Functional Skills English Entry Level 3

Mock Test 2

Total marks: 42

Pass mark: 25 out of 42

Time allowed: 1 hour 15 minutes

Reading 16 marks | SPaG 6 marks | Writing 20 marks | Total 42 marks. You may use a dictionary for the Reading section only.

You will need: pen, pencil, ruler, rubber. Dictionary allowed for Reading section.

Name: _____ Date: _____

Text 1 — Job Advert

Customer Service Assistant — Greenfield Supermarket
Part-time: 20 hours per week (flexible shifts)
Pay: £10.42 per hour

Greenfield Supermarket is looking for a friendly, reliable person to join our customer service team.

You will:
• Help customers with enquiries and complaints
• Work on the till and handle cash
• Keep the shop floor tidy and well-stocked
• Support the team during busy periods

We are looking for someone who:
• Has good communication skills
• Can work as part of a team
• Is honest and reliable
• Can work weekends and some evenings

Experience in retail is helpful but not essential — full training is provided.

To apply, send your CV and a short cover letter to jobs@greenfieldsupermarket.co.uk.
Closing date: Friday 20th September.

Text 2 — Medical Centre Notice

Riverside Medical Centre — Important Notice

Dear Patients,

From Monday 7th October, the way you book appointments will change.

What's changing:
• You will no longer be able to book same-day appointments by phone before 8:30am.
• Instead, all appointment requests must be made through our new online system or by visiting reception.
• Urgent same-day requests will still be handled — please call 111 if you need urgent medical advice.

Why are we changing?
Our phone lines were very busy first thing in the morning, and many patients found it difficult to get through. The new system is designed to be fairer and easier for everyone.

How to register for online booking:
Visit www.riversidemc.nhs.uk/register or ask at reception for a registration form. You will need your date of birth and NHS number.

If you do not have internet access, you can still book appointments by visiting the surgery in person during opening hours (Mon–Fri, 8am–6pm).

Thank you for your patience during this change.

Riverside Medical Centre

Section A — Reading

12 questions • 16 marks

Question 1 (1 mark)

How many hours per week is the supermarket job?

- A) 10 hours
- B) 20 hours
- C) 30 hours
- D) 40 hours

Question 2 (1 mark)

How much does the job pay per hour?

- A) £9.50
- B) £10.00
- C) £10.42
- D) £11.00

Question 3 (1 mark)

Which of these is NOT listed as part of the job?

- A) Help customers with enquiries
- B) Work on the till
- C) Drive the delivery van
- D) Keep the shop floor tidy

Question 4 (1 mark)

What does the advert mean by "full training is provided"?

- A) You must already be trained
- B) The company will teach you what you need to know
- C) You have to pay for your own training
- D) Training is only for managers

Question 5 (2 marks)

How should you apply for this job?

- A) Send a CV and cover letter by email
- B) Phone the store manager
- C) Turn up at the shop
- D) Apply on social media

Question 6 (2 marks)

The advert says the person must be "reliable." What does reliable mean in this context?

- A) Someone you can depend on to turn up and do a good job
- B) Someone who is very fast at running
- C) Someone who has a car
- D) Someone who is good at cooking

Question 7 (1 mark)

When does the new appointment system start?

- A) 1st October
- B) 7th October
- C) 14th October
- D) 20th September

Question 8 (1 mark)

How can patients book appointments under the new system?

- A) By phone before 8:30am only
- B) Online or by visiting reception
- C) By text message
- D) By letter only

Question 9 (1 mark)

What should you do if you need urgent medical advice?

- A) Go to A&E
- B) Call 111
- C) Wait until Monday
- D) Email the surgery

Question 10 (1 mark)

Why is the medical centre changing the system?

- A) Because the doctors are retiring
- B) Because the phone lines were too busy and it was hard to get through
- C) Because they want fewer patients
- D) Because it costs less money

Question 11 (2 marks)

Name TWO things you need to register for online booking.

- A) Date of birth and NHS number
- B) Passport and driving licence
- C) Email address and phone number
- D) Bank details and address

Question 12 (2 marks)

What can patients do if they do not have internet access?

- A) They can visit the surgery in person during opening hours (Mon–Fri, 8am–6pm)
- B) They cannot book any appointments
- C) They must ask a neighbour to book for them
- D) They must change to a different surgery

Spelling, Punctuation and Grammar

4 questions • 6 marks

Question 13 (1 mark)

Which word is spelled correctly?

- A) recieved
- B) received
- C) receved
- D) recevied

Question 14 (1 mark)

Which spelling of a day of the week is correct?

- A) Wendsday
- B) Wendesday
- C) Wednesday
- D) Wensday

Question 15 (2 marks)

Choose the correct word: "I went _____ the shop _____ buy some milk."

- A) to / too
- B) too / to
- C) to / to
- D) two / to

Question 16 (2 marks)

Which sentence uses the apostrophe correctly?

- A) Its raining outside.
- B) It's raining outside.
- C) Its' raining outside.
- D) I'ts raining outside.

Section B — Writing

Complete both writing tasks.

Task 1 — Informal Message (8 marks)

Your friend is looking for a part-time job. You have seen the advert in Text 1.

Write them a text message or WhatsApp message telling them about the job and why you think they should apply.

Include: what the job is, the hours and pay, and why it would suit them.

Write 6–10 sentences.

Marking: Content & purpose (3 marks) • Organisation (2 marks) • SPaG (3 marks)

Task 2 — Formal Letter of Application (12 marks)

You want to apply for the Customer Service Assistant job at Greenfield Supermarket (Text 1).

Write a formal letter of application to the manager.

Include: a formal greeting, which job you are applying for, why you are interested, what skills and qualities you have, and a formal sign-off.

Write 8–12 sentences.

Marking: Content & purpose (4 marks) • Organisation & format (4 marks) • SPaG (4 marks)