

FREE TOEFL 2026 PRACTICE MATERIAL

TOEFL Write an Email Prompts PDF — Every Scenario (2026)

The complete published set of Reach120 email scenarios, grouped by what the email has to do — request, report, apologise, decline — with the requirement list printed under each one, because on this task the requirement list is what completeness is marked against.

What is inside

- Every Write an Email prompt Reach120 publishes, grouped by the purpose of the email rather than by topic — the axis that changes the moves inside the reply.
- The scenario in full for each prompt, with the recipient and the subject hint where the bank records them.
- The points each reply has to cover, printed under the prompt. Missing one costs marks for completeness however well the email is written.
- A drilling order that works on paper: one purpose at a time, so the register drills alongside the structure.

What it does not cover

- Model replies. Five complete ones live on the Write an Email practice page and in the templates pack; repeating them here would be the same text on a third URL.
- An answer key. This is an open response scored on a 0–5 rubric — the requirement list is what a reply is checked against, not a key.
- A word limit. ETS publishes none for this task, and any range on Reach120 is a pacing target of ours.

DO IT SCORED, FOR FREE

Reading answers is not the same skill as producing them under time pressure. The same material runs scored, in the browser, with no card:

[Write an Email, scored on the 0–5 rubric — https://www.reach120.com/toefl-write-an-email-practice](https://www.reach120.com/toefl-write-an-email-practice)

Every question in this file is also on the page it came from:

<https://www.reach120.com/downloads/toefl-write-an-email-prompts>

WHERE THIS MATERIAL COMES FROM

This pack is generated from the live Reach120 question bank rather than written for the download, and the row ids that went into it are published in a manifest beside the file. That is what makes the provenance checkable instead of a sentence you have to take on trust.

Write an Email prompts, in full

Each prompt gives the situation, the recipient and the points your reply has to cover. There is no answer key for an open response — the requirement list is what completeness is marked against.

Inquiry

Write an Email prompts in the inquiry category.

1. Inquiry

You are Alex Smith, a graduate student at Greenfield University, currently living in an apartment at 123 Maple Street. Your lease is set to expire on June 30, 2023, and you are interested in renewing it for another year. You have been living there since July 2022 and have enjoyed the location due to its proximity to campus and local amenities. However, you are concerned about potential rent increases and would like to discuss this before making a decision.

Writing to: Service Provider

Subject: Lease Renewal Inquiry

WHAT YOUR REPLY MUST COVER

- Inquire about the possibility of renewing the lease for another year
- Ask if there will be any changes to the current rent amount
- Request information on any updates or maintenance that may be scheduled for the upcoming year

2. Inquiry

You applied for a membership at the University Film Enthusiasts Club two weeks ago, but you have not received any confirmation or further instructions. The club is known for organizing bi-weekly film screenings and monthly discussions with guest directors. You are eager to participate in the upcoming film festival they are hosting in November. Your friend, Alex, who is a club member, mentioned that you should have heard back by now, so you decide to follow up on your application status.

Writing to: Administration

Subject: Membership Application Follow-up

WHAT YOUR REPLY MUST COVER

- Politely inquire about the status of your membership application
- Express your enthusiasm for participating in the upcoming film festival
- Ask if there are any additional steps you need to complete for your membership

3. Inquiry

You are a junior at State University majoring in Environmental Science. You recently attended a guest lecture by Dr. Maria Chen, who spoke about marine conservation efforts at the Oceanic Conservation Trust in San Diego. Inspired by her work, you wish to volunteer with the organization during your summer break, from June to August 2024, to gain practical experience. You would like to confirm if there are any volunteering opportunities available and inquire about the application process and any prerequisites.

Writing to: Administration

Subject: Inquiry about Summer Volunteering Opportunities

WHAT YOUR REPLY MUST COVER

- Introduce yourself and explain your connection to Dr. Maria Chen's lecture.
- Ask about the availability of summer volunteering opportunities from June to August 2024.
- Inquire about the application process and any prerequisites for volunteering.

4. Inquiry

You are a third-year computer science student at Greenfield University and are interested in applying for a software development internship at Tech Innovations Inc. The internship is scheduled to start in the summer of 2024. You found the position listed on your university's career services website, but the application details were unclear. You want to ensure you have all necessary documents before the application deadline on January 15, 2024. You decide to email the HR manager, Lisa Tran, to clarify the application requirements.

Writing to: Employer

Subject: Inquiry about Summer 2024 Internship Application Requirements

WHAT YOUR REPLY MUST COVER

- Ask about the specific documents required for the application (resume, cover letter, transcripts, etc.)
- Inquire if there are any preferred programming languages or skills for the internship
- Request information on how to submit the application documents

5. Inquiry

You are a university student named Alex Martinez, and you are planning an event for the Engineering Club. The event is scheduled for November 15th and you're considering renting audio-visual equipment from TechRentals for the day. You need to ensure that the equipment is available and fits within the club's budget. Contact Jessica Lee, the representative at TechRentals, to inquire about their pricing and availability.

Writing to: Administration

Subject: Inquiry About A/V Equipment Rental for Nov 15th

WHAT YOUR REPLY MUST COVER

- Ask about the availability of audio-visual equipment on November 15th
- Request a detailed breakdown of rental costs
- Inquire about any potential discounts for university clubs

6. Inquiry

You are a junior at Riverdale University majoring in Environmental Science. You recently attended a career fair where you met Ms. Clara Thompson, the internship coordinator for Green Earth Initiatives, a non-profit organization focused on sustainable urban development. You are interested in applying for their Summer 2024 internship program. The application deadline is approaching on March 15, 2024, and you want to ensure you meet all the necessary requirements. You remember Ms. Thompson mentioning something about a specific project proposal that needs to be included with the application, but you are not sure about the details.

Writing to: Employer

Subject: Inquiry about Summer 2024 Internship Application Details

WHAT YOUR REPLY MUST COVER

- Ask for clarification on the project proposal requirement for the internship application.
- Inquire if there are any specific documents or forms needed along with the application.
- Confirm the submission deadline and where to send the application materials.

7. Inquiry

You recently interviewed for the position of Marketing Intern at GreenWave Solutions, an environmental technology company, on October 10th with Ms. Sarah Thompson, the Head of Marketing. During the interview, you discussed your recent project on sustainable marketing strategies that you completed as part of your Marketing 301 course. You also expressed your interest in GreenWave's innovative approach to eco-friendly product launches. You want to thank Ms. Thompson for the opportunity and reinforce your enthusiasm for the role.

Writing to: Professor

Subject: Thank you for the interview opportunity

WHAT YOUR REPLY MUST COVER

- Express gratitude for the opportunity to interview and meet with Ms. Thompson.
- Mention the specific project you discussed during the interview and how it relates to GreenWave's goals.
- Reaffirm your interest in the Marketing Intern position and express your hope to contribute to the team.

8. Inquiry

You are a university student interested in attending the 'Leadership in the Digital Era' workshop organized by the Campus Innovation Club. The workshop is scheduled for November 15, 2023, from 10 AM to 4 PM in Room 402 of the Student Union Building. The registration deadline is November 1, 2023, and there is a \$15 registration fee. You need to confirm your participation and inquire about any materials you need to bring.

Writing to: Administration

Subject: Registration for Leadership Workshop

WHAT YOUR REPLY MUST COVER

- Confirm your registration for the workshop
- Ask about the payment method for the registration fee
- Inquire about whether any materials or equipment are required for the workshop

9. Inquiry

You recently purchased a laptop from an online electronics store, but the laptop was not delivered by the expected delivery date. You need to write an email to the customer service department to inquire about the status of your order.

Writing to: Customer Service

Subject: Inquiry about delayed laptop delivery

WHAT YOUR REPLY MUST COVER

- Provide your order number and purchase date
- Explain that the laptop has not been delivered as expected
- Request an update on the delivery status

10. Inquiry

You are a sophomore majoring in Environmental Science at Greenfield University. You've recently become interested in marine ecosystems and are eager to gain hands-on experience. You learned that Dr. Sarah Benson, who teaches 'Marine Biology 202', is involved in a research project studying coral reef restoration in the Caribbean. You want to inquire about the possibility of joining her research team for the upcoming summer. Write an email to Dr. Benson inquiring about available research assistant positions.

