

**TABLE 2**

*Percentages of the TOEIC Test Takers, by Speaking-Score Level, Who Indicated They Could Perform Various English-Speaking Tasks Easily or With Little Difficulty*

Task	Speaking Proficiency level											M	SD	Corr. with TOEIC speaking	
	1-2	3	4	5	6	7	8	Speaking Score level							
	0-50	60-70	80-100	110-120	130-150	160-180	190-200								
using a menu, order food at a café or restaurant	21	38	52	71	81	93	98	4.02	0.96	.43					
make/change/cancel an appointment to see a person	19	32	43	65	78	91	100	3.88	0.96	.47					
discuss my hobby, hometown, or interests when introducing myself in informal situations	17	35	45	68	78	91	98	3.89	0.96	.46					
show a guest around (e.g., where the restroom is)	17	39	51	67	78	87	96	3.90	0.92	.41					
leave a message on an answering machine to ask a person to call me back	19	33	44	66	76	88	98	3.84	0.97	.45					
give my name and the reason I called and ask to connect me to a person in charge	21	37	44	63	75	87	98	3.81	0.98	.43					
request information about business hours of a restaurant or make dinner reservations	22	38	48	68	79	89	96	3.91	0.96	.43					
give directions on how to get to some destination (e.g., the office) from the nearest station	15	38	47	67	79	87	94	3.86	0.88	.43					
telephone the airline to change my flight plans	19	27	39	58	71	83	96	3.72	1.00	.45					
telephone a company to place (or follow-up) an order for an item	16	22	34	56	67	83	96	3.64	1.01	.44					
use appropriate greeting expressions and introduce myself in social situations	15	28	36	56	70	82	96	3.66	0.98	.41					
have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business	10	24	35	57	69	83	94	3.65	0.97	.44					
give a brief sightseeing tour to a guest from abroad	7	22	30	53	64	81	94	3.57	1.01	.45					
tell a foreign colleague or newly employed person how to perform a routine task	2	17	22	39	52	77	90	3.33	0.97	.46					
briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)	5	16	19	34	47	68	92	3.24	0.97	.44					
talk about my future professional goals (e.g., what I plan to be doing next year)	3	22	29	51	66	80	86	3.56	0.94	.45					

Task	Speaking Proficiency level								M	SD	Corr. with TOEIC speaking
	1-2	3	4	5	6	7	8				
	Speaking Score level										
	0-50	60-70	80-100	110-120	130-150	160-180	190-200				
explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem	9	18	22	44	58	74	88	3.41	0.99	.46	
describe my academic training or my present job responsibilities in formal settings	7	20	27	42	56	70	82	3.35	0.99	.41	
express my opinion to others who may have a different view	7	14	19	42	56	68	86	3.35	0.96	.45	
explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with	11	25	29	43	51	68	86	3.41	0.89	.36	
translate (e.g., conversations) in an informal setting	3	8	13	29	45	68	88	3.07	1.12	.49	
explain company history and rules (in English) to foreign employees	3	7	11	22	35	55	88	3.02	0.91	.44	
describe a familiar work-related process	3	11	18	33	42	66	81	3.16	0.99	.43	
ask a question and talk by using memorized phrases and expressions correctly in appropriate situations	7	5	14	31	40	64	80	3.14	1.00	.44	
discuss the improvement of customer service/product quality with my boss/co-workers	0	5	14	24	33	51	78	2.99	0.97	.40	
explain a business plan or policy to a new colleague or co-worker	0	7	11	25	33	50	78	2.94	0.99	.42	
state and emphasize my opinion during a discussion or meeting	2	6	13	26	36	51	73	2.96	1.02	.41	
comment on or react to someone's opinion during a discussion	0	6	11	25	36	52	71	3.01	0.98	.44	
give a prepared 20-30 minute presentation or formal talk (e.g., about a new project or product)	2	9	10	26	34	50	71	2.87	1.10	.39	
ask or answer questions about an issue being discussed in a presentation or speech	2	6	9	21	30	47	76	2.90	0.98	.41	
adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	8	8	11	26	38	58	67	2.95	1.06	.43	

Task	Speaking Proficiency level								M	SD	Corr. with TOEIC speaking
	1-2	3	4	5	6	7	8				
	Speaking Score level										
0-50	60-70	80-100	110-120	130-150	160-180	190-200					
using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices	0	9	12	25	33	47	69	2.94	1.00	.39	
discuss (in English) world events with a guest	2	6	9	19	30	44	69	2.86	0.96	.43	
without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party	5	7	14	21	29	45	60	2.88	1.01	.36	
translate (e.g., lectures or presentations) in a formal setting	2	4	6	10	18	31	53	2.50	1.00	.38	
serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls	2	3	6	11	18	28	47	2.42	1.06	.32	
Sample size for score interval	65	176	658	819	1,333	417	50				

**TABLE 3**

*Percentages of the TOEIC Test Takers, by Writing-Score Level, Who Indicated They Could Perform Various English-Writing Tasks Easily or With Little Difficulty*

