

GLOBAL ELT

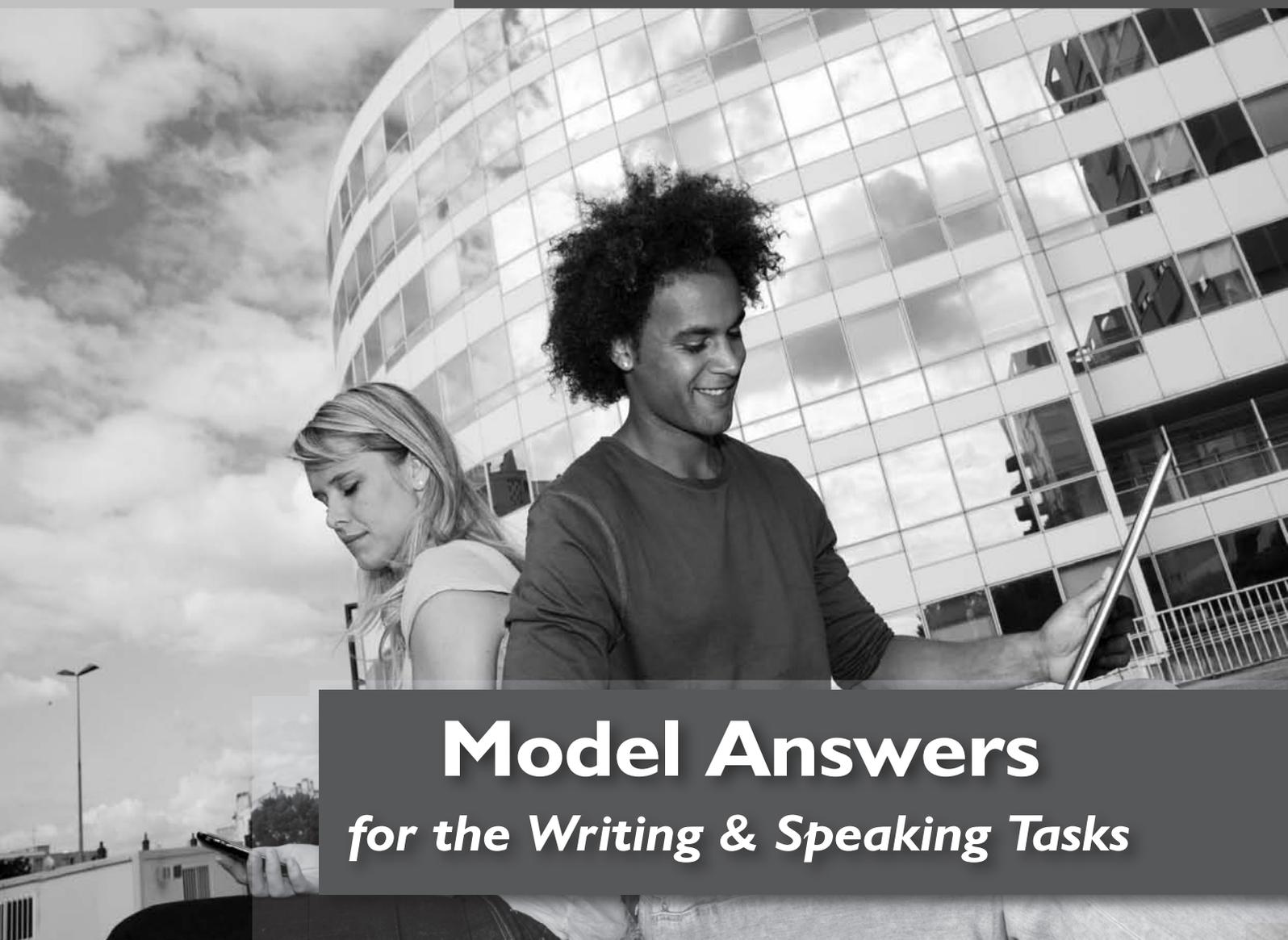
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A1 & C2
Linguaskill

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Model Answers
for the Writing & Speaking Tasks

Andrew Betsis
Lawrence Mamas



GLOBAL ELT

Linguaskill General

Sample Answers: Writing & Speaking

LS General: TEST 1

Writing - Part 1

Hi Bella,

I'm glad you enjoyed the film club. I think we should suggest an older film called *Notting Hill* for the next meeting. It's a romantic comedy and it's suitable for all ages.

I thought we could go on a trip to Notting Hill to see where the film was made. There's a great market there and we might even spot a celebrity as it's a trendy place and lots of famous people live there.

Jim

(69 words)

Writing - Part 2

I was very concerned to read that the council is planning to build a theme park in the middle of our historic town. How can anyone think it is a good idea to construct an ugly modern development in the middle of a place of beautiful and impressive architecture?

Without doubt this would lead to an increase in tourism to our town but I would strongly argue that it would be the wrong kind of tourist who would not appreciate the beauty of our town. Traffic congestion would be a nightmare and there would be litter everywhere. Also, theme parks are noisy, ugly places that add nothing to an area of cultural interest.

If the council wants to do something to improve our area, why not make a beautiful park? This would not only provide a green space for our local people of all ages to enjoy healthy leisure pursuits but would also be good for the environment. It could even have a cafe and children's playground which is something our town is lacking.

