



Profile of Ability

The speaker can:

Communicate with confidence in most daily routine social, educational and work situations, and present concrete and some abstract information on an expanded range of familiar topics.

When the communication is:

- Face-to-face, on the phone, or via digital media
- Informal to formal
- In unfamiliar groups
- In moderately demanding contexts

Demonstrating these strengths and limitations:

- Clear evidence of connected discourse
- Fluent for moderately demanding contexts; speech is often at a normal rate
- An expanded range of concrete, abstract and idiomatic language, which may include some common cultural references
- Adequate variety of grammatical structures, with adequate control of complex structures
- Grammar, vocabulary and pronunciation difficulties seldom impede communication
- Good use of appropriate non-verbal cues and signals
- Adapts speech style and register to a range of different audiences and situations

I. Interacting with Others

- Participate in less routine social conversations for most everyday purposes (such as expressing and responding to empathy, clarifying conflicts, and providing reassurance).

[Little support from interlocutors; communication may be related to situations where tone and register may have an impact on the outcome.]

- Introduces guests or speakers appropriately.
- Expresses and responds to sympathy.
- Expresses and responds to formal toasts or welcomes.
- Responds to minor conflicts or complaints, or comforts others in distress.
- Asks follow-up questions to keep conversations going.
- Encourages others to participate.
- Holds the floor, interrupts appropriately, and resumes after an interruption.
- Uses appropriate levels of formality with increased ability.

- Participate in brief professional phone calls.

[Communicating on the phone can involve less familiar and some non-routine matters.]

- Opens, maintains and closes a phone conversation in a professional manner.
- Provides information in a professional manner.
- Clarifies and confirms information.
- Uses appropriate levels of formality with increased ability.
- Demonstrates strengths and limitations typical of Speaking Benchmark 8, as listed in the Profile of Ability.

Sample Tasks

Express sympathy, comfort, and reassure a friend who is going through a difficult time.

Answer the phone in a professional manner and respond to non-routine requests for detailed information about products or services.

Speak with a co-worker to resolve a conflict.

Reassure a customer that his/her order will arrive on time.

II. Giving Instructions

- Give instructions and directions for a broad range of technical and non-technical tasks, procedures and processes.

- Uses correct sequence of steps.
- Uses clear references and provides necessary details.
- Uses appropriate intonation so that listener can follow.
- Checks to confirm understanding.
- Demonstrates strengths and limitations typical of Speaking Benchmark 8, as listed in the Profile of Ability.

Sample Tasks

Give detailed instructions to movers about packing, loading and shipping items.

Give detailed, multistep instructions to a student on how to conduct a science experiment.

Give instructions on how to send a text message on a cell phone.

Give instructions to a co-worker on how to process sales, handle merchandise returns, or operate a cash register.