



EnglishScore

EnglishScore Writing Practice items

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1 | About the practice questions

This bank of **96 practice questions** is designed to help you to prepare for the EnglishScore mobile English Writing test. The questions are written to the same standard as the questions you will see in the exam.

There are 4 types of question in the Writing test:

- **Listen and Write**
- **Answer the question**
- **Describe the image**
- **Have a chat**

There are instructions at the start of each question type. Each question type includes questions for the CEFR levels that EnglishScore covers: **A2, B1, B2, C1**. Not all questions are used at all four CEFR levels.

The questions cover the Public, Professional and Personal domains, using authentic language and contexts.

The writing test assesses:

Language – how well you use grammar and vocabulary (both in terms of accuracy and range), as well as spelling

Organisation – how you connect and arrange ideas

Communication – how clear and easily understood your

written answers are and how well you completed the tasks

Note that EnglishScore is a mobile test, so the question format in the real test is different from what you see in this bank, e.g. in the mobile test, you will see the chat question in stages and not all at the same time. However, this question bank will help you to prepare and practise for the test and to understand the different question types we use in our Writing test.

In the real test you can listen to the recordings twice. We recommend you also try to listen only twice when using these practice questions.

For more information about the test-taking experience and other useful information, please see the EnglishScore Writing Test Guide.

You can also visit our website at **www.englishscore.com**.

Writing Practice Items

Listen and write (Dictation)

A2 Writing practice items – Listen and write

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

1

Click to play audio

2

Click to play audio

3

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

4

Click to play audio

5

Click to play audio

6

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

7

Click to play audio

8

Click to play audio

Answer key

- 1 **Keys at home** *Personal*: I left my keys at home again.
- 2 **Public library near** *Public*: Is there a public library near here?
- 3 **Football yesterday** *Personal*: I watched the football yesterday.
- 4 **Closed restaurant** *Public*: The restaurant is closed today.
- 5 **Salad** *Personal*: Do you want any carrots in your salad?
- 6 **No school tomorrow** *Public*: Schools are shut tomorrow because of the cold weather.
- 7 **Birthday** *Personal*: My birthday is next week.
- 8 **Bus to work** *Public*: I took the bus to work this morning.

B1 Writing practice items – Listen and write

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

1

Click to play audio

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Click to play audio

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Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

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Click to play audio

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Click to play audio

6

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

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Click to play audio

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Click to play audio

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Click to play audio

Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.

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Click to play audio

11

Click to play audio

12

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

13

Click to play audio

14

Click to play audio

15

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

16

Click to play audio

Answer key

- 1 **Comedy about old people** *Personal*: Their plans are to watch a comedy about old people this weekend.
- 2 **Weekend event** *Public*: The prime minister is coming to the event this weekend.
- 3 **Jeans and jewellery** *Personal*: He always wears tight jeans and a lot of bracelets.
- 4 **Gym membership** *Public*: I decided to cancel my gym membership because of the cost.
- 5 **History book** *Personal*: I finally finished the history book last night.
- 6 **Closed on public holiday** *Public*: The shops were closed for the public holiday.
- 7 **Sunset photo** *Personal*: He took a photo of the beautiful sunset.
- 8 **Name and occupation** *Public*: Please write your full name and occupation here.
- 9 **Extreme sports** *Personal*: I'm not the biggest fan of extreme sports.
- 10 **Parking** *Public*: You shouldn't park here unless you want a ticket.
- 11 **In the freezer** *Personal*: Did you take the chicken out of the freezer?
- 12 **Taxi driver** *Public*: He's a cab driver and knows the city really well.
- 13 **Leaving earlier** *Personal*: I would prefer to leave earlier if we can.
- 14 **Department store** *Public*: Did you hear that the department store closed down?
- 15 **Cooking** *Personal*: I tend to cook more during the week than at weekends.
- 16 **Statues** *Public*: There are so many statues of famous people in the city.