I hope the council sees sense and change their mind over this serious matter.

(187 words)

Speaking - Part 1

2. I feel closest to my older brother because we spend lots of time together.

3. I am studying art and design at college because I would like to be a professional illustrator, especially for children's books.

4. When I have free time I like to go for a coffee or see a film with my friends. I'm also into getting fit, so I go to the gym four times a week and I usually go swimming on a Sunday.

5. It's extremely important for me to speak English because I want to work in tourism and English seems to be the common language for most tourists. It's not just when the tourists arrive

at my parents' hotel that I need to be able to communicate with them; it's also when they are booking their holiday with us that I need to speak English well.

6. I love going abroad and I have already been to many countries in Europe. For me there is nothing more exciting than boarding a plane knowing that I am going to experience new sights and sounds of a different culture. I especially enjoy trying foreign food and talking to the local people. I don't mind exploring my own country, but I think foreign travel is more interesting and you never know what you are going to experience.

7. As I'm still quite young I hope that I will achieve many things in my life but I am particularly proud of the fact that I am the first person in my family to go to university. I had to work really hard to get good grades at school and there was no one who could help or advise me. Now I'm a student at a top university and I'm doing really well. I'm studying medicine, so becoming a doctor will be an even greater achievement.

8. I hope that in the future I will have a really good job. It doesn't have to pay a lot of money but it must be something worthwhile and rewarding. I also want to buy my own home one day and get married and have a family. I'd also like to be in a position where I can take care of my parents as they get older. On the fun side of life, I hope to travel all over the world in the future.

Speaking - Part 3

In the future I would like to start my own business as a vet. I have always had a passion for animals and my family usually has at least two dogs and three cats. I currently help out on a farm at the weekends and I am gaining lots of experience with cows, sheep and horses. I think being a vet is a challenging but really interesting job and, of course, you can earn a lot of money once you are qualified. I realise that this is going to be quite a difficult dream to fulfil but as long as I pass all my college exams and work hard I believe it is possible. I'm happy to start at the bottom, working for an experienced vet and gradually work my way towards my own goals of having my own practice one day. Ideally, I'd like to work in a country practice that specialises in treating farm animals; this will increase my chances of success as most people want to treat domestic animals.

Speaking - Part 4

Hi Tina,

Thank you for your message. In my opinion there is a clear favourite between the two pairs of running shoes that you have looked at.

I think the prime consideration is comfort. After all, you don't want to get blisters or damage your feet while you're running, do you? I think the black pair is clearly better made and will therefore be more comfortable.

And another important factor is their suitability for what you are using them for. I know you enjoy off-road running so the black pair will be tougher and won't show up the dirt so much. I realise the white shoes are cheaper but the black ones are better value for money, if you consider their high quality. All in all, they have a significantly higher rating of nine out of ten. It would be hard to beat that, to be honest.

Therefore, I believe the black pair wins hands down. Of course the final decision is yours but I think it's worth paying that little bit extra.

Speak to you soon.

Speaking - Part 5

1. I think this very much depends on the individual learner. Some people can just get on with their work but others are easily distracted by other things, or people in their home. For example, you might decide to do a couple of quick jobs around the house or make a coffee and then start chatting to a family member. The best thing to do is shut yourself in a quiet room and just get on with it.

2. These days you can get pretty much everything online. There are all sorts of online learning courses for most subjects. As well as this, you can have a face-to-face on a zoom meeting or other social media sites and online platforms. I think it is important to be organised and plan your online studies beforehand to make sure that you can get all the help and resources that you need.

3. I think it must be incredibly difficult to schedule lessons when parents are working. If the parent is trying to teach their child they will have to arrange it around their own work commitments. Otherwise, they can arrange times with online teachers or self-study lessons. It's important to be very organised and disciplined in order to achieve the required results.

4. Obviously qualified teachers know how to structure a learning program and make lesson plans. However, many parents will be able to teach their children themselves with the correct materials and lesson plans provided by a school, or by a professional teacher. It very much depends on the individual parent and their own knowledge and character as to whether or not they are able to teach their child at home.

5. I believe that children naturally learn better with other children as it gives them the confidence to try new things without necessarily being in the spotlight all the time. Also children learn a lot from each other and develop social skills in the classroom. On the other hand, there is no reason why children can't learn without other children in the same room, but it is a much more intense experience.

LS General: TEST 2**Writing - Part 1**

Hi Toby,

It's a great idea to welcome the new neighbor. Why don't we arrange a barbecue on Sunday as the weather forecast is good? We can invite all the other neighbors, too, so that he can meet everyone. I'll bring some burgers and a salad and I'm happy to do the cooking. Can you do the invitations?

Sally

(54 words)

Writing - Part 2

I was very concerned to hear that school lunches might no longer be provided. For some children this is their main meal of the day and they rely on it to provide them with the nutrition they need. Also, we all know how hungry children get so it's important they are offered a meal in the middle of the day.

If they couldn't have lunch at school many children would find it hard to concentrate in the afternoon because they would be hungry and tired. It also provides them with a chance to sit down with their friends and relax for half an hour or so.

I think instead of scrapping school lunches the school should introduce a healthier and cheaper menu with lots of salad, vegetables, protein and fruit. This will teach children about nutrition and help them to avoid junk food. We could even start to grow vegetables on an area of the school grounds. That would save a lot of money and the children would enjoy being involved with growing and picking the produce.

I really hope the school will have a change of heart over this issue.

(190 words)

Speaking - Part 1

2. When the weather is nice I often walk to school. It's quite a long walk though, so when it's raining I take the bus.

3. I really love basketball because it's a fast fun sport and you don't need too many people to play a match. It's also not as complicated as some other sports and there are many public basketball courts where I live.

4. At the end of a difficult day I tend to put my feet up and watch TV. Sometimes I chat to my friends on social media or play computer games.

5. I do tend to get stressed so I have taken action to try to deal with it. I practice 'Mindfulness' which concentrates on calm, controlled breathing. Also I like to go for a walk or listen to my favorite music which always cheers me up and calms me down. In the winter if I am feeling stressed I have a long hot bath.

6. I believe that everyone needs to have goals in life so that we have something to work toward and dream of. You can plan how you are going to achieve your goals step by step and when you achieve them you can feel proud of yourself and satisfied. Without goals I think we feel lost.

7. The best thing about speaking another language is that you can communicate with people from other countries and learn about their culture and traditions. Also it opens up job opportunities and makes it easier for you to get around when you are traveling abroad.

8. I think life in general won't be very different in ten years' time but I hope that I will have bought my own home by then and maybe started a family. I think that we will all be dealing with the same positive and negative aspects of our life but hopefully dealing with them better as we are older and wiser.

Speaking - Part 3

One place I have always wanted to visit is Venice in Italy. I've seen it in so many films and it looks unique and beautiful. The famous canals would be really fun to go on and it has lots of museums and galleries. I hope I will finally be able to go next year with two of my best friends. We have been talking about it for months. It will be great to share the experience with them and go exploring every day. Of course we are planning

to eat a lot of pizza, too. I wouldn't want to go alone because it is always nicer to share new experiences with friends and make happy memories together. I'm sure I'll take far too many photographs and bore my family when I return home again.

Speaking - Part 4

Hi Tanya,

You wanted my advice about which of the two dresses you should buy so this is what I think. First of all, as it's for a family wedding you should treat yourself to a dress that you really like. Now everyone knows that you love blue so that clearly makes the blue dress a favorite. On the other hand, you must feel comfortable; again the blue dress seems to be a better fit. I know you worry about spending too much on clothes and it's true the red dress is a better price but if I were you I wouldn't worry about that. The blue dress is made of better quality material, so it can be worn again and again. Well, I guess the blue dress is the obvious choice then. Enjoy the wedding!

Speaking - Part 5

1. I think computer gaming is popular because young people have grown up in a world ruled by IT and their peers are all interested in computer games, too. Also it is something you can do almost anywhere at any time so it is very convenient. Lots of young people enjoy playing computer games with people their age and make friends this way too.

2. In my opinion people can definitely become addicted to computer games and many do, especially young people who might be shy or don't have many friends. The games are often designed to be addictive as when you complete one level you get awards and are inspired to move on to the next challenge.

3. I think some people can be influenced by computer games and it can change their behavior. For example, people who play a lot of violent games may become more aggressive without even realising it. Children might think that aggressive behavior is acceptable if they see it all the time on the computer. Parents need to be aware of this.

4. Personally I believe it is very rare for a violent crime to be linked to computer gaming. I suppose a violent person might be attracted to violent games, but I think that is more to do with their upbringing and their surroundings in real life. On the other hand, seeing a lot of violence on a screen can never have a positive influence on someone.

5. I think there should be some restrictions on gaming for young people or they can become obsessed with it. It's up to parents to monitor how many hours their child spends gaming and to only let them do it once they have finished their school work. Also the levels of violence on computer games should be under control and only children over a certain age should be allowed to play mildly violent games in the hope that they can understand that violence is not acceptable in real life.

LS General: TEST 3

Writing - Part 1

Hi Harriet,

I think we should definitely have a leaving party for Janice. She is leaving on Friday 12th so why not let everyone finish early and have the party in the conference room on Friday afternoon? That way everyone will be able to come. I think Janice has everything she needs so we could give her tickets to the theater.

Let me know what you think,

Bruno

(65 words)

Writing - Part 2

I am concerned about the lack of facilities for young people in our area. There really isn't anything for them to do or anywhere to go at present. There used to be a youth club years ago but unfortunately it shut down.

I believe that it is vital that we address this problem as soon as possible as there has been a growing amount of petty crime and vandalism over the last few months. I am convinced this is because young people are bored and frustrated.

The first thing we should provide is a youth center where young people can meet up. This could provide facilities for exercise and games, and maybe have a small cafe or even a vending machine to make it cheaper. To make it even better we could recruit older teenagers to volunteer there so that the young people can relate to them and share their thoughts and problems. We could even get guest speakers to talk about college and work opportunities, volunteering or any other subjects that might interest them.

I hope my suggestions are of use and will be considered.

(183 words)

Speaking - Part 1

2. I live in a busy neighborhood as we are right in the city center. I like the bustle of city life and particularly enjoy having everything I need on our doorstep.

3. I prefer to spend my weekends with my friends as we go out a lot and have fun but during the week it is nice to have family time in the evening over a delicious meal.

4. I quite like learning languages as they are interesting and useful in life. However, I do find them difficult to learn well, especially grammar.

5. I loved school and I really miss it now. I didn't appreciate how simple life was then as I had no responsibilities and I had a lot of fun with my school mates. Most of my teachers were great too and I really learned a lot.

6. My main interest at the moment is keeping fit. I recently joined a gym which has small classes so you receive a lot of individual attention. I am training for a marathon in six months' time which will be hard but exciting.

7. I think I would like to live abroad but maybe just for a year or so. I think it would help me to gain confidence and it could teach me about a different culture. I do love my own country though, so I would like to come back and settle down here eventually.

8. In the future I would like to be a nurse as I think it's a very rewarding career and I'd like to help people. My mother is a doctor so I know quite a lot about a career in healthcare but I don't fancy studying medicine for many years. I think becoming a nurse is a good compromise.

Speaking - Part 3

One hobby that I would really like to take up is pottery. I think it would be a really relaxing thing to do and I do tend to get quite stressed. Also it would be lovely to be able to make presents for people. It's quite a difficult hobby to do because you need all the special equipment but there are places that you can do classes in my neighborhood. I think it would make my life better because I would become a calmer person and also make new friends at the classes. It would be good to be more creative, too. Who knows, maybe I could even sell my pots if I became good enough and give up my horrible job. Now that would really make my life richer.

Speaking - Part 4

Hi Richie,

You want some advice on which mobile phone to buy? Well, you know I'm a bit of a geek when it comes to technology so this is what I think. For me there is a clear winner because I know how important it is for you to have a good camera. The second phone is way better, in this respect. Also the battery will last longer if you want to play games or watch videos. There's nothing more annoying than having to charge your phone every few hours. It looks quite smart too. The other one is very basic. Obviously there is a big difference in price but you get what you pay for, especially when it comes to technology. If you can afford it go for the second one as I think you will be glad that you did so in the long run.

Speaking - Part 5

1. I think the media actually gives an accurate picture of homelessness. It is the government that tries to play it down. You only have to walk through any city back streets and you will see people sleeping rough. It is a serious social problem that must be addressed.

2. There are many reasons why people become homeless. Some come from terrible backgrounds where no one supports them. Maybe they can't find work or have never had a job so they can't afford to rent a place. Often people have got caught up in drugs or alcohol and this leads them to lose everything.

3. In my opinion there is no way a person can lead a healthy life if they are homeless. They are exposed to the weather and can't keep themselves clean and tidy. They probably don't have a healthy diet either, but just eat whatever people donate to them. Their mental health is probably at risk too as they are extremely vulnerable.

4. I think local communities need to make homelessness a priority. No citizen should be forced to live on the streets and more should be done to give them a safe place to sleep and to help them back into work. Also, basic facilities such as hot showers and somewhere to eat a meal, should be available to everyone.

5. Sadly I believe there will always be homeless people to a certain extent. Some people even claim that they choose this way of life because they can't find their place in society. I think it's important to prevent this happening to more people so that the numbers can gradually be reduced. We need to look at the causes rather than just what to do with the people that are already homeless.

LS General: TEST 4

Writing - Part 1

Hi Anna,

I'm really looking forward to seeing you. Why don't I meet you at the entrance of the train station? It's an easy walk to everything from there. First, we could go to see the big Van Gogh exhibition and then have lunch in the gallery cafe. It has a great view of the city. Is there anything in particular that you would like to do?

See you soon.

(66 words)

Writing - Part 2

I am writing to express my concern about the amount of packing you use on your products.

I buy a lot of things from you online and am happy with the products themselves but they always arrive in huge boxes with lots of extra unnecessary padding. There are so many trees being cut down just because of unnecessary packaging all over the world. This is such a waste of packaging materials. Also, why do you use such large quantities of plastic on products that don't need it?

Everyone knows how plastic harms the environment as it gets into the land and sea. It takes hundreds of years for plastic to be broken down. Why not deliver products altogether in one box rather than three or four packages?

Also, please stick to materials that can be recycled. You can even get a material that is like plastic but that is compostable these days. Please review your policies immediately or I might have to rethink where I do my online shopping in future. It is time that all companies took responsibility for the impact on the environment.

(184 words)

Speaking - Part 1

2. I live in a small town actually but it has all the facilities that I need and it's safe and friendly, so I love living there. I don't think I will ever move to another town.

3. I try to leave my work in the office and keep my home as a place where I can relax and enjoy quality time with my family. The only studying I do at home is English because I love to learn languages.

4. The thing I like most is eating. My mother is a brilliant cook and she has taught me how to cook, too. I often invite my friends round for a meal, or to try out any new recipes I have attempted.

5. Next weekend I will be very busy because I am decorating my apartment. I'll be painting the walls and I'm also having new carpets fitted. Then it will need a spring clean when I have finished.

6. English is very important in my daily life because I work as a waiter in a restaurant. We have a lot of tourists who all seem to use English as a common language. They are always relieved when they realise I speak English too.

7. The last place I visited was Paris for a long weekend. We had a great time doing the usual sightseeing things, such as The Louvre and the Eiffel Tower. I also enjoyed looking round the expensive shops and we went on a boat down the river Seine.

8. In the future I would really like to go to Granada, in Spain, as there is so much to see there. The Alhambra Palace is famous all over the world and I have heard it is very beautiful. Also, Granada has lots of really good tapas bars and tapas is one of my favorite foods.

Speaking - Part 3

The biggest change in my life was when I left home to go to university. I remember feeling a mixture of both nerves and excitement to be leaving home for the first time. I moved a long way from home so I couldn't go back to see my parents very often, which was hard at first because I was homesick. It didn't take long for me to make some wonderful new friends though and I quickly adjusted to my new life. Without doubt, it has made me more confident and independent. Also, doing a degree is fascinating and I learned so much more than I had expected too. I also joined the university drama club and now I love amateur dramatics.

Speaking - Part 4

Hi Todd,

So you have decided to install a doorbell camera. I'm not surprised with the amount of crime in your neighborhood. As you know, I bought one a couple of months ago and I think they are a great idea. The second device seems to be much better than the first. It certainly looks smarter and of better quality. I don't want to be rude but you aren't very good at electronic things so you might want to get someone else to install it, but the second one looks easier than the first. As for the price, the first one is cheaper but I think you should spend a bit more and get one that will probably last you a few years rather than just a few months.

I hope this is helpful,

Paul.

Speaking - Part 5

1. I believe it is essential that every area has enough space for recreational facilities. People need to go out in the fresh air and exercise and these places need to be safe for people of all ages. We should be creating more green spaces, not destroying the ones we already have.

2. Without doubt the construction works will create a great deal of noise pollution. There will be heavy machinery being used all day and huge lorries going backwards and forwards on all the surrounding roads.

3. As we all know there are some endangered species of plants and animals in the areas that the developers want to build on. This project would be devastating for the local wildlife. Once the green habitats have gone the wildlife will have nowhere to live and will die out.

4. I think the main pollution from the build will be the extra traffic on the roads. The big trucks will create a lot of pollution and congestion so that residents will be stuck in traffic jams with their engines running.

5. Of course we do need extra homes in our city but they need to be built on sites that are not green. There is an old industrial site that could be built on and more green areas could be added to that. Also, the homes must be affordable and not too big and expensive.

Linguaskill Business

Sample Answers: Writing & Speaking

LS Business: TEST 1

Writing - Part 1

Dear Mr Steele,

I can fully understand why you are so concerned about the significant decrease in sales figures. I believe this is due to an increase in competition for our women's range of clothing. I have done extensive research into our situation and it seems none of our competitors are specialising in clothing for teenagers. I believe if we switch our focus to this area we will see our sales fly.

Best wishes

(68 words)

Writing - Part 2

Dear Sir/Madam,

My company recently ordered a large quantity of stationary goods from you. We have ordered from you many times before and have always been happy with the products you have sent us. However, I regret to inform you that this was not the case this week. In fact, the whole delivery was a disaster!

Many of the products are faulty. None of the staplers work and the scissors were blunt. Also there was water damage to the computer printing paper, a large box of envelopes was also damp and some of the printer inks were leaking. Obviously this is completely unacceptable and I expect all the faulty products to be replaced, or we will take our custom elsewhere.

Please could you send the replacement products by courier as soon as possible as we need the supplies to arrive promptly. You might also consider giving us a discount on our next order since we are such loyal customers. I have every faith in you to rectify this situation satisfactorily in order to maintain your company's good reputation.

Yours Faithfully

(180 words)

Speaking - Part 1

2. I live about ten minutes' drive from here in a green suburb of the city. It's a really nice neighborhood.

3. I work in the accounts department of a large international company. It's a good job and I earn quite a lot of money.

4. I've been working for this company for nearly nine years now. Sometimes I think it might be time for a change.

5. The office I work in is very comfortable and modern. It reflects the company I suppose but it doesn't have much character. I think they should bring some plants into the building and some better art to cheer it up.

6. Actually there are plenty of chances for promotion in my job as it is such a large corporation. I have already been promoted twice but the directors expect you to dedicate your whole life to the company. I'm not really sure that it's worth the stress, to be honest.

7. I've already achieved a lot in my career especially for someone my age, but I'm thinking about having a complete change of career although it takes courage to do that. Whatever I may decide to do, I will work hard and I will hopefully do well.

8. It's something I have been thinking about for a long time and I have been researching a new career in media. I think I would like to be a journalist but it would involve retraining. I think I would be better suited to that career than the rather safe but boring job that I currently do.

Speaking - Part 3

I was once given a challenging but really interesting task by my boss. She had noticed that our workplace needed decorating as it was dull and boring and she gave me the job of organising a complete overhaul. I was given a generous budget and I was told I could arrange anything within reason. There are over thirty people in our company so the big challenge was to please them all. I did all this by creating a questionnaire to find out what people would and wouldn't like. The results were very interesting. We ended up having all the walls painted in fresh bright colors and then put interesting art on them. Every area had some plants and we created a relaxation area for break times. It was a huge success and the boss even threw a little 'new office party' with coffee and cakes. This made me very popular!

Speaking - Part 4

Hi, I've just been reviewing the annual sales figures for the main washing machine, Premium, that we sell and our rivals, Moderna and Status. They make interesting reading. As you know, Premium is our main model and by the end of February sales had crossed the 600 mark which is fantastic. They are all selling to a certain degree but Premium is significantly outselling the other two models. The Moderna had a slow start to the year but has picked up enough for us to be slightly worried about the competition. As there were less than 300 status models sold I'm not really concerned that it is threatening our sales significantly. On the other hand, maybe it's time for us to come up with something a bit more high-tech. However, this would require a big promotion. I'll send the chart over for you to have a look at. Let me know if you agree with my proposal.

Speaking - Part 5

1. I think we should target young couples in their twenties and thirties as they tend to be the new house buyers who are looking to splash out on home appliances. They are definitely the high-tech generation, too.

2. I would go for the spring so that people have had time to recover financially from the heavy winter bills and are looking to do things around the home. Statistically this is when people spend the most on luxury goods apparently.

3. In my opinion a high-profile online presence is essential to catch those young entrepreneurial types with good bank balances. Also a few billboards around town and maybe we could stretch to a TV add but that is going to be really pricey.

4. Definitely, people always love a bargain. How about a discount on early sales with a time limit and a further discount if people purchase more than one product. We could also throw in free delivery over a certain amount of money spent.

5. Ah that's the tricky part. Isn't it? It's going to have to be substantial if we do online, TV and billboards. Online you get the most for your money. Let's say 25,000 euro and see how far we get with that. We could stretch to 28,000 if necessary.

LS Business: TEST 2

Writing - Part 1

Dear Mary,

With reference to the forthcoming visit of the overseas staff, I would like to propose the following itinerary. I think it would be good to start with a coffee morning at 10am in the conference room and a short presentation showing what we do here in the New York branch. This would also give them a chance to meet all the main team players. We could follow this with a tour of the site which will take about an hour and then lunch in town at 1pm so that they can understand our local environment and our relevance to it.

(101 words)

Writing - Part 2

Dear Mr Sampson,

I hope you don't mind my writing to you but I have long admired your success as a local entrepreneur and therefore have taken the liberty to ask your advice.

I am in the process of setting up a small outside catering business. Although I believe I have the practical skills to develop my new business, I am lacking in experience when it comes to promoting it. In your opinion, is online marketing the best way forward as it seems that would reach the largest number of people? On the other hand, I want to reach people of all ages and the older generation might be more likely to see an advert in a local paper or hear it on local radio. What are your thoughts on these different forms of media to get a new business off the ground?

I have taken out a business loan from the bank but naturally I am on quite a tight budget, so I do need to tread carefully and make some wise decisions. Of course this is exactly where your professional input could be of value!

I do hope that you don't mind that I have written to you but I respect you and your enterprise very much.

Yours sincerely

(210 words)

Speaking - Part 1

2. I come from a small village about 10 km from here. It's a really nice and peaceful place to live in. I'm not sure that I will stay there forever though.

3. I sort of do both as I have two part-time jobs. I work in a nursery school in the mornings and a shop in the afternoons. I love both my jobs.

4. I don't think I would like to be self-employed. I work for a medium-sized company that distributes food for local catering businesses. The management are really good so I'm happy working for them and I have a lot of fun with my colleagues.

5. The great thing about working from home is that you have more flexibility. You can choose to work the hours that you need or want to and can also concentrate in the peace of your own home. Also you don't have to commute to work, or work with people that you don't get on with.

6. I think it depends on what your job is. If I had a job that gave me a lot of satisfaction and wasn't too stressful, I think I could possibly do the same job all my life. Also it is important that you have good work colleagues as you spend so much time with them that they almost become like a second family.

7. I have been trying recently to have a better work-life balance but I don't seem to be succeeding. I am trying to get a promotion at work so I am doing more than I should be doing. On the other hand, I try to have fun and relax at the weekends.

8. Actually the reason I am learning English is that I would love to work abroad in the near future. I think there are more opportunities in countries other than mine to choose from a bigger variety of jobs. Also by working abroad you get the chance to travel in a way that helps you to integrate into the local community.

Speaking - Part 3

I recently had a problem at work as one of my colleagues was always talking on his mobile phone. His desk is very close to mine and I couldn't concentrate. I didn't want to cause a fuss but the conversations weren't even work-related. He's a nice guy on the whole but this was becoming more and more annoying. In the end I invited him for a coffee in the staff canteen and politely told him that I had a problem with his constant phone calls. He was as nice as pie about it and explained that his best friend was going through a tough time and kept phoning him. He said he could now tell her that he couldn't talk at work unless it was an emergency. So actually he was relieved to not be getting so many calls and I was able to work in peace and quiet again. I'm so relieved we managed to sort out the problem amicably.

Speaking - Part 4

Hi, Alan

Well, the data on flexible hours is really interesting and, to be honest, quite surprising. Looking at the way the statistics are divided into four-month periods we can see the habits of the employees change quite dramatically. In the first four months, approximately 66% of staff were using the arrangement on an informal basis. This dropped significantly in the summer and by the end of the year had shot down to about 12%.

Not surprisingly flexible hours through a formally arranged agreement stayed pretty stable throughout the 12 months. The big surprise however is that over 70% of employees quite dramatically decided to not use the flexible hours system at all by the end of the year. I think that gives us clear evidence that flexible hours isn't an appropriate option for our establishment except in a minor number of cases by prior arrangement. I guess that every establishment is different and our staff enjoy their regular office hours.

Speaking - Part 5

1. I believe that everyone enjoys getting a bonus, no matter what their job is. It doesn't necessarily have to be something big but it does show an appreciation of their hard work and commitment. We all need that recognition from time to time.

2. Teamwork can be a tricky one as it has to be handled carefully. You don't want to upset those workers who prefer to work alone and probably perform better alone. On the other hand, the stronger employees can help to encourage and motivate the weaker ones. I think you have to look at each employee and see what works best for them.

3. Now, that's a great idea. Sometimes people can get a bit stale or bored in their job. Bringing in someone with fresh ideas can really motivate people and give them an extra push to maybe try different methods or approaches. You just need to make sure that the speakers are good, or you might have the opposite effect.

4. I like the idea of an 'employee-of-the-month' award, in principle, but what happens if it's the same person every month? That can lead to resentment and a feeling that there is favoritism at work. It's a scheme that has to be carefully managed and adapted, I think.

5. Dismissing staff is always a regrettable event so it should be used as a last resort. Missing targets should be taken initially as a chance to review the person's work, and to try to work out together why they aren't making the grade. After all, people learn from their mistakes. If there is no improvement over a longer period of time, then maybe they will have to be dismissed at that point.

LS Business: TEST 3

Writing - Part 1

Dear Dave,

Thanks for the offer of training for the new Travelog Booking System. I agree that it's really important that we are all able to use the latest software effectively so that potential mistakes can be avoided. I'd like to do the course as soon as possible, so can you please let me know when the first one will be and reserve me a place?

Many thanks

(68 words)

Writing - Part 2

Dear Sir/Madam,

I am currently a student at Bristol University studying software design and I am very interested in doing an internship at your company. I am aware that you are one of the leading companies in this field and it would be of great value to me to be able to join your company in this capacity.

Could you please advise me as to the best time to apply for an internship and what you might be looking for in a successful candidate? Do I need to have had previous work experience? I would be more than happy to send you an example of my own software designs. Also I would be very keen to know what duties an intern might carry out. For example, would I be given the opportunity to do any software design work? Also, would I be working with the more experienced staff or with the junior employees mostly?

Finally, can you please tell me how long the internships are for? Ideally I would like to spend at least six months with you to gain as much experience as I possibly can.

Thank you very much for your time.

Yours Faithfully

(192 words)

Speaking - Part 1

3. I have been working for the same company for the last four years. I really enjoy my job and the conditions in the factory are very safe and maintained well.

4. I would say that two of my work colleagues are actually my best friends now. After so many years of working together we know everything about each other and really enjoy spending time together at the weekends too.

5. For me, personally, job satisfaction is extremely important. We spend about a third of our life working so I couldn't bear to do a job that wasn't meaningful in some way. Some people are more interested in money, but not me.

6. I think it is difficult to say whether I will do the same job all my life. At the moment I am a teacher and I really love my job but you never know what is going to happen in life and I am always open to new opportunities.

7. As a junior doctor I think work experience couldn't be more important. There is a vast amount of knowledge to gain, not just about physical injuries and illnesses but also in patient management. Every day I learn so much and, to be honest, I don't think I'll ever stop learning no matter how experienced I may be.

8. I don't feel that I have been working long enough in my current job to start thinking about the possibility of embarking on a different career. I'm not saying that it won't happen one day in the future but for now I am set on being the best engineer that I can be.

Speaking - Part 3

I currently work as a sous chef in a large hotel kitchen. I had just finished the local catering college so I was keen to get some experience in a busy kitchen. There were quite a few applicants for the job so I knew it was going to be a tough interview. First of all, I had to pass an interview with the head chef and manager of the hotel and then I had to present the menu for a three-course meal and cook it in the hotel kitchen. I was really nervous as I was being observed the whole time. I had prepared well for the interview before by trying out my chosen menu on my family and making sure I knew exactly what I was doing so that I would appear to be confident. Anyway, I finally got the job so I obviously did well.

Speaking - Part 4

From the information in the chart we can see that recessions can have an immense impact on some sectors of employment. For example, manufacturing industries tend to be not greatly affected throughout recessions, as we can see in the data. On the other hand, both service industries and non-farm employees suffered very much with non-farm employees taking the biggest hit. Over a 60-year period from 1949-2019 this pattern has continued and has in fact got worse for these two highest hit fields of employment, with well over 100,000 people out of work. Surprisingly, unemployment in manufacturing in the 2019 recession actually fell.

Speaking - Part 5

1. I think we should certainly invite everyone in the office but then it is up to them to join in or not. That will be a good way of testing their commitment to the company. On the other hand, we shouldn't penalise anyone who has a good reason for not attending the event this weekend.
2. We need to do it before everyone starts going on their summer holidays so why not at the end of April. We can check with all the staff beforehand to see if that works for everyone.
3. I've thought about this a great deal and I think the best and most interesting thing is to drop everyone off somewhere quite remote on the Saturday morning and they have to find their way to their final destination by Sunday afternoon.
4. Well, we need to stress that it's going to be challenging but fun and that the management will look very favourably on everyone that takes part. Also why not promise them a really good meal when they reach their destination?
5. Definitely! How about a hamper for each member of the winning team? A luxury hamper, I mean, from that exclusive shop in town. And we'll frame a picture of them all to put up on the office wall to remind everyone of their weekend.

LS Business: TEST 4**Writing - Part 1**

Dear George,

I was made aware of the problem with the couriers yesterday and I agree that we need to rectify the situation as soon as possible. I have asked around other local companies to find out which courier they use and everyone seems to be using a new courier called, 'Fasttrack'. I already spoke to their head office and they have assured me they can guarantee 100% reliability. We can open an account immediately for deliveries to start tomorrow if you would like me to arrange that.

Best wishes

(88 words)

Writing - Part 2

Dear Sir/Madam,

I am the director of a small academic publishing house and I am interested in exhibiting at your next book fair. This will be our first fair so I would appreciate some information about the event.

Could you please let me know how much a stand would cost? I presume it is by the meter. Would it also be possible to hire tables and lights? Will there be plenty of electrical sockets on the stands as we have computers and a printer that we will need to use there? Also, will we be able to provide our own refreshments, or is it only allowed to buy food and drinks from the in-house catering companies? I have heard they can be very expensive.

Another thing I would like to know is the approximate number of attendees on each day and if some sessions are busier than others. Furthermore, what time does the exhibition open and close each day?

Finally, does the event always take place on the first weekend in May as I had heard that it might be in June this year?

Thank you in advance for your help.

Yours Faithfully

(190 words)

Speaking - Part 1

2. I would love to have my own business one day, maybe as a freelance illustrator. However, I don't think I am experienced enough to consider that yet.

3. I think, for me, both are equally important as without the correct qualifications I couldn't have got a job as a teacher. On the other hand, teaching is the kind of job where you are learning all the time and, therefore, experience is invaluable and makes you better at your job as the years go by.

4. I think for now I am content with my current position as I am still learning a lot about the job. I suspect in a few years' time I might want a greater challenge and then I'll probably look for something different to do.

5. There are many stressful jobs these days and it is important that we are aware of how stressed we are feeling about work. If the stress is so bad that you can't cope you should talk to your boss about it and maybe your colleagues, too. Usually something can be done to improve every situation.

6. It is easy to get too involved in work these days but as long as you are aware of this you can make a point of making time to relax and have fun. Everyone should allocate a certain amount of relaxation time into their day and ensure that they actually take time out when they need to.

7. I believe this depends on the character of the individual. Some people like to work for someone else. This means that they can put in their hours and then go home. If you are the employer you have a huge amount of responsibility but, on the other hand, you can control your working life better.

8. All employees should be hard working, trustworthy and loyal no matter what their job. It doesn't matter if you earn a fortune, or are on minimum wage, you should take pride in what you do and do it to your best ability.

Speaking - Part 3

I do voluntary work at an old people's home on a regular basis. I'm an artist and I hold free art classes for the elderly residents of the home. I had promised them that we would make some beautiful decorations to put up around the home for Christmas and they were all really looking forward to it. Unfortunately, I got the flu and was too ill to do anything for a fortnight. The residents were extremely disappointed but there was nothing I could do about the situation. Christmas came and went and in the new year I was feeling well enough to go back to the home to continue my art classes. I wanted to find a way to make it up to them and so I organized a special exhibition of their recent art in the town art gallery. We even had a private view on opening night which their families came to. They were so excited and happy to be involved in a public event that the Christmas decorations were completely forgotten.

Speaking - Part 4

Good afternoon everyone. I am going to talk about how five different sectors of industry spend their money. I hope you will find it interesting. First of all, it is clear that the biggest spenders overall are in the manufacturing and construction industry with their greatest expenditure, of over 1.8 billion, being on staff training. I guess this is not surprising in such a skilled and potentially hazardous field of work. Raw materials and the service industry are the next biggest spenders overall although the areas of main expenditure are quite different. I imagine that it would come as no surprise to you that human resources and information services appear to spend the least. This is predominantly due to a lesser need for research and machinery costs. In fact, it can be seen in these two industries that their expenditure is much more evenly spread across the four areas than in the other industries.

Speaking - Part 5

1. I think, at the moment, the physical environment of the office is a bit depressing and uninspiring. I mean nothing has changed for nearly fifteen years. This has a negative impact on staff performance. There's no inspiration for them.

2. To be honest, I think everyone would benefit. I mean if it's a more pleasant place to be in people will want to be there for more hours instead of coming in exactly on time and looking at their watches near the end of the day. If they work better then management is happier too of course.

3. I think the first thing is quite simply to redecorate all the way through. Make the place light, clean and attractive. Also let's get some new desks and chairs so people are more comfortable at their work stations. Also a really good vending machine and a fridge would mean that people aren't popping over the road to that cafe all the time.

4. Why not ask young Peter? He's full of energy, enthusiastic and trying to make a good impression. He'd be great for the job and I'm happy to oversee what he does to keep it within budget.

5. Oh yes! I hear them moaning about this place all the time. We'll ask their opinion, too, and get them involved. Actually Jane was saying it would be nice to have some art on the walls so I'll get them to all choose a cheap print to have above their desk. It's going to make such a difference, you'll see.

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