Business and Office English

Paper 1 - Student paper

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

Name: _____ Date: _____

Suggested time: 25-40 minutes. For speaking tasks, say your response before writing. Use extra paper where necessary.

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A. Useful language - 10 marks

Choose the correct expression. Each answer earns 2 marks.

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1. Could you ___ the file by Friday? (send / sent) [2 marks]

2. Please find the report ___. (attached / attach) [2 marks]

3. Let us ___ the meeting to Monday. (reschedule / cancel out) [2 marks]

4. I will get back ___ you this afternoon. (to / for) [2 marks]

5. Thank you ___ your help. (for / on) [2 marks]

B. Make it your own - 10 marks

Say each answer aloud, then write it. Each task earns 5 marks.

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1. Write a polite email of 40-60 words asking a supplier to confirm a delivery date. Include the order number EWS-24. [5 marks]

2. Explain a delay to a customer. Apologise, give the new time and offer a next step. [5 marks]

Arrange and clarify at work

FREE EXTENDED PRACTICE - STUDENT WORKSHEET

Use fictional workplace details. Speak each response before writing it.

1. A colleague says, 'Can we meet tomorrow?' Ask for the time, purpose and place in two or three polite questions.

2. Read this message: 'The staff briefing moves from Tuesday at 9 a.m. to Wednesday at 10 a.m. in Room 2. Bring the draft rota.' Write a confirmation containing all four new details.

3. You do not understand the phrase 'draft rota'. Ask for clarification without pretending that you understand.

4. The new time clashes with another appointment. Explain briefly and suggest a specific alternative without promising that everyone is free.

Use an extra sheet for longer writing if needed. Check the separate guide after your attempt.

Help a customer and give a useful update

FREE EXTENDED PRACTICE - STUDENT WORKSHEET

Aim for accurate information and a clear next step. Do not invent a guarantee.

1. A customer says a worksheet email has not arrived. Ask for two useful details and suggest one safe checking step. Do not ask for a password.

2. Your manager asks for progress. The first draft is complete; two names need checking; you can send an update by 3 p.m. Write three clear update sentences.

3. Make this request more polite and specific: 'Send it now.' Include the document and a deadline of 2 p.m.

4. Role-play a short phone call. Give a greeting, ask to speak to Ms Silva, leave a fictional callback number if she is unavailable and confirm the message.

Use an extra sheet for longer writing if needed. Check the separate guide after your attempt.

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