The exemplars for the productive skills are examples of learner discourse (spoken or written) that have been assigned benchmarks by CLB experts according to the Speaking and Writing Profiles of Ability.

**Speaking Exemplars**

There are twelve primary Speaking exemplars on the DVD that accompanies this kit. Each primary exemplar is identified on the DVD menu by the benchmark that it represents.

In addition, there are ten secondary Speaking samples on the DVD. These secondary samples are identified on the DVD menu by letters. The benchmark assigned to each secondary sample is shown in the chart below.

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Exemplars for the Productive Skills

Writing Exemplars

There are twelve primary Writing exemplars in this kit. Each primary exemplar is identified by the benchmark that it represents.

Page numbers to locate the primary exemplars are shown in the following chart.

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In addition, there are seven secondary Writing samples. These samples are included for supplementary support and practice. Three of them have assigned benchmarks and four of them do not.

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</table>
### Instructions: Complete your grocery list.

1. Bread
2. Apples
3. **milk**
4. **bannan**
5. **keret**
6. **sup**
7. **sugar**
8. **pop**
9. **tootsie**

Writing Benchmark 1
(continued)

**Instructions:** Write about you. Write 4 sentences.

```
I am Viktoriya.
I am from Toronto, Canada.
I was born in Ukraine.
I married.
I am economist.
```
Instructions: Complete your grocery list.

1. Bread
2. Apples
3. Reise
4. Radt Carrot
5. Chesse
6. Milk
7. Tomamo
8. Corn
9. Eis cream
Instructions: Write about you. Write 4 sentences.

My name is Elena.
My family is small.
My daughter is nice.
I am a student.
Writing Benchmark 2
(continued)

Instructions:
It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

My Room is cold.
It is the problem.
Give my the master, please.
Writing Benchmark 3

**Instructions:** Complete your grocery list.

1. Bread
2. Apples
3. milk
4. oranges
5. banana
6. meat
7. tomato
8. spaghetti
9. 


Instructions: Write about you. Write 4 sentences.

My name is Trina.
I am 44 years old.
I have a car, his name is Vlad.
I am from Rassan.
I like rock climbing and traveling.
My friends are Senia and Liza in Canada.
I meet lot nice people in Toronto.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

**Dear Landlord:**

My name is [redacted]. I am a tenant in apartment #1304 in your building.

Heat in my apartment is not working. It is a cold winter and the temperature in my apartment is cold.

When you would like help me with this problem.

[Redacted]

Trina
Exemplars for the Productive Skills

Writing Exemplars

Writing Benchmark 4

Instructions: Write about you. Write 4 sentences.

I am Réza. I am from Iran. I was born 1953. I was graduated high school in 1971 and university in 1976. I have 2 daughters. I arrived Canada one years ago. Canada is good country for futur. It is my new life. I am looking to better futur.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I live in apartment 505. I have a problem. Recently my apartment is very cold, I think heat system does not work. Sometimes I hear a bad noise. I hope you will be good at your job. Would you mind check that heat and fixing it. I worry for health of my family. Thanks!

Sincerely,

Tenant 505
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

My opinion about global warming is not part of earth’s natural climate change. The global warming is the same industriels that makes polution. The layer ozone has disstrayed and the ice pole melting. When melting there is a site effect increase the heat in the earth. We must control gas industriels because of it will make air is not clean. We must think about futur for the children.
Instructions: Write about you. Write 4 sentences.

My name is Fatoumata, I'm a student at [redacted]. I have been in Toronto for four months and I'm happy to be here. I hope to improve my English quickly and find a good job.
Writing Benchmark 5
(continued)

Instructions:
It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I told you last week, the heat in my apartment still doesn't work, and it is so cold inside.

I think it's because of the power outage, some times, when I turn it on it works few minutes and the it turn off by it self.
Please let me know when you book an appointment with someone about that.
Thank you
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

I think that global warming is an international crisis requiring immediate action. Maybe, the small part of it is part of the earth’s natural climate change, and there is nothing we can do about it.

But, I think we are not of the principal responsible. Human product many things which isn’t good for the nature, and some people never make attention about it. They use natural product without thinking about consequence.
Writing Benchmark 6

Instructions: Write about you. Write 4 sentences.

Hi, My name is Purvi. I was a teacher in back home. I have five years experience as a teacher in secondary school. My special subject is science. I like to work with children. My father and mother are also work in teaching field. So, teaching skill came in my blood. I want to become a good teacher in Canada.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

Hi, Kimmar.

Subject: Repairing work

I am living in Room No. 805 in your apartment. You know that it is very cold. So I tried to start heating, but it’s not working. Please send someone to repair this heater.

I know your job is very hard, but I am sure you will do it as early as possible. Thanks for your help.

- Residence

P.K.
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Global warming, what’s global warming? It is world’s biggest problem. Nowadays, it is biggest issue for mankind. Each country worried about it. I think it is created by human, we all afraid from the global warming.

We in a modern world we all depend on gas, fuel, electricity etc. we all use our car everyday, we all need physical facilities from our family, produce lots of companies work for a different kind of material, which we need usually. All these companies, factories, offices, transportation used a natural
The use of energy. In addition, all natural resources create more pollution. In this process, we make plastic, land, air, and water polluted. By using of plastic and chemical and water make land a pollution. Using of gas fuel create air pollution by spread CO2 and CO in air.

Finally, I want to say that, if we want to save our lives and Earth then we have to put control on use of natural resource. We can try to make less pollution. We can use bikes and public transit for travel. We can reduce the use of private vehicles. I am sure everybody will try to understand me and help me. Government also take some immediate action from above.

grow up more trees and forests.
Writing Benchmark 6
(continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Sir/Madam:

Dipesh
33, 10th Ave.
Scarborough.
M1G 1N4.
Ph: 416-639-
Cell: 416-234-

Dear Sir/Madam,

I know about your classes from my friend. First of all I want to introduce myself.

Education:

I did M.Sc. with my special subject mathematics. I already did B.Ed.
Experience:
I have five years experience as a teacher in secondary school. I taught maths and science in grade 8, 9 and 10. I have 3 years experience for computer works. For instance, Excel, word, data entry.

Expertise:
- I have good speaking and communication skills.
- I have better ideas for work on projects.
- I have best method to make problems easy and understandable for children.
- Good skills to know the children and understand them.
- More patient and listening power.

I would like to join with your classes. I am sure you will give me a chance to prove my self. I am waiting for hearing from your side.
Instructions:
Describe a complex process or procedure in your field or area of expertise.

I am going to describe a science truth. When we are or any kind of lives are breathing, in this process we take O₂ from the air and produce CO₂.

But in the present of the sun or sun light trees are taking CO₂ and produce O₂. This process helps us to make our environment good. It helps us to maintain the quantity of O₂ and CO₂ in the air.
Instructions: Write about you. Write 4 sentences.

I am Lourenzia 24 years old. I am from Namibia and came to Canada 7 months ago, and love Canada, the people in this country more polite. I am doing finance and office assistant program (FOAP) and have more than 14 years experience in Customer Service in retail sector and strong experience in Office assistant from (GDN) Global distribution Network. All my experience from Namibia and currently I am doing FOAP and looking ahead for my Co-op to gain Canadian experience.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

This letter is to inform you about the heat air conditioner that is not working in my apartment.

I am renting an apartment in 2460 building, 3 bedroom in 2208 Apartment number, and my middle room heat is not working. The first winter was working properly, but this winter since it started my room is getting more colder day by day. I need it to be repaired as soon as soon can.

I am looking about to your immediate attention to this matter and to hear from you. Thank you.

Your Sincerely,
Lourenzia
Writing Benchmark 7
(continued)

Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Global warming I believe is an international crisis require immediate action. As we all know global warming is caused by industry and big factories that release bad smoke in the air, that lead to air pollution and when the air is polluted it lead to cause acidic rain. When acidic rain is released it kills plants and trees, the leaves of the tree and cause trees to die when the roots absorb this water under ground. When air is polluted we cannot breath a fresh air and the trees are dying.

Global warming is also cause by mines.
open mining by damaging the soil and the ground which lead to earthquake and other natural disaster.

Global warming is caused by big factory in the ocean that catch fish and when they make or produce their product, they release dirty water and smoke in the water that lead to a lot of killing of fish and later day we cannot have enough.

It will be better if we change those factory that release smoke not to be many in one area, which we will reduce air pollution and not to have a lot of open mining instead have underground mining. When we do the above mention we will help reduce global warming.
Writing Benchmark 7
(continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Mrs. Jonathan,

I am an friendly and energetic person with a strong experience in office assistant and am looking for a position as an office assistant at your organization or Zeev Company.

I have strong computer skills including MS Office: MS Word, MS Excel, MS Access and Internet. Gain this experience most from my private job at Distribution Network as an office assistant, where I assist in running all operations by playing a key role in answering customer calls and directing to manager if requested.
promoting materials such as books and CDs and doing a weekly report and the balances of books and sent an email to the report to the head office to keep my management updated.

I think I am suitable for this position because I have strong experience and from the research that I have made about the company it work with professional training and the workshop that you do I want to be part of this great team. While I can grow professionally and continue to contribute to the company success.

I am looking ahead to hear from you and meet with you to discuss more in detail. Thank you.

Yours Sincerely,
Laurenxia
Exemplars for the Productive Skills

Writing Exemplars

Writing Benchmark 8

Instructions:

It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

This is Yulia from apartment 603.
It is unexpectedly cold in my apartment now. Because yesterday I got that my heat wasn’t working. As you know, it is winter outside and temperature minute 10°C.
Could you please discover causes why the heat in my apartment stopped working and then fix it as soon as possible.

Regards,

Yulia
Apt. 603
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3-4 paragraphs.

In 21th century, modern technology and developments have increased very quickly. It makes humans’ lives become more comfortable and convenient. However, running with that speed of innovations, problems and bad effects appear to our life. It leads to global warming. I believe that immediate action is required.

Even though, the global warming damages the world by weakening the atmosphere, it is result of industries and indirectly technology. Industries are vital for human beings in a way that produces necessary goods and services to survive.
As people demand these goods and services and the population grows, industries develop and increase their production capacity to meet the requirements of rising population.

On the other hand, as industries expand, they require more clear land to establish new factories and use more resources. That is why the environment becomes unable to recover itself dramatically. The world becomes an inconvenient place for humans and other creatures to live.

