CELTESTPIP

CELPIP Writing Task 1 Samples with Answers

The five-part email template, 5 sample emails, a Level 7, 9 and 10 comparison and a checklist

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Free to download and print. The online version is at celtestpip.com/learn/celpip-writing-task-1-template-writing-an-email

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What Writing Task 1 asks you to do

- You write one email of **150 to 200 words** in **27 minutes**.
- The prompt gives you a situation and a short list of points to cover, usually three.
- The prompt tells you who you are writing to, so it decides whether your email is formal or informal.
- Your email is rated on four dimensions: Content/Coherence, Vocabulary, Readability and Task Fulfillment.

How to use this PDF: learn the five parts in Section 1, read the samples in Section 2 and see how the same shape fits five very different emails, then write your own. Each sample ends with a link to a free Task 1 question so you can try it straight away.

CELTESTPIP is a CELPIP practice platform. Sign up free and you can write the first Writing Task 1 email on the real clock and get AI feedback: celtestpip.com/questions

The five-part email template

Part	What it does	Formal frame	Informal frame
1. Greeting	Shows who you are writing to	Dear Mr. Fraser, / Dear Sir or Madam,	Hi Kevin,
2. Opening	Who you are and why you are writing, in two sentences	My name is [name], and I have been a [resident / customer] for [time]. I am writing to [request / complain about / suggest] [topic].	I hope you're doing well. I'm writing because [reason].
3. Body: one paragraph per point	Answers each point in the prompt, with a real detail	To briefly review the situation, ... / In terms of [topic], ... / Regarding [topic], ...	First of all, ... / Also, ... / As for [topic], ...
4. Closing sentence	Ties the email to something specific: an action, a date, a way to reach you	I look forward to hearing whether [request] is possible by [date].	Let me know [what you need from them] by [day].
5. Sign-off and name	Ends the email in the matching tone	Sincerely, / Yours faithfully, + full name	Take care, / See you soon, + first name

Match the greeting and the sign-off

Who you are writing to	Greeting	Sign-off
Formal, name unknown (a company, a manager)	Dear Sir or Madam, / Dear Manager,	Yours faithfully,
Formal, name known (a coordinator, a landlord)	Dear Ms. [Last name],	Sincerely, / Kind regards,
Informal, someone you know (a neighbour, a co-worker)	Dear [First name], / Hi [First name],	Best regards, / Best wishes,
Informal, a close friend or family member	Hi [First name],	Take care, / See you soon,

Three rules that keep the template working:

1. The frame stays the same. The details change every time: names, numbers, dates, places.
2. One paragraph for each point in the prompt. If a point asks for two things (for example, “explain and suggest”), answer both.
3. Skip the To, From and Subject lines. Start at the greeting and spend your words on the points.

5 sample emails with answers

Sample 1: A safety concern (formal, to a building manager)

These are CELTESTPIP's own practice prompts and our own sample answers. CELPIP did not rate them.

Prompt

You live in an apartment building. There is a large tree in the front yard that concerns you. Write an email to the building manager. In your email:

- Describe the tree and its condition.
- Explain the problems the tree creates.
- Suggest what should be installed in its place.

Sample answer (196 words)

Dear Building Manager,

My name is Mahdie Ahmadi, and I have been a resident of unit 1207 for five years. I am writing to express a safety concern regarding the landscaping in the front yard.

To briefly review the situation, the large oak tree near the entrance has been deteriorating for months, and I believe it is time to remove it. This tree is excessively overgrown, with several large branches that appear dry and brittle. Additionally, it leans dangerously close to the first-level windows, blocking their natural light.

In terms of the hazards it poses, the most pressing issue is that the roots are uplifting the pavement, leading to a tripping hazard. Furthermore, falling branches recently scratched a tenant's car, which raises liability concerns for the building.

Regarding a potential replacement, I strongly urge you to consider a facility that adds value to the property. I would suggest installing a secure bike rack in that space, as many residents have nowhere to store bikes. Alternatively, a small flower garden with benches can significantly improve the curb appeal of the property.

I look forward to hearing whether the tree can be removed before winter.

Regards,

Mahdie Ahmadi

Why it works

Each point gets its own paragraph and a real detail (unit 1207, the scratched car, the bike rack). The closing sentence names the tree and a time, so it could only belong to this email.

Practise this now: write the first Writing Task 1 email free on CELTESTPIP

Sample 2: Requesting a schedule change (formal, named recipient)

Prompt

You are enrolled in a part-time accounting certificate at a community college. You need to move from the Tuesday evening section of one course to the Saturday morning section. Write an email to the program coordinator, Ms. Fraser. In your email:

- Explain why you need to change sections.
- Describe how you will catch up on the work you have missed.
- Propose when the change should take effect.

Sample answer (176 words)

Dear Ms. Fraser,

My name is Daniyar Toktassyn, and I have been enrolled in the accounting certificate since September. I am writing to request a transfer from the Tuesday evening section of ACC 210 to the Saturday morning section.

To briefly review my situation, my employer restructured our department last month and moved me onto a rotating evening shift. Since that change took effect, I have missed two Tuesday classes and I expect to miss several more if my schedule stays as it is.

In terms of catching up, I have already borrowed notes from a classmate and completed both missed assignments. I would be glad to meet the Saturday instructor beforehand so that I arrive at the same point as the rest of the group.

Regarding timing, I would suggest the transfer take effect from the first Saturday in September. Alternatively, if the section is full, I would appreciate being added to a waiting list.

I look forward to hearing whether the Saturday section has space before the first week of September.

Sincerely,

Daniyar Toktassyn

Why it works

The reason, the catch-up plan and the date each get a clear answer, and the third point even has a fallback. “Dear Ms. Fraser” matches “Sincerely”.

Practise this now: write the first Writing Task 1 email free on CELTESTPIP

Sample 3: Complaining about a service (formal, name unknown)

Prompt

You paid a company in advance for driveway snow clearing for the whole winter season. The company has not cleared your driveway after several snowfalls. Write an email to the company's customer service department. In your email:

- Describe the service you paid for and when.
- Explain what has gone wrong and how it has affected you.
- Say what you would like the company to do.

Sample answer (183 words)

Dear Sir or Madam,

I am writing to express my dissatisfaction with a seasonal snow clearing contract I purchased from your company on October 14th for the address at 88 Larkspur Crescent.

To briefly review the situation, the contract guaranteed clearing within twelve hours of any snowfall over five centimetres. Since December, there have been four such snowfalls, and my driveway was cleared only once. I reported the problem by telephone on January 9th and was told a crew would be dispatched, but nobody arrived.

In terms of the impact, I was unable to reach my vehicle on two working mornings and had to arrange transport at my own expense. My elderly mother, who visits weekly, has been unable to reach the front door safely.

Regarding a resolution, I would request a refund of half the contract value, given that roughly half the season remains. Alternatively, I would accept a written commitment that clearing will resume within the guaranteed window.

I would appreciate a reply before the next forecast snowfall so that I can arrange other clearing if needed.

Yours faithfully,

Priya Raghunathan

Why it works

The second point asks for two things, what went wrong and how it affected you, and the email answers both. Dates, an address and a measurement make every claim checkable.

Practise this now: write the first Writing Task 1 email free on CELTESTPIP

Sample 4: Proposing a shared repair (informal, to a neighbour)

Prompt

A windstorm damaged the fence between your backyard and your neighbour's. You would like to repair it and share the cost. Write an email to your neighbour, Elena. In your email:

- Describe the damage to the fence.
- Explain what repair you are proposing and how you suggest splitting the cost.
- Suggest when the work could be done.

Sample answer (175 words)

Dear Elena,

I hope you and the kids came through Saturday's storm all right. I am writing about the fence between our yards, which did not fare quite as well.

To briefly review the damage, three panels near the maple tree have come away from their posts, and one post itself is now leaning badly. One of the cross rails has splintered as well, though that looks like a cheap fix. The rest of the fence looks sound, so I do not think we need to replace the whole thing.

In terms of the repair, I asked a contractor on Kingsway to take a look and he quoted eight hundred dollars to reset the post and refit the panels. Since the fence sits on the property line, I would suggest we split the cost evenly, though I am happy to discuss it if that does not seem fair to you.

Regarding timing, he could start the week of the fifteenth. Let me know what suits you and I will book it.

Best regards,

Tomás Herrera

Why it works

The tone is friendly (“came through”, “what suits you”) but still polite, because Elena is a neighbour, not a close friend. The cost split is a real number, not “we could share it”.

Practise this now: write the first Writing Task 1 email free on CELTESTPIP

Sample 5: Helping a friend move (informal, to a close friend)

Prompt

Your friend Kevin is moving to your city next month for a new job, and he has asked you for help finding a place to live. Write an email to Kevin. In your email:

- Recommend a neighbourhood and explain why.
- Give him advice on how to search for an apartment.
- Offer to help him in a specific way.

Sample answer (174 words)

Hi Kevin,

Congratulations on the new job! I’m so glad you’re finally moving here, and of course I’ll help you find a place.

First of all, I’d look in Kitsilano. It’s only twenty minutes by bus from your office downtown, there’s a grocery store on almost every corner, and the beach is a ten-minute walk away. Rent is a bit higher than in the suburbs, but you’d save a lot on transit and time.

As for the search, start now, because good apartments here are usually gone within a week. Set up alerts on the big rental websites and reply to new listings the same day. Also, never send a deposit before you or someone you trust has seen the place, since rental scams are common.

That’s where I come in. I live ten minutes from Kitsilano, so I’m happy to go to viewings for you and send you videos. Just forward me the listings you like.

Let me know which weekend you’re flying in, and I’ll keep my calendar free.

Take care,

Sam

Why it works

The email sounds like a real friend (contractions, “That’s where I come in”), but every point is answered with a detail: twenty minutes by bus, a ten-minute walk, viewings with videos. Informal does not mean short or vague.

Practise this now: write the first Writing Task 1 email free on CELTESTPIP

Level 7, Level 9 and Level 10: one prompt, three emails

These are CELTESTPIP’s own examples, written to show the difference between levels. CELPIP did not rate them, and only the real test gives you a real level. The notes explain, in our words, why each one sits where it does.

