

Writing Test

Welcome to the writing test! In this assessment, we will evaluate your ability to respond appropriately to a complaint email from a client in a different country. This test is designed to assess your writing skills, as well as your cultural awareness and ability to communicate effectively in an international context.

You will be presented with an email from a client who is unhappy with a product or service provided by your company. Your task is to write a response that addresses the client's concerns, provides assistance, and demonstrates empathy and understanding.

Your response should be **between 150-200** words and should be written in a clear and polite manner. Remember to use appropriate language and tone for a professional email exchange. **Pay attention to details such as spelling, grammar, and punctuation.**

This test is an opportunity for you to showcase your writing abilities and your ability to handle customer complaints in a multicultural setting. Take your time, read the prompt carefully, and craft a thoughtful and helpful response.

Good luck!



From: Karen.Johnson@writingtest.com
To: Student@takingthetest.com
Subject: Dissatisfaction with Café Experience and Request for Refund

Dear Café The Maple Leaf,

I hope this email finds you well. My name is Karen Johnson, and I recently visited your café located in Ottawa with high hopes for a delightful experience.

Unfortunately, I must express my disappointment with the service provided during my visit. Despite the inviting atmosphere of your establishment, I encountered several issues that detracted from my enjoyment. The wait time for my order was excessively long, and when it finally arrived, it was not prepared to the standard I expected. Additionally, the staff seemed overwhelmed and inattentive, which further contributed to my dissatisfaction.

As a customer, I value excellent service and attention to detail, both of which were lacking during my visit to your café. In light of these concerns, I kindly request a refund for my purchase.

I believe in giving feedback constructively, and I hope that my experience can serve as an opportunity for improvement. I remain optimistic that you will take the necessary steps to address these issues and uphold the reputation of your café for providing exceptional service.

Thank you for your attention to this matter. I look forward to hearing from you soon regarding the resolution of my request.

Warm regards,

Karen Johnson
Professional Karen