

THE QUICK WRITING GUIDE

# Writeology.

## *Email Writing*

WRITE WITH PRECISION · THINK WITH CLARITY

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TOEFL · WRITING · C1

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# A

WHAT DOES THE PROMPT LOOK LIKE?

## Understanding the Email Prompt Structure

### What Does the Prompt Look Like?

The TOEFL Write an Email task presents you with a short real-world scenario — typically three to five sentences — followed by three bullet points specifying exactly what your email must accomplish. Understanding each part of this prompt is the foundation of a strong response.

#### PART 1

##### The Scenario

A brief description of a real-life situation: you have received an invitation, encountered a problem, need to request something from someone, or must respond to a message. The scenario tells you who you are writing to, why you are writing, and what the context is. Read this carefully — it determines the appropriate tone.

#### PART 2

##### The Three Bullet Points

Three specific tasks your email must complete. Every bullet point must be addressed in your response. Omitting even one will significantly lower your score. The bullets are your checklist: treat each one as a mandatory paragraph objective.

#### PART 3

##### The Instruction Line

A reminder at the bottom of the prompt: "Write an email to [person]. In your email: [bullets]." This reconfirms who the recipient is and what register (formal, semi-formal, or informal) is appropriate. Use the recipient's relationship to you to calibrate your tone.

### A Realistic Example of a Complete Prompt

*Write an email to Ms Patricia Webb. Your email should be between 60 and 90 words.*

You recently attended a professional development workshop organised by your company. You found the workshop very useful and would like to share your thoughts with the organiser, Ms Patricia Webb.

**In your email, do the following:**

- Express your overall opinion of the workshop.
- Mention one specific session or activity that you found particularly valuable and explain why.
- Suggest one improvement for future workshops.

*Write as much as you can and in complete sentences.*

**KEY OBSERVATIONS ABOUT THIS PROMPT**

The recipient (Ms Webb) is a professional contact — use a formal or semi-formal register.

There are exactly three bullets. Your email needs three clear, developed responses.

You do not need to invent elaborate facts. If asked to mention a "specific session," a plausible one is fine.

The word count target (60–90 words) is a firm guideline. Aim for 75–80 words.

## Anatomy of a Prompt: What to Look For

Train yourself to extract these four elements from every prompt before you write:

Element	Question to Ask	Why It Matters
Recipient	Who am I writing to? What is our relationship?	Determines formality — professor vs. friend requires very different language.
Situation	What happened? What is the context?	Grounds your email in reality and ensures relevance.
Three Tasks	What exactly must my email accomplish?	Each bullet = one main point. Miss one = lower score.
Tone	Formal, semi-formal, or informal?	Wrong tone — too casual with a professor or too stiff with a friend — costs marks.

# B

YOUR CORE TASK EXPLAINED

## What TOEFL Expects You to Do

### Your Core Task

The Write an Email task was introduced as part of the redesigned TOEFL iBT in January 2026. You are given a real-world scenario and must write a coherent, purposeful email that addresses all three bullet points within 7 minutes. The task tests your ability to communicate effectively in an everyday English-language context.

#### Address all three bullet points

Every bullet point is mandatory. ETS scorers check each one. If you miss a bullet — even if your language is excellent — your Purposeful Communication score drops significantly. Treat each bullet as a required task, not a suggestion.

#### Write 60–90 words

The target range is strict. Responses below 60 words are too thin to address all three bullets adequately. Responses much over 100 words often lose focus and introduce more errors. Aim for 70–85 words as your sweet spot.

#### Use appropriate tone and register

TOEFL prompts span a range of relationships: professors, employers, neighbours, friends. You must match your language register to the relationship. Using slang with a professor or overly formal language with a close friend both cost marks.

#### Organise your response clearly

Even in a short email, structure matters. A greeting, purposeful body paragraphs that map to the three bullets, and a polite sign-off are all expected. Disorganised emails that jump between ideas will score lower.

#### Complete the task in 7 minutes

You have exactly 7 minutes. The key is: read (30 sec), plan (30 sec), write (5 min), check (1 min). Do not spend time on complex vocabulary — clear and accurate is better.

## What You Are NOT Required to Do

You do NOT need to write a formal letter with a letterhead or "Re:" lines.

You do NOT need to use complex or sophisticated vocabulary. Natural, accurate English is rewarded.

You do NOT need to write more than 90 words. Longer is not better.

You do NOT need to address the bullets in the exact order given — though it usually makes most sense to do so.

You do NOT need to start every email with "Dear Sir/Madam." Match the opening to the recipient.

## The Three Non-Negotiables

Non-Negotiable	What It Means in Practice
All three bullets addressed	Check each bullet before submitting. Missing any one drops your score.
Appropriate register	Formal for professors/managers. Semi-formal for colleagues. Informal for friends.
Clear, accurate English	Frequent errors that confuse meaning will lower your score even if all bullets are addressed.

## How Is the Email Task Scored?

The Write an Email task is scored on a scale of 0 to 6. ETS trained raters evaluate your response using four criteria simultaneously. Understanding each criterion helps you focus your preparation on what actually moves your score.

**1**

### **Purposeful Communication**

Did you address all three bullet points? Was your email clearly directed at the right person for the right reason? This is the most heavily weighted criterion. A response that misses a bullet or goes off-topic cannot score above 3.

**2**

### **Tone**

Is the register appropriate for the relationship described in the prompt? Formal emails should sound formal; friendly emails should sound natural and warm. Tone inconsistency — mixing formal and informal within one email — also affects this score.

**3**

### **Organisation**

Does the email have a clear structure? Does it open with an appropriate greeting, develop each point clearly, and close politely? Even in a short email, logical flow is evaluated.

**4**

### **Language Use**

Is the grammar, vocabulary, and spelling accurate? Are sentences varied? Does the language feel natural? Frequent errors that impede understanding will lower this dimension even if the ideas are clearly expressed.

## The 0-6 Scoring Scale

Score	Level	Descriptor
6	Outstanding	Fully and effectively addresses all three bullets. Tone is consistently appropriate and natural. Organisation is clear and purposeful. Language is accurate, varied, and sophisticated.
5	Strong	Addresses all three bullets clearly. Tone is appropriate. Language is mostly accurate with only minor errors. A competent, well-written email with only small imperfections.
4	Adequate	Addresses all bullets but one may be thin. Tone mostly appropriate. Some language errors present but do not seriously impede understanding.
3	Limited	One or more bullets missing or poorly handled. Tone/organisation issues noticeable. Language errors frequent and sometimes impede communication.
2	Weak	Seriously incomplete or off-task. Tone, organisation, and/or language are significantly problematic.
1	Very Weak	Barely addresses the task. Pervasive language errors severely impede communication.
0	No Credit	No response, response in another language, entirely off-topic, or copies the prompt.

### YOUR TARGET

Aim for a score of 5 or 6. A score of 5 is well within reach with consistent practice.

The single fastest improvement: ensure all three bullets are always addressed. Many test-takers lose points simply by running out of time and missing a bullet.

# D

THE 7-MINUTE GAME PLAN

## Strategy, Paragraphing and Structure

### The 7-Minute Game Plan

Seven minutes is short but more than sufficient with the right system. Practice the following routine until it is automatic.

30s

#### Read and Decode

- Read the scenario — identify recipient and your relationship to them.
- Read each bullet and note the key verb: express, mention, suggest, request, apologise, etc.
- Decide on tone: formal / semi-formal / informal.

30s

#### Plan Briefly

- For each bullet, think of one or two sentences.
- Choose your opening greeting and sign-off.
- Do not write full sentences yet — just key words or phrases.

5 min

#### Write

- Open: greeting + purpose statement.
- Body: one short paragraph per bullet (or woven naturally).
- Close: polite sign-off + name.
- Keep sentences short and clear. Accuracy beats complexity.

1 min

#### Review

- Re-read each bullet — is it addressed?
- Fix obvious grammar or spelling errors.
- Check tone consistency.
- Count approximate words — aim for 70–85.

## Email Structure: The Four Zones

Every email, regardless of type or tone, should follow this four-zone structure:

### Zone 1: Greeting

Length: 1 line

Match the greeting to the relationship. "Dear Professor Smith," for formal. "Hi Alex," for informal. Never skip the greeting.

- *"Dear Ms Webb,"*
- *"Dear Professor Chen,"*
- *"Hi Marcus!"*
- *"Hello everyone,"*

### Zone 2: Opening Statement

Length: 1-2 sentences

State the purpose of your email immediately. Get to the point in the first or second sentence.

- *"I am writing to thank you for the recent workshop."*
- *"I wanted to let you know about a problem I have encountered."*

### Zone 3: Body – Three Points

Length: 3-5 sentences

Address each bullet point clearly. One sentence per bullet minimum, or develop the most important one slightly more.

- *"The session on conflict resolution was particularly valuable because..."*
- *"I would suggest that future events include..."*

### Zone 4: Closing

Length: 1-2 lines

Close politely and sign off with your name. Match the closing to the tone.

