

Cambridge

# English Skills Test

Business

## Writing

### What do I need to know about my test?

- You have 45 minutes to complete the Writing test.
- There are two tasks in the test. Each task has a suggested time to spend, and a minimum number of words to write.
- Try to write as much as you can for each task. This will give you the best chance to show your writing ability. There is a word count function to show you how many words you have written.
- Make sure you leave enough time for both parts of the test. Use all the time available to plan and write your answers. There is a timer to show you how many minutes you have spent on the test.
- Read the tasks carefully and consider ways to develop your answer. You can use a pen and paper to plan your answer or list your ideas before you start typing.
- Be careful with your typing because there is no spellcheck! If you have some time at the end of the test, read your answers again to check for spelling mistakes, spaces, full stops and capital letters.
- Look at the [Business sample test](#) and read the information on the Cambridge English Skills Test: Business, so that you are familiar with the tasks and how to move through the test.



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Task type 1	<p><b>Email task</b></p> <div> <p><b>Part One</b></p> <p>You should spend about 15 minutes on this task.</p> </div> <p>You have received this message from your Managing Director.</p> <p>From: John Linden, Managing Director</p> <p>Subject: Customer Complaints</p> <p>We have recently received a number of complaints from our customers. In the last month they have returned 20% of goods because of poor quality. I need to know today what is causing this problem. What can we do about it, and how soon can this be done?</p> <p>Write a reply to John Linden:</p> <ul style="list-style-type: none"> <li>• explain what the problem is</li> <li>• say what can be done about it</li> <li>• say how soon this can be done.</li> </ul> <p>Write at least <b>50</b> words.</p>
Time and no. of words	<p>You should spend around 15 minutes on Part 1.</p> <p>Write at least 50 words.</p>
Testing focus	<p>Using a range of structures and vocabulary in an appropriate register with coherent organisation of ideas</p>
Advice	<ul style="list-style-type: none"> <li>• You should spend about 15 minutes on this task.</li> <li>• Read the task instructions and input message carefully.</li> <li>• Plan your answer so that you include all the information that is required.</li> <li>• Try to write your answer in a style and format that is appropriate for replying to an email in a business setting.</li> <li>• Try to link your ideas together so that your writing is easy to follow.</li> <li>• Think about how you can use paragraphs effectively.</li> <li>• Try to use a variety of vocabulary and grammatical structures.</li> </ul>
Preparation	<ul style="list-style-type: none"> <li>• Practise writing emails in a work or organisational setting.</li> </ul>



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|  | <ul style="list-style-type: none"><li>• Practise writing within a time limit so that you know how to manage your time.</li><li>• Practise writing online using <a href="https://writeandimprove.com/">https://writeandimprove.com/</a></li></ul> |
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Task type 2	<p><b>Report or email task</b></p> <div> <p><b>Part Two</b></p> <p>You should spend about 30 minutes on this task.</p> </div> <p>You are considering placing a large order with a new supplier and want to visit the factory.</p> <p>Write an email to the factory manager to arrange the visit.</p> <p>Write about:</p> <ul style="list-style-type: none"> <li>• why you want to visit</li> <li>• what you want to see</li> <li>• what you want to discuss</li> </ul> <p>and any other points which you think are important.</p> <p>Write at least <b>180</b> words.</p>
Time and no. of words	<p>You should spend around 30 minutes on Part 2.</p> <p>Write at least 180 words.</p>
Testing focus	Using a range of structures and vocabulary in an appropriate register with coherent organisation of ideas
Advice	<ul style="list-style-type: none"> <li>• You should spend about 30 minutes on this part.</li> <li>• Read the task instructions carefully.</li> <li>• Try to write your answer in a style and format that is appropriate for a report on email in a business setting</li> <li>• Try to link your ideas together so that your writing is logical and easy to follow.</li> <li>• Think about how you can structure your answer and use paragraphs effectively. Headings and sub-headings may be used as one organisational device among others. Avoid using long lists of bullet points in your answer where these will not show that you can link the ideas in your response effectively.</li> <li>• Try to use a variety of vocabulary and grammatical structures.</li> </ul>



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Preparation

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- Practise writing online using <https://writeandimprove.com/>

