

# Functional Skills Certificate

## FUNCTIONAL ENGLISH

Component 1 Reading Level 2

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### Insert

The three sources that follow are:

- Source A: a webpage advertising a holiday  
Source B: an article about a company called Responsible Travel  
Source C: a job advert.

**Please open the insert fully  
to see all three sources**

## Source A

### Africa Travel

### Kenya Luxury Family Safari and Beach Tour

10 nights from £3995 per person

Discover the African wilderness with Africa Travel – specialising in exclusive getaways for more than 30 years. For anyone hoping to explore this extraordinary continent, Africa Travel's experienced and professional team will tailor-make your holiday of a lifetime. Whether you are hoping to spot the 'big five' on a safari or discover new cultures in the desert, you can expect Africa Travel to deliver a superb escorted tour with excellent customer service at the most competitive price on the market.

Encounter abundant wildlife and relax on the beach on this escorted tour of Kenya for all ages.

You will head to the world-famous Masai Mara Game Reserve and stay in a luxury tent to enjoy the authentic experience of a traditional safari. Make sure you have binoculars and cameras at the ready as you enjoy day and night game drives in this wildlife-rich reserve, known for its black rhino, cheetahs, elephants and giraffes.



Enjoy cultural visits with the Masai community that will give adults and children the chance to learn about this area's unique way of life. You will also have time to wind down at a luxury property on the Kenyan coast at Kinondo Kwetu. Take to the water for a little sailing, kayaking or even some deep-sea fishing. Go horse riding along the beach or simply relax and enjoy the Indian Ocean views.

*Price from £3995 per person based on two adults and two children travelling. Single supplementary fee applies. Daily departures. Travel insurance and visa fees not included. Prices are subject to availability and may vary. Club carriage fees payable to the airlines. Africa Travel reserves the right to amend the route or offer similar accommodation to those specified.*

Price includes:

- ★ Flights from London Heathrow (regional airport departures are available)
- ★ Transfers as detailed
- ★ Accommodation and meals as specified in itinerary
- ★ Game activities and park fees on safari
- ★ Airport departure taxes



## Source B



At **Responsible Travel** we know you've got things you'd love to do, places you'd love to see, cultures you'd love to jump into and adventures to experience and remember forever. We're here to help you do them, not just dream about them. We've been doing this since 2001.

We only work with the very best specialist tour operators in the world, which is why over 90% of our 100 000 customers have rated their holiday at least 4 out of 5.

You should know we treat local people with respect and fairness. This pays back by the bucket load because well cared for locals let you get closer to their culture, their people and their nature. Which is good for them and good for you. We call this **responsible tourism**.

Our idea for **responsible tourism** was that it should include all types of tourism (not just nature based) and that it should deliver 'better places to live in and visit' – with the emphasis firstly on creating better places for local people, and secondly for tourists.

10 percent of the world's population (including many in developing countries where tourism is growing fast) depends on the industry.

### SEE WHAT THE GUARDIAN HAS TO SAY ABOUT US:

**Responsible Travel:** Responsible how? Environmentally, socially and economically aware. One day, the site claims, travelling responsibly will be just as widespread as eating organically.

Holidays approved and promoted by **Responsible Travel** must meet certain criteria. These include:

- ★ conserving water
- ★ advising tourists on how to minimise the damage they cause to the environment
- ★ supporting local projects
- ★ employing local people
- ★ ensuring that a local guide accompanies visitors on trips to native communities.

**Responsible Travel** doesn't actually sell holidays on behalf of the companies that meet these requirements, but it does approve them.

### ARE THEY EXPENSIVE?

They can be. A whale-watching week in Hawaii costs £2459 excluding flights, and 15 days in Antarctica £7885. (It's a curious rule of travelling that the coldest places in the world are usually the most expensive to visit.) On the other hand, eight days in Indonesia starts at £464, and a night in a Scottish farmhouse, £60. (2016 rates)



**Source C**

When you're waiting in the cold for your next bus home, getting soaked by the rain, don't you just wish you were working in the sun away from it all? If working in your favourite destination sounds like a dream rather than a travel job, why not consider becoming a holiday rep?



Anyone with a love of travel, bags of energy, plenty of initiative, polished customer service skills and lots of patience will make a first-class holiday rep.

Your day will usually start with meeting the excited new arrivals at the airport and overseeing transfers to their accommodation. You're the first point of contact for customers so be prepared!

You'd be forgiven for thinking it was all sunbathing and partying, but you'd be wrong, it's as much hard work as it is fun.

Once in resort, you may need to give an introductory talk on the facilities and the area. Sometimes you may need to accompany holidaymakers on excursions and you will definitely be expected to help arrange entertainment.

By meeting and dealing with a range of different people, you will gain valuable work experience. Holidays rarely run completely smoothly and you may need to deal with unexpected dilemmas from lost passports to medical emergencies, so be prepared to answer questions and resolve problems. This will give you the chance to learn and practise a new language. You may be surprised to know that there's also some admin – lots of paperwork to complete!

So what can you do when the holiday season is over? People who love working as a holiday rep can progress to becoming team leaders or resort managers. Others find work as a travel agent or tour guide. The skills you learn as a holiday rep (customer service, time management, events organising) are transferable to many other careers, so it looks great on your CV.

**END OF SOURCES**

**There are no sources printed on this page**

**Open out this page to see  
Source B and Source C**

**There are no sources printed on this page**

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