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37	A	B	C	D	E
38	A	B	C	D	E
39	A	B	C	D	E

PRACTICE QUESTIONS

Associated Board Certifications International (ABCI)

CLDEM

Home Office English Language Test (HOELT)

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for Associated Board Certifications International (ABCI) **CLDEM**, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, **CLDEM**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

A customer has emailed to complain that a delivered product arrived damaged. Which of the following openings is most appropriate for a professional, customer-facing reply?

- ☐ A Hey, sorry about your broken thing, that's rough.
- ☐ B Dear Customer, Further to your recent correspondence, we acknowledge receipt of the same.
- ☒ C Thank you for getting in touch. I'm sorry to hear about the damage and I'd like to put this right for you.
- ☐ D To whom it may concern, Re: complaint. This is to inform you that your complaint has been noted.

ANSWER C

WHY A suitable reply is courteous, acknowledges the issue, and signals intent to resolve it. Option C is warm, professional, and customer-focused. Option A is too casual, Option B is unnecessarily stilted, and Option D is cold and bureaucratic.

QUESTION 2

SINGLE CHOICE

Which sentence is written in correct, standard English?

- ☐ A Me and my colleague attended the meeting and we presented the report.
- ☒ B Neither the manager nor the assistants were available to take the call.
- ☐ C Each of the participants have signed the attendance sheet.
- ☐ D The data shows that sales has increased since the new policy was introduced.

ANSWER B

WHY With 'neither...nor', the verb agrees with the nearest subject, so 'were available' (plural) is correct. Option A wrongly uses 'me' as a subject. Option C should be 'has signed' because 'each' is singular. Option D should be 'have increased' because 'data' is plural in standard usage, or, alternatively, 'sales' should take 'have'.

QUESTION 3

SINGLE CHOICE

Which word best completes the sentence? 'Please find the ___ report attached to this email.'

- ☐ A previous
- ☐ B prior
- ☐ C above-mentioned
- ☒ D aforementioned

ANSWER D

WHY 'Aforementioned' is the standard, precise word used in formal correspondence to refer to something already mentioned. 'Previous' and 'prior' typically describe order in time, not reference in a document, and 'above-mentioned' is not standard in formal written English.

QUESTION 4

SINGLE CHOICE

Which sentence uses punctuation correctly?

- ☐ A Its a well known fact, that the company's profits have grown.
- ☒ B It's a well-known fact that the company's profits have grown.
- ☐ C Its' a well-known fact, that the company's profits have grown.
- ☐ D It's a well known fact that the company's profits, have grown.

ANSWER B

WHY 'It's' (with an apostrophe) is the contraction of 'it is'. 'Well-known' is hyphenated as a compound adjective before a noun. Commas are not needed around 'that the company's profits have grown'. Options A, C and D each contain a punctuation error.

QUESTION 5

SINGLE CHOICE

Which sentence is the clearest and most concise for a workplace email?

- ☐ A I am writing to inform you that the meeting which was scheduled for Tuesday has been moved to Wednesday at the same time.
- ☐ B I am writing to inform you in respect of the meeting that was scheduled for Tuesday that it has been moved to Wednesday at the same time as previously planned.
- ☒ C **The Tuesday meeting has been rescheduled to Wednesday, at the same time.**
- ☐ D With regard to the aforementioned meeting that was scheduled to take place on Tuesday, please be advised that it has been rearranged for Wednesday at the same time as was originally agreed.

ANSWER C

WHY Effective workplace writing is clear and concise. Option C conveys the message directly. Options A, B and D are wordy or convoluted, using unnecessary formality that obscures the meaning.

QUESTION 6

SINGLE CHOICE

Which phrase is most appropriate in a formal letter of complaint?

- ☐ A I want a refund ASAP or I'll kick up a fuss.
- ☐ B I'm pretty annoyed about this and I expect something back.
- ☒ C **I would be grateful if you could arrange a full refund at your earliest convenience.**
- ☐ D Sort this out quick or I'm going to leave a bad review.

ANSWER C

WHY Formal complaint letters require polite, measured language. Option C is courteous and professional. Options A, B and D are colloquial or aggressive and unsuitable for formal written correspondence.

QUESTION 7

SINGLE CHOICE

An email states: 'Please confirm receipt of this message and indicate whether you will be available to attend the briefing on Friday at 10:00.' What is the recipient being asked to do?

- ☐ A Send the briefing agenda for Friday.
- ☒ B Reply to confirm they have read the email and state if they can attend the Friday briefing.
- ☐ C Reschedule the Friday briefing.
- ☐ D Forward the email to a colleague who can attend.

ANSWER B

WHY The instruction has two parts: confirm receipt of the message, and indicate availability for the briefing on Friday at 10:00. Option B captures both actions. Options A, C and D do not match what was requested.

QUESTION 8

MULTIPLE CHOICE

Which of the following words are misspelled? (Choose two.)

- ☒ A accommodate
- ☐ B definately
- ☐ C occurrence
- ☒ D recieve

ANSWER A • D

WHY 'Accommodate' and 'occurrence' are correctly spelled (with double c and double c respectively). 'Definately' is misspelled — the correct spelling is 'definitely'. 'Recieve' is misspelled — the correct spelling is 'receive' (i before e except after c).

QUESTION 9

MULTIPLE CHOICE

Which of the following pairs of linking words correctly complete the sentences? (Choose two.) 1. The order was placed on Monday, ____ it has not yet arrived. 2. The report is overdue, ____ the team has been informed.

- ☒ **A** 1. however, 2. furthermore
- ☐ **B** 1. and, 2. but
- ☒ **C** 1. but, 2. therefore
- ☐ **D** 1. although, 2. because

ANSWER A - C

WHY Sentence 1 contrasts placing the order with non-arrival: 'however' fits. 'And' (B) would incorrectly imply sequence; 'although' (D) requires a contrasting clause, not a stand-alone clause. Sentence 2 states a consequence: 'therefore' (C) or 'furthermore' (A, adding information) both fit logically. The combination (A) pairs 'however' with 'furthermore', and (C) pairs 'but' with 'therefore'. Both pairs produce grammatical, coherent sentences.