Prompt

You signed up and paid for a six-week evening cooking class at your local community centre. After two classes, the centre cancelled the course without any warning. Write an email to the centre’s program manager. In your email:

- Explain what happened.
- Describe how the cancellation affected you.
- Say what you would like the centre to do.

Level 7 example (157 words)

Dear Program Manager,

I am writing about the cooking class at your community centre. I registered for the six-week evening class and I paid $180. After only two classes, the centre cancelled the course and nobody informed us before.

This cancellation was very bad for me. I was very excited about this class because I wanted to learn how cook healthy food for my family. Also, I took the bus for 40 minutes to come to the third class, but the door was closed. I also asked my manager to change my work shift on Tuesdays so I can come to this class. I was very disappointed and I lost my time.

I would like the centre give me my money back for the classes that I did not take. Or maybe you can start the class again with other teacher. Please answer me soon because I want to know what will happen.

Thank you,

Jordan Lee

The errors in this email are deliberate.

Why Level 7

Every point is answered, but the details stay general (“very bad”, “lost my time”). The words are common and repeat a lot (“very” three times). Errors appear in the longer sentences (“learn how cook”, “would like the centre give me”), although the meaning stays clear. The request has no number, and “answer me soon” sounds demanding.

Level 9 example (172 words)

Dear Program Manager,

I am writing to express my disappointment about the cancellation of the Tuesday evening cooking class at the Riverside Community Centre. I registered for the six-week course in August and paid the full fee of $180.

After only two sessions, the course was cancelled without any notice. When I arrived for the third class, the room was locked, and the staff at the front desk could not tell me why. Nobody had called or emailed the students.

This situation affected me in several ways. I had arranged for my neighbour to look after my children that evening, and I travelled 40 minutes by bus for nothing. Most importantly, I chose this course to learn healthy recipes for my family, and now I have no class to attend.

I would like the centre to refund the four sessions I did not receive, which is $120. If the course restarts with a new instructor, I would also be happy to join again.

I look forward to your reply.

Sincerely,

Jordan Lee

Why Level 9

The details are now specific and believable: the locked room, the neighbour, the exact refund. The grammar is clean, and the request is clear and polite. What holds it back: “class”, “course” and “session” do most of the work, and there are only a few linking words between ideas.

What changed from Level 7: exact numbers ($120, four sessions), real consequences instead of feelings, no grammar errors.

Level 10 example (181 words)

Dear Program Manager,

I am writing about the Tuesday evening cooking course at Riverside Community Centre, which I registered and paid for in August. After just two sessions, the course was cancelled, and I only found out when I arrived for the third class and found the room locked.

What frustrated me most was the lack of communication. Nobody phoned or emailed the students, and the front desk could offer no explanation. By then, I had already paid my neighbour to watch my children that evening and spent 40 minutes on the bus, only to turn around and go home. More importantly, I signed up specifically to learn affordable, healthy meals for my family, and that plan is now on hold.

To resolve this, I would appreciate a refund of $120 for the four sessions I missed. Alternatively, if the centre plans to relaunch the course with a new instructor, I would gladly accept a credit toward it instead.

Thank you for looking into this. I hope to hear from you by the end of next week.

Kind regards,

Jordan Lee

Why Level 10

The details are ranked, not just listed (“What frustrated me most”, “More importantly”). Word choice is precise (“relaunch”, “a credit toward it”, “on hold”). Sentence types vary, and linking words carry the reader from one idea to the next. It offers two solutions, a clear deadline and a firm but polite tone.

What changed from Level 9: the same facts, now connected. The writer explains why each detail matters, offers a fallback and sets a date.

Where does your own email land? Write the first Writing Task 1 email free and get an estimated CELPIP level

Checklist before you submit

Use the last five minutes of your 27 for this.

- [ ] Greeting and sign-off match (formal with formal, informal with informal).
- [ ] Every point in the prompt has its own paragraph, and every part of every point is answered.
- [ ] Each paragraph has at least one real detail: a name, a number, a date or a place.
- [ ] The closing sentence names something from this prompt, not a line that fits any email.
- [ ] 150 to 200 words.
- [ ] No To, From or Subject lines.
- [ ] Spelling checked word by word. The test has a spell check you must run yourself, and no grammar check.
- [ ] Your full name under the sign-off (first name only is fine for a close friend).

CELTESTPIP, CELPIP Writing Task 1 Email Template and Samples with Answers (the online version of this PDF). Task time, word range and the four rating dimensions: CELPIP, celpip.ca, described here in our own words. All prompts, sample emails and notes are CELTESTPIP's own; CELPIP did not rate them. Written by Matthew Zare, CELPIP Teacher. CELTESTPIP is an independent preparation platform and is not affiliated with or endorsed by Paragon Testing Enterprises or Prometric.

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Matthew is a CELPIP teacher on the CELTESTPIP team and the voice of most of our YouTube lessons. He focuses on helping candidates reach the CLB level their immigration or PR file needs.

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