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Practice Questions

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1. When writing a formal email to request information about a service, which of the following opening statements is most appropriate?

- A. Just wondering what services you have available.
- B. Hey there! I need some info on what you guys offer.
- C. You need to send me information about your services ASAP.
- D. I am writing to inquire about the details of your consulting services.

2. Which organizational structure is most effective for a survey response that asks you to describe both advantages and disadvantages of working from home?

- A. Advantages only, since that's what most readers want to know
- B. One long paragraph covering all points together
- C. Introduction, paragraph on advantages, paragraph on disadvantages, conclusion
- D. A list of bullet points without any introduction or conclusion

3. In a complaint email about poor customer service, which tone is most appropriate and effective?

- A. Angry and demanding
- B. Firm but polite
- C. Casual and humorous
- D. Extremely formal and legalistic

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4. Which of the following best describes how to conclude an opinion response about environmental policies?

- A. Summarize your main points and reinforce your overall position on environmental policies
- B. Introduce completely new arguments that weren't in your main paragraphs
- C. Simply restate your introduction using exactly the same words
- D. End abruptly without any concluding statement



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5. When writing a formal email requesting a refund, which of these elements is most important to include?

- A. Extensive complaints about other companies' similar products
- B. Personal information about your family situation
- C. Threats to contact consumer protection agencies
- D. Specific details of the purchase (date, order number, amount)

6. Which of the following sentences demonstrates the best use of cohesive devices in an opinion response?

- A. The policy is good and bad and expensive and beneficial and problematic and helpful.
- B. People like the policy. The implementation is bad. The costs are high. The benefits are low.
- C. Many people support the new policy; however, there are significant concerns about its implementation. Furthermore, the costs may outweigh the benefits.
- D. So I think the policy has issues, then it costs too much, and like I was saying, benefits are not great.

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7. What is the most appropriate way to address a recipient in a semi-formal email when you don't know their name?

- A. Hey there
- B. Dear Sir/Madam
- C. Yo
- D. Hello friend

8. Which of the following best demonstrates effective paragraph organization in an opinion response?

- A. Topic sentence stating your position, followed by 2-3 supporting points with examples, ending with a concluding thought
- B. Multiple unrelated ideas grouped together without any clear structure
- C. A series of questions without providing any answers or positions
- D. One very long sentence that tries to cover all possible aspects of the topic



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9. When explaining a problem in a formal email to a company, which approach is most effective?

- A. Focus mainly on demanding compensation rather than explaining what happened
- B. Use emotional language to emphasize how upset you are about the situation
- C. Keep the description vague so the company has to contact you for more information
- D. Explain the issue clearly in chronological order with specific details about what happened

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10. Which statement best describes the appropriate level of formality for a survey response about public transportation improvements?

- A. Very casual language with slang and colloquial expressions
- B. Highly technical language with specialized transportation terminology
- C. Semi-formal language that is professional yet conversational
- D. Extremely formal language similar to legal documents

11. When writing an opinion response, what is the most effective way to present opposing viewpoints?

- A. Ignore opposing viewpoints entirely to make your position seem stronger
- B. Acknowledge them fairly and explain why your position is more valid
- C. Dismiss opposing viewpoints as foolish or unreasonable
- D. Present only opposing viewpoints without stating your own opinion

12. In a formal email requesting an extension for a project deadline, which of these elements should NOT be included?

- A. Complaints about other assignments or workload
- B. A clear statement of the extension period requested
- C. A brief explanation of the circumstances necessitating the extension
- D. A proposed plan for completing the work within the new timeframe

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13. Read the following scenario: You need to draft a formal email to schedule a business meeting. The email should propose multiple time slots and courteously request confirmation. Which structure best ensures clarity and organization in your email?