Therefore, people should make a decision/choice between living in a health-limited welfare and living in a destroyed high world with high level of welfare and opportunities. In addition, people may tend to develop technology which protect the world from harmful industrial effects.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Ms. Smith:

During my online research, I was excited to see opening Practical Nurse position in your hospital. I feel my education and work experience and your requirements are a good match.

I have deep knowledge in nursing theory and practice. I am Registered Practical Nurse with 5 years experience. I am efficient in administering medications, taking vital signs, preparing records, giving patient care, First Aid, CPR, and the like.

I am looking forward to the opportunity.
Writing Benchmark 8
(continued)

to being able to contribute in your hospital's continued success. I eagerly want to join your hospital.
I am looking forward to hearing from you. Let me know if I can provide you with any other informations and references.
Thank you for your consideration.

Sincerely,
Yuhua, RPN
Writing Benchmark 9

Instructions:
It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I am writing to you to explain that the heat in my apartment is not working.
My name is Kim. I live on the second floor, room 214 of your apartment No. 216.
Actually, yesterday around 9 PM, I heard a loud noise near the central heat of my apartment. All of a sudden, it stopped working. The room was very cold in very short time. I called you two times but unfortunately, no one picked the phone.

I am writing to request if the heat could be repaired at the earliest as we are in winter and it is very cold especially in the evening.

I may be contacted on 416-555- for any additional information.

I look forward to hearing from you soon.

Sincerely,

Kim
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Everyone around the world today is affected by global warming. It is an international crisis which requires immediate action.

Today, there are more vehicles on the road which creates lots of pollution damaging the atmosphere day by day. Some industries use chemicals which again destroy the earth little by little and this should be avoided.

Despite government intervention to decrease the risk, the problem exists and it gets worse day by day.

In many countries, people cut trees or there may be large deforestation thus reducing the level of oxygen and destroying the animal habitats thus creating a negative effect in the ecology.

Some factories use too much chemicals which
Writing Benchmark 9
(continued)

destroy the earth thus damaging the ozone layer of the solar system.

The government should work more in partnership with other associations to reduce the risk of damaging the ozone layer. The education should start at school to educate youths about the effect it creates in the atmosphere. Youngsters at very young age should make it a must to use the garbage bin accordingly. Parents should give good examples to children.

There should be a way of preserving the habitat of wild animals and not destroying them. People should be encouraged to grow and cultivate trees to prevent loss of oxygen and soil erosion. The law should be more severe for those who kill animals, whales, sharks to sell their parts. Fishing methods should be banned in certain regions.

The electricity capacity and usage should be reduced. Many countries use lots of voltage than other countries and if we try to use more solar energy rather than electricity, this will help reducing the risk of global warming.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Mr. Browley:

I am applying for the position of 'Youth Worker' at [Blacked Out] Initiatives. I would like to be considered for the above mentioned position in your prestigious company.

I would like to bring my skills, knowledge and experience through:

- Over five years experience in diverse fields of customer service, working with youths with behavioural problems, addiction, poverty
- My proven ability to organise work, manage time and strong interpersonal communication
- My proficiency in Microsoft Office especially when doing client reports and individual filing
- High flexibility to work any shift and ability to work independently as well as within a team environment.
Writing Benchmark 9
(continued)

- Strong devotion and commitment towards the goals of the company.
- Ability to resolve conflicts, show empathy, being neutral.
- Bilingual in French and English.

I would welcome an interview with you at any time during the week or weekend convenient to you.

I look forward to hearing from you soon.

Sincerely,

[Signature]

Kamraa
Exemplars for the Productive Skills

Writing Exemplars

Writing Benchmark 10

Instructions:
It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

Dear [Name],

Hope this letter finds you in good health.

Unfortunately, the heater system at my apartment stopped working since last midnight.

As you know, it is really cold these days, and we have a 1.5-year-old little son. It is impossible to carry on without heating system.

I would appreciate it if you could send somebody to fix the heater at the earliest.

Thank you in advance.

[Name]

Apt #312, [Address]

cell: 647-856- [Number]

Oct 2, 2011
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Even though the natural changes in solar system, earth-sun distance and astronomical factors can be a reason for global warming, but we cannot undermine the influence of human on it.

The text is changed in global weather development almost with the same pace of industrial improvements, when human started to use fossil fuels as a source of energy, the balance of gases in atmosphere disturbed. It affected the ozone layer which is a protective shield for sun rays, eventually the earth atmosphere became warmer than it was before the industrial era.
Now, most of government realized the acute effect of fossil fuels on global warming and some countries are pioneers in public awareness of so-called "carbon footprint" and are implementing strategies to reduce it.

But shift from fossil fuels to natural resource of energy, which is called "green energy" is not cost-benefit in short term. That’s why many countries and industries are reluctant in implementing these plans.

Planet earth is our only home in the universe and it’s everybody’s responsibility to act accountable to preserve this home for ourselves and our children.
Writing Benchmark 10
(continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3-4 paragraphs.

Dear recruiting manager at Pfizer,

I am interested in employment opportunity "Pharmaceutical Sales Representative", job number #16347 in your company.

I believe my extensive background in medical profession and marketing experience will be valuable and objective.

