

PTE Core Sample Questions PDF with Answers

Read 19 task-format samples, 7 listening exercises with transcripts, 5 reading exercises, 3 situations and 10 model emails.

These are RealPTE originals, not Pearson questions or a full mock paper. Model responses and explanations are study guidance, not official scores. Use transcripts to review listening language; use the website for audio and microphone practice.

[Back to PTE Core practice online](https://realpte.com/pte-core/practice)

Task samples

1. Read Aloud

Prompt / readable transcript: Read this aloud: The neighbourhood repair cafe welcomes visitors who want to mend small household items. Volunteers demonstrate safe techniques, while visitors bring their own replacement parts.

Answer / model response: Read the whole passage clearly; keep the pause between the two sentences.

2. Repeat Sentence

Prompt / readable transcript: Transcript to repeat: Please leave the delivery trolley beside the entrance to the craft room.

Answer / model response: Please leave the delivery trolley beside the entrance to the craft room.

3. Describe Image

Prompt / readable transcript: Describe this imaginary chart: Community centre room bookings: Monday 12, Tuesday 18, Wednesday 9, Thursday 21.

Answer / model response: Thursday has the most bookings and Wednesday has the fewest. Tuesday is busier than Monday.

4. Respond to a Situation

Prompt / readable transcript: You booked a quiet meeting room, but a music rehearsal is taking place next door. Ask the receptionist for a practical solution.

Answer / model response: Hello, I have booked a meeting room for a recorded interview, but the rehearsal next door is quite loud. Could we move to a quieter room, or arrange a short pause while we record?

5. Answer Short Question

Prompt / readable transcript: A parcel cannot be delivered because nobody is home. What document might the driver leave to explain how to collect it?

Answer / model response: A collection notice, or a delivery notice.

6. Summarize Written Text

Prompt / readable transcript: The Brook Lane community centre used to lend sports equipment only during office hours. Residents working late shifts rarely arrived before the desk closed, so the centre introduced an evening collection locker. Members now reserve equipment online and receive a temporary access code after a volunteer checks the booking. The locker has made collection more convenient, but equipment still needs to be returned to the staffed desk for inspection. The centre will review missing items and volunteer workload before deciding whether to expand the service.

Answer / model response: Brook Lane community centre introduced an evening locker so members can collect reserved sports equipment outside office hours. Returns still require a staffed inspection, and expansion depends on a review of missing items and volunteer workload.

7. Write Email

Prompt / readable transcript: Your colleague left a reusable lunch box at your home after dinner. Write an email explaining where it is, offering a way to return it and asking when they need it.

Answer / model response: Use a friendly greeting, identify the lunch box, offer a handover time and ask whether it is needed sooner.

8. Fill in the Blanks (Dropdown)

Prompt / readable transcript: Choose the word: The repair club lends tools to members, provided they ____ them before closing. Options: return / returning / returned.

Answer / model response: return: the clause needs a present-tense verb after “they”.

9. Multiple Choice, multiple

Prompt / readable transcript: Read: The library accepts seed donations in labelled envelopes. It cannot accept plants or soil. Which items are accepted? A: labelled bean seeds; B: a potted fern; C: labelled tomato seeds.

Answer / model response: A and C; the fern is a plant, which the notice excludes.

10. Reorder Paragraphs

Prompt / readable transcript: Put these in order: A: Finally, collect the repaired item at the desk. B: First, fill out a repair request. C: Next, wait for a volunteer to assess the problem.

Answer / model response: B → C → A: request, assessment, collection.

11. Fill in the Blanks (Drag and Drop)

Prompt / readable transcript: Fill the blank: A volunteer will ____ the returned equipment before lending it again. Options: inspect / borrow / arrive.

Answer / model response: inspect: the volunteer checks its condition before the next loan.

12. Multiple Choice, single

Prompt / readable transcript: Read: The cafe closes its indoor seating at dusk, but takeaway service continues until the last bus leaves. What remains available after dusk? A: indoor seating; B: takeaway service; C: table reservations.

Answer / model response: B: takeaway service continues after indoor seating closes.

13. Summarize Spoken Text

Prompt / readable transcript: Transcript: Our building is changing the way residents receive bulky deliveries. Drivers should call the caretaker before unloading furniture. The caretaker will reserve the service lift and protect its walls. Residents still need to be present to accept their own deliveries.

Answer / model response: Residents receiving furniture must arrange access through the caretaker, who reserves and protects the service lift. Residents must still accept deliveries themselves.

