Business and Office English

Paper 1 - Separate answers

Free original EWS skills practice | A2-B1 | 20 practice marks

Answers, explanations and marking guidance

පිළිතුරු සහ ලකුණු දීමේ උපදෙස් වෙනම දක්වා ඇත. අර්ථය නිවැරදි සමාන පිළිතුරු ද පිළිගන්න.

Accept equivalent correct answers. For personal responses, the learner must use truthful details. These short-paper marks are for practice and are not official exam scores.

A. Useful language - 10 marks

1. send [2 marks]

Use a base verb after could.

2. attached [2 marks]

Attached describes the included report.

3. reschedule [2 marks]

Reschedule means arrange a different time.

4. to [2 marks]

Get back to someone means respond later.

5. for [2 marks]

Use thank you for + noun.

B. Make it your own - 10 marks

1. Model: Dear Ms Perera, Could you please confirm the delivery date for order EWS-24? We need the books for our class next Monday. Please let me know if there is any delay. Thank you for your help. Kind regards, Nimal [5 marks]

Award 2 for completing the task, 2 for clear meaning and suitable language, and 1 for intelligible speech or accurate punctuation.

2. Model: I am sorry that your order is delayed. It will arrive tomorrow afternoon. I can send you a message when it is ready for collection. [5 marks]

Award 2 for completing the task, 2 for clear meaning and suitable language, and 1 for intelligible speech or accurate punctuation.

Arrange and clarify at work

FREE EXTENDED PRACTICE - SEPARATE ANSWERS / MODELS

Models are examples. Accept other accurate responses. Give feedback on task completion, clarity and suitable language. Extension tasks are unscored unless stated.

1. Model: What time would suit you? What would you like us to discuss? Shall we meet in the office or online? Accept equivalent clear questions.

2. Model: Thank you. I confirm that the briefing is on Wednesday at 10 a.m. in Room 2. I will bring the draft rota. Tuesday at 9 a.m. is the old arrangement.

3. Model: Could you explain what you mean by the draft rota? Do you mean the proposed staff schedule? Accept another polite request for meaning.

4. Model: I have another appointment at 10 a.m. Would 11 a.m. be possible, or could I send my update beforehand? The organiser must confirm any change.

Help a customer and give a useful update

FREE EXTENDED PRACTICE - SEPARATE ANSWERS / MODELS

Models are examples. Accept other accurate responses. Give feedback on task completion, clarity and suitable language. Extension tasks are unscored unless stated.

1. Model: Could you tell me the order reference and the email address used for the order? Please check your spam folder too. Only request details needed to locate the order; never request the email password.

2. The first draft is complete. I still need to check two names. I will send a progress update by 3 p.m. Do not change 'update' into an unsupported promise of final completion.

3. Model: Could you please send me the revised attendance list by 2 p.m.? Please let me know if that deadline is difficult. Accept another named document.

4. Model: Good morning. May I speak to Ms Silva, please? This is Amal about tomorrow's delivery. Could she call me on [fictional number]? Thank you. Please let her know I called about the delivery.