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Complaint

Question 1: Complaint about an employee

You have a problem with a recently hired employee in your workplace. Write a letter to the HR manager. In your letter:

- Describe the problem the new employee has caused
- Explain how other employees about the new employee's conduct
- Say how you expect the HR manager to address the situation.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 2: Complaint to landlord about noise from neighbour

You currently live in a rental apartment, and the noise from your neighbours disturbs you. Write a letter to your landlord. In your letter

- describe how this situation affects you;
- explain what steps you have taken to address the problem;
- ask the landlord to take action to resolve the issue.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Application

Question 3: Applying for a position in a restaurant

A restaurant has placed an advertisement for waiters and waitresses in your local newspaper. You should spend about 20 minutes on this task. Write a letter to the restaurant, applying for the job. In your letter:

- explain what you are currently doing
- describe your suitability for this area of work
- say when you can attend an interview.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 4: Applying to volunteer for a charity

You recently saw an advertisement in a newspaper seeking volunteers to do unpaid work with local children. You are interested in this work. Write a letter to the head of the organisation. In your letter

- express your interest
- ask for details of the work that needs to be done
- let them know when you are available.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Invitation

Question 5: Invitation to a friend to visit a national event

You would like to invite your friend from abroad to a public event in your country. Write a letter to your friend. In your letter

- describe the public event
- explain why you think he/she would like the event
- write how you can help your friend with accommodation

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 6: Invitation to a friend to come to the gym

Your friend recently moved to the same town where your friend lives. Please write a letter to invite your friend to go to the gym together. In your letter

- describe why you go to this gym
- say what part of this gym you recommend
- explain why you think it is suitable for your friend

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Recommendation

Question 7: Recommendation about uni or getting a job

You recently received a letter from a friend asking for your advice on whether to go to college or to try to get a job. You think he/ she should get a job. Write a letter to this friend. In your letter:

- say why she will not enjoy going to college
- explain why getting a job is a good idea
- Suggest the type of job that would be suitable.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 8: Recommendation about a device

You recently bought an electronic gadget for home purposes. Your friend wants the same gadget and needs your advice. In this letter you should include:

- What is this gadget
- What do you think about it
- Give advice about other alternatives your friend can buy

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Apology

Question 9: Apologising for missing a deadline

You have recently missed a project deadline which resulted in your company losing an important client. Write a letter to your manager. In your letter

- apologise for what happened
- explain why you missed the deadline
- tell him/her how you will avoid this situation in future.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 10: Apologising for damaging property

You recently stayed at your friend's place, to look after the house while he/she is away. You accidentally damaged something in his/her house. Write a letter to your friend. In your letter, you should:

- describe what the accident was
- explain when it happened
- suggest how the damage can be fixed.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Request

Question 11: Requesting a photographer

You had some photos of your family taken by a professional photographer. Write a letter to the photographer. In your letter:

- Say that you liked their photos of your family
- Ask them to be your photographer at a special family event
- Give them the details of the event.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 12: Request to borrow books

You are going to teach English to your friend's child. Write a letter to your past English teacher to ask if you can borrow some books from him/her. In your letter

- tell your teacher about the child;
- say when and where you will teach the child;
- explain what books you would like to borrow.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Inform

Question 13: Informing a friend on how life's going

An English-speaking friend has written to you to ask you how your studies are going. Write a letter to the friend:

- tell your friend how you are preparing for the exam.
- tell him/her how you feel about it.
- tell him your expectations.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 14: Informing the police of a stolen ID

Your ID card has been stolen. Write to the Local Police Station, giving details of

- who you are
- what happened
- ask what you should do to get a new ID card

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Appreciation

Question 15: Letter of appreciation to a restaurant

You and some friends ate a meal at a restaurant to celebrate a special occasion, and you were very pleased with the food and services. Write a letter to the restaurant manager. In your letter

- Give details of your visit to the restaurant
- Explain the reason for the celebration
- Say what was good about the food and the services

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC:

Question 16: Apologising for missing a deadline

You are moving home. Write a letter to your neighbours to say goodbye to them and to thank them for their help during your stay. In your letter

- explain how they helped you
- say what you will miss the most about the area where you lived
- invite them to visit you at your new home.

Student's Answer:

Score: TR: LR: G: CC: Overall:

TR:

LR:

G:

CC: