



Please write clearly in block capitals.

Centre number

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Candidate number

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Surname

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Forename(s)

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Candidate signature

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# Functional Skills Certificate

## FUNCTIONAL ENGLISH

Component 1 Reading Level 1

Thursday 9 November 2017

Morning

Time allowed: 45 minutes

### Materials

- You will need no other materials.

### Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided.
- Do not write outside the box around each page or on blank pages.
- Do all rough work in this answer book.
- Cross through any work you do not want to be marked.

### Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 18.  
There are 6 marks for Section A and 12 marks for Section B.
- You may use a dictionary.

### Advice

- You are advised to check your work carefully.

For Examiner's Use	
Question	Mark
1–6	
7	
8	
<b>TOTAL</b>	



N 0 V 1 7 4 7 2 0 1 0 1

IB/G/Nov17/E11

**47201**  
**QAN 500/8701/0**

For this exam you are going to read two texts to do with holidays.

Answer **all** questions.

### Section A

Read **Source A**. You have been asked to find out how successful this factsheet is in getting information across by answering the questions which follow.

#### Source A

### Travel agent

One of your main roles as a travel agent is to give well-informed advice to clients about where and when to travel based on their needs. So if they hate hot weather, don't send them to Australia in the summer...



Other duties will include:

- ✈ Arranging flights, insurance and rooms
- ✈ Dealing with payments
- ✈ Advising clients on travel arrangements, eg visas and passports
- ✈ Sending out tickets to clients
- ✈ Dealing with complaints or refunds.

Most travel agents are based in branches on the high street, although some work in call centres. Branch travel agents usually work regular, 9–5, 35–40 hours per week including Saturday. Travel agents starting out can expect to earn around £12 000. More experienced travel agents can earn anything up to £30 000.

The good points...

“There’s lots of job satisfaction”, says Gemma Antrobus, managing director of Haslemere Travel. “You will never become a millionaire as a travel agent, but occasionally, you get to live like one. The chances to travel the world and visit places that are on most people’s ‘wish list’ are endless.”

The job is perfect for those who love travelling. Travel agents often get reductions off the cost of holidays so you can still dream about jet setting abroad even when you're booking someone else's holiday.

...and the bad:

“Dealing with events beyond our control, such as flight delays... Clients that pick your brains then book the holiday themselves online are frustrating, too.”

You don't need any specific qualifications to become a travel agent although many employers will expect at least a C grade in GCSE Maths and English. Some of these qualifications will give your CV a boost:

- ✈ NVQ Levels 2 & 3 in Travel and Tourism
- ✈ BTEC HNC/HND in Travel and Tourism Management
- ✈ BA Hons in Travel and Tourism.

This job is all about the customer and helping to find and organise their dream holiday, so travel agents need to have good customer service skills, a friendly manner and competent IT skills. Plus, knowledge of another language is always an advantage when working in the travel industry.



For **Questions 1 to 6**, write the letter for each answer in the box given.

**1** The main point of the factsheet is to

- A** persuade people to go on holiday.
- B** explain the work of a travel agent.
- C** narrate stories from travel agents.
- D** advise people to get qualifications.

Answer

[1 mark]

**2** The factsheet says that

- A** agents in call centres always work 9–5.
- B** travel agents need a grade C in Travel and Tourism.
- C** it's possible to earn £30 000 as a travel agent.
- D** travel agents hate it when the weather is hot.

Answer

[1 mark]

**3** The factsheet explains that

- A** there are good and bad points to being a travel agent.
- B** Gemma Antrobus is a millionaire travel agent.
- C** travel agents must be able to speak another language.
- D** travel agents have an endless wish list.

Answer

[1 mark]

**4** The main point being made about travel agents is that they need to have

- A** good knowledge of geography.
- B** expert computing skills.
- C** a degree in Travel and Tourism.
- D** skill in dealing with people.

Answer

[1 mark]

**5** The factsheet informs us that travel agents

- A** deal with complaints about passports.
- B** advise clients when and where to travel.
- C** pay full price for their own holidays.
- D** organise dream holidays for themselves.

Answer

[1 mark]

**6** For someone interested in becoming a travel agent, the most sensible action after reading this factsheet would be to

- A** book lots of foreign holidays.
- B** check out the weather in Australia.
- C** find out if travel companies offer work experience.
- D** book an evening class to learn a foreign language.

Answer

[1 mark]

6

Turn over ►



## Section B

Read **Source B** then answer the questions that follow.

## Source B



Step into the land  
of imagination.....

Overlooking the stunning south coast of the Isle of Wight, Blackgang Chine offers a wonderful experience. Let your imagination run wild as you go on a journey of discovery. You could be fighting pirates on-board your own ship; being a sheriff in Wild West town or a fairy princess in your own castle.

Filled with a huge mix of attractions and magical theme worlds, Blackgang Chine has something for all the family. Can you escape the life-size moving dinosaurs? There's an adventure around every corner.

### NEW this year

Some childhood favourites make a return this year. Enter the Hall of Mirrors and see yourself in a completely different way! Whether you're stretched out, shrunk down or pulled sideways, you're sure to see the funny side. Or crawl inside the fierce, yet friendly Mouth of Hell, look through the eyes and wriggle back through the tunnel to escape the mighty jaws. Plus, we have some new characters arriving!

### Your Visit

#### Off Peak Ticket Prices

☠ 60+ concession:	£15.00
☠ 4–59 years:	£17.00
☠ Saver – 4 persons:	£64.00
☠ Under 4s:	FREE

**SCHOOLS & GROUPS** – Every year hundreds of school parties from across the country visit Blackgang Chine. Special rates for groups of 15 or more. 1 free leader for every 10 paid children.

Some indoor attractions and rides close up to 45 minutes before the park shuts. Ride operating times, cafe facilities and shop opening times vary, depending on time of season. Last admission to the park is one hour before stated closing time.

See website for full details of opening times and events.

Disabled toilets available.

Unlimited Free Return Visit within 7 days, except for groups.

See you  
soon!



Write your answers in the spaces provided. The questions in this section are testing what you have understood about the text. The questions are **not** testing your writing.

**7** You have been asked to help organise a day trip to Blackgang Chine for students from your local junior school.

From **Source B** select some information to help the school plan the trip.

You should include:

**7(a)** **four** activities students could do at Blackgang Chine.

**[4 marks]**

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

4 \_\_\_\_\_

\_\_\_\_\_

**7(b)** **four** pieces of practical information the trip organiser would need to know.

**[4 marks]**

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

4 \_\_\_\_\_

\_\_\_\_\_

8

Turn over ►



**8** Look at the way **Source B** has been presented.

List **two** ways it has been presented and say why each one would make it easy for people to understand.

**[4 marks]**

First way presented: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

This makes it easy to understand because \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Second way presented: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

This makes it easy to understand because \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4
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**END OF QUESTIONS**



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**DO NOT WRITE ON THIS PAGE  
ANSWER IN THE SPACES PROVIDED**



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