- *"I look forward to hearing from you. Best regards, [Name]"*
- *"Hope to see you soon! Best, [Name]"*

## Greeting and Sign-Off Reference

Relationship	Greeting	Sign-Off
Professor / Academic	"Dear Professor [Surname],"	"Yours sincerely," / "Best regards,"
Manager / Employer	"Dear Mr/Ms [Surname],"	"Kind regards," / "Best regards,"
Professional contact	"Dear [First name]," / "Hello [Name],"	"Kind regards," / "Best wishes,"
Colleague	"Hi [Name]," / "Hello [Name],"	"Best," / "Thanks," / "Regards,"
Friend	"Hi [Name]!" / "Hey [Name],"	"Speak soon!" / "Take care," / "Best,"
Neighbour	"Dear [Name]," / "Hi [Name],"	"Kind regards," / "Best wishes,"

### COMMON MISTAKES TO AVOID

- Do not use "To Whom It May Concern" — TOEFL prompts always name the recipient.
- Do not write "I am writing this email to you because..." — just state the purpose directly.
- Do not use text-message abbreviations (u, r, btw) in any TOEFL email.
- Do not end the email mid-sentence because you ran out of time. Always include a sign-off.
- Do not bundle all three bullets into one tangled sentence. Separate them clearly.

# E

EIGHT RECURRING CATEGORIES

## Types of Emails in the TOEFL Test

### Overview: The Eight Email Types

TOEFL Write an Email prompts fall into eight recurring categories. Each type has characteristic language, tone expectations, and structural patterns. Knowing these types in advance allows you to respond more quickly and confidently on test day.

#### 1. Complaint or Problem Report

You report a problem — a faulty product, a noisy neighbour, a billing error, a missed service. The tone is polite but direct. Avoid emotional or aggressive language.

**Each prompt will ask you to:**

- State the problem clearly and specifically.
- Explain the impact it has had on you.
- Request a specific action or resolution.

**Useful phrases:**

- *"I am writing to draw your attention to a problem I have experienced with..."*
- *"I would be grateful if this matter could be resolved promptly."*
- *"Despite my previous contact, the issue remains unresolved."*

#### 2. Request or Enquiry

You ask for something — information, a favour, a meeting, a document. Requests must be polite and specific.

**Each prompt will ask you to:**

- State what you are requesting clearly.
- Give a brief reason why you need it.
- Include any relevant details (deadline, format, etc.).

**Useful phrases:**

- *"I am writing to enquire about..."*
- *"I would be grateful if you could send me..."*
- *"Could you please let me know whether..."*

### 3. Apology or Explanation

You apologise for something — missing a meeting, submitting work late, causing inconvenience. Take responsibility without excessive self-criticism.

**Each prompt will ask you to:**

- Acknowledge what happened clearly.
- Apologise sincerely and briefly.
- Offer a solution or reassurance for the future.

**Useful phrases:**

- *"I sincerely apologise for missing the meeting yesterday."*
- *"I take full responsibility for this oversight."*
- *"I can assure you this will not happen again."*

### 4. Thank-You or Appreciation

You express gratitude for help, an event, a gift, or an opportunity. Be specific and warm without being excessive.

**Each prompt will ask you to:**

- Thank the person specifically for what they did.
- Explain what was particularly valuable or meaningful.
- Mention a future action or next step.

**Useful phrases:**

- *"I wanted to write to express my sincere gratitude for..."*
- *"Your support made a real difference because..."*

### 5. Invitation or Event

You invite someone to an event, or respond to an invitation. Include key details and maintain appropriate warmth.

**Each prompt will ask you to:**

- State the event, date, time, and location clearly.
- Explain why you are inviting them.
- Ask for a response or RSVP.

**Useful phrases:**

- *"I am delighted to invite you to..."*
- *"The event will take place on [date] at [location]."*

### 6. Recommendation or Advice

You recommend something — a product, a person, a course of action — or give advice. Be clear and confident without being forceful.

**Each prompt will ask you to:**

- State your recommendation directly.
- Give at least one specific reason to support it.
- Acknowledge any limitations if relevant.

**Useful phrases:**

- *"I would strongly recommend..."*
- *"Based on my experience, I believe that..."*

## 7. Follow-Up or Update

You follow up on a previous conversation, application, or request. Be concise — the recipient already knows the background.

**Each prompt will ask you to:**

- Reference the original matter briefly.
- Provide the update or follow-up information.
- State any next steps or action required.

**Useful phrases:**

- *"I am writing to follow up on my application submitted on..."*
- *"I wanted to update you on the progress of..."*

## 8. Formal Introduction or Networking

You introduce yourself to someone new, or reach out professionally. Be warm, concise, and clear about your purpose.

**Each prompt will ask you to:**

- Introduce yourself with relevant context.
- State why you are reaching out.
- Propose a next step.

**Useful phrases:**

- *"My name is [X] and I am currently [role/situation]."*
- *"I would be delighted to arrange a brief conversation at your convenience."*

## Why Collocations Matter in Email Writing

Collocations are natural word combinations that make your writing sound fluent and accurate. Using the right collocations for each email type signals to the rater that your language is natural and controlled. The following sections cover the most important collocations organised by email function and topic.

### Opening and Purpose

Collocation	In Context
write to inform you	I am writing to inform you of a change to our meeting schedule.
write to enquire about	I am writing to enquire about the availability of the conference room.
write to express	I am writing to express my sincere gratitude for your assistance.
write to request	I am writing to request an extension on the project deadline.
write to report	I am writing to report a problem I have experienced with your service.
write to follow up on	I am writing to follow up on my application submitted last month.
write to apologise for	I am writing to apologise for my absence from yesterday's session.
get in touch regarding	I am getting in touch regarding the invoice I received last week.
reach out about	I wanted to reach out about a matter that requires your attention.
contact you about	I am contacting you about an issue with my recent order.

## Making Requests

Collocation	In Context
would be grateful if	I would be grateful if you could send me the relevant documents.
would appreciate it if	I would appreciate it if you could confirm the arrangements by Friday.
could you please	Could you please let me know the outcome of the review?
would it be possible to	Would it be possible to reschedule our appointment to next Tuesday?
kindly request	I kindly request that you review the attached report at your earliest convenience.
at your earliest convenience	Please respond at your earliest convenience.
would be happy to provide	I would be happy to provide any further information you require.
look forward to hearing from you	I look forward to hearing from you soon.
if it is not too much trouble	If it is not too much trouble, could you send a copy to my colleague?
please do not hesitate to contact me	Please do not hesitate to contact me if you need further clarification.

## Apologising and Explaining

Collocation	In Context
<b>sincerely apologise for</b>	I sincerely apologise for the inconvenience this has caused.
<b>take full responsibility</b>	I take full responsibility for this oversight and am working to resolve it.
<b>deeply regret that</b>	I deeply regret that I was unable to attend the event.
<b>due to unforeseen circumstances</b>	Due to unforeseen circumstances, I was unable to complete the task on time.
<b>assure you that</b>	I can assure you that this situation will not arise again.
<b>make it up to you</b>	I hope to make it up to you by completing the work ahead of the revised deadline.
<b>offer my sincere apologies</b>	I would like to offer my sincere apologies for the delay in responding.
<b>was completely unintentional</b>	Any inconvenience caused was completely unintentional on my part.
<b>will ensure that</b>	I will ensure that all future submissions are delivered on time.
<b>compensate for</b>	I would be happy to compensate for the disruption this may have caused.

## Expressing Gratitude

Collocation	In Context
<b>express my sincere gratitude</b>	I would like to express my sincere gratitude for your ongoing support.
<b>truly appreciate</b>	I truly appreciate the time and effort you invested in helping me.
<b>cannot thank you enough</b>	I cannot thank you enough for your patience and understanding.
<b>deeply grateful for</b>	I am deeply grateful for the opportunity you have given me.
<b>your support meant a great deal</b>	Your support during this difficult time meant a great deal to me.
<b>made a real difference</b>	Your advice made a real difference to the outcome of the project.
<b>much appreciated</b>	Your prompt response is much appreciated.
<b>grateful for your time</b>	I am grateful for your time and consideration of this matter.
<b>invaluable help</b>	Thank you for your invaluable help in preparing for the presentation.
<b>extend my thanks</b>	I would like to extend my thanks to the entire organising committee.

## Complaints and Problems

Collocation	In Context
<b>draw your attention to</b>	I am writing to draw your attention to a problem I have experienced.
<b>bring this matter to your attention</b>	I feel it is necessary to bring this matter to your attention.
<b>raise a concern about</b>	I would like to raise a concern about the quality of service I received.
<b>experience difficulties with</b>	I have been experiencing difficulties with my account for several days.
<b>report a fault</b>	I am writing to report a fault with the equipment I purchased last week.
<b>seek a resolution</b>	I would like to seek a resolution to this issue as soon as possible.
<b>expect a prompt response</b>	Given the urgency of the matter, I expect a prompt response.
<b>resolve the issue</b>	Could you please take steps to resolve the issue within 48 hours?
<b>request a full refund</b>	I am writing to formally request a full refund for the defective item.
<b>unacceptable standard</b>	The service I received fell well below an acceptable standard.
<b>despite repeated attempts</b>	Despite repeated attempts to contact customer service, the problem persists.
<b>inconvenience caused</b>	I apologise for any inconvenience caused by this delay.

## Recommendations and Advice

Collocation	In Context
<b>strongly recommend</b>	I would strongly recommend attending the seminar — it is extremely informative.
<b>highly suggest</b>	I highly suggest reviewing the guidelines before submitting your application.
<b>in my experience</b>	In my experience, preparation is the most important factor in such situations.
<b>based on my findings</b>	Based on my findings, the most effective approach would be to...
<b>worth considering</b>	It is worth considering whether a different timetable might work better.
<b>might be beneficial</b>	It might be beneficial to schedule a follow-up meeting after the event.
<b>take into account</b>	You may wish to take into account the feedback from previous participants.
<b>effective strategy</b>	One effective strategy that has worked well in similar contexts is...
<b>bear in mind</b>	Please bear in mind that the deadline for applications is next Friday.
<b>draw from experience</b>	Drawing from my experience in similar roles, I would advise...