- A. An informal tone with a single paragraph that mixes meeting details with personal updates
- B. A lengthy introduction with a detailed narrative of past meetings and a vague ending
- C. A brief greeting followed by an unorganized list of dates without any closing request
- D. Clear introduction, bullet-pointed time slots, and a courteous closing requesting confirmation

14. Read the following scenario: You are writing an opinion response on the impact of social media on interpersonal relationships. Which paragraph structure best demonstrates a balanced argument?

- A. An introduction that states your opinion immediately followed by unrelated examples
- B. A single paragraph mixing both sides without clear separation
- C. Introduction, separate paragraphs for pros and cons, and a concluding synthesis
- D. Multiple paragraphs detailing only one side of the argument followed by a weak concluding line

15. Read the following scenario: You are writing an explanation email to report technical issues with an online service. Which approach best improves clarity and coherence?

- A. Provide a brief, vague summary of the issue without specific details or error codes
- B. Break down the problem chronologically with clear technical details and include relevant error messages
- C. Use heavy technical jargon without any chronological structure
- D. Focus on emotional language rather than factual descriptions of the technical problem

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16. Read the following scenario: You are drafting a survey response regarding workplace policies. What method best supports your opinions with relevant examples?

- A. Provide specific examples from personal experience that illustrate each point
- B. General statements without any supporting examples
- C. Overly abstract arguments that do not relate directly to practical experiences
- D. Relying on statistics and generic data without discussing personal experience

17. When responding to a speaking prompt about giving advice to a friend regarding career choices, what is the most important aspect to focus on?

- A. Focusing only on personal experiences without addressing the question
- B. Using complex vocabulary even if it's not natural to you
- C. Speaking as quickly as possible to seem fluent
- D. Providing specific, actionable suggestions with clear reasoning



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18. In a speaking task where you must describe a neighborhood scene, what should be your primary approach?

- A. Focus only on your opinions about the scene
- B. List as many objects as possible without elaboration
- C. Organize details logically while using descriptive vocabulary for key elements
- D. Speak exclusively about people rather than the environment

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19. When asked to express an opinion about environmental policies in a speaking task, which approach demonstrates the highest level of proficiency?

- A. Stating multiple contradictory opinions to show flexibility
- B. Clearly stating your position with logical supporting reasons and relevant examples
- C. Memorizing and reciting statistics without context
- D. Avoiding a direct stance to prevent potential disagreement

20. In a speaking task that requires comparing two transportation options for a city, what organizational structure would be most effective?

- A. Compare both options point-by-point using specific criteria like cost, convenience, and environmental impact
- B. Discuss all aspects of one option before moving to the next without direct comparisons
- C. Focus primarily on your preferred option with minimal mention of the alternative
- D. List random facts about each option without any organizational framework

21. When asked to propose a solution to a community problem in a speaking task, what should you include to demonstrate high-level speaking skills?

- A. Only personal anecdotes without addressing the broader issue
- B. Technical terminology regardless of relevance to show advanced vocabulary
- C. Multiple unrelated solutions without development of any single idea
- D. A clear problem definition, logical solution steps, and consideration of potential challenges

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22. In a speaking task about describing a memorable past experience, what aspect is most crucial for an effective response?

- A. Including only factual information without any personal perspective
- B. Exaggerating events to make them sound more impressive
- C. Using appropriate past tenses while including specific details and your reactions
- D. Speaking primarily about how others might view the experience

23. When making predictions about future technology trends in a speaking task, which approach would score highest?

- A. Making extremely bold claims without supporting evidence
- B. Using appropriate future tenses with logical reasoning for your predictions
- C. Discussing only current technology without addressing future developments
- D. Using present tense exclusively to simplify your grammar

24. In a speaking task where you must react to a challenging customer service situation, what is most important to demonstrate?

- A. A composed, solution-oriented approach with appropriate tone and vocabulary
- B. Expressing frustration to show authentic emotion
- C. Placing blame on specific parties to show critical thinking
- D. Speaking very formally regardless of the situation's context

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25. When asked to describe your ideal workplace in a speaking task, what element should you prioritize?

