Response templates

Writing Task 1: formal email

Dear Mr. / Ms. [last name],

I am writing regarding [the situation]. [One sentence of background: what, when.]

[Point 1 from the task.] On [date], I [what happened]. [One detail or reason.]

[Point 2 from the task.] [What you did or what the problem means for you.] [One detail.]

[Point 3 from the task.] I would appreciate it if you could [your request]. Could you please [second request or a deadline]? Thank you for your time. I look forward to hearing from you.

Sincerely, [Your name]

Writing Task 1: friendly email

Hi [first name],

I hope you're well. I'm writing because [the situation].

[Point 1, with a detail.]

[Point 2, with a detail.]

[Point 3.] Would you be able to [request]? Let me know what you think.

Thanks again, / Talk soon, [Your name]

Writing Task 2: survey response

In my opinion, [Option A or B] is the better way to [goal], for two main reasons.

First, [reason 1]. For example, [a specific detail or example]. [What this means for people.]

Second, [reason 2]. [A specific detail.] As a result, [the benefit].

I understand that [the other option] would [its good point]. However, [why it is less suitable].

For these reasons, I believe [Option A or B] is the better way to [goal].

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Speaking frames

Task	Frame
1. Giving Advice	[Name], I understand that [situation]. Here are a few ideas. First, [advice] because [reason]. Second, ... Finally, ... Whatever you decide, [encouraging close].
2. Personal Experience	It happened [when], when I was [where]. [What happened, in order.] I felt [feeling]. What I learned from it was [lesson].
3. Describing a Scene	This picture shows [the whole scene]. In the centre, [someone] is [doing]. On the left, ... Behind them, ... In the bottom right corner, ... Overall, it feels [impression].
4. Making Predictions	I think a few things will happen next. First, [person] will probably [action], because [what you see]. Then ... I'd guess that ... Finally, ...
5. Comparing and Persuading	I see why you like [new option], because [its good point]. But I think [my option] is better. First, it [detail], while [new option] [detail]. Also, ... So why don't we [suggestion]?
6. Difficult Situation	Hi [name], do you have a minute? I need to talk to you about [situation]. [Explain honestly.] I'm really sorry about [problem]. How would you feel if [solution]? Does that work for you?
7. Expressing Opinions	I strongly believe that [opinion]. First, [reason]. For example, [example]. Second, [reason]. Some people might say [other side], but [answer]. That is why I think [opinion].
8. Unusual Situation	Hi [name], I'm calling because [reason]. It's about the size of [comparison], and it's shaped like [shape]. It's [colour] and made of [material]. [Details and condition.] Do you think we should [question]?

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Phrase bank

What you want to do	Phrases
Give a purpose (Writing)	I am writing regarding... / I am writing to request... / I'm writing because...
Make a polite request	I would appreciate it if you could... / Could you please...? / Would it be possible to...?
Complain politely but firmly	I was disappointed to find that... / Unfortunately, the problem has not been solved. / I expect a full refund.
Apologize	I'm really sorry for... / I apologize for any trouble this has caused.
Thank someone	Thank you so much for... / I really appreciate your help with...
Give an opinion	In my opinion... / I strongly believe that... / From my point of view...
Add a point	In addition... / Also... / On top of that... / Another reason is that...
Give an example	For example... / For instance... / such as...
Show contrast	However... / Although... / On the other hand... / While...
Show a result	As a result... / For this reason... / That is why... / So...
Compare	...is cheaper than... / ...is much more convenient... / ...not as close as... / while...
Persuade	Think about how much... / Wouldn't it be better to...? / The best part is...
Predict	...will probably... / ...is likely to... / ...is going to... / I expect... / ...might...
Describe position	in the centre / on the left / just behind / in the background / in the bottom right corner
Describe an object	It looks like... / It's about the size of... / It's shaped like... / It's made of...
Correct yourself	I mean... / Sorry, what I meant was...
Close	I hope this helps. / I look forward to hearing from you. / Let me know what you think.

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