



Public Places and Services

Multiple matching: community support | Cambridge IGCSE ESL 0510/0511

1. Lead-in discussion

Talk with a partner before you read.

1. Which public services do people sometimes not know about?
2. How can services make people feel welcome?
3. Should support be online, face-to-face or both?
4. What information should be easy to find in a community?

Exercise 2 at a glance

Read four short descriptions. For each statement, choose the correct service, A-D. One service may be used more than once. Read the whole detail carefully before you choose.

2. Read for overall understanding

Read the four texts. Which community service would you use or recommend? Give a reason.

Help in the Community

A Advice kiosk

The advice kiosk stands near the entrance of the shopping centre every Tuesday. Volunteers help people find information about housing, benefits, local courses and health appointments. They do not complete official forms for visitors, but they can explain where to get specialist help. The kiosk was introduced because many residents felt uncomfortable walking into formal offices. It has no private room, so sensitive conversations are moved to a nearby community centre. Leaflets are available in several languages. Volunteers record common questions each month so services can see which information is still confusing.

B Tool library

The tool library lends items such as drills, ladders and gardening tools for short periods. Members pay a small yearly fee and must watch a safety video before borrowing certain equipment. The service is useful for people who need a tool once but cannot afford to buy it. It does not lend electrical items during heavy rain because outdoor use becomes unsafe. Volunteers check each item when it is returned and repair small faults. The tool library also runs a monthly repair morning, although visitors must book this separately. Its busiest period is spring, when people start garden projects.

C Welcome cafe

Welcome cafe is a weekly meeting place for people who are new to the area. It offers tea, simple language practice and information about local buses, schools and doctors. The cafe is not only for migrants; anyone who feels isolated can attend. Organisers avoid long presentations because visitors mainly want friendly conversation. A noticeboard shows free events and volunteering opportunities. Children are welcome, but there is no formal childcare. The cafe began in a church hall and later moved to the library because it was easier to reach by public transport. Regular visitors now help greet newcomers.

D Form clinic

Form clinic helps residents understand online forms for services such as school applications and parking permits. Staff sit beside visitors and talk through each question, but visitors must enter their own personal details. This rule protects privacy and makes sure people understand what they are submitting. The clinic was created after the council moved several services online. It is appointment-only because each session can take twenty minutes. Staff do not give legal advice, although they can suggest where to ask for it. The clinic keeps printed instructions for people who want to try again at home. The services all try to reduce barriers so residents ask for help before problems become harder.

3. Strategy focus

Check what the service does not do

Services often explain their limits. These limits can help you choose the correct answer when two options sound similar.

4. Exam-style matching questions

For each statement, write the correct letter, A, B, C or D, on the line.

No.	Which service...	A-D
1	collects repeated questions to identify confusing information
2	changed location to become easier to reach
3	was introduced after more services became digital
4	has safety rules for borrowing particular items
5	welcomes more than one group of people, not only newcomers from abroad
6	moves private discussions somewhere more suitable
7	requires users to enter their own personal information
8	is most popular during a season linked to outdoor work
9	does not provide specialist legal advice

5. Vocabulary notebook

Underline five useful words or phrases. Check their meaning, then record them in your vocabulary notebook.

6. Follow-up tasks

1. Discussion: How could each service make people feel less embarrassed about asking for help?
2. Strategy: Highlight the sentence where you found each answer. Label it with the question number.
3. Writing: Write a short explanation of a service that helps people in your area.
4. Vocabulary: Circle words and phrases connected to services, support and community facilities.

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2. Read for overall understanding

Suggested answer: Students' own answers, but they should refer to one or more details from the texts.

4. Exam-style matching questions

1. A
2. C
3. D
4. B
5. C
6. A
7. D
8. B
9. D

Notes for checking

Learners should match the statement to the exact detail in the text.

An option may be used more than once.

If learners disagree, ask them to highlight and label the sentence that proves their answer.