

Write your name here

Surname	Other names
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**Edexcel
Functional Skills**

Centre Number

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Candidate Number

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<h1>English</h1> <p>Level 1 Component 2: Reading</p>	
4–8 February 2013 Time: 45 minutes	Paper Reference E102/01

You may use a dictionary.	Total Marks
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My signature confirms that I will not discuss the content of the test with anyone until the end of the 5 day test window.

Signature: _____

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.
- Sign the declaration.
- 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 20.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

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

Turn over ►



SECTION A

Read Text A and answer questions 1 - 7.

Text A

You read the following article in the Estrick Daily News.

Go that extra mile!

By Andrew Roads

When you next call at your local petrol station to fill your tank with petrol, you may be surprised that you no longer have to fill it yourself. Many petrol stations have now seen the return of the petrol pump attendant. The smiling attendants will ask you how much petrol or diesel you require, fill your tank to the desired amount and then clean your windscreen. If it is needed they will check your oil level, tyre pressure and deal with any questions about directions with regards to your journey. ALL FREE OF CHARGE. Now that's what I call customer service!



Petrol companies are realising that excellent customer service provided by the human touch of an attendant will encourage drivers to return to the same petrol station each time they need petrol. 'You don't have to get out of your car in miserable weather,' says Darren Down, a happy motorist in Estrick. 'Some attendants will get you sweets and refreshments from the shop if you ask, even though it isn't part of their job.'

Other, less obvious benefits of an attendant filling your car with petrol are: there is no smell of petrol on your hands afterwards, there will be no mix up of whether diesel or petrol is put in your tank and there will be no spillage.

'I couldn't believe my eyes. On entering the petrol station I was greeted by a polite young man offering to fill my car with petrol. He did this promptly and wished me a very nice day, which made me feel special. I think it is a wonderful idea.' Sarah Hardwick, from Hornsea.

With the ever-rising prices of diesel and petrol it seems that offering this touch of customer service may encourage drivers to remain loyal to their local petrol station. I think it is a step in the right direction and, when buying anything, I always prefer the personal touch. Why don't you try this new service for yourself?

Answer questions 1 to 3 with a cross in the box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 The **main** purpose of this article is to:

- A describe problems that could occur when filling a tank with petrol
- B show that petrol and diesel are constantly rising in price
- C inform the reader of the return of the petrol pump attendant
- D explain how to fill up your tank with diesel or petrol

(Total for Question 1 = 1 mark)

2 A petrol pump attendant filling your tank with petrol or diesel makes sure:

- A there is no spillage of petrol or diesel at the pumps
- B you will come back to the same petrol station again
- C the price of petrol or diesel will be kept low
- D you are likely to have a nice day at work

(Total for Question 2 = 1 mark)

3 According to Text A:

- A petrol pump attendants are at every petrol station
- B the service is free of charge
- C petrol pump attendants know what sweets you like
- D the service is only for regular customers

(Total for Question 3 = 1 mark)

4 Give **one** reason why the petrol companies have reintroduced petrol pump attendants.

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(Total for Question 4 = 1 mark)

5 List **two** features of Text A that help to present information.

You do **not** need to write in sentences.

1

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2

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(Total for Question 5 = 2 marks)

6 Your friend is interested in becoming a petrol pump attendant and wants to know more about the job.

Using the information in Text A, identify **two** things your friend would have to do for motorists **apart** from filling their tanks.

You do **not** need to write in sentences.

1

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2

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(Total for Question 6 = 2 marks)

7 A friend is not sure that motorists are happy with the return of the petrol pump attendant.

Using the information in Text A, identify **two** positive things motorists have said about the return of the petrol pump attendant.

You do **not** need to write in sentences.

1

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2

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(Total for Question 7 = 2 marks)

TOTAL FOR SECTION A = 10 MARKS

SECTION B

Read Text B and answer questions 8 - 13.

Text B

You read this leaflet.

Estrick Petrol Station

Charity Car Wash

Saturday 23 February

8am – 8pm



Cars will be cleaned in aid of charity. All money raised will be donated to Estrick Children's Hospital, Help the Homeless of Estrick and Estrick Hedgehog Trust.

What are you waiting for? Bring your car, get it washed and help local charities at the same time!

Only **£5** for each car wash. Pay an extra **£2** for your car to be polished. For only **£1** more your car will be cleaned inside as well. **NOW THAT'S GREAT VALUE!**

Last year the *Charity Car Wash* raised over £2 000 for local charities. This year we want to take that figure to at least £3 000.

The *Charity Car Wash* funds have so far resulted in: a new play area for Estrick Children's Hospital, hot weekend meals for the homeless of Estrick and injured hedgehogs receiving medical treatment and being successfully released back into the wild.

If you would like to help raise money for local charities and at the same time end up with a clean and shiny car, telephone Peter on 1342 58794 to book your car in. If you don't have a car and want to help Estrick charities, go onto our website www.charitycarwash.estrick.web and make a donation with your debit card.

Estrick Petrol Station is located on the High Street in Estrick, opposite Estrick Supermarket, so you cannot miss us.

This is an ideal opportunity to help your local charities so don't miss out! Get your car down to Estrick Petrol Station, fill your tank, have your car washed, polished and cleaned and you will be helping good causes.

Answer question 8 with a cross in the box you think is correct. If you change your mind about an answer, put a line through the box and then mark your new answer with a cross .

8 The **main** purpose of this leaflet is to:

- A persuade people to help wash cars in the *Charity Car Wash*
- B encourage people to use their cars
- C persuade people to have their cars washed in the *Charity Car Wash*
- D encourage people to have clean cars

(Total for Question 8 = 1 mark)

Answer question 9 with a cross in the two boxes you think are correct. If you change your mind about an answer, put a line through the box and then mark your new answer with a cross .

9 According to Text B, which **two** of the following statements are true?

- A The *Charity Car Wash* wants to raise £2 000 this year.
- B The *Charity Car Wash* is from 8am to 5pm.
- C The *Charity Car Wash* raises money for local charities.
- D The *Charity Car Wash* takes place next to Estrick Supermarket.
- E The *Charity Car Wash* wants to raise at least £3 000 this year.
- F The *Charity Car Wash* takes place every other year.

(Total for Question 9 = 2 marks)

10 Identify **two** things from Text B that you can have done to your car on the *Charity Car Wash* day.

You do **not** need to write in sentences.

1

2

(Total for Question 10 = 2 marks)

11 Your friend is not convinced that money raised at charity events is used effectively.

Using Text B, give **two** facts to reassure your friend that all money raised on the day of the *Charity Car Wash* will be used effectively.

You do **not** need to write in sentences.

1

2

(Total for Question 11 = 2 marks)

12 According to Text B, how do you book your car in for the *Charity Car Wash*?

You do **not** need to write in sentences.

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(Total for Question 12 = 1 mark)

13 You have booked places for some friends to bring their cars to the *Charity Car Wash*.

Using the information from Text B, what **two** important details about the day of the *Charity Car Wash* would you need to tell them?

You do **not** need to write in sentences.

1

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2

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(Total for Question 13 = 2 marks)

TOTAL FOR SECTION B = 10 MARKS
TOTAL FOR PAPER = 20 MARKS

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