

ESOL Skills for Life (3692) Entry 3 Practice Assignment B



Supermarkets Candidate's Paper

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Candidate's name _____

City & Guilds enrolment number _____

Date of registration _____

Date assignment started _____

Summary of achievement

Reading _____ E _____

Writing _____ E _____

Speaking and Listening _____ E _____

Activity 1 (Reading)

You have up to 30 minutes to do this activity.

- ⇒ Read these two texts from local newspapers, using your dictionary to check any words you are not sure of.

Text 1

Jackson's Supermarket

Join us for the re-opening of the new-look store
and meet actress Gina Peck.

on **Friday 20th May**

at **9:00 a.m.**

Jackson's is bigger and better than ever before,
with low prices and more bargains.

More foods

More household goods

More clothing

More medicines in our new pharmacy

Why not leave your children in our **crèche** while you shop?

Visit our new **coffee shop** for freshly-made food and drinks.

£5 off with this coupon when you spend **£30** or more
on the opening day.

Text 2

Supermarket re-opens

The new-look Jackson's Supermarket opened again on Friday, a week later than expected. A large crowd turned out to see local soap star Gina Peck cut the ribbon and let the first customers through the door, to grab the special offers. Gina stayed for over half an hour chatting with customers and signing autographs.



Gina Peck opens store

The supermarket has a new wide entrance, four additional checkouts and extra space inside the store. The changes on the inside are impressive; the store is noticeably bigger with wider aisles, bigger household and clothing sections, a new pharmacy and a crèche. However, on the outside the car park is smaller and there are fewer spaces in the main car park, but Jackson's have bought the old library site and work starts next week to extend the car park. There are now parking spaces reserved for parents with babies or toddlers just in front of the store, next to the parking for disabled shoppers.

Store manager, Anna Deloni, said she was disappointed about the delay and apologised to customers for any inconvenience. But, she added, the improvements to the store are fantastic and the customers agree. "We have had record numbers of customers every day since Friday," she said.



Ask your tutor to sign here to say if you have used a dictionary to check words.

Words checked:

Assessor's signature

Assessor's name

1 What is the main purpose of text 1?

2 Explain why the language in text 2 is different from text 1.

3 Give examples from the texts to show the difference.

4 Would text 1 make you want to go to the re-opening? _____

Write down *two* reasons from the text.

5 What do you think is the best change in the new-look supermarket?

Why?

6 Write down *two* problems that the supermarket had.

7 Write down one piece of information not mentioned in either text that you would like to know.

Activity 2 (Speaking and Listening)

You have up to 15 minutes to do this activity.

You go to the supermarket.



Ask your tutor for a tape.

You will hear a supermarket announcement.

- ⇒ **Listen to the tape.**
- ⇒ **Tell the assistant that you would like a form to register for free delivery. Give the assistant your name, address and telephone number. Record what you say.**
- ⇒ **Write down the details of the offer that is most interesting to you.**

Activity 3 (Speaking and Listening)

You have up to 30 minutes to do this activity.

You want to ask the customer service assistant for more information about the delivery service.

Your tutor will be the customer service assistant.

- Tell the assistant what you want to ask about.
- Ask the assistant how the delivery service works.
- Find out if it will be free for you.
- Ask if there are any bad points.
- Find out what the assistant thinks about the service.
- Make sure that you understand.



When you are ready, tell the assistant that you want to ask for some information.

⇒ **Make notes here of the main points you find out.**

Activity 4 (Reading and Writing)

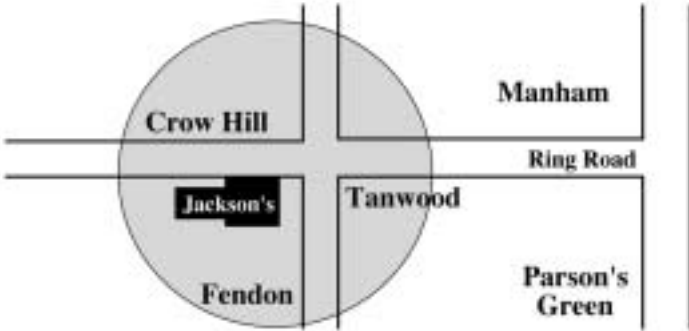
You have up to 30 minutes to do this activity.

