

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

Centre Number	Candidate Number

**UNIVERSITY OF CAMBRIDGE ESOL EXAMINATIONS**

**English for Speakers of Other Languages**

**Cambridge ESOL Entry 2 Certificate in ESOL Skills for Life**

**[Reading]**

**0784**

**Test 067**

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

**TIME 1 hour**

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** 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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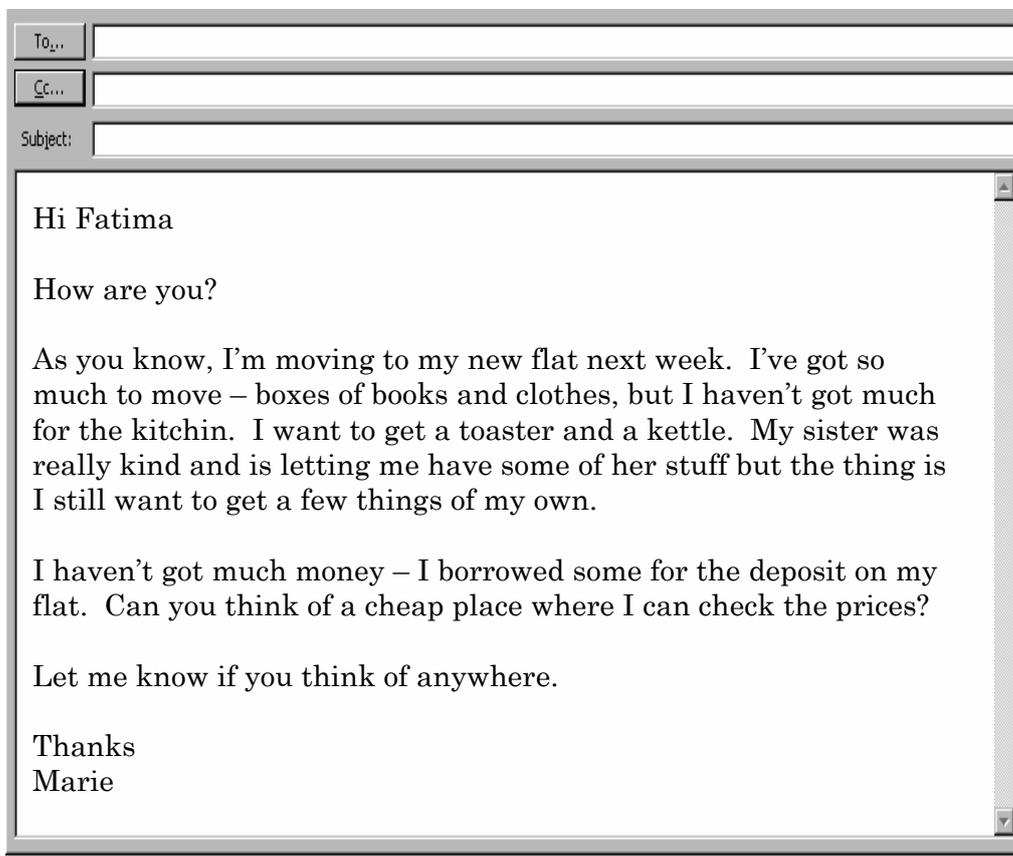
**This question paper consists of 12 printed pages.**

**Part 1**

**(About 20 minutes)**

Look at this email from Marie to her friend Fatima.

**TEXT A**



line 5

**Question 1**

**(1 mark)**

Why is Marie writing to Fatima? Tick (✓) one box.

- She wants to find a new flat.
- She wants to borrow some money.
- She wants to buy some items for her flat.

**Question 2**

**(1 mark)**

There is a spelling mistake in line 5. Which word is not correct? Write the word here.

.....

Now look at Fatima's reply.

**TEXT B**

To: [ ]

Cc: [ ]

Subject: [ ]

Hi Marie

Thanks for the message.

Have you considered looking in a catalogue? Catalogues are big magazines with things you can buy. All you do is fill in a form, send it to the company with your money, and they send you your things. They have all sorts of things and they're cheaper than in the shops. You can also send back anything you don't want and usually the post is free for this – the only trouble is it sometimes takes them a lot of time to process your order.

Come round and see me on monday. I've got the latest copy of the catalogue – it only arrived yesterday. It's got some things you might be interested in.

Give me a ring to say what time you can come.

Take care,  
Fatima

**Paragraph 3**

**Question 3**

**(2 marks)**

Fatima says it is good to shop from a catalogue. Why does she say it is good?

Tick (✓) TWO reasons she writes about.

- You can get things quickly.
- You can save money.
- You can order things from home.
- You can buy unusual things.
- You can return the things you don't like.

**Question 4**

**(1 mark)**

Which word in Paragraph 3 means *new*? Write ONE word.

.....

**Question 5**

**(1 mark)**

Which word in Paragraph 3 needs a capital letter? Write the word here.

