



Question 6–7: Respond to a written request

Directions: In this part of the test, you will show how well you can write a response to an e-mail.

Your response will be scored on:

- the quality and variety of your sentences,
- vocabulary, and
- organization.

You will have 10 minutes to read and answer each email.

1. Read the email. In your email ask at least TWO questions.

From: Bert Kindlespire
Subject: Water pipe renovation
Date: April 23
To: The Tower residents

Dear Apartment Owners,

Work will start next week on the renovation of the water pipes throughout our building. The workers will not need to remove the old pipes, but only clean them and remove the old covering, which was discovered to contain materials that are dangerous for our health. The pipes will then be re-covered with a safer material. Please contact the housing committee if you have any questions.

Bert Kindlespire
Homeowners Association

2. Provide at least TWO details about the neighbourhood and ONE reason why you can or can't negotiate the price.

To: Home Owner
From: Taryn Kent
Subject: Your home
Sent: January 7

Hello. I've been looking at the photo gallery of your online home buyer's ad. Congratulations on trying to sell your home without a real estate agent. It is difficult (we have done it twice) but is worth the effort if you find a reasonable buyer. My sister is interested in buying a home in your region. Your home could be ideal if you are willing to negotiate the price. Your asking price is about \$10,000 above her budget. She also wants to live near an elementary school and a bus route. I'm not sure if your home is near these amenities. Could you let me know about these details? Most importantly, are you open to negotiation on the price? Please let me know when the house would be available for viewing.

Thank you.
Sincerely,
Taryn Kent





3. Read the email. In your email, make at least ONE request and ONE suggestion.

From: Jack Scarlatti
Subject: 75th anniversary planning
Date: January 11
To: Staff

Dear colleagues,

In July, we are planning an anniversary celebration to celebrate the 75th anniversary of the founding of Bentley's Department Store. We hope that all staff members will contribute ideas to make this a memorable day and help to promote awareness of our excellent store throughout the region. The anniversary organizing committee would like to receive your suggestions for making this celebration a success.

Thank you,
Jack Scarlatti

4. Read the e-mail below and write an e-mail that responds to the information. Respond as if you have recently moved to a new city. In your e-mail to the committee, make at least TWO requests for information.

FROM: Dale City Welcome Committee
TO: New Dale City Residents
SUBJECT: Welcome to your new home!
SENT: July 23, 4:32 p.m.

Welcome! We would like to be the first to welcome you to Dale City. We know that there are many things to do when you move, from finding your way around town to setting up your utilities. Please contact us if you need any help at all.

5. Read the e-mail below. Respond to the email as if you were Mr. Kim. In your e-mail, ask two (2) questions regarding your accommodation and make two (2) requests.

From: Jay Jackson
To: Mr. Kim
Subject: Confirmation
Sent: June 2, 2011

Dear Mr. Kim,

I am writing this letter to you on behalf of the management of H2O Hotel. The essence of the letter is to know the things that you will be needing in your event. According to our record you made bookings on the 15th of this month for the small conference centre all of which you intend to use for your upcoming annual conference. We want to assure you that your bookings have been recorded and we promised that you would get the real value for your money. We would like to know if there's any request that you would like to make regarding the things that you have to prepare for the seminar such as lights, extensions cords, sound system etc. We will be glad to assist you. We hope for your response.

Sincerely, Mr. Jay Jackson