Task	Speaking Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Speaking Score level					
	0-80	90-100	110-130	140-160	170-190	200						
write an email requesting information about hotel accommodations	12	37	48	70	81	91	3.82	0.99	.48			
write a short thank-you note to a business acquaintance for a gift or dinner	14	34	44	63	73	92	3.70	1.00	.45			
write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)	12	32	43	64	77	90	3.70	1.02	.47			
convey information in an email about a welcome or farewell party	9	32	40	62	77	88	3.64	1.00	.47			
write a memorandum or send an email confirming some information related to my job or class	14	28	35	56	73	87	3.53	1.01	.47			
write an email to my supervisor (or instructor) explaining what I have accomplished during the past week	9	25	33	54	71	84	3.47	1.02	.49			
write clear directions on how to get to my office	14	23	37	58	69	86	3.57	1.03	.42			
write a letter or send an email to a company to complain about a product or service	5	21	28	51	63	86	3.37	1.09	.48			
write a letter or send an email to a company to request information about a certain product or service	5	17	28	51	67	84	3.39	1.06	.50			
send an email or write a letter to a public organization requesting necessary information	5	19	29	49	65	88	3.35	1.07	.50			
write a reply to a business letter	7	20	24	46	62	83	3.33	1.08	.46			
write a letter introducing myself and describing my qualifications for a job	11	16	24	43	58	81	3.27	1.04	.45			
describe (in writing) information presented in a table/chart of a report that I have written	9	16	22	40	56	81	3.23	1.02	.46			
write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty	7	21	24	38	54	81	3.17	1.03	.45			

Task	Speaking Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Speaking Score level					
	0-80	90-100	110-130	140-160	170-190	200						
translate documents (e.g., business letters, manuals) into English	11	18	24	39	54	81				3.19	1.08	.43
write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with	9	30	34	49	67	79				3.45	1.03	.43
write discussion notes during a meeting or class and summarize them	11	17	19	37	53	79				3.13	1.03	.46
write a memorandum to my supervisor or instructor describing progress on a current project or task	5	15	15	38	53	77				3.09	1.03	.47
write a letter to a potential client describing the services or products of my company	7	16	17	34	53	75				3.09	1.04	.46
write a 1-2 page summary of a technical book that I am familiar with	9	16	16	33	45	74				2.99	1.09	.41
write a formal letter of thanks to a client	11	20	24	38	50	71				3.18	1.14	.40
write a technical report on a familiar topic within my area of expertise	7	22	19	33	43	71				2.98	1.11	.39
write a plan or proposal related to my work	5	12	13	28	43	73				2.89	1.08	.40
prepare text and slides (in English) for a presentation at a professional conference	7	11	17	28	44	69				2.90	1.13	.40
write a research report assigned by a supervisor or instructor	7	11	13	27	42	69				2.89	1.07	.41
write a manual (for sales purposes) for a product or service	7	12	14	27	38	68				2.91	1.01	.41
write a proposal to suggest a new business process, a new product, or a new service	7	9	13	25	40	65				2.86	1.06	.41

Task	Speaking Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Speaking Score level					
	0-80	90-100	110-130	140-160	170-190	200						
<b>write a brief, several-page (formal) report explaining the progress being made on a current project</b>	5	11	12	25	37	65				2.82	1.10	.40
<b>create a press release to introduce a new product or service</b>	7	11	15	27	41	60				2.94	1.04	.40
<i>Sample size for score interval</i>	44	85	313	590	363	77						

Note. Table entries (percentages) are the proportions of test takers who said they could perform a task either easily or with little difficulty. Percentages have been shaded to indicate their magnitude as shown in the key below.

[0-29]	[30-49]	[50-69]	[70-79]	[80-89]	[90-100]
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## Appendix A

### CAN-DO TABLES, USING A LESS STRINGENT STANDARD, FOR THE TOEIC SPEAKING AND WRITING SCORES

TABLE A1

*Percentages of the TOEIC Test Takers, by Speaking-Score Level, Who Indicated They Could Perform Various English-Speaking Tasks Easily, With Little Difficulty or With Some Difficulty*

Task	Speaking Proficiency level								M	SD	Corr. with TOEIC speaking
	1-2	3	4	5	6	7	8				
	0-50	60-70	80-100	110-120	130-150	160-180	190-200				
give directions on how to get to some destination (e.g., the office) from the nearest station	63	81	89	95	97	98	100	3.86	0.88	.43	
show a guest around (e.g., where the restroom is)	60	79	85	93	97	99	100	3.90	0.92	.41	
using a menu, order food at a café or restaurant	66	80	87	93	97	99	100	4.02	0.96	.43	
request information about business hours of a restaurant or make dinner reservations	51	72	85	94	97	99	100	3.91	0.96	.43	
discuss my hobby, hometown or interests when introducing myself in informal situations	50	72	84	94	96	99	100	3.89	0.96	.46	
leave a message on an answering machine to ask a person to call me back	50	71	83	92	96	98	100	3.84	0.97	.45	
make/change/cancel an appointment to see a person	52	68	84	94	96	99	100	3.88	0.96	.47	
give my name and the reason I called and ask to connect me to a person in charge	41	70	82	91	95	99	100	3.81	0.98	.43	
telephone the airline to change my flight plans	39	62	77	90	95	98	100	3.72	1.00	.45	
have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business	38	67	78	89	95	98	100	3.65	0.97	.44	
explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with	38	69	78	89	93	97	100	3.41	0.89	.36	

