

Edexcel Functional Skills – Entry 3

English

Entry 3 Reading TASK D

Set 3

Controlled Assessment Material

Valid from September 2012 to August 2013

Learner name

Learner signature and date

Turn over ►

W42812A

©2012 Pearson Education Ltd.

1/1



PEARSON

Read Text D1 and answer questions 1 to 4.

Text D1

Milan wants to send a parcel. He reads a leaflet on safe packaging.

Safe Packaging

Always pack your items carefully to make sure they arrive safely. Poor packaging can result in damaged or broken items.

Top Tips

- Pack large and bulky items in strong boxes.
- Always use strong tape to seal the top and bottom of the boxes.
- Use padded envelopes for smaller items or those with sharp edges, ideal for DVDs and CDs.
- Use strong envelopes for documents or paper.
- Use bubble wrap, shredded paper, tissue paper or polythene foam to cushion fragile items during delivery.
- Always wrap fragile items individually.
- Put a FRAGILE sticker on the package.
- Always place liquids or creams in polythene sheets or bags and seal with tape before packaging.

For more information about packaging please contact:

Customer Services on 0880 316 50

Text D1 questions

- 1 Put a tick ☒ in the correct box.

According to Text D1, strong envelopes are the best packaging to use for:

A	large items	
B	documents	
C	fragile items	
D	DVDs	

(Total for Question 1= 1 mark)

- 2 Put a tick ☒ in the correct box.

According to Text D1, liquids and creams should first be put in:

A	padded envelopes	
B	shredded paper	
C	polythene bags	
D	tissue paper	

(Total for Question 2= 1 mark)

- 3 Write your answers on the lines below.

According to Text D1, list **two** things that you should do when sending fragile items.

1

2

(Total for Question 3= 3 marks)

4 Write your answer on the lines below.

Look up the word **polythene** in your dictionary and write down what it means.

.....

.....

.....

.....

(Total for Question 4= 1 mark)

TEXT D2 BEGINS ON THE NEXT PAGE

Read Text D2 and answer questions 5 to 9.

Text D2

Milan posts a parcel. The parcel does not arrive. Milan writes a letter to the parcel company.

Milan Reid
40 Salter Street
Estrick
ES3 1F

30 October 2012

Dear Sir/Madam

I posted a parcel from Central Street Parcel Office on Monday
3 September 2012 at 10.15 am.

The parcel was packaged correctly and addressed to:

Ms Asma Sanders
35 Middle Street
Kindon K61 7S

The parcel never arrived.

On 25 September 2012 I completed a 'Lost Parcel' form.

I handed it to a Customer Service Agent at Queen Street Parcel Office.
The Customer Service Agent told me that I would have a response
within 20 days. It is now 30 October and I still have not heard
anything.

The parcel contained a book which was a birthday present for
Ms Sanders.

I would be grateful if a member of the Customer Service team could
contact me as soon as possible.

Yours faithfully
Milan Reid

Text D2 questions

5 Put a tick ☒ in the correct box.

How long did the Customer Service Agent say it would take to respond?

A	20 days	
B	25 days	
C	30 days	
D	35 days	

(Total for Question 5 = 1 mark)

6 Put a tick ☒ in the correct box.

Where did Milan post the parcel?

A	Salter Street Parcel Office	
B	Central Street Parcel Office	
C	Middle Street Parcel Office	
D	Queen Street Parcel Office	

(Total for Question 6 = 1 mark)

7 Write your answer on the line below.

According to Text D2 what was in the parcel?

.....

(Total for Question 7 = 1 mark)

8 Write your answer on the line below.

According to Text D2 when did Milan complete the 'Lost Parcel' form?

.....

(Total for Question 8 = 1 mark)

9 Write your answer on the line below.

According to Text D2 who was the parcel addressed to?

.....

(Total for Question 9 = 1 mark)