

Appendix B

CAN-DO TABLES FOR TOEIC SPEAKING

	Tasks
	Speaking Scaled Score 50 and below (Proficiency Levels 1 and 2)
Probably can do	None
Probably can do with difficulty	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
	Speaking Scaled Score 50 and below (Proficiency Levels 1 and 2)
Probably cannot do	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)
Probably cannot do	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	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
	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)	
Probably can do	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
	Probably can do with difficulty
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	
Probably cannot do	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)	
Probably can do with difficulty	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	
	Probably cannot do	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 130–150 (Proficiency Level 6)
Probably can do	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
	Speaking Scaled Score 130–150 (Proficiency Level 6)
Probably can do with difficulty	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	
Probably cannot do	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
	Speaking Scaled Score 160–180 (Proficiency Level 7)
Probably can do with difficulty	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
Probably cannot do	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)
Probably cannot do	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)
Probably can do	None
Probably can do with difficulty	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)
Probably cannot 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 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)
Probably can do	None
Probably can do with difficulty	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
Probably cannot do	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)
Probably can do	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
Probably can do with difficulty	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
Probably cannot do	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).*