As a member of your team I can bring the following values to your organization:

• Great knowledge of drugs and medical terminology gained through 3 years practicing medicine as a physician.
• 2 years experience of marketing medical equipment with successful track.
• Excellent interpersonal verbal and written...
Communication skills

- Proficient in computer skills including MS office (word, outlook, excel, and powerpoint)
- Dependable, hardworking, able to work in teams and independent
- Detail oriented, accurate and initiative

To discuss how my enthusiasm and talent can add value to your organization, it would be my pleasure to meet you personally.
Please find my resume attached.

To set an appointment, I can be reached on my cell phone 667-856- or my email address: [email]

I am looking forward to hearing from you soon.

Kind regards,

[Name]

[Signature]
Instructions:

Describe a complex process or procedure in your field or area of expertise.

(Instruction for Nurses - to be placed on board at injection room)

How to inject heparin subcutaneously:

- Prepare and keep ready the tools:
  - Heparin vial, 1ml sterile syringe, alcohol scrub pad
- Ask the patient to lie down supine, explain
  - Explain the procedure, select the site (abdomen or thigh)
- Put on your gloves.
- Scrub the injection site with alcohol pad
- Leave 1-2 minutes gap for the alcohol to evaporate
- Withdraw the exact amount of heparin as doctor's prescription. If you are using an insulin syringe make sure it is marked by milliliters NOT units which can be confusing and make you administer wrong dosage of heparin
- Hold the skin at injection site with left hand
- and insert the needle with a 45 degree angle.
Writing Benchmark 10
(continued)

- at stroke s needle entered the skin, change
  the angle to horizontal then enter more. you
  can see the needle beneath the skin
- inject the drug, you should see the skin bulging
  at the tip of needle which leaves a visible white nodule.
- withdraw the needle - don't scrub with alcohol
  - apply a band-aid to cover the prick
  - discard the needle in the designated hazardous yellow box
  - wash your hand
  - observe patient for few minutes before discharge.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

MY NAME IS TOLU AND I LIVE IN APARTMENT 102 AND I WOULD LIKE TO REPORT A PROBLEM WITH THE HEATING IN MY APARTMENT. IT HAS NOT BEEN WORKING FOR THE LAST 2 DAYS, AND THE APARTMENT IS ALWAYS COLD WHEN WE GET BACK FROM WORK, WHICH IS MOST INCONVENIENT AS WE ARE IN THE MIDDLE OF WINTER.

I WOULD APPRECIATE A SPEEDY RESPONSE TO THIS SITUATION AND A REPAIRMAN SENT TO FIX THE PROBLEM AS SOON AS POSSIBLE.

THANKS FOR YOUR UNDERSTANDING,

TOLU (APT 102)
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

I am of the school of thought that believes global warming is part of the earth's natural climate change, and nature be allowed to take its course. With the tears in the ozone layer, new ice melts in the Antarctic and natural disasters like floods, earthquakes and tsunamis happening with greater frequency in recent years, it is apparent that not much can be done to avert these, as they have still occurred even with meteorologists and climate specialists predictions.

What I believe is our responsibility as human beings, is to show kindness and tolerance to our neighbours and treat others as we want to be.
Writing Benchmark 11
(continued)
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3-4 paragraphs.

Dear _JOHN SMITH_: 

I WOULD LIKE TO APPLY FOR THE PROJECT COORDINATOR POSITION ADVERTISED IN THE _NEwSPAPER_, OCT 3RD 2011.

I HAVE OVER 10 YEARS EXPERIENCE IN PROJECT MANAGEMENT, SCHEDULING, AND COORDINATION, HAVING WORKED IN THE NOT FOR PROFIT AND PRIVATE SECTORS. I ALSO HAVE A FIRST DEGREE IN POLITICAL SCIENCE AND A MASTERS DEGREE IN INTERNATIONAL BUSINESS AND MANAGEMENT WHICH I AM CONFIDENT WOULD BE OF GREAT BENEFIT TO YOUR ORGANIZATION.

THE KEY STRENGTHS I WOULD BRING TO YOUR ORGANIZATION INCLUDE:

1. EXCELLENT ORGANIZATIONAL, INTERPERSONAL AND PEOPLE SKILLS, WITH A PROVEN TRACK RECORD OF MEETING
Writing Benchmark II
(continued)

And exceeding set targets:

1. Highly adept at managing and providing excellent administrative support to three top level managers: schedule and calendar management.

2. Strong computer and web application skills that have been utilized to increase traffic on company website by 50%, thus maximizing profit and reducing cost.

I am confident that my combined skills, work experience and education, will be a great asset to your organization. I would be very grateful for the opportunity to interview with you.

Best regards,

[Signature]
Writing Benchmark II
(continued)

Instructions:

Describe a complex process or procedure in your field or area of expertise.

Scheduling the Diary and Calendar of Three

A Senior Manager and the Executive Director, requires a keen attention to detail, organisational, interpersonal and excellent communications skills.

Because of the nature of their positions, an administrative assistant receives 10-15 emails daily from donors, funders, strategic partners, board members, etc. all wanting to schedule a meeting or appointment with the ED. It is quite a balancing act trying to accommodate these important stakeholders, but also managing the ED's calendar to ensure she has some time in between meetings for lunch or coffee breaks, or if she is running late.

A great rule of thumb is to maintain current relationships with other admin/executive assistants.

Generally when a calendar invite is sent out to a stakeholder, it is useful to provide at least 3
Writing Benchmark II
(continued)

Date time options, which reflect the manager's director availability.

