

Cambridge English Skills Test Business

Writing

ACCESS ARRANGEMENTS

MODIFIED LARGE PRINT VERSION

SAMPLE TEST

Candidate Name _____

Centre Number _____

Candidate Number _____

TIME: 45 minutes plus your additional time allowance

We recommend allocating time as follows:

Part 1: 15 minutes plus your additional time allowance

Part 2: 30 minutes plus your additional time allowance

**SUITABLE FOR CANDIDATES WHO ARE
VISUALLY IMPAIRED**

READ THE INSTRUCTIONS ON PAGE 2

INSTRUCTIONS TO CANDIDATES

Write your name, centre number and candidate number in the spaces on the first page and on a separate answer sheet (if used).

Read the instructions for each part of the paper carefully.

Answer the Part 1 question and the Part 2 question.

Write your answers in the spaces provided on this question paper or on a separate answer sheet.

Write clearly. You may make alterations, but make sure your work is easy to read.

At the end of the test, hand in both this question paper and the separate answer sheet (if used).

DO NOT TURN OVER UNTIL YOU ARE TOLD TO DO SO.

PART 1

You have received this message from your Managing Director.

From: John Linden, Managing Director

Subject: Customer Complaints

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?

Write an EMAIL to John Linden:

- explain what the problem is
- say what can be done about it
- say how soon this can be done.

Write at least **50** words.

[illegible]

[illegible]

[illegible]

PART 2

You are considering placing a large order with a new supplier and want to visit the factory.

Write an EMAIL to the factory manager to arrange the visit.

Write about:

- why you want to visit
- what you want to see
- what you want to discuss

You can also include any other points you think are important.

Write at least 180 words.

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[illegible]

[illegible]

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