

ESOL Skills for Life – Level 1

Model Answers Paper

Below is an example of model answers to the ESOL Skills for Life Level 1 Writing test followed by the marks and rationales from the marker.

All names and personal data have been invented.

The model answers have been produced by Trinity College London. The simulated handwriting graphics have been generated using AI.

Task 1

You have had a meal at Gold Star Restaurant.

The restaurant wants to know about your experience and ideas for improvement.

Complete the Customer Feedback Form.

You should use the box below to plan your response. You **must** plan for **at least one** task.

Write about 150 words.

Planning notes

Recent dining experience

- Italian restaurant - mixed review
- Me - vegetarian - ravioli -
very small portion - disappointed!
- Husband - salmon - big portion

Suggestions - how we can improve

- Improve range of vegetarian dishes
- Make portions bigger
- Train staff - did not help me

GOLD STAR RESTAURANT

Customer Feedback Form

Describe your recent dining experience at Gold Star Restaurant.

My husband and I had a meal at this restaurant last Saturday. We decided to treat ourselves before going to a concert. We both love Italian food and had often wondered what the food was like at Gold Star. I'm vegetarian so ordered the vegetable ravioli. My husband ordered the salmon dish. My husband's salmon portion was very generous. However, I was extremely disappointed when my order of eight small pieces of ravioli arrived!

Please provide suggestions of how we can improve our customer experience.
Give reasons.

If you want to attract more vegetarians, you have to improve your vegetarian dishes. The ravioli tasted good, but the portion was really small compared to the substantial meal my husband received. In fact, I had to buy some crisps before the concert. You also need to provide your staff with more training in dealing with customer complaints as I got no help from the person I spoke to. If things improve, I may consider returning.

Many thanks for your feedback.

Task 2

You booked a training course for yourself and some colleagues and received confirmation of your online booking.

Unfortunately, the dates are wrong, and two important attachments do not open.

Write an email to the training provider.

Write about:

- ▶ your expectations from the provider
- ▶ details of the issues **and**
- ▶ tell the provider to resolve these issues.

You should use the box below to plan your response. You **must** plan for **at least one** task.

Write about 150 words.

Planning notes

Expectations

- 'Statistics for Beginners' course - 4 people - April
- Completed form correctly

Details

- May course, not April
- Pre-course work - did not open

Tell to resolve

- Not free in May - rebook to April
- Resend email attachments

To: training@provider.com

Subject: Training course

Dear Sir or Madam

I recently booked the three-day in-person 'Statistics for Beginners' course for me and three colleagues. We selected the April course in your West London centre, which was the only time all four of us were available. I made sure I selected the correct options when completing your online booking form.

However, when I received confirmation of the booking, I noticed that you had booked us onto the May course as the April course is full. In addition, we received some pre-course work to complete via email attachments. However, when we tried to open the files, they were both corrupted.

I am extremely disappointed with your service. As we are not free to attend the May course, please rebook us on the April course and resend the email attachments.

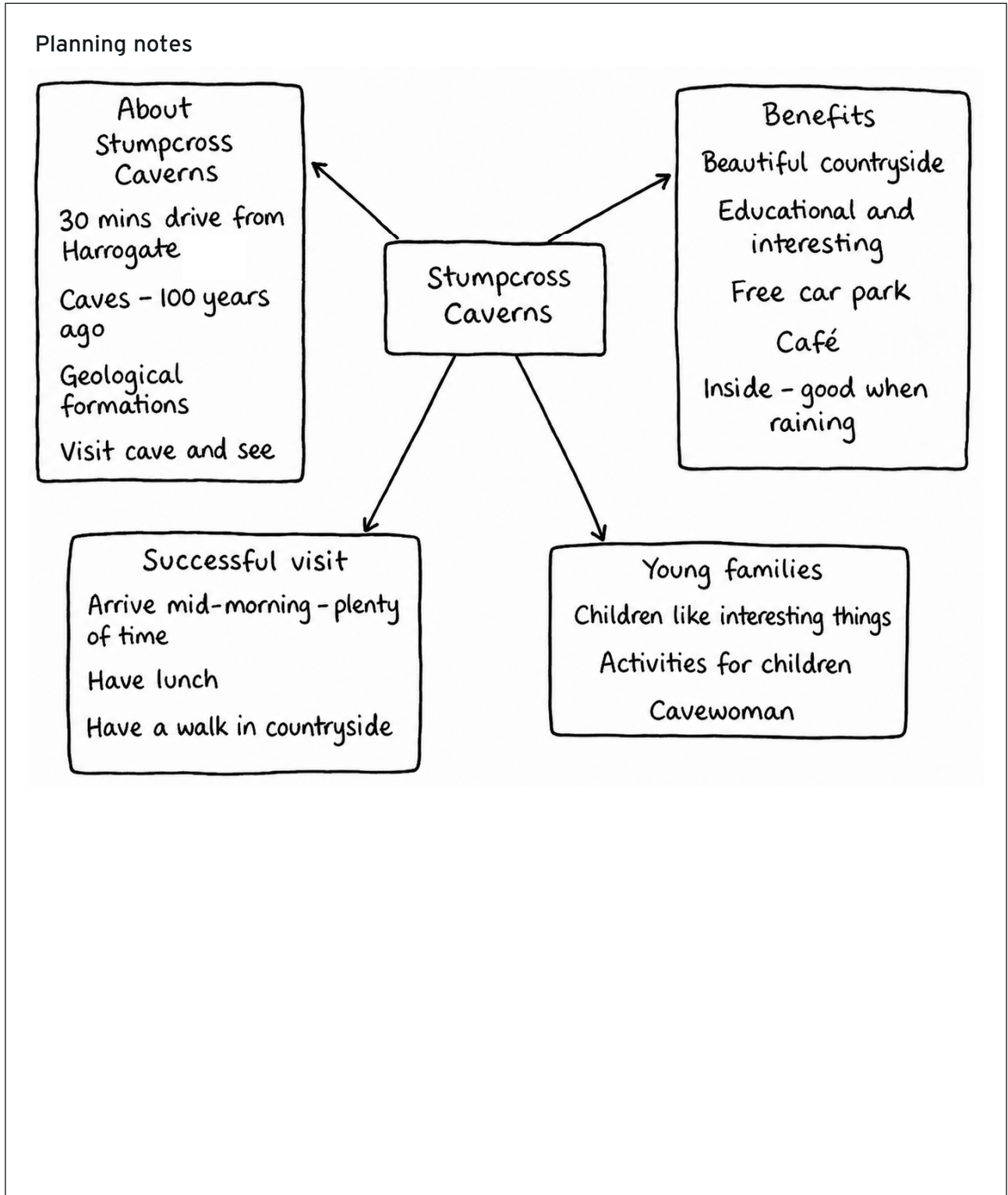
I look forward to hearing from you.