Once these steps are adhered to, scheduling becomes an easy and sustainable process.
Instructions:

It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

This is to inform you that the heating system seems to be broken. It stopped working in the middle of the night. I would appreciate it if you have it fixed right away because the place is getting really cold. I can see my breath as I write this letter.
Please help yourself in if I am not home when you come. You can reach me on my cell phone if you want to talk to me.

Thank you for your prompt attention.

Juan.
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Global warming hit home this year. Record breaking temperatures have been recorded through summer and into the fall. This trend is expected to continue in winter. Carbon emissions may be the cause of this phenomenon as they deplete the atmosphere’s protective ozone layer.

The international community should take immediate steps to control the amount and type of industrial emissions that factories, motor vehicles and other sources of contamination produce.

It may be late now to revert the warming trend. But waiting any longer may have
Writing Benchmark 12
(continued)

desastrous consequences. Global warming is not just affecting crops, and making the weather less bearable; it may be the cause of ever growing tropical storms, melting of the poles and even earthquakes. No expense is too high. Action must be taken at any cost.
Writing Benchmark 12  
(continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview. Your letter should be 3 - 4 paragraphs.

Dear Personnel Manager:

Please accept my application for the position of Business Analyst with [Company Name]. My education and work experience make me an ideal candidate for this role.

In previous positions I have conducted organizational assessments and modeling of current and best practices. In my work I use a consultative and participatory approach.

I am familiar with project management tools and principles. I also possess a
strong command of computer operation. I work well in either group settings or individually.

My education in law and my master degree in public administration provided me with the ability to understand and develop policies and procedures to improve business processes.

I look forward to meeting with you to discuss in more detail how I can contribute to the work of Associates.

Yours Truly

[Signature]
Writing a funding proposal requires the participation of a number of stakeholders and the application of a rigid series of requirements.

The process begins with a brainstorming session. Everybody is invited to contribute ideas and information to develop a project concept. Also, at this stage a project team is put together mostly by volunteering. The project team gathers all the supporting information needed to write up the proposal. In this process, often, external stakeholders, such as partner organizations and government agencies are contacted.

The writing begins while information is...
Exemplars for the Productive Skills

Writing Benchmark 12
(continued)

being gathered. A completed proposal is usually made of not less than twenty pages. Sometimes, chapters are distributed among the project team members. But, with the new Internet’s collaborative technologies it is easier for everyone to work on every piece of the document.

Once the proposal is completed, management reviews and submits it before the deadline.
Secondary Writing Samples

These Secondary Writing Samples are included for supplementary support and practice. Three of them have assigned benchmarks, and four of them do not.

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Writing Secondary Sample A

Instructions:

It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I hope this finds you well.
For the past 3 weeks I’ve noticed that the heating system in my apartment has not been functioning properly. It’s getting increasingly cold and the temperature inside has reached an uncomfortable level. My unit seems to be colder than outside. I would like to request an inspection of the heating system in my unit for possible malfunctions.

Please let me know the time and date when the inspector will come so I can make the appropriate arrangements.

Thank you for your consideration.

Sincerely,

[Signature]
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Much has been discussed about global warming. Some scientists would argue that an opposite effect is actually taking place, and instead of the earth warming up, the temperatures have actually been decreasing.

If there is a global warming, then we will need to seriously consider the causes of such phenomenon.

If global warming is due to an increase of the earth’s temperature, what is causing it? If human greed and apathy towards the environment has lead to a depreciation of our quality of life, then we must take this into consideration.
We will need to start by raising a conscious awareness of the vital role each of us play in this world. Education of the mass should start by becoming knowledgeable of our habits and practices and how it affects in environment which we live. In my personal opinion, there are 3 areas that would need to be addressed; our wastefulness, apathy about the environment and lack of responsibility.

We opt for the easy way out. We tend to do things because they are convenient and require less effort, without considering what implications it will have or consequences it may have. It is easier to drive to work than to use public transport.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Human Resources Manager:

It is with great interest that I submit my qualifications for the Settlement Counselor position. My hands-on practical experience combined with my educational background in cross-cultural psychology make me an ideal candidate for this role.

My most relevant experience comes from working as a counselor for a non-profit organization that provides assistance to newcomers. My responsibilities include, but are not limited to, interviewing clients to gather information and assess current needs, creating feasible action plans, liase...
Writing Secondary Sample A
(continued)

with community partners and ensure that referrals to appropriate services are followed.

Furthermore, I have worked in a variety of settings such as schools, community services, job search preparation programs and advocacy organizations. In these settings I learned much about myself and the varying challenges and demands this client population face. Flexibility in my writing practices is one of my trademarks.

I hope this gives you a good sense of how I can contribute to your institution. Thank you for your consideration and look forward to hearing from you soon.

Sincerely,

[Signature]
Instructions:

Describe a complex process or procedure in your field or area of expertise.

Although I would not consider myself an expert, I am confident that I have the necessary experience and knowledge to understand the needs of a professional newcomer and the process of bias or her adaptation. My current position as a facilitator allows me to identify challenges and barriers internationally educated professionals will encounter when accessing the labour market in Canada, and puts me in an strategic position to help them prepare for it. The most complex process would be helping professional newcomers reach a competitive level to be able to secure meaningful employment. Many of them come with extensive experience and high levels of education. This combination would put them in an
Writing Secondary Sample A
(continued)

advantage and give them an edge of they out to find employment in their country of origin. Unfortunately, that is not the case in Canada.

