THE HONG KONG POLYTECHNIC UNIVERSITY

GRADUATING STUDENTS’ LANGUAGE PROFICIENCY ASSESSMENT (ENGLISH)

Written Language Test (Sample)

(80 minutes)

Question Book

INSTRUCTIONS

1. Write your Candidate Number and Seat Number in the spaces provided above in blue or black pen.

2. Answer BOTH tasks.

3. Use the space provided in this Question Book for notes and drafts. Nothing written in this book will be assessed.

4. Write your final answers in the Answer Books.

5. You should spend about 35 minutes on Task A, and about 45 minutes on Task B.
Situation

❖ You work for a company that has branches in Beijing and Shanghai.

❖ You saw the following advertisement in the South China Morning Post this morning.

WORKPLACE PUTONGHUA

Learn or improve your Putonghua for business purposes.

❖ Professionally qualified and experienced teachers
❖ Learn in small groups
❖ Day or evening classes
❖ $2,000 per course
❖ Certificate provided
❖ Optional 1-week intensive workshop in cities in China
❖ $5,000 for workshop with accommodation in 4-star hotel

Ring:
Mandarin Language Centre

❖ You are very interested in attending this course and you would like to go on the 1-week intensive workshop as well.

Task

1. Choose a role for yourself in the company:

   My job is in the ___________________ section. I am ____________________.

2. Choose two or three of the suggestions above or create your own idea(s).

3. Write a memo to Ms Jolene Tsai, your company’s Human Resources Officer:
   ❖ refer briefly to the situation;
   ❖ ask for financial support and paid leave so that you can attend the workshop;
   ❖ explain how your attendance would benefit both you and your company;
   ❖ close the memo.

4. Write approximately 150 words. Use complete sentences.
Use this page for notes and **first draft**.

Write your final answer in the separate **ANSWER BOOK** for **Task A**.
Situation

❖ Last month, your company gave you leave and paid for you to attend a Putonghua workshop in Shanghai, organised by the Mandarin Language Centre. The workshop was held in the Empress Hotel, a 4-star hotel near the city centre.

❖ At the end of your stay, the Empress Hotel asked you to complete a questionnaire about the service provided. Your responses are given on the opposite page.

❖ You have returned the questionnaire to the Empress Hotel.

❖ However, you were so upset by the level of service that you have decided to write a letter to the Mandarin Language Centre, complaining further.

Task

1. Choose a role for yourself in the company:

   My job is in the _____________________ section. I am a _____________________.

2. Write a letter to Mr James Chin, the Manager of the Mandarin Language Centre:
   • refer briefly to the situation;
   • give details of the problems you encountered during your stay at the hotel;
   • make EITHER suggestions for the future OR a request for compensation;
   • close the letter.

3. The quality of what you write is important. You need to make your points clearly and convincingly. Be realistic and constructive.

4. Write approximately 200 words. Use complete sentences. Do not use your real name.
**EMPRESS HOTEL - CUSTOMER SATISFACTION SURVEY**

I hope that you have enjoyed your stay at the Empress Hotel. At our hotel, we believe that the quality of our service depends on feedback from our guests. I would therefore be very grateful if you could spend a few minutes completing this simple questionnaire, indicating how satisfied you have been with our range of services.

Please return the completed form to the Reception and accept with our compliments a voucher for two drinks at the Haven Lounge (5th Floor).

<table>
<thead>
<tr>
<th>I was satisfied with the:</th>
<th>Strongly Disagree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>cleanliness of the room</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>room service</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>swimming pool &amp; sauna</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>quality of food</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>night club / disco</td>
<td></td>
<td></td>
</tr>
<tr>
<td>helpfulness of reception staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>level of security</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank you for your co-operation

Hotel Manager
Use this page for notes and **first draft**.

Write your final answer in the separate ANSWER BOOK for **Task B**.
THE HONG KONG POLYTECHNIC UNIVERSITY

GRADUATING STUDENTS’ LANGUAGE PROFICIENCY ASSESSMENT (ENGLISH)

Written Language Test (Sample)

(80 minutes)

Answer Book (Task A)

INSTRUCTIONS

1. Please stick one of your barcode labels in the box at the top of this cover page.

2. Write your Candidate Number in the space provided on each page in blue or black pen.

3. Use the space provided in this Answer Book to write your final answer for Task A.

4. You should spend about 35 minutes on Task A, and about 45 minutes on Task B.

5. Do not use your real name in your answers to either of the tasks.
WRITING TASK A

Write your final answer here:

MEMORANDUM

To: Jolene Tsai

From:

Subject:
THE HONG KONG POLYTECHNIC UNIVERSITY

GRADUATING STUDENTS’ LANGUAGE PROFICIENCY ASSESSMENT (ENGLISH)

Written Language Test (Sample)

(80 minutes)

Answer Book (Task B)

INSTRUCTIONS

1. Please stick one of your barcode labels in the box at the top of this cover page.

2. Write your Candidate Number in the space provided on each page in blue or black pen.

3. Use the space provided in this Answer Book to write your final answer for Task B.

4. You should spend about 35 minutes on Task A, and about 45 minutes on Task B.

5. Do not use your real name in your answers to either of the tasks.
WRITEING TASK B

Write your final answer here:

Mr James Chin
The Manager
Mandarin Language Centre
East Wind Commercial Building
238 Wing Lee Street
North Point