14. Multiple Choice, multiple

Prompt / readable transcript: Transcript: For the repair workshop, bring the broken object and any spare parts you already own. We supply basic tools, but cannot store unfinished projects. Select both things visitors should bring: A: broken objects; B: basic tools; C: spare parts they own.

Answer / model response: A and C; the workshop supplies basic tools.

15. Fill in the Blanks (Type In)

Prompt / readable transcript: Transcript for the blank: The volunteer coordinator will confirm your shift by email. Complete: The volunteer coordinator will ____ your shift by email.

Answer / model response: The missing word is “confirm”, the verb describing what the coordinator does.

16. Multiple Choice, single

Prompt / readable transcript: Transcript: The bus stop outside the clinic is closed for repairs. Please use the temporary stop beside the bakery. Where should passengers wait? A: the clinic; B: the bakery; C: the repair depot.

Answer / model response: B: beside the bakery.

17. Select Missing Word

Prompt / readable transcript: Transcript with final word removed: When you finish using the borrowed ladder, fold it and return it to the equipment _____. Options: cupboard / appointment / receipt.

Answer / model response: cupboard

18. Highlight Incorrect Words

Prompt / readable transcript: Compare the transcript and displayed text. Transcript: The community fridge receives fresh vegetables every Thursday. Displayed text: The community fridge receives fresh flowers every Thursday.

Answer / model response: Select “flowers”; the recording says “vegetables”.

19. Write from Dictation

Prompt / readable transcript: Transcript to type: The caretaker keeps a spare umbrella beside the noticeboard.

Answer / model response: The caretaker keeps a spare umbrella beside the noticeboard.

Listening

20. A quieter lunch area

Transcript in place of audio: Our staff room will be arranged differently from next month. Several people have asked for a place where they can eat without hearing phone calls. We cannot build an extra room, so the tables beside the window will become a quiet area during lunch. You can still talk quietly there, but please take calls into the corridor. The tables near the kitchen will remain available for informal meetings and group conversations. Nothing will change about the opening hours or the kitchen equipment. This arrangement is a trial rather than a permanent rule. After the trial, we will ask staff whether the room feels more comfortable and whether the signs are clear. Please leave the chairs in their marked positions so that everyone can recognise the different areas when they arrive for a break.

Question: Write a short summary of the main change and how it will be reviewed.

Answer / model response: The staff room will trial a quiet lunch area beside the window, while kitchen tables remain for conversations. Staff feedback will guide the review.

Why / review notes: The model includes the trial, the different uses of the tables and the review. Opening hours and equipment are unchanged, so they are supporting details rather than the main change.

21. Returning borrowed tools

Transcript in place of audio: Before you take a tool home from the workshop, write your name and the tool description on the borrowing sheet. You do not need to leave a deposit. However, you must bring the tool back clean, because another member may need it straight away. If you notice damage, tell the workshop supervisor rather than trying to repair it yourself. Small faults can be difficult to spot, so we would rather hear about something that turns out to be harmless than miss a problem. Tools should normally be returned to the storage cabinet. When the workshop is closed, use the locked return box outside the side entrance. Please do not leave tools at reception. The reception staff cannot check what has been returned, and loose equipment could block the entrance. The supervisor will check the return box when the workshop reopens.

Question: Which TWO actions does the speaker ask borrowers to take?

Options

1. Pay a deposit before taking a tool.
2. Return equipment in a clean condition.
3. Repair damaged tools at home.
4. Report any damage to the supervisor.

Answer / model response: Return equipment in a clean condition; report any damage to the supervisor.

Why / review notes: Both are explicit instructions. The speaker says there is no deposit and tells borrowers not to repair damage themselves.

22. Collecting a repaired appliance

Transcript in place of audio: Your repaired mixer is ready to collect from the service desk. Please bring the collection receipt so we can find the correct item quickly. If someone else is collecting it for you, send us their name before they arrive. We have tested the motor and replaced the damaged cable. There is no additional charge for that work. The desk is inside the shop, just beyond the display of kettles. Please check that you have all the attachments before leaving, as these were stored separately during the repair.

Question: Complete the missing words in the displayed notice.

Text with gaps: Please bring the collection [] so we can find the correct item quickly. We have tested the motor and replaced the damaged [] .

Answer / model response: receipt; cable

Why / review notes: “Receipt” identifies the item; “cable” is the part replaced. Type the words you hear, with their spelling unchanged.

23. A change to the bus stop

Transcript in place of audio: If you are catching the shuttle to the sports centre today, please wait opposite the pharmacy rather than outside the library. Workers are repairing the pavement beside the usual stop, so the bus cannot pull in safely. The departure times have not changed. The driver will display the sports centre sign in the front window. This temporary stop is only a short walk from the library entrance. When the pavement work is finished, we will put a notice on the library door to confirm the return to the usual stop.