## Invitations and Events

Collocation	In Context
<b>cordially invite you to</b>	I would like to cordially invite you to our annual awards ceremony.
<b>delighted to inform you</b>	I am delighted to inform you that you have been selected to present.
<b>take place on</b>	The event will take place on Thursday, 14th March, at 7:00 pm.
<b>look forward to welcoming</b>	We look forward to welcoming you at the venue.
<b>confirm your attendance</b>	Could you please confirm your attendance by the end of the week?
<b>RSVP by</b>	Please RSVP by Friday so we can finalise the catering arrangements.
<b>open to all</b>	The workshop is open to all members of staff.
<b>reserve a place</b>	I would like to reserve a place for the upcoming training session.
<b>at no cost</b>	Please note that refreshments will be provided at no cost to attendees.
<b>honour of your presence</b>	We would be honoured by your presence at this special occasion.

## Professional and Academic Contexts

Collocation	In Context
<b>submit an application</b>	I am writing to submit an application for the summer internship programme.
<b>with reference to</b>	With reference to your email of 10th April, I am pleased to confirm...
<b>as per our discussion</b>	As per our discussion last week, I am forwarding the revised proposal.
<b>seek your guidance</b>	I would like to seek your guidance on the best approach to this situation.
<b>arrange a meeting</b>	Could we arrange a meeting at a time that is convenient for you?
<b>at your discretion</b>	Please feel free to modify the schedule at your discretion.
<b>under consideration</b>	I am pleased to inform you that your application is currently under consideration.
<b>mutual benefit</b>	I believe this arrangement would be of mutual benefit to both parties.
<b>action required</b>	Please note that action is required on this matter before the end of the week.
<b>pursuant to</b>	Pursuant to your request, I have attached the relevant documentation.

## Informal and Friendly Contexts

Collocation	In Context
<b>just wanted to drop you a line</b>	I just wanted to drop you a line to see how you have been.
<b>hope you are well</b>	I hope you and your family are all well.
<b>been meaning to write</b>	I have been meaning to write to you for some time now.
<b>catch up soon</b>	I hope we can catch up soon over coffee.
<b>let me know what you think</b>	Let me know what you think — I would love to hear your opinion.
<b>sounds like a great idea</b>	That sounds like a great idea! Count me in.
<b>really appreciate it</b>	I would really appreciate it if you could help out.
<b>means a lot to me</b>	Your support and encouragement mean a lot to me.
<b>keep in touch</b>	Do keep in touch — it has been too long!
<b>looking forward to it</b>	I am really looking forward to it — it should be a great evening.

## Closing and Follow-Up

Collocation	In Context
<b>look forward to your response</b>	I look forward to your response at your earliest convenience.
<b>should you require any further information</b>	Should you require any further information, please do not hesitate to ask.
<b>remain at your disposal</b>	I remain at your disposal should you need any assistance.
<b>thank you for your consideration</b>	Thank you for your consideration of this matter.
<b>hope to resolve this promptly</b>	I hope we can resolve this matter promptly and to everyone's satisfaction.
<b>trust this finds you well</b>	I trust this email finds you well.
<b>as discussed</b>	As discussed, I will send the revised version by Thursday.
<b>in the meantime</b>	In the meantime, please do not hesitate to contact me with any questions.
<b>once again thank you</b>	Once again, thank you for your time and support.
<b>upon receipt of</b>	Please action this request upon receipt of the necessary documentation.

# G

EXAM-FORMAT SIMULATIONS

## 40 Practice Email Questions

The following 40 questions are presented in the exact format of the TOEFL 2026 Write an Email task. For each question, read the situation carefully, decide on the appropriate tone, and write your email within 7 minutes. Type your response directly in the TOEFL test interface.

### **PRACTICE TIPS**

Always time yourself: 7 minutes per email, no exceptions.

Before writing, spend 30 seconds identifying: recipient, tone, and one idea per bullet.

After each attempt, review the scoring criteria in Section C.

Compare your emails against the sample responses in Section H.

Focus on a different email type each session to build range across all categories.

## Question 1

*Write an email to your neighbour, Mr David Carter. Your email should be between 60 and 90 words.*

You live in an apartment building. Your upstairs neighbour has been making excessive noise late at night for the past two weeks, which has been seriously disrupting your sleep and your ability to study.

**In your email, do the following:**

- Describe the problem you have been experiencing.
- Explain how it has affected you.
- Request a specific action to resolve the situation.

*Write as much as you can and in complete sentences.*

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## Question 2

*Write an email to the customer service department. Your email should be between 60 and 90 words.*

You recently purchased a laptop from an online electronics store. When it arrived, the screen was cracked and the keyboard was not functioning properly.

**In your email, do the following:**

- Describe the condition of the laptop when it arrived.
- Express how you feel about the situation.
- State what you would like the company to do.

*Write as much as you can and in complete sentences.*

### Question 3

*Write an email to the restaurant manager. Your email should be between 60 and 90 words.*

You had dinner at a restaurant last week for a special occasion. The service was extremely slow, the food arrived cold, and the waiter was rude when you raised a concern.

**In your email, do the following:**

- Describe what went wrong during your visit.
- Explain why this was particularly disappointing.
- Suggest what the restaurant could do to address the situation.

*Write as much as you can and in complete sentences.*

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### Question 4

*Write an email to the billing department. Your email should be between 60 and 90 words.*

You recently received a bill from your internet service provider that is significantly higher than your usual monthly charge. You did not change your plan or usage.

**In your email, do the following:**

- Point out the error in the bill.
- Explain why you believe the charge is incorrect.
- Request an immediate review and correction.

*Write as much as you can and in complete sentences.*

### Question 5

*Write an email to the Head of Facilities at your university. Your email should be between 60 and 90 words.*

You are a university student. The computer lab in your faculty has been out of service for three weeks, seriously affecting your ability to complete assignments and prepare for exams.

**In your email, do the following:**

- Describe the problem with the computer lab.
- Explain the impact this is having on students.
- Request urgent action to fix the situation.

*Write as much as you can and in complete sentences.*

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### Question 6

*Write an email to the delivery company's customer service team. Your email should be between 60 and 90 words.*

You ordered a birthday gift online for a family member. The delivery was scheduled for last Thursday but never arrived, despite the tracking system showing it as delivered.

**In your email, do the following:**

- Explain what happened with your delivery.
- Describe why this situation is particularly problematic.
- State what action you expect the company to take.

*Write as much as you can and in complete sentences.*

### Question 7

*Write an email to your course professor, Professor Maria Santos. Your email should be between 60 and 90 words.*

You are a university student. Due to a serious illness over the past week, you were unable to complete your research essay, which is due tomorrow. You have a medical certificate.

**In your email, do the following:**

- Explain why you are unable to submit the essay on time.
- Mention the evidence you have to support your request.
- Ask for a specific extension and propose a new deadline.

*Write as much as you can and in complete sentences.*

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### Question 8

*Write an email to Professor James Owens. Your email should be between 60 and 90 words.*

You are applying for a competitive internship programme. You would like to ask a professor who supervised your final-year project to write a reference letter on your behalf.

**In your email, do the following:**

- Explain what you are applying for.
- Remind the professor of the work you did together.
- Specify the deadline by which the letter is needed.

*Write as much as you can and in complete sentences.*

### Question 9

*Write an email to the admissions team at the training centre. Your email should be between 60 and 90 words.*

You are interested in enrolling in a professional development course at a training centre. You have seen an advertisement but need more information before making a decision.

**In your email, do the following:**

- Ask about the course content and schedule.
- Enquire about the cost and any available discounts.
- Request information about how to apply.

*Write as much as you can and in complete sentences.*

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### Question 10

*Write an email to your manager, Ms Rachel Kim. Your email should be between 60 and 90 words.*

You have been working at your company for two years and feel it is time to discuss your career development and the possibility of a promotion.

**In your email, do the following:**

- State the reason you would like to meet.
- Suggest some possible times for the meeting.
- Ask your manager to confirm a convenient time.

*Write as much as you can and in complete sentences.*

### Question 11

*Write an email to the coordinator of the community centre. Your email should be between 60 and 90 words.*

You are organising a community event and need to borrow audio and presentation equipment from your local community centre for one day.

**In your email, do the following:**

- Describe the event you are organising.
- Specify the equipment you need and the date.
- Ask about the borrowing procedure and any associated costs.

*Write as much as you can and in complete sentences.*

---

### Question 12

*Write an email to the university registrar's office. Your email should be between 60 and 90 words.*

You need an official academic transcript from your university for a job application. The deadline for the application is in two weeks.

**In your email, do the following:**

- Explain why you need the transcript.
- Provide the details of where and how it should be sent.
- Ask about the processing time and any fees involved.

*Write as much as you can and in complete sentences.*

### Question 13

*Write an email to your client, Mr Andrew Fielding. Your email should be between 60 and 90 words.*

You completely forgot about an important meeting with a client that was scheduled for yesterday morning. This is a professional relationship that you value highly.

