

1 Complete beginner	2 Beginner	3 Advanced beginner	4 Elementary business	5 Business efficiency	6 Operational	7 Advanced operational	8 Professional	9 Advanced professional	10 Almost native
Telephone									
has had minimum exposure	can make contact and ask for required person but must then ask to talk in native language	can give previously prepared information over the 'phone and take simple messages	can carry out a simple conversation but has difficulty dealing with problems	can discuss simple problems on the 'phone and offer solutions can obtain and clarify detailed information	can hold a detailed 'phone conversation can express own ideas and arguments but may have difficulty in fully understanding clients' position	can hold a detailed 'phone conversation and give advice, but has difficulties in dealing with complaints and following rapid speech	can hold a detailed 'phone conversation can deal with complaints effectively	can negotiate the basic terms and conditions of a contract on the 'phone can carry out elementary negotiations on the 'phone	almost native speaker
Meetings / Presentations									
has had little experience	can greet other participants and make limited polite conversation can politely enquire as to wishes of participants can present arrangements and time schedule simply	can understand the gist of a presentation if given by clear, non-verbal graphics can give basic information about his/her responsibilities and those of his/her department	can follow the main points and issues in a meeting and make limited contributions can understand the main parts of a presentation	can express opinions in a meeting can agree and disagree with other participants but feels inhibited about interrupting can present facts and figures but has difficulty answering questions	can interrupt and make suggestions with confidence but not always tactfully can present facts and figures and answer questions relating to the contents of a presentation but has difficulty with unprepared topics	can interrupt tactfully and present solutions can fluently deliver a prepared presentation and answer most questions can speak relatively confidently on a wide range of topics	can chair a discussion and prevent unwanted interruptions can give a well structured presentation and respond to unexpected questions can speak fluently and confidently on a wide range of topics	can chair a meeting tactfully bringing in participants, controlling the discussions and providing summaries where necessary can deliver off-the-cuff presentation with little difficulty can handle difficult questions with ease	almost native speaker
Negotiations									
has had little experience	can greet other participants and make limited polite conversation can politely enquire as to the wishes of other participants	can give basic information about his/her responsibilities and those of his/her department	can follow the main points and issues in a negotiation but only make limited contributions	can describe his/her negotiating position but has difficulty in probing into his/her counterpart's position	can ask probing questions in order to fully define the client's needs	can put forward a number of alternatives as a basis for compromise can negotiate the basic points of a contract	can lead the negotiations in a flexible manner as the situation demands	can effectively steer negotiations to a successful conclusion	almost native speaker
Writing									
has had little experience	can complete basic forms and accompanying letters	can write standard letters using set phrases	can write simple letters requesting information	can reply to simple requests in writing	can write business letters with specific content can write the minutes of a meeting	can tactfully describe a tense situation but still has problems replying to a complaint in writing	can confront a complaint, apologise and present relevant situations can write a clear, detailed report	can write persuasive, tactful letters which achieve the required response	almost native speaker
Routine work place situations									
has had little experience	can describe steps in his/her career history can describe basic tasks at work simply	can make appointments can greet visitors can manage basic transactions	can describe his/her department's structure can interview a client at a basic level and establish his/her needs	can describe the main features of products and match them with a client's needs	can effectively build up a good rapport with clients can make good presentations can express conclusions drawn from figures	can fully establish a client's needs and make recommendations can present and analyse figures	can maintain a good relationship with clients can react immediately to unexpected client requests can explain and negotiate contract details	can carry out a client interview in a controlled manner can sell a complex product to a client by giving sound advice	almost native speaker
Social interaction (building relationships)									
has had little experience	can initiate two way interaction using familiar phrases can exchange basic pleasantries	can converse in a limited manner on routine topics e.g. the weather or travel arrangements	can make limited conversation on a range of topics of general interest (with inaccuracies)	can sustain a conversation and give an opinion on a range of topics	can hold a detailed conversation but may not always use the correct register has limited command of idiomatic language	can communicate with ease in most social situations has some usage of familiar expressions used in "small talk"	can interact confidently and fluently in most social situations has a wide lexical range and can maintain "small talk"	can interact in all social situations confidently in the correct register can appreciate different aspects of the language including humour and different accents	almost native speaker