Task	Speaking Proficiency level								M	SD	Corr. with TOEIC speaking
	1-2	3	4	5	6	7	8				
	Speaking Score level										
0-50	60-70	80-100	110-120	130-150	160-180	190-200					
telephone a company to place (or follow-up) an order for an item	40	64	76	87	93	98	100	3.64	1.01	.44	
give a brief sightseeing tour to a guest from abroad	33	62	74	86	93	97	100	3.57	1.01	.45	
use appropriate greeting expressions and introduce myself in social situations	46	70	79	89	94	96	100	3.66	0.98	.41	
talk about my future professional goals (e.g., what I plan to be doing next year)	33	68	78	87	94	98	98	3.56	0.94	.45	
tell a foreign colleague or newly employed person how to perform a routine task	23	52	67	81	90	97	100	3.33	0.97	.46	
express my opinion to others who may have a different view	27	53	67	80	91	96	100	3.35	0.96	.45	
explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem	28	54	68	84	91	96	100	3.41	0.99	.46	
describe my academic training or my present job responsibilities in formal settings	35	57	67	81	88	94	98	3.35	0.99	.41	
briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)	29	53	65	78	87	95	100	3.24	0.97	.44	
communicate in an understandable way about topics related to my field or specialty	33	49	67	76	86	93	100	3.21	0.95	.40	
ask a question and talk by using memorized phrases and expressions correctly in appropriate situations	19	47	59	75	84	92	100	3.14	1.00	.44	
describe a familiar work-related process	24	47	63	72	85	95	98	3.16	0.99	.43	
report on the outcomes of my research or investigation	19	48	55	73	84	94	96	3.11	0.99	.44	
explain company history and rules (in English) to foreign employees	20	41	55	71	81	92	96	3.02	0.91	.44	
deal with complaints about a defective product or inadequate service	22	41	60	74	82	91	92	3.16	1.05	.40	
translate (e.g., conversations) in an informal setting	22	39	48	67	81	94	100	3.07	1.12	.49	

Task	Speaking Proficiency level										M	SD	Corr. with TOEIC speaking	
	1-2	3	4	5	6	7	8	Speaking Score level						
	0-50	60-70	80-100	110-120	130-150	160-180	190-200							
comment on or react to someone's opinion during a discussion	22	44	51	69	81	91	94					3.01	0.98	.44
discuss the improvement of customer service/product quality with my boss/co-workers	27	44	53	70	79	87	96					2.99	0.97	.40
adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	20	36	46	64	76	87	98					2.95	1.06	.43
discuss (in English) world events with a guest	22	34	43	63	76	89	94					2.86	0.96	.43
ask or answer questions about an issue being discussed in a presentation or speech	22	39	49	65	76	87	94					2.90	0.98	.41
using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency and prices	19	43	50	66	75	86	94					2.94	1.00	.39
ask questions to understand unclear or problematic points made in a lecture or presentation	24	40	49	65	78	89	92					2.98	1.04	.42
explain a business plan or policy to a new colleague or co-worker	19	38	47	66	78	88	92					2.94	0.99	.42
give a prepared 20-30 minute presentation or formal talk (e.g., about a new project or product)	16	39	43	57	72	83	92					2.87	1.10	.39
state and emphasize my opinion during a discussion or meeting	22	44	47	67	78	84	90					2.96	1.02	.41
without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party	22	33	50	61	74	83	90					2.88	1.01	.36
translate (e.g., lectures or presentations) in a formal setting	13	19	31	42	56	73	86					2.50	1.00	.38

Task	Speaking Proficiency level								M	SD	Corr. with TOEIC speaking
	1-2	3	4	5	6	7	8				
	Speaking Score level										
	0-50	60-70	80-100	110-120	130-150	160-180	190-200				
serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls	7	28	31	40	52	66	80	2.42	1.06	.32	
Sample size for score interval	65	176	658	819	1,333	417	50				

Note. Table entries (percentages) are the proportions of test takers who said they could perform a task either easily, with little difficulty, or with some difficulty. Percentages have been shaded to indicate their magnitude as shown in the key below.

[0-29]	[30-49]	[50-69]	[70-79]	[80-89]	[90-100]
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**TABLE A2**

*Percentages of the TOEIC Test Takers, by Writing-Score Level, Who Indicated They Could Perform Various English-Writing Tasks Easily, With Little Difficulty or With Some Difficulty*

I can:	Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Score level					
	0-80	90-100	110-130	140-160	170-190	200						
write an email requesting information about hotel accommodations	49	69	85	94	99	100	3.82	0.99	.48			
write a short thank-you note to a business acquaintance for a gift or dinner	41	70	82	92	97	100	3.70	1.00	.45			
convey information in an email about a welcome or farewell party	45	68	81	92	96	100	3.64	1.00	.47			
write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)	35	65	80	92	98	99	3.70	1.02	.47			
write a memorandum or send an email confirming some information related to my job or class	35	62	79	92	96	100	3.53	1.01	.47			
write clear directions on how to get to my office	45	68	79	91	95	97	3.57	1.03	.42			
write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with	36	62	72	88	93	99	3.45	1.03	.43			
write an email to my supervisor (or instructor) explaining what I have accomplished during the past week	26	60	73	89	96	100	3.47	1.02	.49			
write a reply to a business letter	32	57	62	83	91	99	3.33	1.08	.46			
send an email or write a letter to a public organization requesting necessary information	21	51	66	83	92	99	3.35	1.07	.50			
describe (in writing) information presented in a table/chart of a report that I have written	30	54	62	80	91	99	3.23	1.02	.46			
write a letter or send an email to a company to request information about a certain product or service	25	52	67	86	93	97	3.39	1.06	.50			