Writing to: Employer

Subject: Inquiry About Summer Research Opportunities

WHAT YOUR REPLY MUST COVER

- Introduce yourself and mention your major and current year of study
- Express your interest in Dr. Benson's coral reef restoration project
- Ask about the possibility of joining the research team for the summer

11. Inquiry

You are a university student planning an end-of-semester party for your study group, and you want to hire a local catering service. The catering company, Gourmet Grub, is known for their customizable menus and punctual delivery. You need the services for December 15th, and you have a budget of \$500. You want to inquire about the types of menu options available, if they can accommodate dietary restrictions, and seek confirmation that they can deliver to the student lounge at your university on the specified date.

Writing to: Administration

Subject: Inquiry about Catering Services for December 15th

WHAT YOUR REPLY MUST COVER

- Ask about the different menu options available, especially for a budget of \$500.
- Inquire if they can accommodate dietary restrictions such as vegetarian and gluten-free options.
- Confirm their availability for catering on December 15th and their ability to deliver to the university student lounge.

12. Inquiry

You are a sophomore at Greenfield University interested in joining the Eco Warriors Club, a student organization focused on promoting sustainable practices on campus. The club meets every Thursday afternoon and organizes events like tree planting and recycling drives. You heard about them during the annual Student Organization Fair and are eager to get involved. Reach out to the club president, Jamie Lin, to express your interest.

Writing to: Administration

Subject: Interest in Joining Eco Warriors Club

WHAT YOUR REPLY MUST COVER

- Introduce yourself and mention your major and year of study.
- Explain why you are interested in joining the Eco Warriors Club.
- Ask about the process for becoming a member and any upcoming meetings or events you should attend.

13. Inquiry

You are interested in joining the Green Earth Initiative, a community program focused on environmental conservation in your area. You read on their website that they have upcoming volunteer opportunities and workshops starting in March 2024. You need more information about these activities before deciding to participate. The program is organized by the local university's Department of Environmental Studies, and you are keen to contribute your skills in sustainable practices.

Writing to: Administration

Subject: Inquiry about Volunteer Opportunities and Workshops

WHAT YOUR REPLY MUST COVER

- Ask for details about the specific volunteer opportunities available in March 2024.
- Inquire about the schedule and topics of the upcoming workshops.
- Request information on how to officially register for the program.

14. Inquiry

You are planning a team-building event for your university's environmental club and are considering renting a local event space called 'Green Haven Conference Center' located in your city. The event is scheduled for March 15th, 2024, and you expect around 30 participants. You need to find out their pricing for a half-day rental, check if the venue is available on that date, and inquire about any included amenities such as audio-visual equipment or catering options.

Writing to: Administration

Subject: Inquiry about venue rental for March 15th

WHAT YOUR REPLY MUST COVER

- Request information on the pricing for a half-day rental of the venue
- Ask if the venue is available on March 15th, 2024
- Inquire about any available amenities, such as audio-visual equipment or catering

15. Inquiry

You ordered a set of textbooks titled 'Advanced Business Communication' from BookNook Online Store for your upcoming business communication course. The order was placed on September 20th, and you were informed that the shipment would arrive by September 30th. However, it is now October 10th, and the textbooks have not yet arrived. You need these books urgently as your course begins on October 15th. Contact BookNook's customer service to inquire about the delay.

Writing to: Professor

Subject: Delayed Shipment Inquiry

WHAT YOUR REPLY MUST COVER

- Mention the original order date and expected delivery date
- Explain the urgency and why the textbooks are needed before October 15th
- Request information on the status of the shipment and any possible solutions

16. Inquiry

You applied for a merit-based scholarship three weeks ago. The committee was supposed to announce decisions last week, but you have not received any notification. You want to inquire about your application status.

Writing to: Customer Service

Subject: Scholarship Application Status Inquiry

WHAT YOUR REPLY MUST COVER

- