

Comparing Levels: Writing Task 1

Read the following information.

You have been using the same credit card for the past 10 years with no issues. On your last bill, you noticed an unfamiliar \$50 charge. You did not recognize this transaction and are certain that this is a mistake.

Write an email to the credit card company in about 150-200 words. Your email should do the following things:

- Describe the problem with your credit card statement.
- Explain why you are certain that the charge is a mistake.
- Explain how you would like the problem to be solved.

Level 12 Response

Dear MasterCard Customer service,
re: account # 1234 5678 4321

On my last credit card statement dated 7/30/2016, I was erroneously charged with a meal at JFK airport in New York City . The transaction number was #09871 23451 and the date was 7 /15/16. The dollars amount was \$50.00 at the Runway cafe.

I've been a loyal and satisfied MasterCard customer for over 10 years and have never had any credit or payment issues nor have I experienced any unauthorized charges. I called your customer service line on July 10 , 2016 to inform your team of a pending trip my family and I were taking to Africa. They included the African continent on my record and we used the card exclusively during our two week vacation. As you can see from our July statement, we were on Safari and actively charging from Nairobi on on July 15,2016. We flew through Europe and were never even in the New York area.

Please remove the \$50.00 charge from my statement and cancel and reissue a new card to my account and as feel my account has been breached.

Thank you for your prompt attention. Best wishes,
Fatima Ahadi

Comparing Levels: Writing Task 2

Read the following information.

Food at Desks Survey

You work in an office area. Your manager is surveying your opinion about eating food at desks. There have been complaints about strong food smells and about leftover food attracting mice. Your manager asked you to complete an opinion survey.

Choose the option that you prefer. Why do you prefer your choice? Explain the reasons for your choice. Write about 150-200 words.

Option A: Everyone should be required to eat only in the kitchen.

Option B: Everyone should be free to eat where they want.

Level 12 Response

In my opinion all employees should be required to eat only in the kitchen. Firstly, this option would eliminate the issue of lingering food odours in the office. There has recently been some animosity amongst employees regarding strong-smelling food being consumed in the office. Limiting food consumption to the kitchen would eliminate recent debates amongst a number of staff members, thereby improving office relations.

A significant benefit of Option A would be improved hygiene in the office, as there have been issues with food debris on desks. This would result in a more pleasant environment for all employees. Furthermore, I believe that prohibiting food in the office will help to project a more professional image to visiting clients.

This option ensures that staff are taking a break from their work, and reduces time spent in front a computer screen. This offers numerous health benefits and will ultimately make them more productive. Finally, option A also encourages staff to be more sociable with their colleagues.

Option A is the fairest choice for all employees, whilst Option B does not provide a solution to recent complaints or hygiene issues and does not offer any of the benefits as outlined above.

The Writing Process – Task 1

You can use this list to help you review the four main steps of the writing process for Task 1. Note that you will not be able to bring this on test day.

Key Steps of Writing Task 1	
Brainstorming	
• Divide your notepaper into parts (depending on the number of instructions).	• • •
• Spend 2-3 minutes making notes on the instructions.	
Making an Outline	
• Select your best ideas for each instruction.	
• Include approximately one paragraph for each instruction.	
• Plan the overall organization of your response.	
Writing	
• Write an appropriate greeting.	
• Write an opening line if needed.	
• Write (typically) a paragraph for each instruction.	
• Include a topic sentence, supporting statements, and a concluding sentence.	
• Include transitions to connect sentences and paragraphs.	

Checking Your Work

- Check word choice, punctuation, grammar, tone, and transition words.
- Check to see if you have met the word count.
- Check to see if the information included is related to the topic.
- Check to see if you have repeated yourself.
- Give variety to the words you have used.

Writing Task 2 – Sample Response

Read the following information.

Workplace Fitness Survey

Your manager is surveying your opinion about activities for an upcoming workplace fitness day. She would like to know if the staff would prefer to go hiking in a local park or take an exercise class at a nearby gym. Your manager has asked you to complete an opinion survey.

Choose the option that you prefer. Why do you prefer your choice? Explain the reasons for your choice. Write about 150-200 words.

Option A: I would like to go hiking in a local park.

Option B: I would like to take an exercise class at a gym.

Sample Response

Hi Jill,

I would prefer to take an exercise class at the gym. I think this is a far better choice for a workplace fitness day than hiking in the park. There are two main reasons that I prefer the gym option.

The first reason that I would rather go to the gym is the fact that we would be taking a class. If I received some training as to how to use the machines, there is a stronger likelihood that I would continue attending this gym. Surely the goal of a workplace fitness day is to encourage employees to adopt a healthier lifestyle. I very much doubt a walk in the park would do as much to change people's habits, as they would not be learning any new fitness skills.

The second reason that I think the gym option is better is simply because it is the safer one, especially as we are heading into cold, rainy fall weather. It would be a shame to have our workplace fitness day cancelled at the last minute because of a sudden downpour or a drop in temperature. You know how sensitive to the weather some people in the office are.

Regards,

Lyle

Writing Task 1 – Sample Response

Read the following information.

You have an important meeting at work tomorrow. However, you are sick and will not be able to go.

Write an email to your boss in about 150-200. Your email should do the following things:

- Say what time the meeting is and what the meeting is about.
- Say sorry for not going to the meeting and why you cannot attend.
- Ask to change the meeting day and suggest a time.

Sample Response

Hi Dan,

I am writing about the meeting tomorrow at 3 pm. This meeting is about finalizing the seating chart for new employees. We were also going to look into whether we need to order new desks and chairs to accommodate everyone. I was going to report on the total number of new hires based on figures from all of the department heads.

I am really sorry, but I won't be able to attend this meeting. I know that we all agreed that we wanted to get the details of the new seating chart resolved as soon as possible. However, I have a pretty bad stomach flu and it's just not going to be possible for me to come in to work tomorrow.

If at all possible, could we change the meeting day to Friday at 3 pm? There are a few important things I would like to mention about the seating chart, so I think it would be better if I'm part of the discussion. I would really appreciate it if we could wait until Friday afternoon as that would give me enough time to recover from this stomach flu.

Sorry again for the inconvenience.

Steve