

Write your name here	
Surname	Other names
Centre Number	Candidate Number
Edexcel GCE	
<h1>English Language</h1> <h2>Advanced Subsidiary</h2> <h3>Unit 1: Language Today</h3>	
Thursday 27 May 2010 – Afternoon <b>Time: 2 hours 15 minutes</b>	Paper Reference <b>6EN01/01</b>
<b>You must have:</b> Source Booklet (enclosed)	Total Marks

### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided  
– *there may be more space than you need.*

### Information

- The total mark for this paper is 100.
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your answers. Quality of written communication includes clarity of expression, the structure and presentation of ideas and grammar, punctuation and spelling.

### Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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**SECTION A: LANGUAGE AND CONTEXT**

**Read the data provided on pages 2–5 of the Source Booklet and answer the following questions.**

**1** The transcripts are of a variety of service interactions recorded in 2008.

In your response, you must refer to these transcripts.

**For example:**

Extract: hiya [No. 3]

(i) Describe the underlined language features using **two** linguistic terms.

1. informal greeting
2. possibly a blend formed from hi + you /hɪjə /

(ii) Identify **one** more example of this type of language use from the data provided in the Source Booklet.

hello [No. 1]

For each of the extracts given:

- (i) Describe the underlined language features using **two** linguistic terms.
- (ii) Identify another example of the underlined feature from the data provided in the Source Booklet.

(a) Extract: could you /kʊdʒə/ get into that one for me [No. 1]

(i) (2)

1 .....

2 .....

(ii) (1)

.....

.....



(b) Extract: do you want a bag or **are you** //  
// **no** I'm alright [No. 5].

(i)

(2)

1 .....

2 .....

(ii)

(1)

.....

.....

(c) Extract: no problem **love** [No. 13].

(i)

(2)

1 .....

2 .....

(ii)

(1)

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(d) Extract: can I have the **Rowntrees** pick and mix [No. 9].

(i)

(2)

1 .....

2 .....

(ii)

(1)

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.....



(e) Extract: I'm just **over here** [No. 8].

(i)

(2)

1 .....

2 .....

(ii)

(1)

.....

.....

**(Total for Question 1 = 15 marks)**





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**(Total for Question 2 = 10 marks)**



**3** Identify and explain differences you notice in language use between the exchanges in Group A (large retail chains) and Group B (small traders).

(AO2 = 5, AO3 = 5)

In your response, you must refer to Groups A and B on pages 2–4 of the Source Booklet.

Lined area for writing the response.



Blank lined area for writing.

(Total for Question 3 = 10 marks)





4 Read the four transcripts in Group C on page 5 of the Source Booklet.

Rank the exchanges according to the apparent degree of personal rapport, where 1 is the most friendly exchange, and 4 is the least friendly.

Exchange	10	11	12	13
Rank				

Explain your decision by identifying significant language features from any **two** of these texts.

(AO2 = 5, AO3 = 10)

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(Total for Question 4 = 15 marks)

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**TOTAL FOR SECTION A = 50 MARKS**



**SECTION B: PRESENTING SELF**

**Read the two Texts A and B on pages 6–7 of the Source Booklet and answer the following question.**

- 5** Analyse and compare the ways in which each of the speakers and writers of Texts A and B presents himself or herself.

(AO1 = 10, AO2 = 15, AO3 = 25)

In your response, you should include reference to any relevant theories and research.

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N 3 7 4 8 1 A 0 1 1 2 0

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Lined writing area with horizontal dashed lines.



Lined writing area with horizontal dashed lines.



Handwriting practice area with 20 horizontal dotted lines.







Unit 6EN01/1 focuses on the Assessment Objectives AO1, AO2 and AO3 listed below:

<b>Assessment Objectives</b>	<b>AO%</b>
<b>AO1</b> Select and apply a range of linguistic methods, to communicate relevant knowledge using appropriate terminology and coherent, accurate written expression	25
<b>AO2</b> Demonstrate critical understanding of a range of concepts and issues related to the construction and analysis of meanings in spoken and written language, using knowledge of linguistic approaches	25
<b>AO3</b> Analyse and evaluate the influence of contextual factors on the production and reception of spoken and written language, showing knowledge of the key constituents of language	50



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N 3 7 4 8 1 A 0 1 9 2 0

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Edexcel GCE

# English Language

Advanced Subsidiary  
Unit 1: Language Today

Thursday 27 May 2010 – Afternoon  
**Source Booklet**

Paper Reference  
**6EN01/01**

**Do not return this Source Booklet with the question paper.**



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## SECTION A: LANGUAGE AND CONTEXT

### Materials for Questions 1, 2, 3 and 4

#### Group A: Large retail chains

##### Key:

// overlap

/IPA/ to indicate pronunciation of selected words. This will only be used once, unless pronunciation of the word changes.