Yours faithfully
Mrs J Brown

Task 3

You work for a local tour operator. Write a report about an area of interest explaining the advantages, making suggestions for a successful visit and detailing its suitability for young families.

You should use the box below to plan your response. You **must** plan for **at least one** task. Write about 250 words.



Report on an area of interest

In this report, I will provide information about a tourist attraction in North Yorkshire called 'Stumpcross Caverns', located in the Yorkshire Dales. It is 30 minutes by car from Harrogate.

'Stumpcross Caverns' are caves which were discovered about 100 years ago by local miners. The area used to be covered with water, so the caves have interesting geological features forming beautiful shapes. Visitors can take the stairs underground to see the caves, following a route of about a mile. You need to wear a safety hat and carry a torch.

There are many benefits of visiting 'Stumpcross Caverns'. The attraction is located in the middle of the Yorkshire Dales with amazing views. Viewing the geological features is not only educational but is also really fascinating. The car park is free, and there is a café serving tasty snacks and drinks. As the attraction is inside, it's a great place to visit when it's raining too.

For a successful visit, I would recommend arriving mid-morning, allowing plenty of time to visit the caves. Visitors can then have a relaxing light lunch and visit the gift shop. If the weather is pleasant, you can have a short walk in the Yorkshire Dales too.

The attraction is great for young families as children are naturally curious and fascinated by caves. The attraction is good for children because it organises fun activities. A character called 'Cavewoman' gives special talks to children about the caves and what life was like in the past.

Candidate marks and rationale

	Assessment criteria	Mark	Rationale
Plan			
1.1	Plan text for a specific purpose	4	There are plans for all three tasks. The plan for Task 3 is very detailed and relevant.
L1 Task 1 - Form			
2.1	Produce content appropriate to purpose	4	The form is completed appropriately with detailed content. An appropriate register is used.
2.4	Use grammar correctly	4	Accurate grammatical structures, with several complex sentences, are used, for example, past perfect and 'if' clauses.
2.5	Use punctuation correctly	4	Full stops, capital letters and commas separating clauses are used correctly.
2.6	Spell words accurately	4	Words are spelt correctly, including spelling of special interest vocabulary, such as 'vegetarian', 'complaint' and 'substantial'.
3.1	Complete a form with open responses correctly	4	The form achieves its main communicative aim.
L1 Task 2 - Formal email			
2.1	Produce content appropriate to purpose	4	An appropriate format is used, and the writing purpose is clear. All three bullet points are covered appropriately.
2.2	Use appropriate language for a given task	4	Correct formal register is used, and the tone is consistent. The letter starts and ends appropriately.
2.3	Structure text in a logical sequence for purpose	4	Clear paragraphing with appropriate staging for a complaint email is used - introduction, details, writer's request. Discourse markers are used, for example, 'However' and 'In addition'.
2.4	Use grammar correctly	4	Accurate grammar structures, for example, past perfect, are used. There are several examples of complex sentences, for example, a relative clause and a gerund.

Candidate marks and rationale (continued)

Assessment criteria	Mark	Rationale
2.5 Use punctuation correctly	4	Full stops and capital letters are used correctly, as well as commas to separate clauses and for introductory phrases. Inverted commas and hyphens are also used.
2.6 Spell words accurately	4	Spelling is accurate throughout, including spelling of special interest vocabulary, for example, 'corrupted', 'options' and 'pre-course work'.
L1 Task 3 - Report		
2.1 Produce content appropriate to purpose	4	The reader is fully informed, and all bullet points are covered.
2.2 Use appropriate language for a given task	4	Register and tone are consistent and appropriate for a report.
2.3 Structure text in a logical sequence for purpose	4	Paragraphs are used effectively. There is very clear development with a clear introduction. Topic sentences are used with expansion.
2.4 Use grammar correctly	4	A wide range of appropriate tenses are used accurately, including conditionals and participle clauses and conjunctions.
2.5 Use punctuation correctly	4	Full stops, capital letters and commas to separate clauses are used. Inverted commas around the name of the attraction and character are used.
2.6 Spell words correctly	4	Spelling is accurate throughout, including spelling of special interest vocabulary, for example, 'geological'.

The candidate scores 72/72 (Pass). The pass mark is 48/72.