Question: Why has the shuttle stop moved?

Options

1. The library has closed.
2. The departure timetable has changed.
3. Pavement repairs make the usual stop unsafe.

Answer / model response: Pavement repairs make the usual stop unsafe.

Why / review notes: The move is caused by the pavement work. The library remains a reference point, and the departure times are unchanged.

24. The final packing step

Transcript in place of audio: Before closing the parcel, check that the glass bowl is surrounded by folded paper. It should not touch the sides of the box. Put the care instructions on top, where the customer can find them easily. Seal the lid with strong tape. Because the contents could break if the parcel is dropped, the final step is to attach a label marked

Question: The recording ends with a beep. Which word completes the message?

Options

1. urgent
2. fragile
3. recycled

Answer / model response: fragile

Why / review notes: The bowl could break when dropped, so “fragile” completes the warning. The speaker does not mention an urgent delivery or recycled packaging.

25. Changing a meeting location

Transcript in place of audio: The afternoon briefing will take place in the courtyard instead of the training room. Please bring your notebook and wear a jacket if the weather is cool. We will discuss the delivery schedule before checking the new storage labels with the supervisor.

Displayed text: The afternoon briefing will take place in the cafeteria instead of the training room. Please bring your notebook and wear a jacket if the weather is cool. We will discuss the delivery schedule before checking the new storage labels with the driver.

Question: Select the TWO words in the displayed text that differ from the recording.

Options

1. afternoon
2. cafeteria
3. notebook
4. driver

Answer / model response: cafeteria → courtyard; driver → supervisor

Why / review notes: The recording says “courtyard” and “supervisor”. The other offered words match. This shortened exercise lets you select the mismatching words from a list.

26. An instruction at work

Transcript in place of audio: Please keep the spare gloves inside the blue drawer.

Question: Type the sentence you hear.

Answer / model response: Please keep the spare gloves inside the blue drawer.

Why / review notes: Check “spare gloves”, the preposition “inside” and the final word “drawer”. This demonstration compares the whole sentence, ignoring case and punctuation; it does not reproduce exam scoring.

Reading

27. A parcel collection notice

Question: Choose a word for each gap.

Text with gaps: Parcels left at the service desk are kept in a locked cupboard. To [____] your parcel, show the assistant the message sent to your phone. This helps staff [____] that the parcel reaches the intended person.

Gap choices

1. collect / borrow / lend
2. ensure / suggest / wonder

Answer / model response: collect; ensure

Why / review notes: “Collect your parcel” describes picking it up. “Ensure that” means make certain, which fits the purpose of checking the message.

28. Joining a sewing workshop

Passage: Beginners can join the sewing workshop without owning a machine. Shared machines are available in the room, but participants should bring fabric for their own project. The instructor asks everyone to choose a simple item for the first session. Registration is required because table space is limited. Payment is taken at the door, not when registering online.

Question: Which TWO statements are supported by the notice?

Options

1. Participants must buy a sewing machine.
2. Participants need to bring project fabric.
3. The first project should be simple.
4. The fee must be paid during online registration.

Answer / model response: Participants need to bring project fabric; the first project should be simple.

Why / review notes: These requirements are stated directly. Machines are shared and payment is at the door, so the other choices contradict the passage.

29. Repairing a loose handle

Question: Put the paragraphs in a logical order. Assign a different position to each paragraph.

Paragraphs

1. After tightening it, she tested the handle and found that it no longer moved.
2. Priya noticed that a cupboard handle in the shared kitchen had become loose.
3. She therefore borrowed a screwdriver from the caretaker.

Answer / model response: Priya noticed that a cupboard handle in the shared kitchen had become loose. → She therefore borrowed a screwdriver from the caretaker. → After tightening it, she tested the handle and found that it no longer moved.

Why / review notes: The problem introduces “the handle”. “Therefore” links the tool to the problem, and “After tightening it” supplies the final test.

30. Making a corridor safer

Question: Fill the gaps using the word bank. Use each chosen word once. The selectors are a keyboard alternative to dragging words.

Text with gaps: The caretaker moved the delivery boxes out of the corridor to keep the exit [____]. A new sign reminds residents not to [____] parcels beside the fire door.

Word bank

1. clear
2. leave
3. borrow
4. quiet

Answer / model response: clear; leave

Why / review notes: A clear exit is free of obstacles. “Leave parcels” describes placing them there; “borrow” does not fit that meaning.