I can:	Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Score level					
	0-80	90-100	110-130	140-160	170-190	200						
write a letter or send an email to a company to complain about a product or service	30	46	65	83	90	96	3.37	1.09	.48			
write discussion notes during a meeting or class and summarize them	23	44	59	78	90	100	3.13	1.03	.46			
write a memorandum to my supervisor or instructor describing progress on a current project or task	23	45	60	78	89	99	3.09	1.03	.47			
write a letter introducing myself and describing my qualifications for a job	23	50	63	80	89	97	3.27	1.04	.45			
write a letter to a potential client describing the services or products of my company	23	43	54	72	88	97	3.09	1.04	.46			
write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty	25	50	60	76	88	96	3.17	1.03	.45			
translate documents (e.g., business letters, manuals) into English	20	50	60	74	88	96	3.19	1.08	.43			
write a formal letter of thanks to a client	16	46	53	69	82	96	3.18	1.14	.40			
write a 1-2 page summary of a technical book that I am familiar with	18	41	55	69	82	95	2.99	1.09	.41			
write a manual (for sales purposes) for a product or service	23	41	50	64	81	94	2.91	1.01	.41			
write a technical report on a familiar topic within my area of expertise	25	44	51	66	80	92	2.98	1.11	.39			
write a research report assigned by a supervisor or instructor	23	38	50	63	81	96	2.89	1.07	.41			
write a plan or proposal related to my work	23	41	50	62	77	92	2.89	1.08	.40			
write a proposal to suggest a new business process, a new product or a new service	20	38	46	62	76	92	2.86	1.06	.41			

I can:	Proficiency level									M	SD	Corr. with TOEIC writing
	1-4	5	6	7	8	9	Score level					
	0-80	90-100	110-130	140-160	170-190	200						
create a press release to introduce a new product or service	25	36	49	65	79	91				2.94	1.04	.40
write a brief, several-page (formal) report explaining the progress being made on a current project	14	35	41	58	72	91				2.82	1.10	.40
prepare text and slides (in English) for a presentation at a professional conference	23	32	49	62	76	90				2.90	1.13	.40
Sample size for score interval	44	85	313	590	363	77						
<p>Note. Table entries (percentages) are the proportions of test takers who said they could perform a task either easily, with little difficulty or with some difficulty. Percentages have been shaded to indicate their magnitude as shown in the key below.</p>												
[0,29]	[30-49]		[50-69]			[70-79]			[80-89]			

## Appendix B

### CAN-DO TABLES FOR TOEIC SPEAKING

	Tasks
	<b>Speaking Scaled Score 50 and below (Proficiency Levels 1 and 2)</b>
<b>Probably can do</b>	None
<b>Probably can do with difficulty</b>	Show a guest around (e.g., where the restroom is)
	Request information about business hours of a restaurant or make dinner reservations
	Make/change/cancel an appointment to see a person
	Using a menu, order food at a café or restaurant
	Give directions on how to get to some destination (e.g., the office) from the nearest station

	Tasks
	<b>Speaking Scaled Score 50 and below (Proficiency Levels 1 and 2)</b>
<b>Probably cannot do</b>	Use appropriate greeting expressions and introduce myself in social situations
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business
	Telephone the airline to change my flight plans
	Telephone a company to place (or follow-up) an order for an item
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Communicate in an understandable way about topics related to my field or specialty
	Translate (e.g., conversations) in an informal setting
	Express my opinion to others who may have a different view
	Discuss the improvement of customer service/product quality with my boss/co-workers
	Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party
	Tell a foreign colleague or newly employed person how to perform a routine task
	Describe a familiar work-related process
	Explain company history and rules (in English) to foreign employees
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices
	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)
	Ask questions to understand unclear or problematic points made in a lecture or presentation
	Ask or answer questions about an issue being discussed in a presentation or speech
	State and emphasize my opinion during a discussion or meeting
	Comment on or react to someone's opinion during a discussion
	Explain a business plan or policy to a new colleague or co-worker
	Give a brief sightseeing tour to a guest from abroad
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
	Translate (e.g., lectures or presentations) in a formal setting
Discuss (in English) world events with a guest	
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
Describe my academic training or my present job responsibilities in formal settings	

	Tasks
	Speaking Scaled Score 60–70 (Proficiency Level 3)
Probably can do	None
Probably can do with difficulty	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Use appropriate greeting expressions and introduce myself in social situations
	Express my opinion to others who may have a different view
	Show a guest around (e.g., where the restroom is)
	Have “small talk” with a guest about topics of general interest (e.g., the weather) before discussing business
	Request information about business hours of a restaurant or make dinner reservations
	Tell a foreign colleague or newly employed person how to perform a routine task
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Telephone the airline to change my flight plans
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Telephone a company to place (or follow-up) an order for an item
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Using a menu, order food at a café or restaurant
	Give a brief sightseeing tour to a guest from abroad
	Give directions on how to get to some destination (e.g., the office) from the nearest station
	Describe my academic training or my present job responsibilities in formal settings