**In your email, do the following:**

- Apologise sincerely for missing the meeting.
- Give a brief explanation of what happened.
- Suggest how you would like to make it up to them.

*Write as much as you can and in complete sentences.*

---

### Question 14

*Write an email to your project group members. Your email should be between 60 and 90 words.*

You submitted a group assignment two days late, which affected the entire group's grade. Your group members are understandably upset.

**In your email, do the following:**

- Apologise to your group members for the late submission.
- Take responsibility for the impact on the group's grade.
- Propose what you will do to contribute more effectively in future.

*Write as much as you can and in complete sentences.*

### Question 15

*Write an email to your friend, Sofia. Your email should be between 60 and 90 words.*

You made plans to visit a close friend in another city this weekend. Due to a family emergency, you must cancel the trip at very short notice.

**In your email, do the following:**

- Explain why you have to cancel your visit.
- Apologise for the short notice and any inconvenience caused.
- Suggest an alternative plan to see them in the near future.

*Write as much as you can and in complete sentences.*

---

### Question 16

*Write an email to your team leader, Mr Ben Hartley. Your email should be between 60 and 90 words.*

You made a significant error in a report you submitted to your team leader, which led to incorrect information being presented at a company meeting.

**In your email, do the following:**

- Acknowledge the mistake you made.
- Explain the steps you have already taken to correct the error.
- Reassure your team leader that you will be more careful in future.

*Write as much as you can and in complete sentences.*

### Question 17

*Write an email to your neighbour, Ms Linda Park. Your email should be between 60 and 90 words.*

You borrowed your neighbour's bicycle last weekend and accidentally damaged the front wheel while cycling.

**In your email, do the following:**

- Tell your neighbour what happened.
- Apologise sincerely for the damage.
- Offer a concrete solution to repair or compensate for the damage.

*Write as much as you can and in complete sentences.*

---

### Question 18

*Write an email to the hiring manager, Ms Claire Thompson. Your email should be between 60 and 90 words.*

You recently attended a job interview at a company you are very keen to join. The interview was positive and you want to follow up.

**In your email, do the following:**

- Thank the interviewer for their time and the opportunity.
- Mention one specific aspect of the interview or company that impressed you.
- Express your continued interest in the position.

*Write as much as you can and in complete sentences.*

### Question 19

*Write an email to your colleague and organiser, Mr Tom Nakamura. Your email should be between 60 and 90 words.*

You attended a two-day professional development workshop organised by a colleague. The workshop was excellently run and you learned a great deal.

**In your email, do the following:**

- Express your appreciation for the workshop.
- Mention one session or activity that was particularly valuable.
- Suggest one way the workshop could be developed further.

*Write as much as you can and in complete sentences.*

---

### Question 20

*Write an email to your mentor, Dr Patricia Walsh. Your email should be between 60 and 90 words.*

Your academic mentor has gone above and beyond over the past semester, providing guidance, reading drafts of your work, and offering personal encouragement.

**In your email, do the following:**

- Express your gratitude for the support you received.
- Give a specific example of how their help made a difference.
- Mention what you hope to achieve with the foundation they helped you build.

*Write as much as you can and in complete sentences.*

### Question 21

*Write an email to your landlord, Mr George Patel. Your email should be between 60 and 90 words.*

Your landlord quickly arranged repairs to a serious plumbing problem in your apartment, responding within hours of your report.

**In your email, do the following:**

- Thank your landlord for their prompt response.
- Explain why the quick resolution was especially appreciated.
- Mention one suggestion for maintaining the property going forward.

*Write as much as you can and in complete sentences.*

---

### Question 22

*Write an email to the guest speaker, Ms Nadia Osei. Your email should be between 60 and 90 words.*

A well-known professional visited your university to give a guest lecture on career development. You found the talk inspiring and would like to follow up.

**In your email, do the following:**

- Thank the speaker for giving up their time to visit.
- Mention one idea from the talk that resonated with you.
- Ask if it would be possible to stay in touch for further advice.

*Write as much as you can and in complete sentences.*

### Question 23

*Write an email to your friend, Marcus. Your email should be between 60 and 90 words.*

You are organising a surprise birthday party for a mutual friend and want to invite another close friend to attend and help with preparations.

**In your email, do the following:**

- Invite your friend to the surprise party and provide the key details.
- Ask them to keep it a secret from the birthday person.
- Request their help with one specific aspect of the preparation.

*Write as much as you can and in complete sentences.*

---

### Question 24

*Write an email to your senior colleague, Dr Sarah Lim. Your email should be between 60 and 90 words.*

You are organising a professional networking evening for the technology sector and would like to invite a senior colleague to attend and possibly speak.

**In your email, do the following:**

- Describe the event and provide the key details.
- Explain why you think their participation would be valuable.
- Ask if they would be willing to say a few words at the event.

*Write as much as you can and in complete sentences.*

### Question 25

*Write an email to your neighbour, Mr and Mrs Thompson. Your email should be between 60 and 90 words.*

You are part of a residents' association organising a meeting to discuss planned construction near your neighbourhood.

**In your email, do the following:**

- Explain the purpose of the meeting.
- Provide the date, time, and location.
- Explain why it is important for residents to attend.

*Write as much as you can and in complete sentences.*

---

### Question 26

*Write an email to your colleague, Hannah. Your email should be between 60 and 90 words.*

A valued colleague is leaving the company after five years. You are organising a small farewell gathering and want a team member's help.

**In your email, do the following:**

- Explain the reason for the gathering and provide the details.
- Ask your colleague to help organise a group card or gift.
- Remind them to keep the gathering a surprise if possible.

*Write as much as you can and in complete sentences.*

### Question 27

*Write an email to your friend, Yuki. Your email should be between 60 and 90 words.*

A friend is travelling to your city for the first time for a holiday and has asked you for hotel recommendations.

**In your email, do the following:**

- Recommend a specific hotel and give its name and location.
- Explain two reasons why you think it is a good choice.
- Suggest one other thing your friend should do or see while visiting.

*Write as much as you can and in complete sentences.*

---

### Question 28

*Write an email to your colleague, Pierre. Your email should be between 60 and 90 words.*

A colleague has told you they want to improve their English in their spare time and has asked for your recommendation of a good learning resource.

**In your email, do the following:**

- Recommend a specific app or resource.
- Explain why it was effective for you or others you know.
- Give one practical tip for getting the most out of it.

*Write as much as you can and in complete sentences.*

### Question 29

*Write an email to the student, Amina. Your email should be between 60 and 90 words.*

A younger student at your university has asked for your advice about whether to pursue a postgraduate degree immediately or gain work experience first.

**In your email, do the following:**

- Give your personal recommendation clearly.
- Support your view with at least one reason or example.
- Acknowledge the alternative option briefly and fairly.

*Write as much as you can and in complete sentences.*

---

### Question 30

*Write an email to your friend, Leo. Your email should be between 60 and 90 words.*

A friend mentioned they want to start reading more non-fiction books but are not sure where to begin. They have asked for your recommendation.

**In your email, do the following:**

- Recommend a specific book.
- Explain what the book is about and why you found it valuable.
- Suggest the best way to approach reading the book.

*Write as much as you can and in complete sentences.*

### Question 31

*Write an email to the HR department of the company. Your email should be between 60 and 90 words.*

You applied for a position at a company three weeks ago and have not received any response. You are still very interested in the role.

**In your email, do the following:**

- Reference your original application and the position applied for.
- Reiterate your interest in the role.
- Ask politely about the current status of the application.

*Write as much as you can and in complete sentences.*

---

### Question 32

*Write an email to the contact you met, Dr Oliver Webb. Your email should be between 60 and 90 words.*

You attended an industry conference last week and had an interesting conversation with another attendee about a potential collaboration.

**In your email, do the following:**

- Remind the contact of your conversation at the conference.
- Express your interest in exploring the collaboration further.
- Propose a specific next step such as a call or meeting.

*Write as much as you can and in complete sentences.*

### Question 33

*Write an email to the garage manager. Your email should be between 60 and 90 words.*

You left your car at a garage for repairs five days ago. The garage said it would be ready in two days, but you have not heard from them.

**In your email, do the following:**

- Reference when you left the car and what repairs were needed.
- Express your concern about the lack of communication.
- Ask for an update and a clear timeline for collection.

*Write as much as you can and in complete sentences.*

---

### Question 34

*Write an email to the scholarship committee coordinator. Your email should be between 60 and 90 words.*

You applied for a university scholarship two months ago. Results were supposed to be announced last month but you have received no notification.

**In your email, do the following:**

- Remind the committee of your application.
- Ask about the current status of the scholarship decisions.
- Provide your contact details and ask them to get in touch.

*Write as much as you can and in complete sentences.*

### Question 35

*Write an email to your colleague, Ms Fatima Al-Hassan. Your email should be between 60 and 90 words.*  
You have just joined a new company and want to introduce yourself to a colleague in another department whose work is closely related to yours.

**In your email, do the following:**

- Introduce yourself and your new role.
- Explain how your work relates to theirs and why you are reaching out.
- Suggest meeting for a brief introductory conversation.

*Write as much as you can and in complete sentences.*

---

### Question 36

*Write an email to the researcher, Professor Erik Johansson. Your email should be between 60 and 90 words.*

You are a postgraduate student who has read several papers by a researcher at another university and would like to discuss potential collaboration.

**In your email, do the following:**

- Introduce yourself and explain your academic background.
- Mention which aspect of their research is most relevant to your work.
- Ask if they would be open to an email exchange or virtual meeting.

