

Letter: informal

(Test 1, Part 2, Question 4)

Script A: Good answer

Dear Jack,

Thanks for your letter – good to hear from you! So you're considering working for the same company I did. I'll tell you about my experiences, and you can decide whether to apply. It's not quite as clear-cut as you might think!

There isn't much skiing as part of the job, even though you're working for a winter holidays company; so if doing a lot of skiing is important to you, you'd be a bit disappointed. I really only got on the slopes on the last day! I spent most of the time in the office doing paperwork. And as for doing it free – no chance – I bought my own ski pass! I had to organise things like getting equipment for clients which took up a lot of time, and it was very stressful when clients complained. It certainly wasn't always my fault! When the weather wasn't good enough for skiing I had to set up alternative activities – which people didn't always like! That was pretty frustrating.

I did get the chance to improve my English as the clients came from different countries, and English was the shared language. There were loads of interesting people to talk to. That was good, but it certainly wasn't an easy four months. I have mixed feelings about it.

Why don't you apply, have an interview and decide for yourself?

Good luck whatever you decide!

All the best

Peter

Examiner comments

This is an excellent answer. All the points are covered clearly, so the **content** is relevant and the target reader would be fully informed. Jack would be able to make a decision based on the information given to him, so all the ideas are **communicated** effectively and with ease. The style is consistently informal and there is a range of **language** which is used accurately. The ideas are **well-organised** logically and coherently in clear paragraphs. .

Letter: informal

(Test 1, Part 2, Question 4)

Script B: Satisfactory answer

Dear Jack,

If you really believe that you will have an easy time in that job, get that out of your mind. It won't be easy at all. It is hard work all day long and there are no guarantees that you will be assigned as a ski instructor, even though you do have to look after the clients. But you don't ski with them - what you have to do is make sure that they have what they need at all times, and if not, arrange everything so they do before they go out to ski.

The money is good but sometimes you get some unexpected circumstances such as having to pay your own ski pass. By the way you will not get free time every day to ski and even if you do you will be so tired from all the paperwork that your bed may look like a better option than going out in the snow!

About the language. You will hear several different languages but when you talk with a group of clients you will have to talk in English so most know to speak it.

But I can tell you one thing, the most important in my opinion, you will have the time of your life there. It will be a story you will never forget and your grandsons will enjoy from it.

Sogo for it!

Your friend

Francesco

Examiner comments

This answer contains some good examples of informal **language**, e.g. *have the time of your life*, *get that out of your mind*, and it is written directly to Jack in a very natural way. However, there are careless grammar and spelling mistakes which create a negative impression. It is not very well-planned or **organised** and Jack did not say that he wanted to be a ski instructor. However, on balance, Jack would probably be able to make a decision based on this letter, as most of the **content** is relevant. This means that **communication** is reasonably effective.

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(Test 1, Part 2, Question 4)

Script C: Unsatisfactory answer

Dear Jack

Working for the company was very giving indeed. I did, for example, learn how it is having a job. Work ethics such as commitment, responsibility and dedication are all three essential basics you need to understand if you want to make your supervisor(s) happy.

First off you will need to have the right attitude; you get paid for this job and therefore work should always come first. For instance, if you are applying for this job you can't expect yourself to be cruising around the mountains all days long. In fact, you should expect the opposite.

What I'm saying is not that you will not have any free time at all with this job but to be honest, as a friend, I admit you to only see spare time as a plus.

This way you will not get dissapointed when it turns out that you'll need to spend a sunny day inside doing paperwork.

If you see things this way I'm sure you will have the time of your life while working for the company. Not necessarily because you will have fun all the time but more because of the great mixture of terrific skeeing and hard work this job offers.

Alltogether, see this job as an opportunity where you will have loads of fun while still feeling that you'r doing something meanfull.

At last, do you think you'r up for this task?

Bernard

Examiner comments

There is some good informal language e.g. **cruising around**, **loads of fun** but there are many mistakes with spelling and grammar so the **language** is not controlled. Much of the required **content** is missing and the writer seems to have misunderstood the task itself as the opening paragraph seems to be talking about a completely different job and is irrelevant. The ideas are not **organised** and are confusing, e.g. the writer talks about not having time for skiing but then mentions the terrific skiing. The final question does not help Juan to make a decision, so the **communication** is not effective.