	Tasks
	Speaking Scaled Score 60–70 (Proficiency Level 3)
<b>Probably cannot do</b>	Discuss the improvement of customer service/product quality with my boss/co-workers
	Describe a familiar work-related process
	Explain company history and rules (in English) to foreign employees
	Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices
	Ask questions to understand unclear or problematic points made in a lecture or presentation
	State and emphasize my opinion during a discussion or meeting
	Comment on or react to someone's opinion during a discussion
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Communicate in an understandable way about topics related to my field or specialty
	Translate (e.g., conversations) in an informal setting
	Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party
	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)
	Ask or answer questions about an issue being discussed in a presentation or speech
	Explain a business plan or policy to a new colleague or co-worker
	Discuss (in English) world events with a guest
	Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency
	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
	Translate (e.g., lectures or presentations) in a formal setting

Tasks	
Speaking Scaled Score 80–100 (Proficiency Level 4)	
Probably can do	Show a guest around (e.g., where the restroom is)
	Using a menu, order food at a café or restaurant
Probably can do with difficulty	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Use appropriate greeting expressions and introduce myself in social situations
	Express my opinion to others who may have a different view
	Discuss the improvement of customer service/product quality with my boss/co-workers
	Have “small talk” with a guest about topics of general interest (e.g., the weather) before discussing business
	Request information about business hours of a restaurant or make dinner reservations
	Tell a foreign colleague or newly employed person how to perform a routine task
	Describe a familiar work-related process
	Explain company history and rules (in English) to foreign employees
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Telephone the airline to change my flight plans
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Telephone a company to place (or follow-up) an order for an item
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Comment on or react to someone's opinion during a discussion
	Give a brief sightseeing tour to a guest from abroad
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Give directions on how to get to some destination (e.g., the office) from the nearest station
	Communicate in an understandable way about topics related to my field or specialty
	Describe my academic training or my present job responsibilities in formal settings
	Probably cannot do
Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party	
Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices	
Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)	
Ask questions to understand unclear or problematic points made in a lecture or presentation	
Ask or answer questions about an issue being discussed in a presentation or speech	
State and emphasize my opinion during a discussion or meeting	
Explain a business plan or policy to a new colleague or co-worker	
Discuss (in English) world events with a guest	
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls	
Translate (e.g., lectures or presentations) in a formal setting	

Tasks	
Speaking Scaled Score 110–120 (Proficiency Level 5)	
<b>Probably can do</b>	Request information about business hours of a restaurant or make dinner reservations
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Using a menu, order food at a café or restaurant
	Give directions on how to get to some destination (e.g., the office) from the nearest station
	Show a guest around (e.g., where the restroom is)
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Use appropriate greeting expressions and introduce myself in social situations
	Have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business
	Telephone the airline to change my flight plans
	Telephone a company to place (or follow-up) an order for an item
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Give a brief sightseeing tour to a guest from abroad
	<b>Probably can do with difficulty</b>
Translate (e.g., conversations) in an informal setting	
Express my opinion to others who may have a different view	
Discuss the improvement of customer service/product quality with my boss/co-workers	
Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party	
Tell a foreign colleague or newly employed person how to perform a routine task	
Describe a familiar work-related process	
Explain company history and rules (in English) to foreign employees	
Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem	
Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)	
Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices	
Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)	
Ask questions to understand unclear or problematic points made in a lecture or presentation	
Ask or answer questions about an issue being discussed in a presentation or speech	
State and emphasize my opinion during a discussion or meeting	
Comment on or react to someone's opinion during a discussion	
Explain a business plan or policy to a new colleague or co-worker	
Report on the outcomes of my research or investigation	
Deal with complaints about a defective product or inadequate service	
Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations	
Communicate in an understandable way about topics related to my field or specialty	
Discuss (in English) world events with a guest	
Describe my academic training or my present job responsibilities in formal settings	
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
<b>Probably cannot do</b>	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
	Translate (e.g., lectures or presentations) in a formal setting

	Tasks	
	<b>Speaking Scaled Score 110–120 (Proficiency Level 5)</b>	
<b>Probably can do with difficulty</b>	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)	
	Ask questions to understand unclear or problematic points made in a lecture or presentation	
	Ask or answer questions about an issue being discussed in a presentation or speech	
	State and emphasize my opinion during a discussion or meeting	
	Comment on or react to someone's opinion during a discussion	
	Explain a business plan or policy to a new colleague or co-worker	
	Report on the outcomes of my research or investigation	
	Deal with complaints about a defective product or inadequate service	
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations	
	Communicate in an understandable way about topics related to my field or specialty	
	Discuss (in English) world events with a guest	
	Describe my academic training or my present job responsibilities in formal settings	
	Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
	<b>Probably cannot do</b>	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
		Translate (e.g., lectures or presentations) in a formal setting