Wary employers who are not able, or perhaps, not willing to assess their skills not only for an entry level position, but at an appropriate level have been one of the biggest challenges. While opportunities have been steadily increasing, there’s still a long way to go.

Statistics show that currently Canada relies on 54% of international skilled immigrants and within 7 years it will climb to 100%. This should be an incentive for employers to jump on the band wagon.
Instructions:
It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

My name is Viktoria and I am your tenant living in unit 1. The reason I’m writing you is for a heat failure in rented apartment. It stopped working gradually yesterday in my place but it seems that the other tenants aren’t having any problem.

Can you please, sent a plumber to check our heat system as soon as possible because I’m afraid that my children can get sick.

My contact phone number is xxx.

Looking forward hearing from you.
Sincerely, Viktoria
Exemplars for the Productive Skills

Writing Exemplars

Writing Secondary Sample B
(continued)

Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Global warming is becoming a major concern among most of the countries. The Earth climate is changing bringing with catastrophes like flooding, tornadoes and heat wave spells.

Most of people think that global warming is a result of technogenic interventions of people into atmosphere like carbon monoxide expel level rising, that causes green house effect. They strongly believe that if people stop using all natural gas and oil and switch on solar and wind...
power, reduce the numbers of cars it can prevent the world from further temperature rising.

But another group of scientists highlighted that there are not enough evidences proving technogenic cause of global warming. Measuring the level of carbon monoxide in Arctic ice they found out that the Earth climate has always changed in cycle.

I agree with the later group and think that more scientific work and experiments should be done to reveal the real cause of global warming.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Personnel Manager:

My name is Viktoria and I would like to get a position related to mental health expertise in the company.

I have a Master Degree in Medicine and I worked for 5 years in XX Hospital as a mental health consultant.

I worked with people having cognitive and emotional problems, helping them cope with it and teaching their families in solving mental health and social issues.

From 2004 to 2009 I conducted a research of behavioral disturbances
Writing Secondary Sample B
(continued)

In criminal working as a clinical researcher in ABC. In 2009 I defended thesis and was granted Ph.D. Since then I've continued working in ABC assessing evaluating side effects of antidepressants on cognitive abilities.

Having such an extensive experience of behavioral, emotional, cognitive problem and their treatment, I could excellent management skills I could participate in research conducted by the company.

In order to gain more knowledge about the leading research I would like to ask you for scheduling me for the informational interview. I am available any time at phone: XXXX looking forward hearing from you.

Sincerely, Viktoria
Instructions:

Describe a complex process or procedure in your field or area of expertise.

Working as a forensic psychiatrist, I start my work with reading the referral paper from court or police to find out the description of the case and followed questions.

Then I examine carefully the criminal or civil case and medical documentation with great attention to behavior of offender in the interested situation, accompanying the compare his/her explanations with victim's and witness's explanations.

Then I interview the offender doing his/her general...
mental assessment and his/her ability to realize his/her actions and control them in a given situation.

Then I make my own decision, present the case on the commission, where the missionary decision is finally made.

The last step is making the report following the forms where the answers to the court/police questions are given.
Writing Secondary Sample C

Instructions: Write about you. Write 4 sentences.

I am a vibrant, dedicated and determined individual. Prior to coming to Canada, I had been living in Namibia where I was working in a bank as a customer service consultant.

My country, Namibia, is a very beautiful place and we are people with warm hearts, loving and caring.

I am coming from a family of seven children and I am the last born.

I always have a dream of one day becoming a business owner, because it runs in the family. And I do believe that I will be very successful in my life.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I am writing this letter to you, to raise my complaint regarding the heater in my apartment which is not working.

As we all know it is winter time and that the apartments get extremely cold, especially if there is no heat to warm it up, it gets unbearable when it’s cold.

Would you be kind and send one of your handy man to come and repair it for me, before I pick up a cold.

Please do not hesitate to call me.

Yours sincerely,

[Signature]
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth's natural climate change, and there is nothing we can do about it. Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken. Your essay should be 3 - 4 paragraphs.

C believe that global warming is each and everyone on this planet's concern, because it affects us all. We are all to take up action for the reduction of global warming and to start taking care of our planet for us and for the coming generations.

Most of the hazardous chemicals on earth are man-made and there are less that is being done to keep the planet clean.

People should start to stop the use of chemicals, chopping off trees and plant more trees, produce stuff that are no harm to the earth and those living on it. People should start using bicycles than cars especially in country
Writing Secondary Sample C (continued)

countries that one has a big populations / that are population dense.

At the end will all have clean air to breathe and we'll all are our beautiful planet.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview. Your letter should be 3 - 4 paragraphs.

Dear Mrs. Sharon Brown: 

My name is Brenda [redacted]. I am writing to you this letter because I am interested in working to work in your company. The area area of my expertise is as a Consultant and I understand that there is a vacant position in your sales department at the Barrie branch.

I have over 8 years progressive experience in Customer Service as an Service and Sales Consultant, the job I held prior coming to Canada. I receive professional training in customer relation, product knowledge and etc. Moreover, I have experience in computer skills, which includes MS Word, MS Excel, MS Access, MS Power Point,
Writing Secondary Sample C (continued)

I believe with all this experience and skills I will be the right candidate as I will bring client service skills and sales strategies to your esteemed company in order to help you reach your sales targets as set for you from the Head Office.

