

WRITING

WRITING TASK 1

You should spend about 20 minutes on this task.

There have been several complaints about the reception area where visitors to your company arrive. Your manager has asked you to suggest how the reception area could be improved.

Write a letter to your manager. In your letter

- ***describe the complaints that have been made***
- ***say why the reception area is important***
- ***suggest how the reception area could be improved***

Write at least 150 words.

You do **NOT** need to write any addresses.

Begin your letter as follows:

Dear ,

WRITING TASK 2

You should spend about 40 minutes on this task.

Write about the following topic:

In recent years, many small local shops have closed because customers travel to large shopping centres or malls to do their shopping.

Is this a positive or a negative development?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

SPEAKING

PART 1

The examiner asks the candidate about him/herself, his/her home, work or studies and other familiar topics.

EXAMPLE

Art

- Did you enjoy doing art lessons when you were a child? [Why?/Why not?]
- Do you ever draw or paint pictures now? [Why?/Why not?]
- When was the last time you went to an art gallery or exhibition? [Why?]
- What kind of pictures do you like having in your home? [Why?]

PART 2

Describe a time when you visited a friend or family member at their workplace.

You should say:

who you visited

where this person worked

why you visited this person's workplace

and explain how you felt about visiting this person's workplace.

You will have to talk about the topic for one to two minutes. You have one minute to think about what you are going to say. You can make some notes to help you if you wish.

PART 3

Discussion topics:**Different kinds of workplaces**

Example questions:

What things make an office comfortable to work in?

Why do some people prefer to work outdoors?

Do you agree that the building people work in is more important than the colleagues they work with?

The importance of work

Example questions:

What would life be like if people didn't have to work?

Are all jobs of equal importance?

Why do some people become workaholics?