	Tasks
	<b>Speaking Scaled Score 130–150 (Proficiency Level 6)</b>
<b>Probably can do</b>	Use appropriate greeting expressions and introduce myself in social situations
	Show a guest around (e.g., where the restroom is)
	Have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business
	Request information about business hours of a restaurant or make dinner reservations
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Telephone the airline to change my flight plans
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Telephone a company to place (or follow-up) an order for an item
	Using a menu, order food at a café or restaurant
	Give directions on how to get to some destination (e.g., the office) from the nearest station
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Give a brief sightseeing tour to a guest from abroad
	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Express my opinion to others who may have a different view
	Tell a foreign colleague or newly employed person how to perform a routine task
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Describe my academic training or my present job responsibilities in formal settings

	Tasks
	<b>Speaking Scaled Score 130–150 (Proficiency Level 6)</b>
<b>Probably can do with difficulty</b>	Translate (e.g., conversations) in an informal setting
	Discuss the improvement of customer service/product quality with my boss/co-workers
	Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party
	Describe a familiar work-related process
	Explain company history and rules (in English) to foreign employees
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices
	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)
	Ask questions to understand unclear or problematic points made in a lecture or presentation
	Ask or answer questions about an issue being discussed in a presentation or speech
	State and emphasize my opinion during a discussion or meeting
	Comment on or react to someone's opinion during a discussion
	Explain a business plan or policy to a new colleague or co-worker
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
	Translate (e.g., lectures or presentations) in a formal setting
	Communicate in an understandable way about topics related to my field or specialty
	Discuss (in English) world events with a guest
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
<b>Probably cannot do</b>	None

	Tasks
	Speaking Scaled Score 160–180 (Proficiency Level 7)
Probably can do	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Translate (e.g., conversations) in an informal setting
	Use appropriate greeting expressions and introduce myself in social situations
	Express my opinion to others who may have a different view
	Show a guest around (e.g., where the restroom is)
	Have "small talk" with a guest about topics of general interest (e.g., the weather) before discussing business
	Request information about business hours of a restaurant or make dinner reservations
	Tell a foreign colleague or newly employed person how to perform a routine task
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Telephone the airline to change my flight plans
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Telephone a company to place (or follow-up) an order for an item
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Using a menu, order food at a café or restaurant
	Give a brief sightseeing tour to a guest from abroad
	Give directions on how to get to some destination (e.g., the office) from the nearest station
	Describe my academic training or my present job responsibilities in formal settings
	Describe a familiar work-related process
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Communicate in an understandable way about topics related to my field or specialty
	Discuss the improvement of customer service/product quality with my boss/co-workers
	Explain company history and rules (in English) to foreign employees
	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)
	Ask questions to understand unclear or problematic points made in a lecture or presentation
	State and emphasize my opinion during a discussion or meeting
	Comment on or react to someone's opinion during a discussion
	Explain a business plan or policy to a new colleague or co-worker
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	

	Tasks
	<b>Speaking Scaled Score 160–180 (Proficiency Level 7)</b>
<b>Probably can do with difficulty</b>	Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party
	Using prepared materials, discuss my company's products/services, comparing them with other companies' products in terms of quality, efficiency, and prices
	Ask or answer questions about an issue being discussed in a presentation or speech
	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
	Translate (e.g., lectures or presentations) in a formal setting
	Discuss (in English) world events with a guest
<b>Probably cannot do</b>	None

Tasks	
Speaking Scaled Score 190–200 (Proficiency Level 8)	
Probably can do	Explain (to a co-worker or colleague) how to operate a machine or device (e.g., photocopier, PC, audio player) that I am familiar with
	Translate (e.g., conversations) in an informal setting
	Use appropriate greeting expressions and introduce myself in social situations
	Express my opinion to others who may have a different view
	Discuss the improvement of customer service/product quality with my boss/co-workers
	Show a guest around (e.g., where the restroom is)
	Have “small talk” with a guest about topics of general interest (e.g., the weather) before discussing business
	Request information about business hours of a restaurant or make dinner reservations
	Tell a foreign colleague or newly employed person how to perform a routine task
	Describe a familiar work-related process
	Explain company history and rules (in English) to foreign employees
	Discuss my hobby, hometown, or interests when introducing myself in informal situations
	Telephone the airline to change my flight plans
	Give my name and the reason I called and ask to connect me to a person in charge
	Leave a message on an answering machine to ask a person to call me back
	Make/change/cancel an appointment to see a person
	Telephone a company to place (or follow-up) an order for an item
	Explain ongoing troubles (e.g., about flight or hotel accommodations) and make a request to settle the problem
	Briefly explain about my company (or university) while looking at some data (e.g., what the main business is or what courses it offers)
	Using prepared materials, discuss my company’s products/services, comparing them with other companies’ products in terms of quality, efficiency, and prices
	Give a prepared 20–30 minute presentation or formal talk (e.g., about a new project or product)
	Talk about my future professional goals (e.g., what I plan to be doing next year)
	Ask questions to understand unclear or problematic points made in a lecture or presentation
	Ask or answer questions about an issue being discussed in a presentation or speech
	State and emphasize my opinion during a discussion or meeting
	Using a menu, order food at a café or restaurant
	Comment on or react to someone’s opinion during a discussion
	Explain a business plan or policy to a new colleague or co-worker
	Give a brief sightseeing tour to a guest from abroad
	Report on the outcomes of my research or investigation
	Deal with complaints about a defective product or inadequate service
	Ask a question and talk by using memorized phrases and expressions correctly in appropriate situations
	Give directions on how to get to some destination (e.g., the office) from the nearest station
Communicate in an understandable way about topics related to my field or specialty	
Discuss (in English) world events with a guest	
Describe my academic training or my present job responsibilities in formal settings	
Adjust my speaking for different listeners (e.g., instructors, co-workers, friends, colleagues) according to their backgrounds and English proficiency	
Without any preparation, give a short (a few minutes) greeting or speech at a small welcome/farewell party	
Translate (e.g., lectures or presentations) in a formal setting	