Thank you for considering my letter and I am looking forward hearing from you soon.

Yours sincerely.

[Handwritten signature]

Please find attached to this my resume.
Writing Secondary Sample C
(continued)

Instructions:

Describe a complex process or procedure in your field or area of expertise.

The ability to meet people of all kind of walk, that is the most complex procedure in my field of expertise. The fact that everyday you’ll meet different kind of persons and that you could help some of them to do banking in a very good way (meaning educating client on how to handle their money), solving client queries, serving people with a smile and being able to listen to their problems when they need some one to listen to them knowing that someone cares for them. Delivering to the company and their shareholders, being pro-active at all times.

And just to know that today I made a client happy.
Instructions: Write about you. Write 4 sentences.

My Name is Ranjini. I have a bachelor’s degree in Commerce. I was work at a Bank as a Bank Teller. Also I had a experience as a Administration Assistant. I have taken some Courses as a Bank Teller and Accounting and Book Keeping. I would like to work in a Financial Industries.
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I would like to request about heating.
Last two days our apartment heating is not working. It is really hard to live in our apartment. The weather was too cold.

Please could you fix the heating as soon as possible.

Thank you,

Sincerely,

[Signature]

[Address]
Writing Secondary Sample D
(continued)

Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth's natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

Global warming is a very big issue now in the all over the world. I believe it People think, They can stop the global warmings. Three Points are very important part in global warmings. Those are reduce the heating Power Solar system, and Green house. Most of the People use Air conditioner and fridge. This is affect the earth. Air conditioner reduce the heating Power in the earth. Also fridge reduce the Clorofloro Caban. This one make effect in Ozone. If People quit to use Air conditioner we can stop the Global warmings.
Green house is very good solution for the global warmings. Most of the companies and offices are starting to grow the trees and plants in their buildings. It makes cool.

Solar system is very good solution for getting electricity. Solar power is a very good source for the power. I think it doesn't effect the earth so people need to save our earth from the global warmings.
Writing Secondary Sample D (continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Sir, David, Personnel Manager:

I am looking Accounting Assistant job in your company. I got this job opportunity through out the Monday September 5th 2011 news paper. I think I am fit for this position I would like to give some of my experience and education and matching in this position. I had a Bachelor degree in Commerce also I finished my high school in Toronto. I have taken courses are bank teller and accounting and book keeping. Currently I am enrolling finance and office assistance program in Toronto. I have 9 over 5 years experience as a bank teller I am my country. I am a very
Friendly person. My strength is working with numbers. I have a lot of experience in accounting. So I would like to work as an Accounting Assistant. If I get the chance to work in your company, I will use my strengths to gain company profit. Also, I am well organized. Person in my past job I organized file memo and my work-related documents in date and year order. So this is helpful to find the documents easily and save the time.

I am looking feedback from your company. Thank you for your time to take my application.

Thank you.

Sincerely,
[Signature]
Instructions: Write about you. Write 4 sentences.

-I am Amadou. I am from West Africa.
-I have been lived in Finance more than 12 years, and then I came to Canada on September 18th, 2010 to looking for more opportunity.
-My first goal was to learn English and I have started out
Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I am writing to inform you that the heat in my apartment does not work.

I would be grateful if you can repair it, because it is very cold inside.

I am looking forward to hearing from you as soon as possible.

Thank you,

Amodou
Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth's natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

---

My opinion that global warming is a something everybody can do. 

I think we can not stop the progress for humanity and we have to live with this progress. If everybody we are base because different to the homosapiens because some people worked for the revolution and we are here now.

I would like say just everybody has to do what he should do:

- Recycling
- Take care about the environment
- Do not dest
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Human Resource Manager,

I am writing to apply as an accountant position in your company.

After graduate as a Bachelor degree in Accounting, I have been worked for a several years as an accountant in my home country. I worked for in the banking sector.

My roles in this position was to prepare the financial statement, accounting clerk, prepare report information report.
I am proficient in Microsoft Office (Word, Excel, Access, PowerPoint) and some house software.
I am fluent in both French and English with high communication skills.
I think my experience and knowledge match with what are you looking for as an Accountant.
I look forward to hearing from you.
Sincerely,

Amadou
(647) - 782 -
Exemplars for the Productive Skills

Writing Exemplars

Writing Secondary Sample F

Instructions:

It is a cold winter, and the heat in your apartment is not working.

Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I live in apartment 507. As you know winter started early and last Monday when we wanted to start the heating, it didn’t work.

The heating control box in our apartment doesn’t show anything on the screen. I checked the fuse box but everything seems to work fine. So the problem might be within the unit itself. I wrote you a repair order last week but still haven’t got any answer from the management office.

Could you please send some technician to have a look at our heating system at the earliest possible. The cold in the apartment we can not stand the cold in the apartment at night.

Thank you for your time and consideration to our problem.

Regards,

A.R.
Exemplars for the Productive Skills

Writing Exemplars

Writing Secondary Sample F
(continued)

Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth's natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3 - 4 paragraphs.

The changes we are experiencing with the weather and all around the world is a matter to take under consideration by the people and the nations. There is people who think global warming that takes much to talk. On one hand, we have people who think global warming is a crisis that affects the whole world. And on the other hand, there is people who think that earth's natural climate changes are something that not much we can do about it.