The customer service assistant gives you this form.

Jackson's Home Delivery Service

Jackson's Supermarket will deliver your shopping to your home **FREE** when you spend £25 or more.

We will deliver free to anywhere inside the shaded area.



Take the strain out of shopping.
Fill in this application form to register for our delivery service.

Please use BLOCK CAPITALS

Surname Mr / Mrs / Ms
Delete as appropriate

First name(s)

Address

Postcode

Telephone

Are there any special arrangements for delivery? *e.g. if house is difficult to find*

Do you have a Jackson's Points card? Yes *Please tick as appropriate*
 No, I don't want a card thank you
 No, please send me a card

Signature _____ Date _____

- ⇒ **Fill in the form carefully, using your own details. Remember, the supermarket staff will need to read your information.**
- ⇒ **You do not have a Points card; ask for one.**
- ⇒ **Check your form and correct any mistakes.**

One of your friends lives in Manham.

- ⇒ **Can she have free delivery?** _____

Activity 5 (Reading)

You have up to 30 minutes to do this activity.


You receive a letter from Jackson's Supermarket.

Jackson's Supermarket
Brookfield Trading Estate, Fendon FE1 UJ

Dear customer,

Thank you for requesting a Jackson's Points card. We are pleased to enclose two Points cards, one for you and one for a member of your family.

You can start using your cards straight away. Next time you pay for your shopping at the checkout, just hand the card to the assistant to add your points to your account. You will get one point for every pound you spend. We will turn your points into money-off vouchers and send them to you every three months along with other special offers just for Points cardholders.

Look out for this sign in the store. 

Where you see this sign, you will get extra points if you buy that item. It shows you how many extra points, so this item has 25 extra points.

We also enclose two trolley tokens. You may have noticed that all our trolleys now require a £1 coin to encourage customers to return trolleys to the storage areas and keep the car park tidy and safe. Following feedback from our customers that you do not always have a £1 coin to hand, we have decided to issue tokens to our most valued customers. Keep a token with you and you can use it in any of our trolleys instead of a £1 coin. Of course, you will get the token back when you return your trolley.

We look forward to seeing you in the store soon. Don't forget to use your Points card and your trolley token.

Best wishes

Jackson's Supermarket

⇒ Read the letter and then answer the questions on the next page.

1 Why did Jackson's send you the letter?

2 Why are there two cards?

3 How should you use your card?

4 How many points will you get?

5 What does this sign mean?



6 Do you think the points are good to collect?

Write down a reason from the letter.

7 Write down *two* reasons why the supermarket has sent the tokens.

Activity 6 (Writing)

You have up to an hour to do this activity.

Jackson's Supermarket encourages customers to tell them what they think about the store.

You are going to tell a supermarket what you think about their store on the Customer Comments Sheet on the next pages.

Think about the comments you would give to **a supermarket you know**. Think about the things you like about the supermarket, the things you don't like and the things they could do better.

You should write in proper sentences and paragraphs, approximately 100 words altogether.

⇒ **Plan your writing.**

You can use any way of planning you find helpful, such as a list, a spidergraph or rough notes.



A large rectangular box with a thin black border, containing ten horizontal lines for writing. The lines are evenly spaced and extend across most of the width of the box, leaving a small margin on the left and right sides.

Activity 8 (Writing)

You have up to an hour to do this activity.

Write a letter to a friend or member of your family.

Tell them about the re-opening of Jackson's Supermarket. Include the parts that you find interesting and think that they would like to read. Tell them what you think about it.