31. Booking a community kitchen

Passage: The community kitchen can be booked for small group meals. Anyone making a booking must name a person who will stay until the room has been cleaned. This person collects the key and signs the closing checklist. The booking fee covers equipment use, but groups must supply their own ingredients.

Question: Why must each group name a person when booking?

Options

1. To buy ingredients from the centre.
2. To take responsibility for closing and cleaning.
3. To prepare every meal for the group.

Answer / model response: To take responsibility for closing and cleaning.

Why / review notes: The named person stays until cleaning is complete, collects the key and signs the closing checklist. Buying ingredients and cooking all meals are not their stated duties.

Situations

32. Request · workplace

Situation transcript: You share a workbench with another employee. A delivery of fragile parts is due tomorrow, but the bench is covered with old packaging. Ask your colleague to help clear the bench before the delivery. Explain why you need the space and suggest where to put the packaging.

Answer / model response: Hi Morgan, could you help me clear our workbench before the fragile parts arrive tomorrow? We need a flat, empty surface so the boxes can be opened safely without anything falling off. I can move the tools into the cupboard while you flatten the old packaging. There is a recycling trolley beside the loading door where we can put it. Would the end of this afternoon work for you? If you are busy then, let me know and we can choose another time.

Why / review notes: Addresses a colleague politely, explains the safety reason, divides the work and proposes a time without giving an order. Stress “fragile parts” and “flat, empty surface” so the reason is clear. Keep the final consonants in “parts” and “tools” audible. Pause after the request and before the suggested arrangement. Keep each proposal together instead of restarting it.

33. Complaint or problem · service

Situation transcript: You ordered a replacement shelf for a cupboard. The parcel has arrived, but the shelf has holes in the wrong places and cannot be fitted. Speak to the shop assistant. Explain the problem, ask for a suitable replacement, and say that you can bring the shelf back.

Answer / model response: Hello, I ordered this replacement shelf for my cupboard, but the holes do not line up with the supports. I checked the cupboard model before ordering, so could you please help me find a shelf that fits it? I have the order confirmation and can show you a photograph of the supports. I can bring this shelf back to the shop if you need to inspect it. Please let me know whether a suitable replacement is available and how we should arrange the exchange.

Why / review notes: Describes the fault without accusing the assistant, makes a specific replacement request and offers useful evidence and a return. Make “holes”, “supports” and “replacement” distinct. Give the request a clear, audible ending. Group the problem, evidence and exchange request into separate phrases. Avoid repeating the complaint to fill time.

34. Advice and invitation · friend

Situation transcript: A friend has moved nearby and wants to meet people but does not enjoy noisy events. You attend a small gardening group that welcomes beginners. Suggest the group, explain why it might suit your friend, and invite your friend to come with you to the next meeting.

Answer / model response: You mentioned wanting to meet people somewhere quieter. You might enjoy the gardening group I go to. It is a small group, and we usually chat while working on the plants, so there is no pressure to speak in front of everyone. You do not need gardening experience because the members explain what to do. Would you like to come along with me to the next meeting? We could try it together, and if it does not feel right, we can think of another activity.

Why / review notes: Gives a friend a low-pressure suggestion, connects it to the preference for quiet activities and extends a clear invitation. Use natural stress on “quieter” and “no pressure”. Keep “gardening experience” intelligible rather than rushing it. Link the reason to the invitation smoothly. Leave a brief pause at the question rather than adding a memorised closing.

Write Email

35. Evening class · formal

Prompt: You have joined an evening cooking class, but your work schedule has changed. Write an email to the course coordinator. In your email:

- explain why you cannot attend your current class
- ask about moving to a weekend class
- request details of any extra cost

Answer / model response: Dear Course Coordinator,

I am writing about my evening cooking class. My employer has moved my shift to the evening, so I can no longer reach the centre before the lesson begins. I would like to continue learning with your team rather than withdraw from the course.

Could I transfer to a weekend class covering the same material? Saturday mornings would suit me, although I could also attend on Sunday. Please let me know whether a place is available and whether changing classes involves any additional payment. I would appreciate the cost details before confirming the transfer.

Kind regards,

Alex

Why / review notes: Explains the new shift, asks for a weekend transfer and requests cost details. Formal recipient, “Dear” greeting and “Kind regards” close. One problem paragraph followed by the transfer and cost requests. “Transfer” and “withdraw” fit course administration. “Whether” clauses make both requests precise. “Coordinator” and “additional” are spelt consistently.