B2 Writing practice items – Listen and write

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

1

Click to play audio

2

Click to play audio

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**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

4

Click to play audio

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Click to play audio

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**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

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**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

13

Click to play audio

14

Click to play audio

15

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

16

Click to play audio

Answer key

- 1 **Mayor election** *Public*: I like the mayor, but I think he will lose the next election.
- 2 **Updating a spreadsheet** *Professional*: Can you update the spreadsheet with the most recent figures, please?.
- 3 **Book fair** *Public*: The local council has arranged a book fair for residents this summer.
- 4 **Senior management meeting** *Professional*: I will send you an invitation via email for the senior management meeting.
- 5 **Newspaper shut down** *Public*: The newspaper shut down last week due to financial problems.
- 6 **Long and stressful commute** *Professional*: Unfortunately, my commute is a very long and stressful drive.
- 7 **Stopped construction** *Public*: The council advised that construction should stop until next year.
- 8 **New work laptop** *Professional*: Luckily, my boss got me a brand new work laptop yesterday.
- 9 **New building** *Public*: For all the money spent on it, I expected a more impressive building.
- 10 **Insurance quote** *Professional*: The insurance quote is more expensive than we anticipated, but still reasonable.

- 11 **Cancelled tour** *Public*: The singer cancelled her tour because of an injury, which was unexpected.
- 12 **No office** *Professional*: The offices are closed for maintenance, so we'll have to work from home.
- 13 **Overcrowded** *Public*: That part of town is pretty overcrowded if you ask me.
- 14 **Takeover bid** *Professional*: The takeover bid failed due to a lack of support .
- 15 **Island coastline** *Public*: I could spend hours exploring the coastline of this fascinating island.
- 16 **Advertising campaign** *Professional*: The advertising campaign successfully increased sales in the last quarter.

C1 Writing practice items – Listen and write

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

1

Click to play audio

2

Click to play audio

3

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

4

Click to play audio

5

Click to play audio

6

Click to play audio

**Listen to the recording and write down exactly what you hear.
In the test, you can listen twice.**

7

Click to play audio

8

Click to play audio

Answer key

- 1 Flight delays** *Public:* Most flights out of this airport have been delayed due to adverse weather conditions.
- 2 Company crisis** *Professional:* The report published this Friday outlines how the company will address the current crisis.
- 3 Results announcement** *Public:* I recommend that we immediately announce the results and then wait.
- 4 Customer complaints** *Professional:* We have received a lot of customer complaints in the current quarter.
- 5 Comedy programme** *Public:* Their comedy sketch was hilarious, but the rest of the programme was not as funny.
- 6 New manager** *Professional:* The new department manager is a bit wet behind the ears, if I'm honest.
- 7 Metropolis** *Public:* This sprawling metropolis unsurprisingly suffers from a lack of investment over many decades.
- 8 Shipment** *Professional:* The goods are now ready for shipment but will be delayed due to the shutdown.

Writing Practice Items

Describe image

A2 Writing practice items – Listen and write

Look at the picture in the question and describe what you can see.
Try to write 20–40 words for each picture

1 Family in a park – *Personal*



2 Family watching TV – *Personal*



Sample answer

It is a family having a picnic in the park. One of the people is taking a picture of the family. Everyone is smiling. There are some kids, and also a grandma. They have finished eating.

Look at the picture in the question and describe what you can see.
Try to write 20–40 words for each picture

3 Woman in supermarket – *Public*



4 Woman in coffee shop – *Public*



Sample answer

The image shows a young girl in a coffee shop. She has a glass of coffee in front of her, but she is not drinking, she is taking a picture of the coffee with her phone. The girl is wearing a grey jumper with a bird on it.

B2 Writing practice items – Listen and write

Look at the picture in the question and describe what you can see.
Try to write 30–50 words for each picture

1 Colleagues on the steps – Professional



Sample answer

Two women are sitting on steps outside a modern office building. They're both dressed casually, but one has a laptop on her lap, so I think this is where they work. They might be on break, or they might prefer working outside. They're discussing something amusing, judging by their smiles.

2 Man in lift – Public



Sample answer

The picture shows a man in a large lift with glass walls, overlooking a city. It's an industrial city, with many tall buildings and skyscrapers. The man must be on holiday, as he's wearing shorts and sandals. He seems to be young, and he has a manbun.

Look at the picture in the question and describe what you can see.
Try to write 30–50 words for each picture

3 Office meeting – *Professional*



4 At the cinema – *Public*



Sample answer

Two colleagues are working together in an office environment. They are looking at a laptop and I think they might be brainstorming or something. They are dressed quite informally, but I think they are quite serious people as they aren't smiling.

Look at the picture in the question and describe what you can see.
Try to write 30–50 words for each picture

5 Man in a bus – *Public*



6 Shaking hands – *Professional*



Sample answer

The image shows a man and a woman who have just finished their meeting. It looks like it might be a job interview, and it was probably successful, as both the woman and the man seem happy. The man is dressed in a blue shirt and has a laptop in front of him, while the woman is in a white jacket. I think the man was interviewing the woman.

Look at the picture in the question and describe what you can see.
Try to write 30–50 words for each picture

7 Man on the street – *Public*



8 Looking at plans – *Professional*



Writing Practice Items

Answer the question

B1 Writing practice items – Answer the question

Read the question and write your answer.
Try to write 20–40 words per question.

1 Favourite school subject – *Personal*

My favourite subject at primary school was history. What was your favourite subject and why?

Sample answer

When I was at school, my favourite subject was literature. I've always enjoyed reading, and I really like reading both modern and classic books, so literature was easy and fun for me. I especially liked learning about Shakespeare.

2 On holiday – *Personal*

I like visiting museums when I go on holiday. What do you like to do on holiday and why?

Sample answer

I am very lazy on my holiday and I like to sit at the beach. I sometimes go swimming, but I usually sleep or read a book. In the evening I go to a restaurant for dinner with my family.

Read the question and write your answer
Try to write 20–40 words per question

3 Concert or cinema – Public

I prefer to go to concerts instead of going to the cinema. What do you prefer and why?

Sample answer

If it's a singer I like, like Marina, then I prefer to see her in a concert than go to the movies. But I love horror films, and they're much better in the cinema, so generally I prefer the cinema.

4 Train or bus – Public

I prefer to take the train instead of the bus. What do you prefer and why?

Sample answer

There aren't any trains in my country so I only take buses or sometimes planes if it is very far. Buses are comfortable and cheap, but sometimes they take a long time. They are also very busy sometimes.

5 Free time – Personal

I spend my free time meeting friends and reading. How do you like to spend your free time and why?

Sample answer

I have a few different hobbies. During the week, I like to read novels and to watch TV series, mostly dramas, but I also enjoy cooking new dishes. At the weekend, I like playing cricket and going to the theatre.

Read the question and write your answer
Try to write 20–40 words per question

6 **Neighbourhood** – *Public*

I like living in a busy neighbourhood because I like having shops nearby. Do you prefer to live in a busy or quiet area? Why?

7 **Holidays** – *Personal*

I like going to cities when on holiday instead of the beach. What kind of holidays do you like and why?

8 **Libraries** – *Public*

I think there should be more public libraries for people to borrow books from. What do you think and why?

C1 Writing practice items – Answer the question

Read the question and write your answer.
Try to write 50–70 words per question.

1 Importance of communication skills – *Professional*

I think communication skills are the most important skill for any job.

Do you agree or disagree and why?

Sample answer

I agree that communication skills are extremely important. Some jobs rely on communication more than others, for example, sales or marketing, but even in jobs where you don't talk to people much, such as writers or street cleaners, you still need to be able to communicate well with people.

Read the question and write your answer.
Try to write 50–70 words per question.

2 **Motivation at work** – *Professional*

What do you think motivates people at work – money or responsibility?

Why?

Sample answer

Overall I think money is the biggest motivation for most people. The key reason is that if you have a good salary, you are able to enjoy your life outside of work and have a good work–life balance. Many people might claim motivation is important, but I think the overall salary and benefits package is the real driver.

Read the question and write your answer.
Try to write 50–70 words per question.

3 **Team size** – *Professional*

I think managers shouldn't be responsible for too many people – I think 10 or so should be the maximum!

What do you think and why?

Sample answer

I agree that team sizes should ideally be smaller than ten people for a variety of reasons, but mostly because the larger the number of people you need to assist and help to develop, the less time you have to dedicate to each of them. This is especially concerning for team members who require more support from their managers, but it can affect everyone in the team.

**Read the question and write your answer.
Try to write 50–70 words per question.**

4 Teams or work alone? – *Professional*

I prefer working alone more than in a team, because it's faster and more satisfying. What do you prefer and why?

Writing Practice Items

Have a chat

A2 Writing practice items – Have a chat

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–30 words in the second response.

1 A movie you liked – Personal

You are chatting with a friend about a movie you liked

Dariusz

Hey! How are you?
Can I ask you something?

Reply to your friend

Sample answer

Hey! I'm good, and you? Of course, what's up?

You

Hey! I'm good, and you?
Of course, what's up?

Dariusz

You said last week that you watched a really good movie! Which one was it?

Reply to your friend

You must tell your friend:

- about a movie you enjoyed watching
- what you liked about it

Sample answer

Oh, yes. It was The Hustle. I really like it because I enjoy funny movies, and I laughed a lot. I think you will like it.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–30 words in the second response.

2 Conversation with classmate – Public

You are chatting with a classmate about your English class.

Joanne

Hi! This is Joanne. We go to school together. How are you?

Reply to your classmate

Sample answer

Hi! I'm OK, and you?

You

Hi! I'm OK, and you?

Joanne

I was sick last week and missed English class. Do you know if we have any homework?

Reply to your classmate

You must tell your classmate:

- what you studied in English last week
- what the homework is

Sample answer

Oh no! I hope you feel better. We studied grammar. We have three exercises to do, page 50 of the book.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–30 words in the second response.

3 Chat about the library – Personal

You are chatting to a friend about the library.

Kevin

Hi! Do you have a minute?
I need your help

Reply to your friend

You must agree to help

You

Hey Kevin, sure. What's up?

Kevin

I need to go to the library. Do you know where it is? What does the building look like?

Reply to your friend

You must:

- explain that you don't know where it is
- describe what the building looks like

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–30 words in the second response.

4 Chat about going to a restaurant – Personal

You are chatting to a friend about going to a restaurant.

Jane

Hi! Are you free to go out for dinner on Saturday?

Reply to your friend

You must say you are free

You

Hey Jane, I'd love to!

Jane

Great! Where do you think we should go? And what time are you free to meet?

Reply to your friend

You must:

- say which restaurant to go to and why
- say when you will meet

B1 Writing practice items – Have a chat

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

1 Friend visiting – Personal

You are chatting with a friend about their visit.

Jane

Hey! I am thinking of visiting your city next month. Can I stay at your house?

Reply to your friend

You must invite them to stay with you.

Sample answer

Hey! That's great news! Of course you can stay with me.

You

Hey! That's great news!
Of course you can stay with me.

Jane

I am coming for a work event. What else can I do while I'm there? How is the weather like in July? What clothes should I bring?

Reply to your friend

You must talk to your friend about:

- a couple of things to do in your city
- what clothes to bring

Sample answer

July is very hot, usually 30 degrees or more, so bring t-shirts and shorts! There are a lot of museums you can go to, and a lot of markets, too. You can also go swimming. We have a lot of lovely beaches.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

2 Malik's birthday party – Public

You are chatting with a friend about Malik's birthday party.

Jane

Hey! I'm so sorry, I completely forgot about Malik's birthday party tonight. At what time is it?

Reply to your friend

You must tell them when and where the party is.

Sample answer

Hey! Party starts at 7 p.m. It's at Malik's house.

You

Hey! Party starts at 7 p.m. It's at Malik's house.

Jane

I need to get Malik a present. What should I get him?

Reply to your friend

You must:

- recommend a present for Malik
- explain why Malik will like the present

Sample answer

I think you should get him a book about penguins. He really loves penguins, and he likes to read, so I think he will enjoy that.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

3 **labelling plans** – *Personal*

You are chatting with a friend about plans to meet each other.

Daniel

Hey! I am so sorry, but I have to cancel our cinema night tonight.

Reply to your friend

You must ask them what happened.

Sample answer

Oh no! Are you OK? What happened?

You

Oh no! Are you OK?
What happened?

Jane

I have to work late. But we should meet soon! When are you free? What do you want to do?
I don't want to go to the cinema again, let's do something else that's fun!

Reply to your friend

You must tell your friend:

- when you are free to meet
- what you would like to do when you meet

Sample answer

I'm busy this week, but I'm free next Saturday night. We can play football, or we could travel to a new city and explore it.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

4 Neighbour message – Public

You are chatting with a neighbour about house problems.

Javier

Hi, this is Javier, your neighbour from next door. We have no electricity in our house! Do you have electricity?

Reply to your neighbour

You must tell them you have electricity.

Sample answer

Hi Javier, yes we do have electricity.

You

Hi Javier, yes we do have electricity

Javier

We don't have electricity at all! We always have problems in the house. It's so annoying, isn't it?

Reply to your neighbour

You must talk about:

- a problem you had at your house
- what did you do to fix it

Sample answer

Oh yeah, last month we had no hot water for a week, and no heating, either. We had to call a plumber and pay a lot of money, but it's OK now.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

5 Chat about mobile phones – Personal

You are chatting to a friend about mobile phones.

Javier

Hey. You bought a new mobile phone last month, didn't you?

Reply to your friend

You must say you bought a new mobile phone.

Sample answer

Yeah, I did! My old phone was dead, so I needed a new one.

You

Yeah, I did! My old phone was dead, so I needed a new one.

Javier

Are you happy with it? I want to buy a mobile phone but I don't know which one. Where did you get it?

Reply to your friend

You must say:

- where you bought your phone
- what you like and dislike about it

Sample answer

I bought it from a shop near my house. It has good deals sometimes. I like the camera and the size of the screen, but I'm not very happy with the battery. It doesn't last the full day!

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

6 Chat about the cinema – Public

You are chatting to a friend about going to the cinema.

Javier

Hey, we're still going to the cinema later tonight, right?

Reply to your friend

You must say you are going to the cinema.

You

Sure, why not?

Javier

Great! What time are we meeting and where? Are you happy to watch a comedy or do you prefer something else?

Reply to your friend

You must say:

- where and when you meet
- say if you are happy to watch a comedy and why

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

7 Chat about a present – Personal

You are chatting to a friend about a present.

Joseph

Hey. Did you hear that our teacher Mr Ahmed is leaving next month?

Reply to your friend

You must say you heard the news about your teacher leaving.

You

Yes, I've heard the news.
Such a pity.

Joseph

It's a shame. We should get him a present before they go. What do you think we should get him?

Reply to your friend

You must say:

- what to buy for the teacher
- why he will like it

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 15–40 words in the second response.

8 Chat about a museum – Public

You are chatting to a friend about a museum.

Joseph

Hey, my parents are visiting me next week. Do you know a good museum we can go to?

Reply to your friend

You must give the name of the museum.

You

Sure. The National History museum is brilliant!

Joseph

Oh ok. I've not heard of that one. What can we see there? Where is it exactly?

Reply to your friend

You must say:

- what you can do at the museum
- Where the museum is

B2 Writing practice items – Have a chat

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

1 Library survey – Public

You are chatting with a library about a survey.

