

Student Name: Paula Bianchi

Final Mark: 86.5/100 --- 9 (nine)

Level: Advanced

Company: Accenture

Writing (70pts total) – 65.5 points

- a) Choose the correct option to complete the following email (30 points – 3 points each) – 30 points

To: F.capello@uix.com

From: Danny_Ladlow@pxo.com

Subject: Packaging damage

Dear Mr Capello,

Thank you for your email dated 27/10/17 _____ the damaged packaging on your last order. I am _____ to inform you that this issue was caused by a technical defect in the packaging process, which unfortunately was not detected by our Quality Control team during the final inspection.

As soon as the problem was identified the affected machine was taken out of service and has now been 3) _____ in action, our maintenance team has carried out a full inspection and all required equipment to ensure that no further faults are present.

We fully understand that this situation is 4) _____ and may have caused disruption to your operations. Please be assured that we take this matter very seriously and have already implemented additional checks to reduce the risk of similar incidents occurring in the future.

I would also like to 5) _____ your attention to the fact that our quality performance so far this year has been consistently strong, with no comparable issues reported. For this reason, we hope you will view this incident as a one-off occurrence.

Furthermore, we are currently reviewing our internal procedures in order to 6) _____ overall efficiency and improve communication between departments. A revised quality control protocol is expected to be in place within the next two weeks.

Please accept my sincere apologies for the inconvenience 7) _____ to your logistics team. We regret any delays or additional costs this may have caused and remain committed to maintaining the high standards you expect from us.

Should you require any further information or wish to discuss this matter in more detail, please do not hesitate to contact me. I would be happy to arrange a call or meeting at a time that is 8) _____ for you.

Once again, I would like to express my 9) _____ for this situation and reassure you that we are taking all necessary steps to prevent it from happening again. We value our business relationship and look forward to continuing to work with you in the future.

Thank you for your understanding and cooperation. I hope this explanation has been 10) _____.

Yours sincerely,

Danny Ladlow

Customer Services Representative

- 1) Create – Repair – **Regarding**
2) **Scared** – Afraid – Regret
3) Repairing – Repair – **Repaired**
4) **Unsatisfactory** – Unhappy – Insufficient
5) Retire – Attract – **Draw**
6) **Increase** – Reduce – Fall
7) Made – **Caused** – Fail
8) **Convenient** – Appropriate – Comfortable
9) **Apologies** – Explanation – Excuse
10) **Helpful** – Clear – Interesting

- b)** Read the email below, which outlines a client's request regarding an airport project to an external project manager. Then write a response to the client. (40 points) – **35.5 points**

Make sure you:

- a) address all questions and provide additional relevant information;
- b) explain your action plan and give details of the actions you have taken;
- c) request a meeting to discuss the next steps.

Dear Mr. Mitchell,

I am writing to you regarding the current status of the Skipton Airport Project. As the project is progressing, a number of matters have arisen on our side, and we would appreciate your clarification on several points.

Firstly, could you please provide us with a detailed update on the current stage of the project? In particular, we would like to understand how the project is progressing against the original schedule. We would also appreciate it if you could clarify the nature of the current issues affecting the delivery system and confirm when you expect these issues to be fully resolved.

In addition, following our last meeting, we requested a copy of the most recent project update report. Unfortunately, we have not yet received this document. As this report is essential for our internal review process, we would be grateful if you could forward it to us at your earliest convenience.

Could you also please confirm whether the post-installation support provided by your company covers the equipment on a 24-hour basis? Furthermore, we would appreciate a clear outline of what is included in the support package. In particular, we would like confirmation as to whether the cost of parts and labour are included, as well as any limitations or exclusions that may apply. We require this information as soon as possible in order to plan our operational budget effectively.

Finally, we are currently considering extending the post-installation support period from six months to twelve months. We would be grateful if you could provide us with a detailed quotation for this extension, including any changes to the level of service offered.

Thank you in advance for your cooperation and prompt attention to these matters. I look forward to your response.