36. Borrowed bicycle · informal

Prompt: You borrowed a bicycle from your friend Maya and damaged its front light. Write an email to Maya. In your email:

- explain what happened
- offer to repair or replace the light
- arrange when to return the bicycle

Answer / model response: Hi Maya,

Thanks again for lending me your bicycle. While I was bringing it through my narrow front gate, the front light caught against the post and its cover cracked. The bicycle still rides normally, but I am sorry I damaged something you trusted me with.

I can take it to the cycle shop and pay for a replacement light, or cover the repair if you prefer to use your usual shop. Would you like me to return the bicycle on Friday evening after work? Let me know if you need it sooner and I will arrange another time.

Cheers,

Alex

Why / review notes: Explains the broken light, offers repair or replacement and proposes a return time. Friendly “Hi Maya” and “Cheers” suit a friend. Accident first, remedy and handover next. “Cover cracked” identifies the damage. “If you prefer” gives Maya a choice. Check “bicycle” and “replacement” rather than

relying on autocorrect.

37. Office kitchen · formal

Prompt: The shared kitchen at your workplace is often left untidy. Write an email to the office manager. In your email:

- describe the problem
- explain how it affects staff
- suggest a practical solution

Answer / model response: Dear Office Manager,

I would like to raise a concern about the shared kitchen. Used mugs and food containers are regularly left beside the sink, and the worktop is often covered with crumbs after lunch. This makes it difficult for other staff to prepare their meals and leaves an unpleasant smell later in the day.

Could we put a short cleaning reminder near the sink and ask each team to check the kitchen before leaving? A labelled shelf for forgotten containers might also help. I would be happy to draft the reminder for you to review before it goes up.

Kind regards,

Alex

Why / review notes: Describes the mess, its effect on staff and a practical cleaning plan. A restrained complaint suits an office manager. Problem and impact precede the proposed solution. “Worktop” and “labelled shelf” make the solution concrete. “Could we” is polite without weakening the request. Uses consistent British spelling in “labelled”.

38. Neighbourhood picnic · informal

Prompt: You are organising a picnic for people on your street. Write an email to your neighbour Sam. In your email:

- invite Sam to the picnic
- give the location and time
- ask Sam to bring something to share

Answer / model response: Hi Sam,

I am arranging a picnic for everyone on our street and would love you to come. We will meet on the grass beside the playground in Willow Park at midday on Sunday. There is a sheltered table nearby if the weather changes, and children are very welcome.

Could you bring something simple to share, such as fruit or bread? I will bring sandwiches and a large flask of tea, so there is no need to cook anything elaborate. Please let me know whether you can make it and if you need a hand carrying things over.

See you soon,

Alex

Why / review notes: Invites Sam, gives place and time and asks for shared food. Warm invitation with an informal closing. Event details come before the food request. “Sheltered table” adds useful planning detail. “Whether you can make it” is a natural indirect question. Check the place name and ordinary food words carefully.

39. Delivery mix-up · formal

Prompt: A shop has delivered a desk in the wrong colour. Write an email to the customer service team. In your email:

- describe what you ordered and what arrived
- explain why you need the correct item
- ask how to arrange an exchange

Answer / model response: Dear Customer Service Team,

I ordered a white desk from your online shop, but the desk delivered yesterday is dark brown. The packaging was intact and the model appears correct; the colour is the problem. I chose white to match the other furniture in a small room used for video appointments.

Please let me know how to arrange an exchange for the colour I ordered. I have kept the packaging and can send photographs of the desk and delivery label if required. Could you also confirm whether your courier will collect the incorrect item when the replacement arrives?

Kind regards,

Alex

Why / review notes: Identifies both colours, explains the need and requests an exchange. Professional and factual rather than accusatory. Order mismatch first, exchange arrangements next. “Packaging” and “replacement” fit the delivery problem. “Whether your courier will collect” clearly asks who handles return. Keeps “colour” consistent throughout.

40. House sitting · informal

Prompt: Your cousin is looking after your home while you travel. Write an email to your cousin. In your email:

- thank your cousin for helping
- explain how to care for a plant
- say how to contact you in an emergency

Answer / model response: Hi Jamie,

Thank you for looking after my home while I am away. It is a relief to know someone I trust will be checking the place, and I really appreciate your help. Please make yourself comfortable and help yourself to the tea in the kitchen.

The plant beside the lounge window only needs water when the top of the soil feels dry. Please keep it out of direct afternoon sun. If there is an emergency, call my mobile first; I will check messages whenever I have reception. The neighbour also has a spare key if you accidentally lock yourself out.

