

EMAIL WRITING

Past-paper questions and model answers

This teaching handout compiles the Pearson Level 1 writing tasks supplied by the user. Model answers are original teaching examples, not official Pearson responses. Where fewer than five genuine questions were available, clearly labelled Pearson-style practice tasks have been added.

How to use this handout

Read each exam-style task first and plan your own answer. Then compare your work with the model response. Notice the format, paragraphing, tone, detail and how every bullet point is covered.

Exam reminder: Pearson Level 1 Writing assesses spelling, punctuation and grammar as well as how clearly and appropriately you communicate for purpose and audience.

Practice 1 - Pearson past paper

Source: Past Paper 1 - Task 2

Information

The security team is planning improvements at your workplace, college or school. They are considering more CCTV, lockers, extra security staff and regular ID card checks.

Writing Task

Write an email to the security team where you work/study about how to keep people and belongings safe and secure.

In your writing, you should:

- give your views on security in your workplace/college/school
- explain what you think about the suggestions and give some of your own

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

To: security@college.org

Subject: Ideas to improve security

Dear Security Team,

I am writing to give my views about security at the college. In general, I feel safe during lessons, but the entrance and bicycle area can become very busy, especially at lunchtime. Some learners also worry about leaving laptops and bags unattended.

I think more CCTV would be useful near the main entrance and bicycle racks because it could discourage theft. Lockers are also a good idea, although they should be large enough for bags and coats. Extra security staff could help at busy times, but I do not think constant ID checks are necessary inside the building because they may cause long queues.

I would also suggest better lighting outside the college and a clear system for reporting lost property. A short reminder about keeping valuables safe could be included during induction.

Thank you for considering these suggestions. I hope they help to make the college safer for everyone.

Kind regards,
Amina Khan

Model answer word count: 161 words | **Target:** 150 to 200 words

Practice 2 - Pearson past paper

Source: Past Paper 2 - Task 1

Information

The Mayor will visit your organisation. David Armstrong asks staff to suggest what she should see, who she should meet and how the visit could benefit the organisation.

Writing Task

Write an email to David Armstrong about your ideas for the visit.

In your writing, you should:

- describe what the Mayor should see
- say who she should meet
- explain how this can benefit the organisation

You should aim to write about 200 to 250 words.

(21 marks)

MODEL ANSWER

To: David.Armstrong@organisation.web

Subject: Ideas for the Mayor's visit

Dear David,

Thank you for asking for ideas about the Mayor's visit. I think we should give her a short tour of our training rooms, computer suite and new community café. These areas show the range of services we provide, and the café is a good example of how learners gain practical work experience.

The Mayor should meet a small group of learners from different courses, together with tutors and volunteers. Learners could explain how the organisation has helped them improve their English, digital skills and confidence. It would also be useful for her to meet our careers adviser, who could describe the support available for employment and progression.

The visit could benefit the organisation in several ways. Positive local publicity may encourage more residents to join our courses, and it could help us build stronger links with the council. If the Mayor sees our work directly, she may also understand why continued funding and community partnerships are important.

I suggest ending the visit with refreshments in the café and a short photo opportunity. This would create a friendly final impression.

I hope these ideas are useful and help you decide what action to take next.

Kind regards,
Samira Ali

Model answer word count: 208 words | **Target:** 200 to 250 words

Practice 3 - Pearson past paper

Source: Past Paper 4 - Task 2

Information

A friend has moved away and emails you. You reply to tell your friend what you are doing now.

Writing Task

Write an email telling your friend what you are doing now.

In your writing, you should:

- tell your friend about your course and/or job
- explain what you like to do in your spare time

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

To: yourfriend@mailbox.net

Subject: What I'm doing now

Hi Maya,

It was lovely to hear from you. I miss seeing you, so I thought I would tell you what has been happening here.

I started a new English course last month, and I am really enjoying it. We practise reading, writing and speaking, but my favourite part is the group discussion because everyone shares different ideas. I have also started working two mornings a week in a local charity shop. The job is busy, but the staff are friendly and I am learning how to deal with customers.

In my spare time, I still go swimming on Saturday mornings. I have also joined a small walking group, which is a great way to relax after a busy week. When the weather is bad, I stay at home, watch a film or try a new recipe.