*Write as much as you can and in complete sentences.*

### Question 37

*Write an email to the professional, Ms Diane Moreau. Your email should be between 60 and 90 words.*

You have recently graduated and discovered that a senior professional at a company you admire attended the same university as you.

**In your email, do the following:**

- Introduce yourself and mention your shared university connection.
- Explain your current situation and career goals.
- Ask for any advice or a brief conversation at their convenience.

*Write as much as you can and in complete sentences.*

### Question 38

*Write an email to the landlord, Mr Hassan Yilmaz. Your email should be between 60 and 90 words.*

You saw an advertisement for a flat to rent that sounds ideal. You want to find out more information before deciding whether to arrange a viewing.

**In your email, do the following:**

- Express your interest in the property.
- Ask two specific questions about the flat or the rental terms.
- Request a convenient time to arrange a viewing.

*Write as much as you can and in complete sentences.*

### Question 39

*Write an email to your group of friends. Your email should be between 60 and 90 words.*

You are organising a weekend trip for a group of friends to a nearby city. You have done some research and want to share your plan and get feedback.

**In your email, do the following:**

- Describe the destination and dates you are proposing.
- Outline one activity or place you think the group would enjoy.
- Ask your friends for their opinions and to confirm if they can attend.

*Write as much as you can and in complete sentences.*

---

### Question 40

*Write an email to your manager, Mr Carlos Rivera. Your email should be between 60 and 90 words.*

You have an idea that could improve efficiency in your team and want to share it with your manager in a constructive and professional way.

**In your email, do the following:**

- Briefly describe the current situation or problem you have noticed.
- Explain your suggestion and how it could improve things.
- Ask your manager for their thoughts and whether they would like to discuss it further.

*Write as much as you can and in complete sentences.*

# H

STUDY THE MODEL — THEN SURPASS IT

## Sample Responses with Score Analysis

Each sample below corresponds to a question in Section G. A model response is provided, followed by a detailed score analysis explaining why the response achieves its band. Scores are given on the TOEFL 0–6 scale. Study both the response and the analysis carefully.

### HOW TO USE THESE SAMPLES

Write your own response to the Section G question before reading the sample.  
Compare: which bullets did you handle well? Where did the sample go further?  
Read the score analysis and identify the specific features that earned the band.  
Rewrite your response incorporating what you have learned.

**Sample Response — 6/6**

Dear Mr Carter,

I am writing to bring a matter to your attention that has been causing me considerable difficulty. For the past two weeks, loud music and what sounds like furniture being moved has been coming from your apartment after midnight, which has seriously disrupted my sleep and my ability to study for my upcoming exams.

I would be very grateful if you could be mindful of noise levels after 10:30 pm. I am sure a small adjustment to your routine would resolve the issue entirely.

I hope we can resolve this amicably. Please feel free to knock on my door if you would like to speak in person.

Kind regards,  
[Name]

**Score Analysis**

Score 6. Purposeful communication: all three bullets are addressed completely — the problem is described specifically, the impact (sleep, exams) is explained clearly, and a specific and reasonable action is requested. Tone: consistently polite and neighbourly — firm but not aggressive, which is exactly right for this relationship. Organisation: logical structure with a warm closing that opens the door to in-person resolution. Language: natural, accurate, and varied — "bring a matter to your attention," "amicably," "mindful of." No errors.

### Sample Response — 6/6

Dear Customer Service Team,

I am writing to report a serious problem with a laptop I recently ordered (Order No. 45872). Upon opening the package, I found that the screen was cracked and the keyboard was completely unresponsive — damage that was clearly the result of inadequate packaging.

I am understandably disappointed, as this was a significant purchase and I expected the item to arrive in perfect condition. This kind of experience falls well below the standard I associate with your company.

I would like to request either a full replacement or a complete refund at your earliest convenience. I am happy to return the damaged item.

Yours sincerely,  
[Name]

### Score Analysis

Score 6. All three bullets addressed precisely and in order. Tone: professional and direct without being hostile — "understandably disappointed" and "falls well below the standard" are measured and appropriate. Organisation: one clear idea per paragraph. Language: "upon opening," "inadequate packaging," "at your earliest convenience" — accurate and natural collocations. The offer to return the item is a thoughtful detail that strengthens the email.

**Sample Response — 5/6**

Dear Manager,

I am writing to share feedback about a disappointing experience at your restaurant last Saturday. The service was extremely slow — we waited over 45 minutes for our main courses — the food arrived cold, and when I raised this concern, the waiter responded dismissively.

This was particularly upsetting as we had chosen your restaurant to celebrate a special anniversary, and the evening was significantly spoiled as a result.

I would suggest staff retraining in customer service and a review of kitchen procedures. A gesture of goodwill would also be appreciated.

Yours sincerely,

[Name]

**Score Analysis**

Score 5. Purposeful communication: all three bullets addressed — the problems are described specifically (45-minute wait), the impact is explained, and a suggestion plus request for goodwill are made. Tone: professional and measured. Organisation: clean three-paragraph structure. Language: mostly natural and accurate. The score does not reach 6 because the suggestion (bullet 3) is somewhat vague — "a gesture of goodwill" without specifying what is less persuasive than naming a specific remedy. A 6 would be more precise and show slightly more linguistic sophistication.

**Sample Response — 5/6**

Dear Billing Department,

I am writing regarding my most recent bill, which shows a charge of \$145 — significantly higher than my usual monthly fee of \$45. I have not changed my plan, upgraded any service, or exceeded my data allowance, so I believe this charge is in error.

I would kindly ask you to review my account and issue a corrected bill as soon as possible. If you require any further information from me, please do not hesitate to ask.

Thank you for your assistance.

Best regards,

[Name]

**Score Analysis**

Score 5. All three bullets addressed — the error is identified with specific amounts, the reasons for disputing the charge are given clearly, and a review is requested. Tone: polite and professional. Language: accurate and natural. The score is 5 rather than 6 because bullet 2 could be developed further — a score-6 response might reference the account history or attached previous bills to strengthen the case. Language is competent but not particularly varied.

**Sample Response — 6/6**

Dear Head of Facilities,

I am writing on behalf of students in the Faculty of Engineering to report that the computer lab on the second floor has been out of service for three weeks. A notice on the door states it is "under maintenance," but no repair timeline has been communicated.

This has had a serious impact on our studies. Many students rely entirely on the lab to complete coursework — they do not have access to personal computers — and missing this resource during an exam preparation period is genuinely damaging to our academic progress.

I urge you to prioritise the repair and to provide students with a clear timeline as soon as possible.

Yours sincerely,  
[Name]

**Score Analysis**

Score 6. Writing "on behalf of students" immediately elevates the authority of the complaint. All bullets: the problem is described with specific detail (three weeks, no timeline), the impact is developed convincingly (students without PCs, exam period), and the request is clear and urgent. Tone: formal, measured, and appropriately authoritative. Language: excellent throughout — "urge you to prioritise," "genuinely damaging to our academic progress." A model score-6 response.

**Sample Response — 5/6**

Dear Customer Service,

I am writing to report a problem with a recent delivery. I ordered a birthday gift (Order No. 88231), which was scheduled to arrive last Thursday. The tracking system shows the package as delivered, but I was home all day and received nothing.

This is particularly frustrating as the item was intended for a family celebration taking place this weekend.

Could you please investigate and either locate the package or issue a replacement as a matter of urgency? A response within 24 hours would be greatly appreciated.

Best regards,  
[Name]

**Score Analysis**

Score 5. All three bullets clearly addressed. Tone: frustrated but professional. Organisation: logical and concise. Language: accurate and natural. The score is 5 rather than 6 because bullet 2 (why the situation is problematic) is covered but briefly. A score-6 response would develop the impact more — for example, describing the difficulty of finding a replacement at short notice and the emotional significance of the occasion.

**Sample Response — 6/6**

Dear Professor Santos,

I am writing to request an extension on the research essay due tomorrow. Over the past week, I have been seriously ill with a respiratory infection that prevented me from leaving my room, let alone conducting research. I have a medical certificate from my doctor, dated this Monday, which I can provide upon request.

I fully understand the importance of meeting deadlines and would not make this request without good reason. I would be grateful if you could grant me an extension until next Friday, which would give me sufficient time to complete the work to an appropriate standard.

Thank you very much for your understanding.

Yours sincerely,  
[Name]

**Score Analysis**

Score 6. A model extension request. All bullets: illness explained clearly, the medical certificate is specifically mentioned, and a precise new deadline is proposed. Tone: respectful and appropriately formal. "I fully understand the importance of meeting deadlines" shows maturity. Language: varied and accurate — "upon request," "to an appropriate standard." No errors. The phrase "would not make this request without good reason" is a particularly effective touch.

**Sample Response — 6/6**

Dear Professor Owens,

I am writing to ask whether you would be willing to write a reference letter for me. I am applying for the Goldman Sachs Summer Analyst Internship — a highly competitive programme for which strong academic references are essential.

You supervised my final-year project on behavioural economics, during which I developed my research and data analysis skills considerably. I believe you are well-placed to speak to these abilities in the context of this application.

The letter is needed by 15th June. I would of course be happy to provide my CV and the internship job description to assist you.

