

Functional Skills English Sample Assessment (Entry 3)  
DIY Shopping  
Reading Assessment Task Sheet



Learner Name: \_\_\_\_\_

Centre: \_\_\_\_\_

Assessment Date: \_\_\_\_\_

Assessment Duration: \_\_\_\_\_

Assessment Number: SAMPLE



## Task 1

Read the information below and then answer the questions that follow.

### Customer Notice

This store is closed today because of important repair work taking place. We are sorry to all of our customers for any inconvenience caused. We will re-open again tomorrow at 10am.

#### **Help is available at another store**

To find your nearest store, ring 08767 987678. You can buy goods there and also your nearest store will be able to help you with any refunds or exchanges of goods bought within the last 28 days.

Please ring our customer care line on 08767 987677 to make arrangements for the return of faulty goods.

#### **Cancelling Orders**

To cancel an order that we are delivering to you, log onto our website at [www.diyshop.co.uk](http://www.diyshop.co.uk) or ring the customer care line as above.

Any DIY advice that you need is available on our website at [www.diyshop.co.uk/advice](http://www.diyshop.co.uk/advice).



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Now answer these questions:

1. What is the main purpose of this text?
  - a. persuade you to go to another shop to do your shopping
  - b. inform you how you can get help if you have a problem
  - c. instruct you about how to find another shop

2. What number can you call to find the nearest store?

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3. What three things can you do at the nearest store?
  - i)
  - ii)
  - iii)

4. Why would you ring the number 08767 987677?

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5. Give one way to cancel an order.

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6. When will the store be open again?

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7. Your tutor will give you a dictionary to find the word **faulty**. Write the correct meaning below or tell your tutor.

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**Task 2**

Read through the following webpage and then answer the questions.

HOW TO SHEETS						<a href="#"><u>Search the Site</u></a>
Building a garden shed	Fitting laminate flooring	Building a wall	Changing electrical lights and switches	Painting a garage door	Plastering a wall	
<p><a href="#"><u>How to Sheets</u></a>  <a href="#"><u>DIY Online Shop</u></a>  <a href="#"><u>Ask the Expert</u></a>  <a href="#"><u>Store Finder</u></a></p>		<p style="text-align: center;"><b>Fitting laminate flooring</b>  <i>This 'How to Sheet' gives hints and tips on fitting laminate flooring.</i></p> <p>Laminate floors are hard-wearing, easy to keep clean, practical and stylish in any home.</p> <p>Some useful tips for laying a laminate floor:</p> <ul style="list-style-type: none"> <li>• Make sure you have a firm, level base. Any cracks or holes will need to be filled in.</li> <li>• Use a thick underlay as this will reduce any noise and provide an even surface for chipboards or floor boards.</li> <li>• Flooring packs must be opened and left in the room for 24 hours before being laid.</li> <li>• Take off any inward opening doors and make sure the floor is clean of dirt and dust before laying the boards.</li> <li>• You may need spacers and string to make sure your boards are straight.</li> <li>• Other tools you may need are a drill, saw and glue.</li> <li>• Always follow the safety instructions supplied with the boards and any other tools you are using to prevent any accidents.</li> </ul>				



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Now answer these questions:

1. How can you find directions to the nearest store?

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2. Laminate floors are described as hard-wearing. Find another word that is used to describe them.

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3. Why should you use thick underlay? Give two reasons:

i) \_\_\_\_\_

ii) \_\_\_\_\_

4. Why may you need spacers and string?

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5. What must you do to prevent any accidents?

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6. How many different How to Sheets are there on the web site?

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