

ESOL for Work

Speaking Test

Sample Question Paper B

Candidate Version



UNIVERSITY *of* CAMBRIDGE
ESOL Examinations

English for Speakers of Other Languages

A Member of the Association of Language Testers in Europe (ALTE)

ESOL for Work Speaking Test Sample Materials

There are three parts to the speaking test; in **Part 1**, you will have an **interview**. This will include questions from the sections below:

- all candidates will be asked questions from **Section 1**;
- candidates will then be asked questions from **Sections 2 or 3**;
- candidates will then be asked questions from **one** of the **Sections 4–7**.

This part will last approximately **four** minutes.

PART 1	Interview
Section 1	Introduction
In this part you will be asked questions about yourself, where you live and where you study or work.	
Section 2	Current Work
In this part you will be asked more details about what you do in your job.	
Section 3	Language Learning
In this part you will be asked about your experience of studying English.	
Section 4	Future Work Plans
In this part you will be asked about your plans for work in the future.	
Section 5	Interests
In this part you will be asked about your hobbies and interests.	
Section 6	Transport
In this part you will be asked about how you travel around.	
Section 7	School
In this part you will be asked about the school you went to.	

Part 2 Candidate Task

In **Part 2** of the test you will be asked to give a short presentation on one of the three topics.

This part will last approximately **four** minutes.

INSTRUCTIONS

Please read all THREE topics below carefully.

Choose **ONE** which you feel you will be able to talk about for one minute.

You have one minute to read and prepare your talk.

You may make notes.

Topic A

Talk about a **new employee** in your workplace.

You should say:

- who the person is;
- what sort of work he/she does;
- what he/she did before this job.

How do you feel about this person's future in your organisation?

Topic B

Talk about how your company deals with **customer complaints**.

You should say:

- who deals with customer complaints;
- what customers usually complain about;
- what your company does about the complaints.

Are some customers difficult to please? Why?/Why not?

Topic C

Talk about an important **piece of equipment** in your workplace.

You should say:

- what this piece of equipment is;
- what it does;
- what staff need to know about it.

Is this the best piece of equipment available for the work? Why?/Why not?

Part 3 Task for Candidate

In **Part 3** of the test you will be asked to take part in a communicative activity with the examiner which is made up of an information exchange and a discussion.

This part will last approximately **four** minutes.

Staff Uniforms

Candidate Task

Part 3 Candidate Task

You have one minute to read through this task.

Information Exchange

Your company is thinking about replacing the uniforms worn by your production and delivery staff. The examiner works for a company that supplies and cleans uniforms for businesses. You are meeting him/her to discuss a possible contract.

Find out this information:

1. types of uniform
2. cleaning contracts
3. cost of uniforms

You will then be asked for your opinion on this information.

Discussion

Now discuss this topic with the examiner.

What are the advantages for companies if staff wear uniforms?