	Tasks
	Speaking Scaled Score 190–200 (Proficiency Level 8)
Probably can do with difficulty	Serve as an interpreter for top management on various occasions such as business negotiations and courtesy calls
Probably cannot do	None

*Note. Probably can do = at least 50% of respondents said they could perform the task easily or with little difficulty; probably cannot do = at least 50% of respondents said they could perform the task with great difficulty or not at all; probably can do with difficulty = at least 50% of respondents said they could perform the task with little difficulty, with some difficulty, or with great difficulty (provided that the task wasn't already classified as probably can do or probably cannot do).*

## Appendix C

### CAN-DO TABLE FOR TOEIC WRITING

	Tasks
	Writing Scaled Score 80 and Below (Proficiency Levels 1–4)
Probably can do	None
Probably can do with difficulty	None
Probably cannot do	Write clear directions on how to get to my office
	Write an email requesting information about hotel accommodations
	Write a short thank-you note to a business acquaintance for a gift or dinner
	Convey information in an email about a welcome or farewell party
	Write a manual (for sales purposes) for a product or service
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write discussion notes during a meeting or class and summarize them
	Write a formal letter of thanks to a client
	Write a brief, several-page (formal) report explaining the progress being made on a current project
	Write a plan or proposal related to my work
	Send an email or write a letter to a public organization requesting necessary information
	Write a letter or send an email to a company to request information about a certain product or service
	Write a letter or send an email to a company to complain about a product or service
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a technical report on a familiar topic within my area of expertise
Write a 1–2 page summary of a technical book that I am familiar with	
Write a research report assigned by a supervisor or instructor	

	Tasks
	Writing Scaled Score 80 and Below (Proficiency Levels 1–4)
<b>Probably cannot do</b>	Prepare text and slides (in English) for a presentation at a professional conference
	Write a reply to a business letter
	Write a proposal to suggest a new business process, a new product or a new service
	Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week
	Write a letter to a potential client describing the services or products of my company
	Describe (in writing) information presented in a table/chart of a report that I have written
	Create a press release to introduce a new product or service
	Write a memorandum or send an email confirming some information related to my job or class
	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with

	Tasks
	Writing Scaled Score 90–100 (Proficiency Level 5)
<b>Probably can do</b>	None
<b>Probably can do with difficulty</b>	Write a short thank-you note to a business acquaintance for a gift or dinner
	Write a memorandum or send an email confirming some information related to my job or class
	Send an email or write a letter to a public organization requesting necessary information
	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Write a letter or send an email to a company to request information about a certain product or service
	Write a reply to a business letter
	Write clear directions on how to get to my office
	Write an email requesting information about hotel accommodations
	Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week
	Describe (in writing) information presented in a table/chart of a report that I have written
	Convey information in an email about a welcome or farewell party
	Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with

	Tasks
	Writing Scaled Score 90–100 (Proficiency Level 5)
<b>Probably cannot do</b>	Write a manual (for sales purposes) for a product or service
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write discussion notes during a meeting or class and summarize them
	Write a plan or proposal related to my work
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a 1–2 page summary of a technical book that I am familiar with
	Write a letter to a potential client describing the services or products of my company
	Write a formal letter of thanks to a client
	Write a letter or send an email to a company to complain about a product or service
	Write a technical report on a familiar topic within my area of expertise
	Write a research report assigned by a supervisor or instructor
	Prepare text and slides (in English) for a presentation at a professional conference
	Write a brief, several-page (formal) report explaining the progress being made on a current project
	Write a proposal to suggest a new business process, a new product or a new service
	Create a press release to introduce a new product or service

	Tasks
	Writing Scaled Score 110–130 (Proficiency Level 6)
<b>Probably can do</b>	None
<b>Probably can do with difficulty</b>	Write a manual (for sales purposes) for a product or service
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write a short thank-you note to a business acquaintance for a gift or dinner
	Write a memorandum or send an email confirming some information related to my job or class
	Write discussion notes during a meeting or class and summarize them
	Write a formal letter of thanks to a client
	Send an email or write a letter to a public organization requesting necessary information
	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Write a letter or send an email to a company to request information about a certain product or service
	Write a letter or send an email to a company to complain about a product or service
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a technical report on a familiar topic within my area of expertise
	Write a 1–2 page summary of a technical book that I am familiar with
	Write a reply to a business letter
	Write clear directions on how to get to my office
	Write an email requesting information about hotel accommodations
	Write a letter to a potential client describing the services or products of my company
	Describe (in writing) information presented in a table/chart of a report that I have written
Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week	
Convey information in an email about a welcome or farewell party	
Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with	
<b>Probably cannot do</b>	Write a brief, several-page (formal) report explaining the progress being made on a current project
	Write a plan or proposal related to my work
	Write a research report assigned by a supervisor or instructor
	Prepare text and slides (in English) for a presentation at a professional conference
	Write a proposal to suggest a new business process, a new product or a new service
	Create a press release to introduce a new product or service