.....

**Question 6**

**(4 marks)**

Look at the index page of a catalogue. The index is in alphabetical order (A – Z). Put the products in the correct order in the spaces on the index page. There are two products which you can't use.

<u>Index</u>
.....
.....
Lamps.....
Plates.....
.....
.....
Tables.....

**Products**

Rugs

Radios

Chairs

Pictures

Desks

Televisions

Now look at another page from the catalogue.

**TEXT C**

<a href="http://www.bestbuy.com">www.bestbuy.com</a>
<h1><i>Best Buy Shopping Catalogue</i></h1> <p><i>Helplines...</i></p> <p>Is your product in stock?..... Call: 0800 800 01 and <b>press 1</b> Do you want to change a previous order?..... Call: 0800 800 01 and <b>press 2</b> Do you want to return some products?..... Call: 0800 800 01 and <b>press 3</b> Do you have a question about delivery?..... Call: 0800 800 01 and <b>press 4</b> Do you want to ask about how to pay?..... Call: 0800 800 01 and <b>press 5</b> Do you have a complaint?..... Call: 0800 800 01 and <b>press 6</b></p> <p style="text-align: center;">Our phone lines are open during office hours Monday to Friday. Alternatively visit our website any time.</p>

**Question 7**

**(1 mark)**

What is the purpose of Text C? Tick (✓) one box.

- to advertise the catalogue
- to explain how to use the catalogue
- to give contact information

**Question 8**

**(3 marks)**

**A** You ordered an item last week and now you want a different size. What number do you press on the telephone? Tick (✓) one box.

- 1
- 2
- 3
- 4
- 5
- 6

**B** You want to know how long it takes for the company to send an item to your house. What number do you press on the telephone? Tick (✓) one box.

- 1
- 2
- 3
- 4
- 5
- 6

**C** You need to check the company has the thing you want to buy. What number do you press on the telephone? Tick (✓) one box.

- 1
- 2
- 3
- 4
- 5
- 6

**Question 9**

**(2 marks)**

It is Saturday and you want to contact the company. What does the text tell you to do?

.....

**Part 2**

**(About 15 minutes)**

Look at Text D.

**TEXT D**

<i>Best Buy!</i> Catalogue	
<b>Forename</b>	<i>Monique</i>
<b>Surname</b>	<i>Carter</i>
<b>Address</b>	<i>30 Picket Road London N11 8H0</i>
<b>Contact no.</b>	<i>0897 665 1120</i>
<b>Product name and code</b>	<i>Phillips TV 908812</i>
<b>Quantity</b>	<i>1</i>
Method of payment (please tick) credit card <input type="checkbox"/> cheque <input checked="" type="checkbox"/> postal order <input type="checkbox"/>	
We are always keen to get feedback from our customers. If you have a complaint or suggestion, please phone our 24-hour customer helpline and speak to one of our advisers. <b>They</b> are always happy to help our customers and give advice on any of our services.	
Every now and then we may get in touch with our customers about special promotions and sales items. If you do not wish to get this information, tick the box. <input checked="" type="checkbox"/>	

**Question 10**

**(1 mark)**

What is Text D? Tick (✓) one box.

- a complaint form
- an order form
- an application form

**Question 11**

**(1 mark)**

Look at the last part of the form. What is it saying? Tick (✓) one box.

- You can call the company to find out about special offers.
- The company will contact its customers about cheap products.
- Customers can contact the company to get a new catalogue.

**Question 12**

**(1 mark)**

Look at Text D. What does **They** mean? Tick (✓) one box.

- our services
- our advisers
- our customers

**Question 13**

**(1 mark)**

Which word in Text D means *how many*? Write ONE word.

.....

The catalogue company wrote to Marie. Look at the letter.

**TEXT E**

Best Buy Catalogue Shopping Ltd  
311 – 314 South Green Street  
London  
EC1V 9BE

Mrs Marie Wang  
33 Oxford Road  
South Tottenham  
London  
N15 5NN

23<sup>rd</sup> Oct 2006

Dear Mrs Wang

Thank you very much for your online order of 13 September.

We are really sorry, but the toaster you wanted is not in stock. We do not think we will stock the toaster in future. We have given you a refund on your credit card.

line 17 We sell many other toasters and kitchen items at very reasonable prices (please see the attached information). All of our household items are in the summer sale (until 30<sup>th</sup> September). **They** are cheaper than in most shops or other catalogues.

Once again, we are very sorry for any inconvenience this has caused you.

Yours sincerely

*Janice King*  
Customer Service Officer

**Question 14**

**(1 mark)**

What is the purpose of the letter? Tick (✓) one box.

- to invite
- to complain
- to apologise

**Question 15**

**(3 marks)**

Look at the sentences below. Are they true or false? Tick (✓) TRUE or FALSE for each sentence.