Thanks again,

Alex

Why / review notes: Thanks the cousin, explains plant care and gives emergency contact steps. Friendly opening and appreciative close suit family. Thanks lead naturally into practical instructions. “Top of the soil” is more precise than “a little water”. “If there is an emergency” introduces a clear condition. Check “accidentally” and “reception”.

41. Library workshop · formal

Prompt: Your local library is planning free workshops. Write an email to the library coordinator. In your email:

- suggest a useful workshop topic
- explain who would benefit
- offer to help with the arrangements

Answer / model response: Dear Library Coordinator,

I would like to suggest a basic smartphone photography workshop for the library programme. Many residents use their phones to photograph family events but are unsure how to adjust focus, improve lighting or organise their pictures afterwards. A practical session could help them feel more confident without buying extra equipment.

The workshop would particularly suit older residents and anyone new to using a smartphone camera. I could help prepare simple handouts and welcome participants on the day. Please let me know whether the idea fits your plans and what support would be useful during the arrangements.

Kind regards,

Alex

Why / review notes: Suggests a workshop, identifies beneficiaries and offers concrete help. Formal proposal addressed to the coordinator. Idea and benefit precede the offer to assist. “Focus”, “lighting” and “handouts” suit the topic. “Without buying extra equipment” explains accessibility. “Programme” is used consistently as British spelling.

42. Cancelled visit · informal

Prompt: You can no longer visit your friend Leo this Saturday. Write an email to Leo. In your email:

- apologise for changing the plan
- explain why you cannot come
- suggest another time and activity

Answer / model response: Hi Leo,

I am really sorry, but I cannot visit you this Saturday as planned. A colleague has had to take unexpected leave, and I have agreed to cover the afternoon shift. I know you set aside the day for us, so I wanted to tell you as soon as I could.

Would you be free the following Sunday instead? We could meet at the riverside cafe for lunch and then take a walk if the weather is good. If Sunday is inconvenient, send me another date that suits you and I will check my schedule before we arrange anything.

Sorry again,

Alex

Why / review notes: Apologises, explains the shift and proposes a new day and activity. Direct, friendly apology to Leo. Cancellation first, alternative plan second. “Cover the afternoon shift” explains the reason naturally. “If Sunday is inconvenient” offers flexibility. Check “colleague” and “inconvenient”.

43. Sports centre booking · formal

Prompt: Your community team needs a room at a sports centre for a meeting. Write an email to the centre manager. In your email:

- explain the purpose of the meeting
- describe the room and equipment you need
- ask about availability and booking conditions

Answer / model response: Dear Centre Manager,

Our community walking team would like to book a room for a planning meeting about our next local event. We need a quiet space with chairs around a table and access to a screen so we can review the route together. A room near the main entrance would help members who have difficulty with stairs.

Could you let me know whether a suitable room is available on a weekday evening next month? Please also send details of the booking conditions, including how to confirm the reservation and whether equipment is included in the room hire.

Kind regards,

Alex

Why / review notes: Explains the meeting purpose, equipment and access needs, then asks about conditions. Polite formal request to a manager. Needs are grouped before availability and booking questions. "Reservation" and "room hire" suit a booking enquiry. "Whether equipment is included" avoids an ambiguous cost request. Check "equipment" and "reservation".

44. New flatmate · informal

Prompt: A friend will move into your shared apartment next month. Write an email to your friend. In your email:

- welcome your friend
- explain two household arrangements
- suggest a time to discuss the move

Answer / model response: Hi Jordan,

I am looking forward to sharing the apartment with you next month. It will be lovely to have someone to cook with, and I hope the move goes smoothly. There is plenty of room on the kitchen shelf for your favourite ingredients.

We usually take turns cleaning the shared rooms at the weekend, and we put our contributions towards the utility bills into a shared account when each bill arrives. We can talk through anything you would prefer to arrange differently. Could we have a call on Sunday afternoon to discuss your moving date and how to collect the keys?

Cheers,

Alex

Why / review notes: Welcomes the friend, explains cleaning and bills and proposes a call. "Hi Jordan" and "Cheers" suit future housemates. Welcome, household arrangements, then moving discussion. "Utility bills" clearly names the shared expense. "Anything you would prefer" leaves room for agreement. Check "apartment" and "contributions".

45. Weaker email for comparison

Weaker response: Hello,

I cannot come to cooking anymore because my work has changed. It is difficult to get there and I am busy in the evenings. I enjoyed the classes and the recipes were useful. Please tell me what I should do about this problem. I hope there is another option because I would like to keep learning with your team.

Thanks,

Alex

Answer / model response: Compare with Evening class: request the weekend transfer, give availability and ask about additional cost. This response falls below the instructed word range.