With many thanks,  
[Name]

**Score Analysis**

Score 6. Excellent. All bullets: the internship is named specifically, the shared project is recalled in concrete terms, and the deadline is clearly stated with an offer of supporting materials. Tone: warm and respectful — not presumptuous. Language: sophisticated and accurate — "well-placed to speak to," "highly competitive," "in the context of this application." Word count is ideal and the email flows naturally.

**Sample Response — 5/6**

Dear Admissions Team,

I am writing to enquire about the Professional Communication Certificate course advertised on your website. I am currently working in marketing and am looking to strengthen my presentation and written communication skills.

Could you please provide details about the course content and schedule? I would also like to know the total cost and whether any early enrolment discounts are available.

Finally, could you explain the application process and let me know the next available start date?

Thank you for your time. I look forward to hearing from you.

Best regards,

[Name]

**Score Analysis**

Score 5. All three bullets addressed efficiently and clearly. Tone: professional and appropriately formal. Organisation: one paragraph per bullet — clean and readable. Language: accurate and natural. The score is 5 because while content is complete, the language is functional rather than sophisticated. A score-6 would integrate the questions more naturally and demonstrate a wider vocabulary range rather than listing them in sequence.

### Sample Response — 6/6

Dear Ms Kim,

I hope you are well. I am writing to request a meeting at your convenience to discuss my career development within the company.

Having been with the team for two years, I feel I have made a meaningful contribution and would welcome the opportunity to discuss my progress, longer-term goals, and any potential for advancement. I believe a conversation of this kind would be mutually beneficial.

I am available on Tuesday afternoon, Wednesday morning, or any time on Friday — but please let me know what suits you best and I will make myself available accordingly.

Thank you for considering this. I look forward to speaking with you.

Best regards,

[Name]

### Score Analysis

Score 6. A polished professional email. All bullets: the reason for the meeting is clearly stated, three specific time options are offered, and the manager is asked to confirm. Tone: confident and respectful — "mutually beneficial" is well-chosen. Organisation: flows naturally. Language: excellent — "meaningful contribution," "potential for advancement," "accordingly." A model response for this type.

### Sample Response — 6/6

Dear Coordinator,

I am writing to enquire about borrowing some equipment from the community centre for a local charity fundraiser I am organising on Saturday, 22nd June.

For the event, I would need a portable PA system, a projector, and a projection screen for approximately six hours. All equipment would be handled with care and returned in full working order the same evening.

Could you please let me know the procedure for borrowing equipment and whether there is a hire fee? I am happy to provide a deposit if required.

Thank you very much for your help.

Kind regards,

[Name]

### Score Analysis

Score 6. Concise and complete. All bullets: the event is described with a specific date, equipment and duration are listed precisely, and the borrowing procedure and cost are enquired about. Tone: warm and polite. Language: natural and accurate — "handled with care," "full working order," "happy to provide a deposit." The specific date and duration make this a credible and well-prepared request.

### Sample Response — 5/6

Dear Registrar's Office,

I am writing to request an official academic transcript for use in a job application. The employer requires the document to be sent directly from the university.

The transcript should be addressed to Ms Claire Nguyen, HR Director, Apex Consulting, and emailed to hr@apexconsulting.com. The application deadline is 30th June.

Could you please let me know how long the process takes and whether there is an administrative fee?

Thank you for your assistance.

Yours sincerely,  
[Name]

### Score Analysis

Score 5. Functional and well-organised. All three bullets are addressed. Tone: formal and appropriate. Language: clear and accurate. The score is 5 because while all requirements are met, the language is somewhat plain. A score-6 response would have more natural variation in sentence structure and slightly more sophisticated phrasing throughout.

**Sample Response — 6/6**

Dear Mr Fielding,

I am writing to offer my sincere apologies for missing our meeting yesterday morning. I have no excuse — I failed to check my calendar the evening before, and by the time I realised my error, the meeting had already passed. This was entirely my fault and I am genuinely embarrassed.

I fully appreciate that your time is valuable and that this reflects poorly on my professionalism. I would very much like to make it up to you by arranging a new meeting at any time that suits you — I will work entirely around your schedule.

Once again, I am truly sorry for the inconvenience.

Best regards,

[Name]

**Score Analysis**

Score 6. A strong professional apology. All bullets: sincere apology with "I have no excuse," honest explanation, and a clear offer to reschedule on the client's terms. Tone: appropriately contrite and professional. "I have no excuse" is refreshingly direct and effective. Language: varied and precise — "reflects poorly on my professionalism," "genuinely embarrassed," "work entirely around your schedule." No errors.

**Sample Response — 6/6**

Dear Team,

I am writing to apologise unreservedly for submitting our assignment late. The delay was due to my mismanagement of time, and I take full responsibility for the impact this has had on our collective grade. I am truly sorry.

I understand how frustrating it must be to have your work affected by someone else's failure, and I want you to know that I do not take this lightly.

Going forward, I commit to completing my sections well ahead of any deadline and sharing them with the group for review at least two days in advance. I would welcome the chance to speak with you about how I can contribute more effectively.

Sincerely,  
[Name]

**Score Analysis**

Score 6. Takes responsibility clearly without excuses. All bullets: apology is unreserved, responsibility for the grade impact is explicitly acknowledged, and a concrete future commitment (sections two days early) is made. Tone: mature and appropriately contrite. Language: "unreservedly," "collective grade," "commit to" — well-chosen and accurate. The offer to speak in person shows genuine commitment to repairing the relationship.

**Sample Response — 6/6**

Hi Sofia,

I am so sorry — I have some really difficult news. I am going to have to cancel my visit this weekend. My grandmother was admitted to hospital yesterday and I need to be with my family.

I feel terrible about letting you down at such short notice, especially when I know how much we have both been looking forward to it. I am really sorry for any plans you may have already made.

I absolutely want to rebook as soon as things settle down. Could we look at dates in a few weeks? I will come to you and we can make a proper weekend of it.

So sorry again. Speak very soon.

[Name]

**Score Analysis**

Score 6. A natural, warm, and appropriately informal email. All bullets: reason for cancellation (family emergency, grandmother in hospital), sincere apology for short notice and inconvenience, and a specific alternative plan (rebook, come to you). Tone: perfectly calibrated for a close friendship. "Make a proper weekend of it" is exactly the kind of natural phrase that distinguishes a score-6 informal email. Language: fluent and error-free.

**Sample Response — 6/6**

Dear Mr Hartley,

I am writing to address the error in the report I submitted last week, which resulted in incorrect figures being presented at the company meeting. I take full responsibility and understand the difficulties this may have caused.

Upon discovering the error, I immediately prepared a corrected version and sent it to all meeting attendees with a note explaining the revision. I have also reviewed my data verification process to prevent this from recurring.

I want to assure you that I have put checks in place, and I am committed to maintaining the standard of accuracy that the team deserves.

Kind regards,  
[Name]

**Score Analysis**

Score 6. A model workplace apology. All bullets: mistake acknowledged clearly, concrete corrective steps described (corrected report, process review), and reassurance provided. Tone: professional and composed. Language: "data verification process," "upon discovering," "committed to maintaining" — professional and accurate throughout. The closing line is particularly strong.

**Sample Response — 5/6**

Dear Ms Park,

I am writing about something that happened when I borrowed your bicycle last weekend. Unfortunately, I hit a pothole while cycling and the front wheel was damaged. I am truly sorry — I should have been more careful.

I would like to arrange for the wheel to be repaired at my expense. I have already contacted a local cycle shop and received a quote of £35 for the repair. I can drop the bicycle off on your behalf this week if you agree.

Please let me know if this arrangement works for you.

Best wishes,  
[Name]

**Score Analysis**

Score 5. A solid, well-organised email. All bullets: what happened is explained, a sincere apology is given, and a specific financial solution is offered. Tone: appropriately warm and neighbourly. Language: clear and accurate. The score is 5 rather than 6 because the apology section is only one sentence — a score-6 would develop the apology slightly more naturally and show greater empathy.

**Sample Response — 6/6**

Dear Ms Thompson,

Thank you very much for the opportunity to interview for the Marketing Analyst position yesterday. I genuinely enjoyed the conversation and came away feeling very positive about the role and the team.

I was particularly impressed by your discussion of the company's commitment to data-driven decision making — it aligns strongly with my own experience and the direction I hope to take my career.

I remain very enthusiastic about the position and would be delighted to join the team. Please do not hesitate to contact me if you need any further information.

Yours sincerely,  
[Name]

**Score Analysis**

Score 6. A professional and warm post-interview email. All bullets: interviewer thanked specifically, one aspect (data-driven decision making) is highlighted and connected to the candidate's own background, and strong continued interest is expressed. Tone: confident and warm — "would be delighted to join" is exactly the right level. Language: natural and precise. Connecting the company's approach to personal experience elevates this above a generic thank-you.

**Sample Response — 6/6**

Dear Tom,

I just wanted to take a moment to thank you for organising such an excellent workshop last week. I came away feeling genuinely inspired and far better equipped for the challenges ahead.

The session on giving and receiving feedback stood out for me — the role-play exercises were uncomfortable at first, but they were the most valuable learning experience I have had in a professional context for some time.

One thought for the future: it might be worth extending the final Q&A session, as several participants seemed to have questions that went unaddressed. Overall, though, a tremendous effort.

Many thanks.

Best,

[Name]

**Score Analysis**

Score 6. All bullets: appreciation expressed warmly and specifically, one session is highlighted with a genuine reason, and a constructive suggestion is offered. Tone: warm and collegial. "Uncomfortable at first, but...most valuable" is a genuinely honest and memorable observation. Language: varied and natural throughout — "genuinely inspired," "tremendous effort."