	Tasks
	Writing Scaled Score 140–160 (Proficiency Level 7)
<b>Probably can do</b>	Write an email requesting information about hotel accommodations
	Write a short thank-you note to a business acquaintance for a gift or dinner
	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Convey information in an email about a welcome or farewell party
	Write a memorandum or send an email confirming some information related to my job or class
	Write a letter or send an email to a company to request information about a certain product or service
	Write a letter or send an email to a company to complain about a product or service
	Write clear directions on how to get to my office
	Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week
<b>Probably can do with difficulty</b>	Write a manual (for sales purposes) for a product or service
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write discussion notes during a meeting or class and summarize them
	Write a formal letter of thanks to a client
	Write a brief, several-page (formal) report explaining the progress being made on a current project
	Write a plan or proposal related to my work
	Send an email or write a letter to a public organization requesting necessary information
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a technical report on a familiar topic within my area of expertise
	Write a 1–2 page summary of a technical book that I am familiar with
	Write a research report assigned by a supervisor or instructor
	Prepare text and slides (in English) for a presentation at a professional conference
	Write a reply to a business letter
	Write a proposal to suggest a new business process, a new product or a new service
	Write a letter to a potential client describing the services or products of my company
	Describe (in writing) information presented in a table/chart of a report that I have written
	Create a press release to introduce a new product or service
	Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with
<b>Probably cannot do</b>	None

Tasks	
Writing Scaled Score 170–190 (Proficiency Level 8)	
Probably can do	Write a short thank-you note to a business acquaintance for a gift or dinner
	Write a memorandum or send an email confirming some information related to my job or class
	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Write a letter or send an email to a company to request information about a certain product or service
	Write clear directions on how to get to my office
	Write an email requesting information about hotel accommodations
	Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week
	Convey information in an email about a welcome or farewell party
	Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with
	Send an email or write a letter to a public organization requesting necessary information
	Write a letter or send an email to a company to complain about a product or service
	Write a reply to a business letter
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write discussion notes during a meeting or class and summarize them
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a letter to a potential client describing the services or products of my company
	Describe (in writing) information presented in a table/chart of a report that I have written
	Probably can do with difficulty
Write a formal letter of thanks to a client	
Write a brief, several-page (formal) report explaining the progress being made on a current project	
Write a plan or proposal related to my work	
Write a technical report on a familiar topic within my area of expertise	
Write a 1–2 page summary of a technical book that I am familiar with	
Write a research report assigned by a supervisor or instructor	
Prepare text and slides (in English) for a presentation at a professional conference	
Write a proposal to suggest a new business process, a new product or a new service	
Create a press release to introduce a new product or service	
Probably cannot do	None

	Tasks
	Writing Scaled Score 200 (Proficiency Level 9)
Probably can do	Write a manual (for sales purposes) for a product or service
	Write a letter introducing myself and describing my qualifications for a job
	Write a memorandum to my supervisor or instructor describing progress on a current project or task
	Translate documents (e.g., business letters, manuals) into English
	Write a short thank-you note to a business acquaintance for a gift or dinner
	Write a memorandum or send an email confirming some information related to my job or class
	Write discussion notes during a meeting or class and summarize them
	Write a formal letter of thanks to a client
	Write a plan or proposal related to my work
	Send an email or write a letter to a public organization requesting necessary information
Probably can do	Write a brief note to a co-worker (or instructor) explaining why I was not able to attend a meeting (or class)
	Write a letter or send an email to a company to request information about a certain product or service
	Write a letter or send an email to a company to complain about a product or service
	Write a brief report (or memo) summarizing the main points discussed in a group meeting related to my field or specialty
	Write a technical report on a familiar topic within my area of expertise
	Write a 1–2 page summary of a technical book that I am familiar with
	Write a research report assigned by a supervisor or instructor
	Prepare text and slides (in English) for a presentation at a professional conference
	Write a reply to a business letter
	Write clear directions on how to get to my office
	Write an email requesting information about hotel accommodations
	Write an email to my supervisor (or instructor) explaining what I have accomplished during the past week
	Write a letter to a potential client describing the services or products of my company
	Describe (in writing) information presented in a table/chart of a report that I have written
	Convey information in an email about a welcome or farewell party
	Write a short note (to a co-worker) describing how to operate an office machine or device (e.g., photocopier, PC) that I am familiar with
	Write a brief, several-page (formal) report explaining the progress being made on a current project
	Write a proposal to suggest a new business process, a new product or a new service
	Create a press release to introduce a new product or service
	Probably can do with difficulty
Probably cannot do	None

**Note.** *Probably can do = at least 50% of respondents said they could perform the task easily or with little difficulty; probably cannot do = at least 50% of respondents said they could perform the task with great difficulty or not at all; probably can do with difficulty = at least 50% of respondents said they could perform the task with little difficulty, with some difficulty, or with great difficulty (provided that the task wasn't already classified as probably can do or probably cannot do).*