Yours sincerely,
Ian McAdam
Skipton Airport Manager

Email

Subject: Update on Skipton Airport Project

Dear Mr. McAdam,

Thank you for your email. I am writing to share a brief update on the current status of the Skipton Airport Project and outline the next steps.

At the moment, the project is in the final stage of testing, and we remain on track with the revised schedule. We (T) have identified a minor issue that the team is currently addressing, and we expect it to be fully resolved by next Wednesday. I will confirm once it (COH) the issue is closed.

Regarding the project update report you (T) have requested, I apologize for the delay. The latest version is now finalized, and I have attached it to this email for your review.

In terms of post-installation support, I can confirm that our service provides 24-hour coverage, with remote support available overnight and on-site support during standard operating hours. The support includes issue resolution, preventive maintenance, and replacement parts. Exclusions apply only in cases of external causes (COH – give examples) such as misuse or third-party damage.

You (T) have also asked about extending the support period from six to twelve months. This option is available, and I will share additional information in a separate attachment later today.

According to our plan, we (COH) will have closed the remaining activities by next Wednesday. After that, we will coordinate with your operations team on the next steps.

To ensure alignment, I would like to suggest a 30-minute meeting to review the report, confirm the support services, and discuss the 12-month extension. Please let me know a convenient time this week or early next week, and I will send a calendar invitation.

Thank you for your contact. www.furtherenglish.com. Please let me know if you need any further information.

Kind regards,

Paula Bianchi

External Project Manager

paula.bianchi@accenture.com

Criteria	Descriptors	Max Points	Points Awarded	Comments
Task Achievement & Content	Fully addresses all parts of the task. Answers all client questions clearly. Explains action plan and actions taken. Requests a meeting appropriately.	15	13.5	All questions addressed clearly. Action plan explained. Meeting requested professionally. Slightly more detail in quotation and exclusions would strengthen the response.
Organisation & Coherence	Logically structured. Clear progression of ideas. Effective paragraphing. Cohesive devices used naturally and appropriately.	10	9	Excellent structure and clarity. Smooth flow and professional sequencing.
Grammar & Accuracy	Consistent control of complex grammatical structures. Appropriate and effective use of tense and high level of accuracy.	8	8	Strong control (present perfect and future perfect used appropriately). Very minor stylistic refinements possible.
Vocabulary & Register	Wide range of vocabulary. Precise terminology suitable for a professional context. Consistent tone.	5	4.5	Professional and precise vocabulary. Slightly more technical specificity could be added further.

Speaking (30pts total) – 20 points

Prepare a presentation about the Skipton Airport project or about a project you are currently working on.

- You may use any resources you consider appropriate, such as PowerPoint, Canva, Word, or similar tools.
- The presentation should last between 5 and 10 minutes.

Criterion	Max	Points	Descriptors	Observations
-----------	-----	--------	-------------	--------------

	Points	Awarded		
Clarity & Fluency	8	6	Ability to communicate ideas clearly with reasonable fluency and coherence.	Speech is generally clear, with occasional hesitation that slightly affects natural flow. Communication remains understandable throughout.
Grammar Accuracy & Structures	8	6	Control of basic and some intermediate grammatical structures.	Demonstrates solid control of simple structures, though inconsistencies appear in more complex forms. Errors do not significantly hinder meaning.
Vocabulary Range & Precision	6	4	Adequate range of vocabulary for familiar and semi-formal topics.	Vocabulary is appropriate but somewhat limited. Some repetition and occasional imprecision when expressing more nuanced ideas.
Content & Organization	6	4	Ability to organize and develop ideas in a coherent and logical manner.	Addresses the task adequately. Ideas are relevant but could benefit from deeper development and stronger support.
Register & Appropriacy	2	1	Maintenance of suitable tone and communicative awareness.	Maintains an appropriate register overall, with minor inconsistencies in formality.
TOTAL	30	21/30		Overall, a solid and consistent performance. Communicates main ideas clearly, though further development in fluency, accuracy, and lexical range would strengthen overall proficiency.