**Sample Response — 6/6**

Dear Dr Walsh,

As the semester draws to a close, I felt I had to write and express how deeply grateful I am for your support over these past months.

Your willingness to read my drafts at short notice and provide such detailed, constructive feedback made a genuine difference to the quality of my final dissertation. There were moments when I doubted whether I could complete the work to the required standard, and your encouragement at those times was invaluable.

I am now planning to submit the work for publication, and the foundation you helped me build has made that ambition feel genuinely achievable.

With warmest regards,

[Name]

**Score Analysis**

Score 6. An outstanding thank-you email. All bullets: gratitude expressed sincerely and in detail, a specific example (reading drafts, feedback at a difficult moment) is given, and a forward-looking statement (submission for publication) is included. Tone: warm and appropriately personal for a mentor. "The foundation you helped me build" is a beautifully natural metaphor. Language: excellent throughout — varied, precise, and error-free.

**Sample Response — 5/6**

Dear Mr Patel,

I wanted to write to thank you for dealing with the plumbing problem so promptly last Tuesday. Having a flooded kitchen is stressful enough, but knowing it was being addressed within hours made a real difference.

I particularly appreciated that the plumber arrived so quickly and was careful to clean up after completing the work, which caused minimal disruption to my day.

For the future, it might be worth arranging an annual check of the pipes under the sink — the plumber mentioned the joint had been weakening for some time.

Thank you again.

Kind regards,

[Name]

**Score Analysis**

Score 5. A warm and well-organised thank-you. All bullets: prompt response thanked, quick resolution appreciated with a specific reason, and a maintenance suggestion offered. Tone: friendly and appropriate for a landlord relationship. Language: accurate and natural. The score is 5 because the suggestion (bullet 3) is slightly tentative — a score-6 would be more confident and specific.

**Sample Response — 6/6**

Dear Ms Osei,

Thank you so much for taking the time to visit our university yesterday. Your talk was one of the most practically useful career sessions I have attended, and I know many of my classmates felt the same.

The point you made about building a career around your strengths rather than following a prescribed path resonated deeply with me — it has already prompted me to reconsider some assumptions about my own plans.

I hope it would not be an imposition to ask if we might stay in occasional contact. Any further guidance you could offer as I take my next steps would be enormously appreciated.

Yours sincerely,  
[Name]

**Score Analysis**

Score 6. A confident and engaging email. All bullets: speaker thanked specifically, one piece of advice highlighted with personal impact explained, and a polite request to stay in touch made. Tone: appropriately formal but warm. "I hope it would not be an imposition" is exactly the right level of deference. Language: sophisticated — "practically useful," "prompted me to reconsider," "enormously appreciated."

**Sample Response — 6/6**

Hi Marcus,

I am writing about something exciting — and something that needs absolute secrecy!

We are throwing a surprise birthday party for Jake on Saturday the 8th at my place, starting at 7 pm. I really hope you can make it — your being there would mean a lot to him. The most important thing is please do not mention anything to Jake. I am telling him we are going for a quiet dinner, so the whole plan depends on everyone staying quiet.

I was hoping you could take charge of the decorations? I have sorted the cake but would really appreciate the help setting up. Let me know if you are in!

Cheers,  
[Name]

**Score Analysis**

Score 6. A natural, lively informal email. All bullets: invitation with full details, secrecy requested with a specific cover story, and a clear specific task (decorations) assigned. Tone: perfectly informal and friendly. The cover story detail ("going for a quiet dinner") shows genuine planning. Language: natural and fluent — "absolute secrecy," "staying quiet," "sorted the cake."

**Sample Response — 6/6**

Dear Dr Lim,

I hope this email finds you well. I am organising a professional networking evening for technology sector professionals on Thursday, 5th September, from 6:30 pm at the Innovation Hub in the city centre, and I would be delighted if you could join us.

Given your extensive experience in AI research and your standing in the field, your presence would add tremendous value to the event. Many attendees are early-career professionals who would greatly benefit from your insights.

I was also wondering whether you might be willing to share a few words — perhaps five minutes on a topic of your choice. There would be no formal preparation required, and I completely understand if your schedule does not permit it.

With best regards,  
[Name]

**Score Analysis**

Score 6. A professional invitation with all elements handled well. All bullets: event details complete, value of participation explained specifically, and speaking request framed politely with minimal pressure. Tone: formal, respectful, and warm. "Five minutes on a topic of your choice" is a clever detail. Language: sophisticated — "tremendous value," "I completely understand if your schedule does not permit it."

**Sample Response — 5/6**

Dear Mr and Mrs Thompson,

I hope you are well. I am writing on behalf of the Maple Street Residents' Association to invite you to an important community meeting.

The meeting will take place on Wednesday, 18th September at 7:00 pm in the Maple Street Community Hall. The purpose is to discuss planned commercial construction on the land adjacent to our street, which could significantly affect our neighbourhood.

Your presence would be greatly valued. This is an opportunity for residents to ask questions, raise concerns, and collectively decide on a response. The more voices we have, the stronger our position.

We hope to see you there.

Kind regards,

[Name]

**Score Analysis**

Score 5. A clear and well-structured invitation. All bullets: purpose explained, date/time/location provided, importance of attendance explained. Tone: appropriate for a semi-formal community context. Language: accurate and mostly natural. The score is 5 rather than 6 because the language variety is limited and the call to action could be more compelling. A score-6 would use more varied sentence structures.

**Sample Response — 6/6**

Hi Hannah,

I wanted to let you know that we are organising a small farewell gathering for Daniel on his last day — Friday the 20th — at The Crown pub, from 5:30 pm. After five years, he absolutely deserves a proper send-off!

I was hoping you could take the lead on organising a group card and perhaps a small collection for a gift — something he can keep as a memento. If you could circulate an envelope around the office this week, that would be brilliant.

Also, please keep it low-key with Daniel for now — I have told him it is just a quick drink, nothing more.

Thanks so much!

[Name]

**Score Analysis**

Score 6. A warm and well-organised informal email. All bullets: gathering details complete (day, venue, time), specific help requested (card and collection), and secrecy requested with a cover story. Tone: warm and collegial. "Something he can keep as a memento" is a genuine touch. Language: natural, fluent, and error-free throughout.

**Sample Response — 6/6**

Hi Yuki,

So exciting that you are finally visiting! I have one hotel I would strongly recommend: The Riverside Hotel in Southbank, just a ten-minute walk from the main train station and perfectly placed for exploring the city.

I stayed there last autumn and it was excellent — the rooms were spacious and spotlessly clean, and the breakfast was genuinely impressive. It is also very reasonably priced for the quality, which is rare in that area.

While you are here, you absolutely must visit the botanical gardens on the east side — they are free, breathtaking, and the perfect way to spend a morning.

Let me know if you need more tips!

Best,

[Name]

**Score Analysis**

Score 6. A warm and genuinely helpful informal email. All bullets: specific hotel named with location, two clear reasons given (quality and value for money), and one additional recommendation offered. Tone: enthusiastic and personal — perfectly calibrated for a close friend. "Spotlessly clean" and "rare in that area" are natural, vivid details that make the recommendation feel credible. Language: fluent and natural throughout.

**Sample Response — 5/6**

Dear Pierre,

Thank you for asking — I am happy to share what worked for me. I would recommend the app Busuu, which I used regularly to improve my English. It is well-structured, covers all four skills, and the community feature allows you to get feedback from native speakers.

What I found most effective was setting aside 20 minutes every morning before work — the habit built quickly and the app tracks your progress, which I found motivating.

My one tip would be to take the writing exercises seriously rather than skipping them — that is where the most improvement happens.

Hope it helps!

Best,

[Name]

**Score Analysis**

Score 5. A helpful and well-organised recommendation. All bullets: specific app recommended, effectiveness explained with personal experience, and a practical tip offered. Tone: friendly and collegial. Language: accurate and clear. The score is 5 because the language is functional rather than sophisticated, and the opening is somewhat plain. A score-6 would demonstrate more vocabulary range and a more engaging opening line.

**Sample Response — 6/6**

Dear Amina,

Thank you for reaching out — it is a question many students grapple with, and there is no single right answer. Having been through the decision myself, my honest recommendation is to gain work experience first.

A postgraduate degree is a significant investment, and knowing what you genuinely want from your career before you study makes the degree far more purposeful. You will bring real problems to your academic work, and employers tend to value that combination very highly.

That said, if your field is one where a master's degree is a genuine prerequisite — such as medicine or academic research — the calculus is different and you may not have the luxury of waiting.

Feel free to write again.

With best wishes,

[Name]

**Score Analysis**

Score 6. An outstanding advice email. All bullets: recommendation given clearly, supported with reasoning and employer perspective, and the alternative acknowledged fairly and specifically. Tone: warm and wise without being prescriptive. The caveat about fields requiring a master's shows intellectual honesty and makes the advice more credible. Language: excellent — "significant investment," "far more purposeful," "luxury of waiting."

**Sample Response — 5/6**

Dear Leo,

I think I know exactly the right book for you: *Educated* by Tara Westover. It is a memoir about a woman who grew up in a family that rejected formal education and eventually won a place at Cambridge University. It is absolutely gripping.

What I love about it is that it reads almost like a novel, so it never feels like hard work, even though it deals with serious themes around identity and the power of education.