In my opinion, I think global warming is a problem that involves everyone's attention. We are all living in this environment, the actions of our daily interaction in life have significant impact on the ecosystem that surrounds us. For example, let's take simple examples from our life: the chair we sit everyday to have breakfast is made out of
Wood. Wood that has been taken from the forest. If the company that bought the wood to produce the chair don’t plant another tree. Soon they will run out of forest as their main supplier of wood and we, the people will have less green gone to provide us from clean air. Other consequences include the extermination of wild life eco-system.

To emphasize my point of view,

Saying this, I strongly believe that actions should be taken to rescue and preserve our eco-system. There is a matter actions have to come from each individual to the governments of all nations. Among the first tasks to address should be educational programs by the community and the governments. Design and approve new regulations concerning the environment the preservation of the environment.
Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Phil [Redacted], Marketing Director at Mylan:

I am looking for an opportunity to continue my career in the pharmaceutical industry on the marketing field. I am a Senior Brand Manager with international experience in the pharmaceutical sales and marketing for Rx and OTC products.

I have designed and implemented marketing plans, marketing campaigns, and conducted several market studies for [Redacted] and [Redacted]. I am well known to budget management, product launch and promotion programs for both doctors and consumers. I have strong great communication skills, strong leadership, problem solving abilities and good teamwork player.
I think that with my past experience, great managerial skills and maximizing optimum can contribute to add superior value to Mylan's performance.

I really would like a chance to meet with you and discuss career opportunities within your team, at your earliest convenience.

Please find enclosed my resume for your review and consideration. I appreciate your time.

Best regards

Alexander

alexander@gmail.com

cell: (647) 970-
Instructions:

Describe a complex process or procedure in your field or area of expertise.

The Marketing Plan is the main task of a Brand Manager because it involves the design of the strategy that will define the life of a product in the market.

It all starts defining the market your product will serve and then you will have to target who your consumers will be. Your Target is composed by main target which are consumers that will primarily use your product and secondary target which are consumers that most probably will use your product.

Once you have your target set, you will have to define the strategy to introduce your product to the consumer. There are several strategies to launch a product; it all depends on various factors as: product usage, if it is a new product, new product on an existing market or simply a new product for a new market.

The launching strategy is subdivided into what is known as the 4Ps of marketing: Product, Price, Promotion.
and Place. Product is to know what is your product, what are its components, what are its uses and most important what are its advantages. Price is the strategy defining the right strategy for the product; are you going to have an introduction price, are you a premium price product, are you a lead product or a follower. Promotions stands for the definition of the programs you will have with your clients and whole saler. Last but not least is the place, which defines the places where you want your product to be in for the consumer to buy. In other words, get your product available for your consumer.

The final part of the marketing plan is to design the marketing campaign. For which you usually use the help of an advertising agency. With your input they will create a campaign that translate the strategy defined.

From here all you will have to do is implement all these activities as you planned in your time frame.

Good luck!
Instructions:

It is a cold winter, and the heat in your apartment is not working.
Write a short letter to your landlord. Explain the problem. Ask for a repair.

Dear Landlord:

I hope everything is going well. Unfortunately, I have to inform you that the heating system doesn’t work as well as you informed me.

On the other hand as the hydro is not included in our agreement, using electrical heater cost is not cheap enough to use it.

I will be glad with you to send a person to repair it during next 24 hr.

I am waiting for your reply, as soon as possible.

Best wishes
Shahriar


Instructions: Some people think that global warming is an international crisis requiring immediate action. Others believe global warming is part of the earth’s natural climate change, and there is nothing we can do about it.

Write an essay expressing your opinion on global warming. Indicate whether you believe immediate action is required, and if so, what action should be taken.

Your essay should be 3-4 paragraphs.

Regarding global warming, I believe that both of two ideologies, but it is difficult to separate the main reason belongs to which one.

The earth’s space is a limited volume, however, it seems that it is large enough for humans to do whatever he wants!

Engaging if you smoke, a cigarette in a big hall, which is about 500x500x500 = 12,500,000 m³, a person just in opposite side may not smell anything, but if 100 person start to smoking in the same time, the result should be different and the person in opposite side will feel the cigarette smell after some times.
Writing Secondary Sample G
(continued)

Instructions: You are seeking employment in your field of expertise, and you know of a company where you would like to work. Write a letter to the personnel manager of the company. Indicate the type of employment you are seeking. Describe in detail your education, experience and expertise. Emphasize the strengths that you would bring to the position, and request a job interview.

Your letter should be 3 - 4 paragraphs.

Dear Mrs. Holly:

I see your advertising in a magazine and interested in your request.

First of all, I would like to introduce myself as a chemical engineer educated in arad university of Tehran/Iran.

My main professional experience is about shoe polish manufacturing, included all types of formulations, suppliers, machines, calculating, finished cost and whatever we need in a shoe polish factory. On the other hand, I know some good information about cosmetics and resins, etc.
Regarding my titles, I started my job as a Product manager for 3 years and Sales manager for 7 years and Managing director for 1 years.
I am available to have some business trips to other cities or countries too.
I will be glad with you to make an appointment for interview.

Many thanks for reading my letter in advanced.
I will be waiting for your reply.
Best wishes,
Shahrak