....

**Question 5**

**(7 marks)**

Which doctor's surgery is best for Maria? Tick (✓) one box.

The Lanes Doctor's Surgery

City Surgery

Why? Give three reasons. (Use sentences)

1. ....

2. ....

3. ....

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T	S	W
		<input type="checkbox"/>
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

**Part 2**

**(About 25 minutes)**

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

Look at the form.

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T	S	W

Registration form	
<b>Part 1</b>	
All details will be strictly <b>confidential</b> – we will not pass them on to anyone without your permission.	
<b>Today's Date</b>	21 / 09 / 04
<b>First Name</b>	Maria
<b>Family name</b>	Dominguez
<b>Gender</b>	Female
<b>Marital Status</b>	Single
<b>No. of children/dependents</b>	None
<b>Address</b>	106 Tunnel Avenue London N4 4YP
<b>Telephone/mobile</b>	020 7866 1237 / 02997 1287 654
<b>D.O.B</b>	04 / 08 / 65
<b>Occupation</b>	Cleaner
<b>Please give details of any operations you have had</b>	n/a
<b>Are you taking any medication?</b>	I sometimes take a painkiller for my back. It has been a little painful for many years – especially in cold weather.
<b>Do you smoke?</b>	I gave up three years ago.
<b>Medical card number</b>	X 3254 C
<b>Country of Origin</b>	Colombia
<b>First Language</b>	Spanish
<b>Part 2</b>	
<b><u>Other services at the practice</u></b>	
<b>Healthy Diet Clinic (room 2)</b> You can make an appointment to see Sophie Cook if you are worried about your weight or you want to talk about improving your diet. The clinic is open every Monday morning.	
<b>Child Health Clinic (room 3)</b> Grace Rooney can give advice about your children's health. She is available every morning from 9.00 – 12.00.	
<b>Travel Clinic (room 4)</b> The travel clinic is run by Ruby Shar, the practice nurse. Please book an appointment at reception.	
<b><u>Complaints procedure</u></b> If you have any complaints or suggestions to make about the practice, please contact our practice manager, Diane Goodwins.	
As soon as you have completed the registration form please put it in the box on the reception desk.	
<b><u>Remember</u></b> <b><i>It may not always be necessary for you to see the doctor. If you have something minor wrong with you, such as a cold or headache, it is often better for you to visit your local pharmacy or chemist. They can usually give good advice and medicine if necessary.</i></b>	

line 1

line 17



**Question 10**

**(2 marks)**

Maria is taking a trip to Colombia. She needs some information about injections. Who does the form tell her she can speak to?

.....

20

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Use Only*

T S W

**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 the form tell her to do?

.....

22

**Question 13**

**(1 mark)**

Look at the bottom of the form. What point is it making? Tick (✓) one box.

When the doctor's surgery is closed you must visit a chemist/pharmacy.

23

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 help.





**Question 14**

**(1 mark)**

What is a good title for this text? Tick (✓) one box.

- Dentists in the UK
- Treatment for toothache
- Looking after your teeth

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25	<input type="checkbox"/>	
26	<input type="checkbox"/>	
27	<input type="checkbox"/>	
28	<input type="checkbox"/>	
29	<input type="checkbox"/>	
30	<input type="checkbox"/>	
31	<input type="checkbox"/>	
32	<input type="checkbox"/>	
33	<input type="checkbox"/>	

**Question 15**

**(4 marks)**

Look at Parts 1 – 4. Choose a heading for each paragraph from the list below. Write the correct letter on the line. An example has been done for you.

- |        |                      |          |                                    |    |                          |
|--------|----------------------|----------|------------------------------------|----|--------------------------|
| Part 1 | .....                | <b>A</b> | How much do you pay?               | 25 | <input type="checkbox"/> |
| Part 2 | .....                | <b>B</b> | What service do dentists offer?    | 26 | <input type="checkbox"/> |
| Part 3 | .....                | <b>C</b> | How can I get more information?    | 27 | <input type="checkbox"/> |
| Part 4 | .....                | <b>D</b> | What do NHS patients get?          | 28 | <input type="checkbox"/> |
| Part 5 | ..... <b>C</b> ..... | <b>E</b> | How can I register with a dentist? |    |                          |

**Question 16**

**(2 marks)**

Maria wants to find out if there is a local dentist that she can go to immediately. What does the text tell her to do?

.....

**Question 17**

**(1 mark)**

Look at Part 1. What does **their** refer to? Tick (✓) one box.

- teeth
- dentists
- check ups

**Question 18**

**(6 marks)**

Look at Part 3. Give three advantages of being an NHS patient.

1. ....
2. ....
3. ....

**Question 19**

**(5 marks)**

Look at Part 5. What information is available on the NHS website? Write YES or NO for each one.

Information about new dentist prices \_\_\_\_\_

Information about how to pay for your dentist \_\_\_\_\_

Information about how to find a local dentist \_\_\_\_\_

Information about what to do if you need emergency dental treatment \_\_\_\_\_

Information about how to make appointments \_\_\_\_\_

**Question 20**

**(1 mark)**

Look at Part 5. What does **it** refer to? Tick (✓) one box.

the website

a list

your area

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