My advice would be to set aside longer reading sessions rather than a few pages at a time — it really rewards sustained reading and the narrative builds beautifully.

I think you will love it!

Best,

[Name]

**Score Analysis**

Score 5. A warm and well-organised recommendation. All bullets: book named and described, value explained with enthusiasm, and reading approach suggested. Tone: enthusiastic and informal — perfectly pitched for a friend. Language: mostly natural — "absolutely gripping," "rewards sustained reading." The score is 5 rather than 6 because the description of the book (bullet 2) dominates slightly, leaving bullet 3 underdeveloped. A score-6 would give more equal weight to each bullet.

### Sample Response — 6/6

Dear HR Team,

I am writing to follow up on an application I submitted three weeks ago for the role of Marketing Executive (Reference: MKT-2026-14). I have not yet received an acknowledgement and wanted to confirm that my application was successfully received.

I remain very enthusiastic about the position and the company's work in sustainable retail. Based on the role description, I am confident that my background in brand communications would be a strong match.

Could you please let me know the current status of the application and the expected timeline for the recruitment process?

Thank you for your time. I look forward to hearing from you.

Yours sincerely,  
[Name]

### Score Analysis

Score 6. A professional follow-up. All bullets: original application referenced with job title and reference number, continued interest expressed with a specific detail (sustainable retail), and status politely enquired about. Tone: confident and professional. Including the job reference number is a smart practical detail. Language: varied and precise throughout — "I am confident," "strong match," "expected timeline."

**Sample Response — 6/6**

Dear Dr Webb,

I hope you are well. We met briefly at the TechForward Conference in Manchester last week — I was the attendee who asked about your work on supply chain analytics during the networking session after the keynote.

Our conversation left me genuinely intrigued by the potential overlap with my own research on logistics optimisation, and I would love to explore whether there might be an opportunity to collaborate or exchange ideas more formally.

Would you be open to a 30-minute virtual call at a time that suits you? I am flexible throughout the coming two weeks.

With best regards,  
[Name]

**Score Analysis**

Score 6. An excellent networking follow-up. All bullets: meeting recalled with a specific and memorable detail, interest in collaboration expressed clearly, and a concrete next step (30-minute call) proposed. Tone: professional and warm. The specific context ("during the networking session after the keynote") shows the writer paid genuine attention. Language: sophisticated — "genuinely intrigued," "potential overlap," "exchange ideas more formally."

**Sample Response — 5/6**

Dear Manager,

I am writing regarding my car, which I left at your garage on Monday 5th May for a brake pad replacement and oil change. At the time, I was told the work would be completed within two days. It has now been five days and I have not received any communication.

I have attempted to call the garage several times without success, which I find quite concerning.

Could you please contact me as soon as possible with an update on the status of my car and an estimated collection date? I need the vehicle for work and the delay is causing me real difficulty.

Thank you.

Best regards,

[Name]

**Score Analysis**

Score 5. Clear and functional. All bullets: drop-off date and repairs referenced, lack of communication expressed, and update with timeline requested. Tone: appropriately firm but professional. Language: accurate. The score is 5 because while all requirements are met, the language is somewhat plain. A score-6 would vary sentence openings more and develop the impact of not having the car (bullet 2) more compellingly.

**Sample Response — 5/6**

Dear Scholarship Committee,

I am writing to enquire about the status of my application for the National Excellence Scholarship, which I submitted in March. The results were due to be announced last month, but I have not yet received any communication regarding the outcome.

I remain very interested in the scholarship and would be grateful for any update on whether decisions have been made or whether there has been a delay.

You can reach me at this email address or on 07700 900123. I would appreciate a response at your earliest convenience.

Thank you for your time.

Yours sincerely,

[Name]

**Score Analysis**

Score 5. A well-organised follow-up. All bullets: original application referenced, status enquired about, and contact details provided. Tone: polite and formal. Language: accurate and clear. The score is 5 because the email is competent but brief and language-plain. A score-6 would express continued enthusiasm more compellingly and perhaps connect the scholarship to the candidate's specific goals.

**Sample Response — 6/6**

Dear Ms Al-Hassan,

I hope you do not mind me reaching out directly. My name is [Name] and I joined the Product Development team two weeks ago as a UX Designer. I recently learned more about the User Research team's work and was struck by how closely it aligns with what my team is doing.

I believe there could be real value in connecting our work more deliberately — particularly at the research and prototyping stages — and I wanted to introduce myself as a first step.

Would you be open to a brief coffee or a 20-minute call sometime this week or next? I would love to hear about your current projects.

Best regards,

[Name]

**Score Analysis**

Score 6. A confident and natural professional introduction. All bullets: role introduced clearly, connection between their work and the writer's explained specifically (research and prototyping stages), and a meeting proposed. Tone: warm and professional — not pushy. Language: natural and fluent — "struck by how closely it aligns," "deliberately," "as a first step."

### Sample Response — 6/6

Dear Professor Johansson,

My name is [Name] and I am a second-year PhD student at the University of Edinburgh, working under Professor Helen Grant on machine learning applications in environmental monitoring.

I have read several of your recent papers — in particular, your 2024 article in Nature Climate Change on automated anomaly detection — and found your methodology highly relevant to challenges I am currently working through in my own research.

I would be very grateful for the opportunity to correspond by email or, if you are willing, to arrange a brief virtual meeting to explore potential areas of shared interest.

Thank you for your time.

Yours sincerely,

[Name]

### Score Analysis

Score 6. An outstanding academic introduction. All bullets: background introduced specifically and credibly, a specific paper is cited by name and journal, and a request for correspondence or meeting is made. Tone: formal and appropriately deferential. Citing a specific paper immediately signals genuine engagement rather than a generic approach. Language: sophisticated — "working through," "automated anomaly detection," "areas of shared interest."

**Sample Response — 5/6**

Dear Ms Moreau,

I hope you do not mind me writing to you directly. My name is [Name] and I recently graduated from the University of Manchester with a degree in Business Management — the same institution where I understand you completed your studies.

I am currently exploring opportunities in the marketing sector and am particularly drawn to Meridian Consulting's work in brand strategy. I have been following the company's projects with great interest.

I would be very grateful for any advice you might offer, or the opportunity for a brief conversation at your convenience. I am happy to work entirely around your schedule.

Thank you.

Yours sincerely,

[Name]

**Score Analysis**

Score 5. A solid alumni networking email. All bullets: shared connection established, current situation and career interest explained, and a request for advice made. Tone: appropriately humble and professional. Language: accurate and natural. The score is 5 because the career goals (bullet 2) are mentioned but not specific enough. A score-6 would state more precisely what kind of advice is sought or what specifically about the company most interests the writer.

**Sample Response — 6/6**

Dear Mr Yilmaz,

I am writing in response to your advertisement for the two-bedroom flat on Elm Street, which I found on the Rightmove website. I am very interested in the property and would like a few details before arranging a viewing.

Could you please let me know whether utility bills are included in the monthly rent, and what the minimum lease term is? I would also like to know whether the flat is available furnished or unfurnished.

If everything sounds suitable, I would love to arrange a viewing — I am available most weekday evenings and on Saturday mornings.

Thank you for your time.

Best regards,

[Name]

**Score Analysis**

Score 6. A professional and well-structured property enquiry. All bullets: interest expressed (with source of advertisement noted), two specific questions asked (bills, lease term — plus a bonus question about furnishing), and clear availability for viewing offered. Tone: polite and professional. Language: natural and accurate — "minimum lease term," "furnished or unfurnished," "sounds suitable."

**Sample Response — 6/6**

Hi everyone,

I hope you are all well! I have been looking into options for our group trip and wanted to share what I am thinking.

I am proposing Edinburgh for the weekend of 14th–16th June. Flights from Gatwick are very reasonable, and I have found a well-reviewed apartment that sleeps six for around £150 per person for the two nights.

For activities, I think the Arthur's Seat hike on Saturday morning would be perfect — the views are supposed to be breathtaking and it only takes about an hour each way. We could then spend the afternoon exploring the Old Town.

Let me know what you think and whether those dates work! The sooner we book, the better the prices.

Best,  
[Name]

**Score Analysis**

Score 6. A lively and well-organised group email. All bullets: destination and dates proposed with specific costs, an activity described compellingly with reasons, and opinions and confirmation requested. Tone: warm and enthusiastic — perfectly pitched for friends. The financial details and "sooner we book" urgency make the proposal concrete and actionable. Language: natural and fluent throughout.

**Sample Response — 6/6**

Dear Mr Rivera,

I hope you do not mind me raising something that has been on my mind. I have noticed that our team spends a significant amount of time each week compiling status reports manually — often up to two hours per person.

I believe we could save considerable time by implementing a shared project management tool such as Asana or Trello, where updates are logged in real time and visible to the whole team. Based on my experience with similar systems in a previous role, this can reduce reporting time by around 60%.

I appreciate you may have considered something similar before, and I would very much welcome your thoughts. I would be happy to put together a brief proposal if you think it is worth exploring.

Best regards,  
[Name]

**Score Analysis**

Score 6. A model workplace suggestion email. All bullets: current problem described specifically (two hours per person), suggestion made with specific tools and a concrete benefit (60% reduction), and manager's input invited with an offer to develop a proposal. Tone: professional and respectful — "I appreciate you may have considered something similar" is excellent professional courtesy. Language: precise — "compiling manually," "logged in real time," "put together a brief proposal."



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