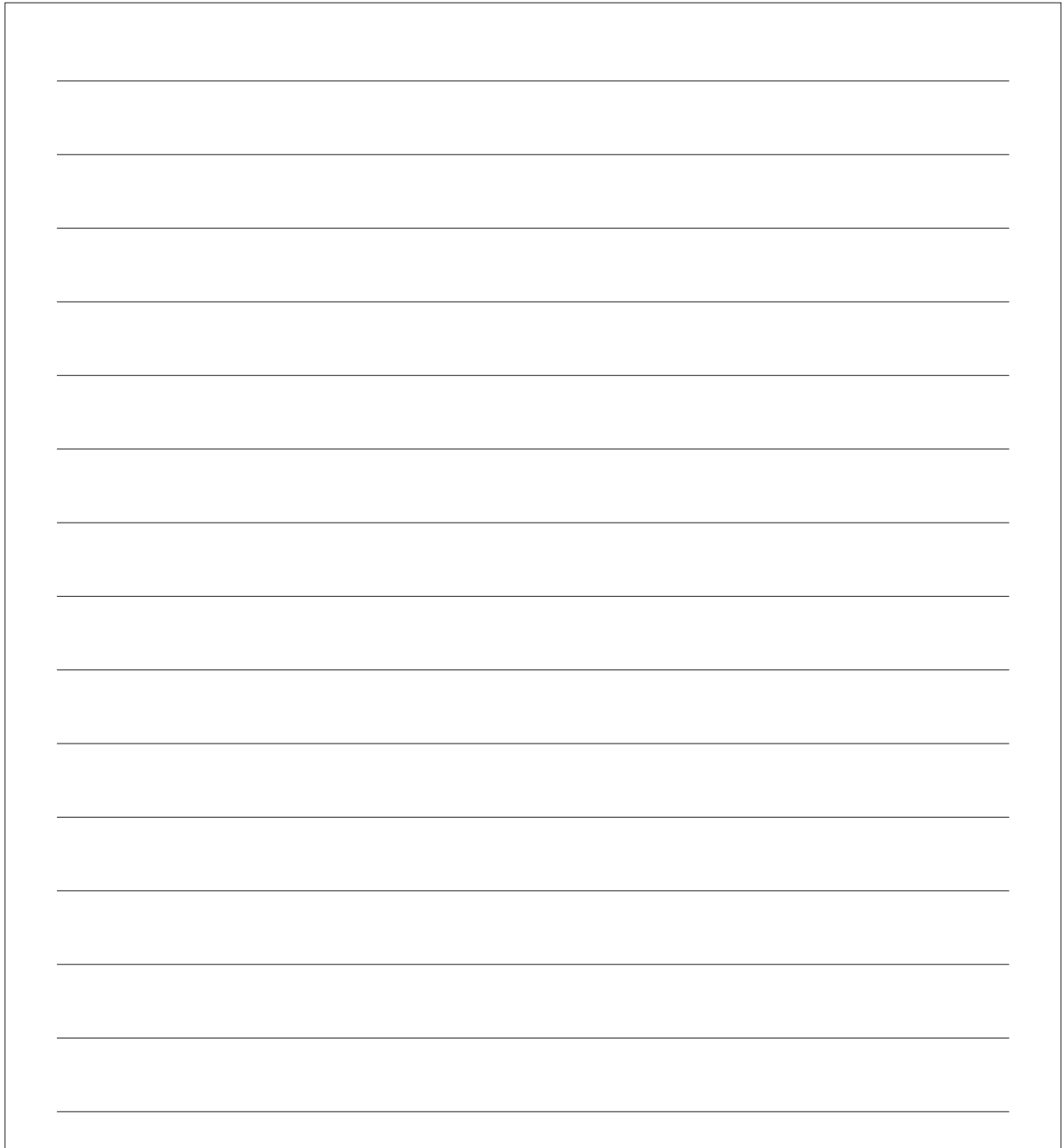
You might want to include information about

- the re-opening
- the changes to the supermarket
- the free delivery
- the Points card
- the trolley tokens.

You should write several paragraphs, about a page altogether.

⇒ **You can do a rough copy on the next page if you wish.**

- ⇒ **Write your neat copy here or on a computer.**
If you write it on a computer, attach a printout of your letter.

A large rectangular box with a thin black border, containing 18 horizontal lines for writing. The lines are evenly spaced and extend across most of the width of the box.

- ⇒ **Check all your work.** (You have up to 30 minutes to do this.)

You have now finished the assignment. Give all your work to your tutor.