How are things in your new town? Write back soon and tell me what you have been doing.

Best wishes,

Nadia

Model answer word count: 164 words | **Target:** 150 to 200 words

Practice 4 - Pearson past paper

Source: Past Paper 5 - Task 2

Information

Bring It Home advertises a quick, safe and efficient delivery service. Your parcel arrived late, was left on the doorstep and the contents were damaged. A telephone complaint was not handled helpfully.

Writing Task

Write an email to Bring It Home complaining about the service you received.

In your writing, you should:

- explain in detail why you are unhappy
- say what you would like to happen next

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

To: bringithome@mailbox.biz

Subject: Complaint about damaged delivery

Dear Customer Services Team,

I am writing to complain about a parcel delivered to my home on Tuesday. Your company advertises a quick, safe and efficient service, but my experience was very different.

The parcel was due to arrive in the morning, yet it was delivered after 7 p.m. No one knocked on the door, and the driver left it on the doorstep in the rain. When I opened the box, I found that two glass items inside were broken. I then telephoned your customer service line, but the person I spoke to was unhelpful and simply told me to contact the seller.

I would like you to refund the delivery charge and arrange compensation for the damaged items. I would also appreciate an explanation of why the parcel was left outside without permission.

Please reply within seven days and let me know how you intend to resolve this matter.

Yours sincerely,

R Ahmed

Model answer word count: 159 words | **Target:** 150 to 200 words

Practice 5 - Pearson past paper

Source: Past Paper 6 - Task 1

Information

Lee is starting a new course to help with his career. He wants advice about doing well, making friends and managing the workload.

Writing Task

Write an email giving Lee advice about the course.

In your writing, you should:

- say how Lee can do well on the course
- give Lee advice on how to make new friends
- explain how you manage your own time and workload

You should aim to write about 200 to 250 words.

(21 marks)

MODEL ANSWER

To: lee@mailbox.biz

Subject: Advice for your new course

Hi Lee,

It is great that you are starting a new course. I know beginning somewhere new can feel stressful, but a few simple habits can make a big difference.

To do well, try to attend every lesson and keep your notes organised from the start. If you do not understand something, ask your tutor instead of waiting until the problem becomes bigger. It also helps to review your notes for fifteen minutes after each class, because regular revision is easier than trying to learn everything before an assessment.

Making friends usually takes time, so do not put too much pressure on yourself. Sit near different people, join group activities and ask simple questions such as what course they did before. You could also have lunch with classmates or join a college club.

I manage my workload by using a weekly planner. I write down deadlines, break large tasks into smaller steps and choose two important jobs to complete each day. I also leave one evening free so that I can relax.

I am sure you will settle in quickly. Let me know how your first week goes!

I hope these ideas are useful and help you decide what action to take next.

Best wishes,

Imran

Model answer word count: 211 words | **Target:** 200 to 250 words

Practice 6 - Pearson past paper

Source: Past Paper 7 - Task 2

Information

You and a friend attended a sports event. The tickets were expensive, the food and drink were poor quality and pricey, the staff were rude, and your view was bad.

Writing Task

Write an email to Alan Buckley, Customer Services Manager, to complain about the sports event.

In your writing, you should:

- describe what went wrong at the event
- say what you would like to happen next

You should aim to write about 150 to 200 words.

(15 marks)

MODEL ANSWER

To: alanbuckley@customerservices.biz

Subject: Complaint about Saturday's sports event

Dear Mr Buckley,

I am writing to complain about the sports event I attended with a friend last Saturday. We had been looking forward to the day, but several problems made the experience very disappointing.

First, the tickets were extremely expensive, yet our seats had a poor view of the field. We could not see one end of the pitch clearly. The food and drinks were also overpriced, and the food we bought was cold and poor quality. When I politely asked a member of staff for help, he was rude and told me there was nothing he could do.

I do not think the service matched the price we paid. I would therefore like a partial refund for our tickets and an apology for the way we were treated. I also hope you will review staff training and the quality of food sold at future events.

I look forward to your reply.

Yours sincerely,

A Patel

Model answer word count: 163 words | **Target:** 150 to 200 words