Library

Dear customer, thank you for agreeing to complete our survey. In a few words, what do you like the most about our library?

Reply to the survey

You must explain what you like the most about your local library.

Sample answer

You have a lot of books in foreign languages, and that helps me practise.

You

You have a lot of books in foreign languages, and that helps me practise

Library

In a few words, what can we do to improve the services we offer as a library?

Reply to the survey

You must:

- mention what the library can do to improve
- explain why these improvements are needed

Sample answer

I think the opening hours could be longer. I like to study late in the evening, but you close at 8, which is too soon. You could also change the computers, as they can be a bit slow sometimes and it takes long to print stuff.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

2 Meeting feedback – Professional

You are talking to your manager about a meeting.

Manager

Hey, sorry I'm a bit late. There's a lot of traffic.
Has the meeting started yet?

Reply to your manager

You must tell them the meeting has finished.

Sample answer

Hey boss! That sucks. The meeting is over already. It was a short one.

You

Hey boss! That sucks.
The meeting is over already.
It was a short one.

Manager

What did the senior managers say about our performance targets?

Reply to your manager

You must tell your manager what the senior team said about:

- Performance this month
- What to focus on next month

Sample answer

They said we did really well. We sold a lot of stock, and our customers gave good feedback. Next month, they want us to focus on the new product launching in two weeks.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

3 Festival plans – *Public*

You are chatting with a friend about plans for a festival.

Friend

Hey, are we going to the festival next month in the end?

Reply to your friend

You must confirm you are going to the festival.

Sample answer

Hey! Of course, I'm looking forward to it.

You

Hey! Of course, I'm looking forward to it.

Friend

We need to book accommodation for the festival as soon as possible. Is there anything else we need to do to prepare?

Reply to your friend

You must tell your friend:

- What kind of accommodation you want to book
- What else you need to do to prepare

Sample answer

Maybe we could find a cheap hotel somewhere in the city centre? We also need to decide if we're going to drive there or take the train, and book tickets for the train if needed.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

4 Bank card problems – Professional

You are chatting with a bank customer about a complaint.

Bank customer

Hi, I'd like to make a complaint, please.

Reply to your client

You must ask them what happened.

Sample answer

Thank you for getting in touch. I'm sorry to hear you have a complaint. May I ask what happened?

You

Thank you for getting in touch. I'm sorry to hear you have a complaint. May I ask what happened?

Bank customer

I'm on holiday, and I tried to use my credit card to pay for something, but it has stopped working! I tried to call your customer service line, but I cannot get through. What kind of bank doesn't answer the phone?!

Reply to your client

You must:

- Apologise for the problems
- Explain what happened and offer a solution

Sample answer

I'm so sorry to hear you're experiencing problems with your card and with our phone line. Our lines are very busy at the moment. The card issues are likely because you are travelling abroad, and we sometimes block cards if we suspect fraud. I will unblock your card right away.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

5 Chat about plumbing – Public

You are chatting to a plumber about an issue at your house.

Sebastian

Hi. This is Sebastian from PlumbersR4U Ltd. You gave us a call earlier today?

Reply to the plumber

You must say you called about an issue at your house.

Sample answer

Hi, yes, I called you because I'm having a problem at home and I need your help.

Reply to the plumber

You must say:

- What the problem is
- How urgent it is

Sample answer

Well, the hot water has stopped working. We cannot have showers or put the heating on, which is quite an issue in this terrible weather! If you could come as soon as possible, preferably in the next couple of days or so, that'd be fantastic.

You

Hi, yes, I called you because I'm having a problem at home and I need your help.

Sebastian

All right. Can you give me some details? What is the problem? How urgent is it?

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

6 Chat about a client – Professional

You are chatting to your boss about a client.

Manager

Hey. Did you manage to have a meeting with the client this morning?

Reply to your boss

You must say you had a meeting with the client.

You

Hi, yes, we've finished an hour ago.
It went quite well.