<?> - indecipherable speech

(1) timed pause in seconds

(.) micro-pause

#### 1 Marks and Spencer

Cashier: [beeping as scans items] do you /dʒə/ want bags

Customer: um I hope not [laughs] I always buy more than I need to

Cashier: [beeping as scans] that's er thirty-eight pounds seventy-seven then please (7)

Customer: [struggling to open bag] could you /kʊdʒə/ get into that one for me

Cashier: yeah (11)

Customer: thank you

Cashier: cheers

Customer: thank you

#### 2 Tesco

Customer: hiya sorry <?> yeah (3)

Cashier: do you need any bags

Customer: I've brought some thanks

Cashier: [beeping as scans] that's forty pound three pence (2) do you have a Tesco card

Customer: no I haven't

Cashier: (5) take your card

Customer: thank you

#### 3 Boots

Customer: hello

Cashier: hiya

Customer: no that's my bag for putting them in (3) sorry

Cashier: [beeping as scans] have you got a Boots card //

Customer: // no //

Cashier: // that's three pound eighty-eight please

Customer: thank you

Cashier: thank you (5) twelve pence change

Customer: thank you (4) I'll take my bag (2) // thank you //

Cashier: // thank you //

#### 4 The Co-op

Cashier: hi love /lʊv/

Customer: hallo [*packing goods in bag*]

Cashier: have you got a bag love or are you alright /ɒraɪ?/

Customer: I think I'll be alright /ɒraɪ?/ thanks

Cashier: that's er eight pound and eight pence love

Customer: thanks do you want me to see if I've got the eight pence (.) no um ten I think thanks

Cashier: there you are love

Customer: thank you

## Group B: Small traders

### 5 Market stall

Stallholder: [to previous customer] thank you my love /lʊv/

Customer: hello can I have er Dogville

Stallholder: (.) four pound do you want a bag or are you //

Customer: // no I'm alright /ɒraɪ?/ thanks (.) thank

you

Stallholder: thank you my love /mɪlʊv /

### 6 Newspaper kiosk

Customer: hello can I have a Telegraph please

Shopkeeper: here you are

Customer: (2) oh I haven't got change I'm afraid er are you alright /ɒraɪ?/ for a tenner

Shopkeeper: yes (4) twenty love /lʊv/

Customer: thanks (4) er that's right /raɪ?/ isn't it yeah thank you

Shopkeeper: thanks a lot bye

Customer: bye

### 7 Greengrocer

Shopkeeper: you all right /raɪ?/ [weighing fruit and putting cost into till as he talks]

Customer: fine you're busy

Shopkeeper: yeah you wanna bag

Customer: no it's OK

Shopkeeper: that's five pound thirty-three please

Customer: thanks

Shopkeeper: thanks [to next customer] you all right /raɪ?/

### 8 Stationers

Shopkeeper: can I help you

Customer: do you keep Filofax refills

Shopkeeper: (1) yes just over here [walks ahead of customer to shelf] here (.) we've got a promotion on

Customer: OK thanks

Shopkeeper: if you need any help I'm just over here

Customer: thanks

### 9 Sweet shop

Shopkeeper: who's next

Customer: can I have the Rowntrees pick and mix

Shopkeeper: (2) one /wʌn/ twenty-nine please (2) thank you

Customer: thank you

Shopkeeper: (5) thank you // ta

Customer: // thanks



### Group C: Service encounters

#### 10 Cinema

Ticketseller: have you been to one of these screenings before  
Customer 1: er I came to the very first one but I haven't been since  
Ticketseller: nothing's changed so it's um coffee and cake in the bar and cinema four for the film  
Customer 2: [*handing over money*] thank you the same for me please  
Ticketseller: thanks  
Customer 2: and I haven't been before but I heard what you said  
Ticketseller: so it's coffee and cake in the bar cinema four for the film  
Customer 2: thank you  
Ticketseller: we'll start dead on eleven there's no adverts today  
Customer 2: OK thank you