	<b>TRUE</b>	<b>FALSE</b>
<b>A</b> Marie ordered the toaster on the internet.	<input type="checkbox"/>	<input type="checkbox"/>
<b>B</b> Marie can order the same toaster again soon.	<input type="checkbox"/>	<input type="checkbox"/>
<b>C</b> Marie paid for the toaster by cheque.	<input type="checkbox"/>	<input type="checkbox"/>

**Question 16**

**(1 mark)**

There is a spelling mistake in line 17. Which word is not correct? Write the word here.

.....

**Question 17**

**(1 mark)**

Look at Text E. What does **They** mean? Tick (✓) one box.

- shops
- catalogues
- household items

### Part 3

(About 25 minutes)

Three students from Marie's English class write about buying things.

Look at Text F.

#### TEXT F



**Ahmed**

I went to the sales last week – they had some great bargains. I got a new suit for my cousin's wedding next month. My brother came with me – he is very trendy and always looks smart. I think people should take someone with them when they go shopping – a second opinion is always useful.

Paragraph 2

I also need to buy a present for my cousin and her new husband but I'm not sure what they want. I think it's always tough buying things for someone else – I never know what to buy. Buying things for yourself is much easier!



**Natalia**

My husband and I bought a lovely doll for our five-year-old, but when she got it out of the box, it was a bit dirty. So, I took the gift back to the department store and they gave me a refund. I always think it is important to keep your receipt when you go shopping because then it's easy to take things back.

line 9

I only go shopping when I need something because I can't stand all the crowds – especially in the market. I much prefer doing something else! However, my daughter loves it and she always goes with her grandmother or her older sister.



**Yasar**

My friend showed me how to buy something on the internet – it's a CD with all my favourite music on it. It was so easy – just a couple of clicks! CDs are expensive here in the UK – unlike my country. Clothes are too! I always say that you should look in several places before you buy something – just in case you find it cheaper somewhere else. My wife doesn't agree though. She thinks you should buy what you want as soon as you see it in case someone else buys it! She always pays by credit card.

**Question 18****(2 marks)****A** Look at Ahmed's text. What is a good heading for it? Tick (✓) one box.

- |                                 |                          |
|---------------------------------|--------------------------|
| Shopping at the market          | <input type="checkbox"/> |
| Shopping for a special occasion | <input type="checkbox"/> |
| Shopping online                 | <input type="checkbox"/> |

**B** Look at Yasar's text. What is a good heading for it? Tick (✓) one box.

- |                                 |                          |
|---------------------------------|--------------------------|
| Shopping at the market          | <input type="checkbox"/> |
| Shopping for a special occasion | <input type="checkbox"/> |
| Shopping online                 | <input type="checkbox"/> |

**Question 19****(1 mark)**

Who didn't keep the thing he/she bought? Tick (✓) one box.

- |         |                          |
|---------|--------------------------|
| Ahmed   | <input type="checkbox"/> |
| Natalia | <input type="checkbox"/> |
| Yasar   | <input type="checkbox"/> |

**Question 20****(1 mark)**

Who bought something to wear? Tick (✓) one box.

- |         |                          |
|---------|--------------------------|
| Ahmed   | <input type="checkbox"/> |
| Natalia | <input type="checkbox"/> |
| Yasar   | <input type="checkbox"/> |

**Question 21****(1 mark)**

Who bought something as a present? Tick (✓) one box.

- |         |                          |
|---------|--------------------------|
| Ahmed   | <input type="checkbox"/> |
| Natalia | <input type="checkbox"/> |
| Yasar   | <input type="checkbox"/> |

**Question 22****(3 marks)**

Look at the sentences below. Are they true or false? Tick (✓) TRUE or FALSE for each sentence.

- |  | <b>TRUE</b>              | <b>FALSE</b>             |
|--|--------------------------|--------------------------|
| <b>A</b> Ahmed is getting married next month.                        | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>B</b> Natalia enjoys shopping.                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>C</b> Yasar thinks CDs are cheaper in his country than in the UK. | <input type="checkbox"/> | <input type="checkbox"/> |

**Question 23**

**(3 marks)**

All the students give some advice about shopping. What advice do they give? Tick (✓) THREE boxes.

- It's safer to pay by credit card.
- It's good to compare prices in a few shops before you buy something.
- Don't go shopping alone – get another person's advice.
- It's better to go shopping in the sales.
- Always keep proof that you bought something.
- Go to department stores – they have more choice.

**Question 24**

**(1 mark)**

Look at Natalia's text. What does **she** mean? Tick (✓) one box.

- her grandmother
- my daughter
- her older sister

**Question 25**

**(1 mark)**

Look at Paragraph 2 of Ahmed's text. Which word means *difficult*? Write ONE word.

.....

**Question 26**

**(1 mark)**

There is a spelling mistake in line 9 of Natalia's text. Which word is not correct? Write the word here.

.....