- A. Criticizing alternative workplace models to emphasize your preference
- B. Listing as many workplace features as possible regardless of importance
- C. Focusing exclusively on salary and benefits
- D. Well-organized description of features with clear reasons for your preferences

26. In a speaking task that asks you to explain the steps in a common process (like applying for a job), what is the most effective approach?

- A. Focusing primarily on potential problems in the process
- B. Including as many technical terms as possible to sound knowledgeable
- C. Presenting steps in clear sequence with logical transitions and appropriate vocabulary
- D. Explaining only the steps you personally find important



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27. When responding to a speaking prompt about a controversial social issue, what approach demonstrates the highest level of speaking proficiency?

- A. Taking an extreme position to make your response memorable
- B. Acknowledging multiple perspectives while clearly articulating your own position with support
- C. Avoiding stating any personal opinion to prevent controversy
- D. Using emotional language rather than logical reasoning

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28. In a speaking task requiring you to persuade someone to adopt a new habit, what element is most important to include?

- A. Clear benefits supported by evidence while addressing potential objections
- B. Repeatedly stating your main point without variation
- C. Using complex vocabulary to sound authoritative
- D. Speaking rapidly to convey enthusiasm and urgency

29. When describing significant cultural differences in a speaking task, what approach would earn the highest score?

- A. Discussing only the negative aspects of cultural differences
- B. Focusing only on the unusual aspects of other cultures
- C. Stating which culture you believe is superior and why
- D. Making objective comparisons with specific examples while avoiding stereotypes

30. In a speaking task asking about a difficult decision you made, what aspect should you emphasize to demonstrate advanced speaking skills?

- A. Technical details without personal reflection
- B. Only the positive outcomes to present yourself favorably
- C. Your decision-making process and the consequences of your choice
- D. Others' opinions about your decision rather than your own perspective



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Answer Key & Explanations

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1. D — I am writing to inquire about the details of your consulting services.

In formal emails, it's important to use polite, professional language that clearly states your purpose without being too casual or demanding.

2. C — Introduction, paragraph on advantages, paragraph on disadvantages, conclusion

When discussing advantages and disadvantages, a clear introduction followed by separate paragraphs for each side and a conclusion provides the most coherent structure.

3. B — Firm but polite

A firm but polite tone is most effective in complaint emails as it communicates seriousness without being offensive, which could lead to dismissal of your concerns.

4. A — Summarize your main points and reinforce your overall position on environmental policies

An effective conclusion summarizes your main points and provides a final perspective that reinforces your opinion without simply repeating what you've already stated.

5. D — Specific details of the purchase (date, order number, amount)

Specific details of the purchase provide necessary context and evidence for your refund request, making it easier for the recipient to process your request efficiently.

6. C — Many people support the new policy; however, there are significant concerns about its implementation. Furthermore, the costs may outweigh the benefits.

Effective cohesive devices like 'however,' 'furthermore,' and 'therefore' help connect ideas logically and make writing flow smoothly between points.

7. B — Dear Sir/Madam

When you don't know the recipient's name in a semi-formal context, 'Dear Sir/Madam' or 'To Whom It May Concern' maintains professionalism while acknowledging you don't have specific name information.

8. A — Topic sentence stating your position, followed by 2-3 supporting points with examples, ending with a concluding thought

A well-organized paragraph should have a clear topic sentence, supporting details, and a concluding thought that maintains focus on a single main idea.

9. D — Explain the issue clearly in chronological order with specific details about what happened

A clear, chronological explanation with specific details helps the recipient understand exactly what went wrong and when, allowing them to address your concerns more effectively.

10. C — Semi-formal language that is professional yet conversational

Survey responses should maintain a semi-formal tone that is professional yet conversational, avoiding overly casual language while still being accessible and natural.



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11. B — Acknowledge them fairly and explain why your position is more valid

Acknowledging opposing viewpoints demonstrates balanced thinking, while explaining why your position is more valid shows critical reasoning skills and strengthens your overall argument.

