

# CAE Skills Worksheet

Read the email in response to your task carefully. Complete the activities and choose the most suitable options for each blank or slash.

**Hi Tom,**

It's great to hear you **are / will be** free next Saturday — I'd really **appreciate / appreciated / am appreciating** your help at the shop! I'm sure you'll handle it perfectly; you've always been so **conscientious** and attentive with customers, which **make / makes / made** a huge difference on busy days.

What does *conscientious* mean here?

- a) careless and lazy
- b) hard-working and responsible
- c) spontaneous and fun
- d) creative but unreliable

As for the staff, you'll be working with Mia and Leo. Mia can be a bit **sweet / pushy** when things get hectic, but she means well — just make sure to **stand / stands / stood** your ground. Leo, on the other hand, is quite **sheltered / smart** and sometimes a little immature, so he **might need / needs** a bit of guidance. I know you're patient enough to deal with that!

## Tone Awareness:

Compare the two versions below. Which one is **more appropriate** in tone for a friendly but semi-professional email?

### Version A

"Mia can be a bit pushy when things get hectic, but she means well — just make sure to stand your ground. Leo, on the other hand, is quite sheltered and sometimes a little immature, so he might need a bit of guidance."

### Version B

"Mia is bossy and annoying when things get busy, and Leo's childish — you'll have to babysit him a bit."

Which version would you choose? A or B ?

Why? What differences in vocabulary and tone can you identify?

Choose the better explanation:

**This version** sounds polite and tactful — it uses softer, more neutral language instead of harsh words. The tone is friendly and respectful, suitable for a semi-formal message.

**This version** is better because it sounds honest and direct — the writer expresses frustration clearly without worrying about politeness.

We **open / opened / have opened** at nine, but it's best to arrive by quarter to, so you can check the displays. At closing time, make sure all the tills **are / were / will be** balanced — I know you're far too **responsible** and **devoted** to leave that undone! Oh, and please double-check the back door; it can be tricky to lock properly.

*Responsible* = a) careless b) dependable c) lazy d) nervous

*Devoted* = a) loyal and committed b) bored c) angry d) self-centred

Thanks again for helping out. I really **owe / owed / am owing** you one — I promise to return the favour whenever you need an extra pair of hands.

The idiom *to owe one* means...

a) I'm annoyed with you. b) I owe you money. c) I'm grateful and will help you later. d) I expect an apology.

Take care,  
**Sue**

**Tone Transformation** - Rewrite these sentences so they sound more tactful and CAE-appropriate:

**a)** "You mustn't let Mia tell you what to do."

"You might want to make sure Mia doesn't take over too much." - "Don't let Mia boss you around."

**b)** "Leo's lazy and childish."

"Leo sometimes needs more motivation and maturity." - "Leo never does any work and acts like a kid."

**c)** "Check the tills!"

"Go and check the tills now." - "Could you please double-check the tills?"

**Would these sentences sound appropriate in Sue's email?**

"I'd really appreciate your help at the shop." Yes / No

"You're a legend for helping me out!" Yes / No

"Make sure all the tills are balanced." Yes / No

"Please double-check the back door — it can be tricky to lock properly." Yes / No

"Lock up, yeah?" Yes / No