Answer key

Sample	Answer / model response
1. Read Aloud	Read the whole passage clearly; keep the pause between the two sentences.
2. Repeat Sentence	Please leave the delivery trolley beside the entrance to the craft room.
3. Describe Image	Thursday has the most bookings and Wednesday has the fewest. Tuesday is busier than Monday.
4. Respond to a Situation	Hello, I have booked a meeting room for a recorded interview, but the rehearsal next door is quite loud. Could we move to a quieter room, or arrange a short pause while we record?
5. Answer Short Question	A collection notice, or a delivery notice.
6. Summarize Written Text	Brook Lane community centre introduced an evening locker so members can collect reserved sports equipment outside office hours. Returns still require a staffed inspection, and expansion depends on a review of missing items and volunteer workload.
7. Write Email	Use a friendly greeting, identify the lunch box, offer a handover time and ask whether it is needed sooner.
8. Fill in the Blanks (Dropdown)	return: the clause needs a present-tense verb after “they”.
9. Multiple Choice, multiple	A and C; the fern is a plant, which the notice excludes.
10. Reorder Paragraphs	B → C → A: request, assessment, collection.
11. Fill in the Blanks (Drag and Drop)	inspect: the volunteer checks its condition before the next loan.
12. Multiple Choice, single	B: takeaway service continues after indoor seating closes.
13. Summarize Spoken Text	Residents receiving furniture must arrange access through the caretaker, who reserves and protects the service lift. Residents must still accept deliveries themselves.
14. Multiple Choice, multiple	A and C; the workshop supplies basic tools.
15. Fill in the Blanks (Type In)	The missing word is “confirm”, the verb describing what the coordinator does.
16. Multiple Choice, single	B: beside the bakery.
17. Select Missing Word	cupboard

Sample	Answer / model response
18. Highlight Incorrect Words	Select “flowers”; the recording says “vegetables”.
19. Write from Dictation	The caretaker keeps a spare umbrella beside the noticeboard.
20. A quieter lunch area	The staff room will trial a quiet lunch area beside the window, while kitchen tables remain for conversations. Staff feedback will guide the review.
21. Returning borrowed tools	Return equipment in a clean condition; report any damage to the supervisor.
22. Collecting a repaired appliance	receipt; cable
23. A change to the bus stop	Pavement repairs make the usual stop unsafe.
24. The final packing step	fragile
25. Changing a meeting location	cafeteria → courtyard; driver → supervisor
26. An instruction at work	Please keep the spare gloves inside the blue drawer.
27. A parcel collection notice	collect; ensure
28. Joining a sewing workshop	Participants need to bring project fabric; the first project should be simple.
29. Repairing a loose handle	Priya noticed that a cupboard handle in the shared kitchen had become loose. → She therefore borrowed a screwdriver from the caretaker. → After tightening it, she tested the handle and found that it no longer moved.
30. Making a corridor safer	clear; leave
31. Booking a community kitchen	To take responsibility for closing and cleaning.
32. Request · workplace	Hi Morgan, could you help me clear our workbench before the fragile parts arrive tomorrow? We need a flat, empty surface so the boxes can be opened safely without anything falling off. I can move the tools into the cupboard while you flatten the old packaging. There is a recycling trolley beside the loading door where we can put it. Would the end of this afternoon work for you? If you are busy then, let me know and we can choose another time.

Sample	Answer / model response
33. Complaint or problem · service	Hello, I ordered this replacement shelf for my cupboard, but the holes do not line up with the supports. I checked the cupboard model before ordering, so could you please help me find a shelf that fits it? I have the order confirmation and can show you a photograph of the supports. I can bring this shelf back to the shop if you need to inspect it. Please let me know whether a suitable replacement is available and how we should arrange the exchange.
34. Advice and invitation · friend	You mentioned wanting to meet people somewhere quieter. You might enjoy the gardening group I go to. It is a small group, and we usually chat while working on the plants, so there is no pressure to speak in front of everyone. You do not need gardening experience because the members explain what to do. Would you like to come along with me to the next meeting? We could try it together, and if it does not feel right, we can think of another activity.
35. Evening class · formal	Dear Course Coordinator, I am writing about my evening cooking class. My employer has moved my shift to the evening, so I can no longer reach the centre before the lesson begins. I would like to continue learning with your team rather than withdraw from the course. Could I transfer to a weekend class covering the same material? Saturday mornings would suit me, although I could also attend on Sunday. Please let me know whether a place is available and whether changing classes involves any additional payment. I would appreciate the cost details before confirming the transfer. Kind regards, Alex
36. Borrowed bicycle · informal	Hi Maya, Thanks again for lending me your bicycle. While I was bringing it through my narrow front gate, the front light caught against the post and its cover cracked. The bicycle still rides normally, but I am sorry I damaged something you trusted me with. I can take it to the cycle shop and pay for a replacement light, or cover the repair if you prefer to use your usual shop. Would you like me to return the bicycle on Friday evening after work? Let me know if you need it sooner and I will arrange another time. Cheers, Alex
37. Office kitchen · formal	Dear Office Manager, I would like to raise a concern about the shared kitchen. Used mugs and food containers are regularly left beside the sink, and the worktop is often covered with crumbs after lunch. This makes it difficult for other staff to prepare their meals and leaves an unpleasant smell later in the day. Could we put a short cleaning reminder near the sink and ask each team to check the kitchen before leaving? A labelled shelf for forgotten containers might also help. I would be happy to draft the reminder for you to review before it goes up. Kind regards, Alex