12. A — Complaints about other assignments or workload

Personal complaints about other assignments or workload are unprofessional in a formal request for extension and may negatively impact how your request is received.

13. D — Clear introduction, bullet-pointed time slots, and a courteous closing requesting confirmation

An effective structure in this context includes a clear introduction, a section listing available time slots in a concise format, and a polite closing that explicitly requests confirmation.

14. C — Introduction, separate paragraphs for pros and cons, and a concluding synthesis

The best approach includes an introductory paragraph to present the topic, separate paragraphs for positive and negative impacts, and a conclusion that synthesizes the viewpoints and states your own opinion.

15. B — Break down the problem chronologically with clear technical details and include relevant error messages

Detailing technical problems step-by-step in chronological order with clear descriptions and relevant error messages helps the recipient understand and address the issue efficiently.

16. A — Provide specific examples from personal experience that illustrate each point

Citing specific instances from your work experience creates a robust argument and demonstrates authenticity, making your response more persuasive.

17. D — Providing specific, actionable suggestions with clear reasoning

In advice-giving scenarios, providing specific, actionable suggestions with clear reasoning demonstrates both language proficiency and the ability to structure helpful guidance.

18. C — Organize details logically while using descriptive vocabulary for key elements

Descriptive speaking tasks evaluate your ability to paint a clear picture using appropriate vocabulary and organization, focusing on relevant details in a logical sequence.

19. B — Clearly stating your position with logical supporting reasons and relevant examples

Expressing opinions effectively requires a clear position supported by logical reasoning and examples, showing both critical thinking and language skills.

20. A — Compare both options point-by-point using specific criteria like cost, convenience, and environmental impact

When comparing options, a point-by-point structure that addresses specific criteria for both options demonstrates organizational skills and allows for direct, clear comparisons.

21. D — A clear problem definition, logical solution steps, and consideration of potential challenges

Problem-solving speaking tasks assess your ability to identify issues clearly, propose logical solutions, and anticipate potential challenges, showing both analytical and communication skills.

22. C — Using appropriate past tenses while including specific details and your reactions

Describing past experiences effectively requires appropriate tense usage along with specific details and personal reactions to create an authentic, engaging narrative.



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23. B — Using appropriate future tenses with logical reasoning for your predictions

Future prediction tasks assess your ability to use appropriate future tenses while providing logical reasoning for your predictions, demonstrating both grammar control and analytical thinking.

24. A — A composed, solution-oriented approach with appropriate tone and vocabulary

Responding to challenging situations tests your ability to remain composed while offering practical solutions and using appropriate tone, showing both language control and problem-solving skills.

25. D — Well-organized description of features with clear reasons for your preferences

Descriptive speaking about preferences requires well-organized ideas with clear reasoning, demonstrating both your ability to structure thoughts and express personal values coherently.

26. C — Presenting steps in clear sequence with logical transitions and appropriate vocabulary

Process explanation tasks assess your ability to present information in a logical sequence using transitions and appropriate vocabulary, demonstrating organizational skills and clarity.

27. B — Acknowledging multiple perspectives while clearly articulating your own position with support

Discussing controversial topics effectively requires acknowledging multiple perspectives while clearly articulating your own position, showing both critical thinking and balanced communication.

28. A — Clear benefits supported by evidence while addressing potential objections

Persuasive speaking requires clear benefits supported by evidence and addressing potential concerns, demonstrating both logical reasoning and audience awareness.

29. D — Making objective comparisons with specific examples while avoiding stereotypes

Discussing cultural differences effectively requires objective comparisons with specific examples while avoiding stereotypes, showing both cultural awareness and balanced communication.

30. C — Your decision-making process and the consequences of your choice

Describing difficult decisions effectively requires explaining both the decision-making process and consequences, demonstrating reflective thinking and ability to articulate complex experiences.



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