Manager

Great. Are they happy with the final product?
Did they have any feedback about our communication during the process?

Reply to your boss

You must say:

- if the client was happy with the final product
- what the client's feedback was about your communication with them.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

7 Chat about a studying – Public

You are chatting to a friend about studying.

Friend

Hi. I'm thinking of doing some part-time study in the evenings? Can I ask you for some ideas?

Reply to your friend

You must say you can help them.

You

Hi, sure, I'll be happy to help.
What do you want to study?

Friend

Thanks! I'm not sure what to study. I'd like to learn about something interesting and also helpful. Do you have any ideas?

Reply to your friend

You must say:

- suggest a subject they can study
- why is it both interesting and helpful

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

8 Chat about a presentation – Professional

You are chatting to your boss about a presentation.

Manager

Hey. Do you have some time this week to help me review a presentation?

Reply to your boss

You must say you have some time.

You

Hi, sure, I'll be happy to help.

Manager

Great. It's a presentation for the annual team meeting next week.
What do you think I should include?

Reply to your boss

You must say:

- what to include in the presentation
- why that would be useful for them

C1 Writing practice items – Have a chat

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

1 Grant application – *Public*

You are chatting with an organisation about a grant

Organisation

Dear citizen, thank you for applying for our 'Saving the earth' grant. In a few words, can you tell us a bit yourself?

You

Hi. My name is Mariam, and I'm 24 years old. I studied marine science, and I work as an environmental specialist.

Organisation

If your application for the 'Saving the earth' grant were successful, how would you use the funds to help to protect the earth?

Reply to the council representative

Sample answer

Hi. My name is Mariam, and I'm 24 years old. I studied marine science, and I work as an environmental specialist.

Reply to the council representative

You must explain to the council representative how:

- you would use the grant funds
- your plans will help to protect the earth

Sample answer

If my application were successful, I would launch a project to teach sustainable practices in local schools. I think future generations must understand why we must protect the planet and how, as without their support we will not be able to curb the effects of climate change.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

2 Poorly performing employee – Professional

You are chatting with a manager about a colleague.

Manager

Hi there, do you have a minute to chat?

Reply to your manager

You must agree to chat and ask what she wants to talk about..

Sample answer

*Hey. I have some time, yes.
What's going on?*

You

Hey. I have some time, yes.
What's going on?

Manager

I'm a bit concerned about the new hire, Antoine. He's not performing as well as I thought he would. You talked to him the other day about how he's finding the job so far. What can we do to motivate him?

Reply to your manager

You must:

- share what Antoine said about the job
- offer some ideas for how to motivate Antoine

Sample answer

I had a brief chat with Antoine the other day, yeah. I think he's just feeling like he's not been given adequate support so far, and he's having trouble learning every tool we use. I think if we offer him some more training, he'll do better soon.

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

3 Chat about meetings – Professional

You are chatting to your manager about meetings.

Manager

Hi. I wanted to pick your brain about something. Have you been having a lot of meetings this week?

Reply to your manager

You must say you have been having a lot of meetings.

You

Yes, and to be honest, I've been quite overwhelmed.

Manager

Thought so. I was discussing with the other managers, and I think we need to cut down on the time spent on meetings. Any ideas?

Reply to your manager

You must:

- offer ideas on how to avoid having too many meetings
- explain why this will be good for staff

Read the chat and write your responses – each chat requires two responses.
Try to write 10–20 words in the first response, and 30–50 words in the second response.

4 Chat about hiring – Professional

You are chatting to your manager about hiring more people.

Manager

Hi. I wanted to ask your opinion about something. Do you think we need to increase the size of our team?

Reply to your manager

You must ask them what happened.

You

Hi, it would be extremely helpful given the amount of work we've got with the new client

Manager

Yeah I think so too. I'm not sure if we should go for fresh graduates, or people with years of experience. What do you think?

Reply to your manager

You must:

- say who you think they should hire
- explain why this will be good for the team



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