Sample	Answer / model response
38. Neighbourhood picnic · informal	Hi Sam, I am arranging a picnic for everyone on our street and would love you to come. We will meet on the grass beside the playground in Willow Park at midday on Sunday. There is a sheltered table nearby if the weather changes, and children are very welcome. Could you bring something simple to share, such as fruit or bread? I will bring sandwiches and a large flask of tea, so there is no need to cook anything elaborate. Please let me know whether you can make it and if you need a hand carrying things over. See you soon, Alex
39. Delivery mix-up · formal	Dear Customer Service Team, I ordered a white desk from your online shop, but the desk delivered yesterday is dark brown. The packaging was intact and the model appears correct; the colour is the problem. I chose white to match the other furniture in a small room used for video appointments. Please let me know how to arrange an exchange for the colour I ordered. I have kept the packaging and can send photographs of the desk and delivery label if required. Could you also confirm whether your courier will collect the incorrect item when the replacement arrives? Kind regards, Alex
40. House sitting · informal	Hi Jamie, Thank you for looking after my home while I am away. It is a relief to know someone I trust will be checking the place, and I really appreciate your help. Please make yourself comfortable and help yourself to the tea in the kitchen. The plant beside the lounge window only needs water when the top of the soil feels dry. Please keep it out of direct afternoon sun. If there is an emergency, call my mobile first; I will check messages whenever I have reception. The neighbour also has a spare key if you accidentally lock yourself out. Thanks again, Alex
41. Library workshop · formal	Dear Library Coordinator, I would like to suggest a basic smartphone photography workshop for the library programme. Many residents use their phones to photograph family events but are unsure how to adjust focus, improve lighting or organise their pictures afterwards. A practical session could help them feel more confident without buying extra equipment. The workshop would particularly suit older residents and anyone new to using a smartphone camera. I could help prepare simple handouts and welcome participants on the day. Please let me know whether the idea fits your plans and what support would be useful during the arrangements. Kind regards, Alex

Sample	Answer / model response
42. Cancelled visit · informal	Hi Leo, I am really sorry, but I cannot visit you this Saturday as planned. A colleague has had to take unexpected leave, and I have agreed to cover the afternoon shift. I know you set aside the day for us, so I wanted to tell you as soon as I could. Would you be free the following Sunday instead? We could meet at the riverside cafe for lunch and then take a walk if the weather is good. If Sunday is inconvenient, send me another date that suits you and I will check my schedule before we arrange anything. Sorry again, Alex
43. Sports centre booking · formal	Dear Centre Manager, Our community walking team would like to book a room for a planning meeting about our next local event. We need a quiet space with chairs around a table and access to a screen so we can review the route together. A room near the main entrance would help members who have difficulty with stairs. Could you let me know whether a suitable room is available on a weekday evening next month? Please also send details of the booking conditions, including how to confirm the reservation and whether equipment is included in the room hire. Kind regards, Alex
44. New flatmate · informal	Hi Jordan, I am looking forward to sharing the apartment with you next month. It will be lovely to have someone to cook with, and I hope the move goes smoothly. There is plenty of room on the kitchen shelf for your favourite ingredients. We usually take turns cleaning the shared rooms at the weekend, and we put our contributions towards the utility bills into a shared account when each bill arrives. We can talk through anything you would prefer to arrange differently. Could we have a call on Sunday afternoon to discuss your moving date and how to collect the keys? Cheers, Alex
45. Weaker email for comparison	Compare with Evening class: request the weekend transfer, give availability and ask about additional cost. This response falls below the instructed word range.