#### 11 Café

Customer: hello  
Café owner: happy new year  
Customer: happy new year to you it's early today but Kerry should be arriving soon (.) chilli and chips please one with cheese  
Café owner: [*calling to kitchen*] one with cheese [*brings cutlery to table*]  
Customer: oh thank you  
Café owner: thank you

#### 12 Street Vendor (for *The Big Issue*, a charity magazine)

Vendor: and a happy /ənæpi/ new year to you all good morning  
Customer: good morning I bought it yesterday  
Vendor: thank you ma'am god bless you //thank you ma'am //  
Customer: // happy new year //  
Vendor: thank you and a happy new year to you all good morning

#### 13 Royal Mail Sorting Office

Customer: hallo  
Cashier: (2) that'll be fourteen eighty /fɔʔinerʔi/ please  
Customer: [*handing over £20 note*]  
Cashier: [*counting out change*] fifteen twenty  
Customer: // thank you //  
Cashier: // see I got it /gɒʔiʔ/ all //ready for you even got you a receipt//  
Customer: // thank you very much [*laughs*] //  
Cashier: [*laughs*] no problem love (3) expensive present tell her  
Customer: I know (3) late Christmas present [*laughs*]  
Cashier: [*laughs*]  
Customer: thanks  
Cashier: you're welcome dear

**SECTION B: PRESENTING SELF**

**Materials for Question 5**

**Text A: An email advertising a comedy music night**

Hello my dear friends  
Here is some news about the next folk club night, not long now.

I'm excited and I can tell you are too, well some of you. Not all of you, some of you though.  
**April the 29th is the date for your 'things to do list.'**

On this month...

**THE FATES** – are a haunting, ethereal, a cappella quartet  
four piece from Sheffield so that should be good especially at the end when we all sing 'Pulladogalong'

**BAY WHITAKER** – Original comic songs, performed with panache. So that should be good.

**TIM BYROM** – He's a boogie woogie boffin. Yes he's good, sometimes.

**MADAM ZZUCCHINI**– with her vegetables. Good.

and of course those wonderful bickering sisters – **PRECIOUS AND COMFORT CLEAVER.**

Don't forget  
**IF YOU BRING YOUR KNITTING YOU GET A POUND OFF!**

**Blessings**

**Precious and Comfort Cleaver**  
0114 2617747  
0789 40 39 315  
[www.myspace.com/thecleaversisters](http://www.myspace.com/thecleaversisters)  
youtube - the cleaver sisters

*This newsletter is a bit of fun but if you would like not to receive future folk club news please reply to email with the words... **No More Please.***

**Text B: A letter from a children's charity**

Special delivery from Lapland **STOP** Letter from Santa **STOP**

**Let Santa surprise someone you know this Christmas and support the NSPCC**



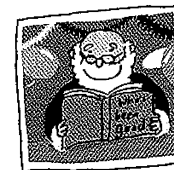
Dear Mrs Allen,



You may be surprised to hear from me, as it's only June, but Mrs Claus, Rudolph and I are already busily preparing for Christmas. You see, our friends at the NSPCC have asked us if we'd help them with their Christmas Appeal to help protect more children from abuse and neglect.

**Do you know a child or grown-up who'd like to receive a letter from Santa?**

The idea is simple: you send me the name of someone you'd like to surprise and for a suggested donation of just £5 to the NSPCC then I'll send them a personally addressed letter, directly from Lapland and signed by me - good old Santa Claus. Of course, the letter will be delivered in time for Christmas by our very reliable "Rudolph Mail".



**Order your letter now in time for Christmas**

All you need to do to order your letter(s) is to fill in and return a postcard by 16 December 2008. Alternatively, you can visit [www.nspcc.org.uk/santa](http://www.nspcc.org.uk/santa) or call 0870 325 9012. I'd be really grateful if you could pass on any postcards you don't need to your friends, family and colleagues who may also like to surprise someone with a Letter from Santa.

**Your donation will help children in danger and distress**

Last year this appeal raised over £500,000 which allowed the NSPCC to help more vulnerable children and young people. For example, over the Christmas period, ChildLine volunteers will counsel hundreds of children every day. However, because of the enormous demand for the service, around a third of the calls can't get through.



Every £20 raised by the Letter from Santa appeal could help ChildLine to answer five more calls from children who desperately need their help.

**Please help us to make our appeal a success again this Christmas!**

On behalf of everyone at the NSPCC and of course Rudolph and Mrs Claus, thank you so much for your support.

With warmest Christmas wishes,

*Santa*

Santa Claus



Edexcel gratefully acknowledges the following sources used in the preparation of this paper:

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