

# **City & Guilds Level 1 Certificate in Essential Skills Communication Sample Paper 5**

**Length of assessment: 1 hour 30 minutes**

**Total marks available: 50 marks**

---

## **Source Documents for Section 1 Reading**

These documents are for Section 1 Reading. Please read the documents and then answer the 8 questions.

Use document 1 to answer questions 1 to 4.

Use document 2 to answer questions 5 to 8.

**Do not write your answers in this booklet as this will not be marked.**

**All answers should be written in the space provided on the question paper.**

## **SOURCE DOCUMENT**

**Please DO NOT return to City & Guilds.  
Destroy this document locally.**

**Document 1 – email. Use this document to answer questions 1-4.**

## Induction



Andrea Simon

From: **Andrea Simon** (HR@PTLfoods.uk)

Sent: 07 March 09:34

To: [\(Applicant10@bthotmail.uk\)](mailto:Applicant10@bthotmail.uk)

Subject: Induction

Dear Applicant,

Following your recent success at interview, we invite you to attend an induction day on the 15<sup>th</sup> of this month. To confirm your attendance, please reply to this email. If you are unable to attend, please contact me as soon as possible.

A lot of information will be covered during the induction but there are some important points you need to know in advance so please read the following information before attending.

Induction Day Rules

- **It is your legal duty to report any illness or other medical condition** to prevent a risk to public health. Please inform Denis Unek on 028 2495 6870 or email [D\\_Unek@PTLfoods.uk](mailto:D_Unek@PTLfoods.uk) on or before your induction day.
- Medicines must be registered with the Site Nurse.
- No alcohol permitted anywhere on site.
- No nuts (whole or ground).
- Mobile phones are not allowed in the factory.
- Food and drink can only be consumed in the canteen and there is a designated smoking area. Use of any other areas for these purposes could result in a formal warning or instant dismissal.
- Restricted items: ceramic containers, staples, paperclips and clear tape.
- The following items **must not** be brought onto site: glass (including thermos flasks containing glass), correction fluid, wood, jewellery.

Movement Safety on Site

- 10 mph speed limit.
- Everyone must obey traffic signals, signs and road markings.
- Park only in designated spaces.
- Watch out for pedestrians, lorries and fork lift trucks in the loading bay area.
- Safety belts, where fitted, must be worn at all times.
- You must always use the designated walkways around the site to access the site from the main entrance or car park and when crossing between buildings.
- Follow instructions given by security.

Please bring two passport photographs with you for your security pass. We look forward to seeing you at induction. If you have any queries, please contact me.

Yours faithfully,

*Andrea Simon*

HR Assistant - PTL Foods – Manufacturers of quality baked goods, snacks and chilled products

An Equal Opportunities Employer since 1985.

T: 028 3532 9667 | E: [follow this link to our website](#)

This email and any files attached are confidential and only for the individual or group to whom they are addressed. If you receive this email in error, please notify the sender of the original message. Do not forward to anyone. This message has been scanned for viruses and spam and is believed to be clean.

## Document 2 – newsletter. Use this document to answer questions 5-8.

# FOOD FOCUS

Your newsletter – your news – your voice – now available at your reception

The monthly newsletter for PTL Foods staff

Issue 53: March

## From the Editor

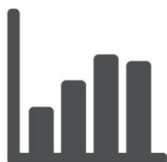


Welcome to this edition of *Food Focus*. As one of the UK's top food companies, PTL Foods aims to deliver great quality every day.

This newsletter can't survive without you, so I urge you to send in your news from your site and department by email to [editor@PTLfoods.uk](mailto:editor@PTLfoods.uk). Had a team event? Send in your photos, but please save them in JPEG format.

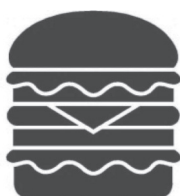
*Lennie*

## Annual Report Shows Strong Growth



Total sales this year were £861 million, compared to £848 million last year, a rise of 4.36%. Operating costs rose slightly, due to an increase in staff numbers. Predictions for next year show further growth of 4%. Well done everyone for your hard work.

## Food Quality Week Launch



Next month *Food Quality Week* launches across the company.

### DELIVERING QUALITY

Quality is everyone's responsibility and Food Quality Week aims to make sure everyone understands their individual responsibilities and has quality as a continual focus in all areas of work. To get involved, see your team leader.



## New Factory Opened

A new food production factory has successfully opened in Antrim, with the creation of 40 jobs. See page 3 for details.



## Interested in expanding your skills?

Why not attend one of our lunchtime information events, aimed at informing you about other aspects of the business? For a complete schedule, see the information boards in each branch. If you have any ideas for information events, let us know.

## Hungry for Success

Figures show that our factories with more qualified staff perform better than those that don't invest as much in training. See article on page 2.

- Well done to Parveen Joshi, Health & Safety Manager at our Lisburn site, on gaining NVQ Level 5 Diploma in Occupational Health & Safety.



- Congratulations to the 293 colleagues at our Newry site who have achieved NVQ qualifications in Manufacturing Processes - an incredible 86% of the weekly paid staff.

PTL Foods ensures high product standards through a qualified workforce. Speak to HR if you're interested in an apprenticeship.

## Admin Staff Raise £1600 for Charity

Staff at the Derry site managed to raise £1628 for the local RSPCA through a sponsored bike ride. Pictures and details on page 4.

## WIN A HOLIDAY!

To make *Food Focus* an even better read, we need you to send us suggestions for articles about your department. The best suggestions will be entered into a prize draw to win a fabulous holiday.

For your chance to win the holiday - text:

**FOODFOCUS + your suggestion to 98762\***

Closing date: last day of the month

\* Texts charged at standard message rate

**Food Focus is published by PTL Food Group. For extra copies, download from our website or pick up a copy from HR.**

Source document 1 adapted from -  
Gunstones Bakery Induction notes

Source document 2 adapted from -  
Taste published by 2 Sisters Food Group  
[www.2sfg.com](http://www.2sfg.com)  
Image from [www.2sfg.com](http://www.2sfg.com)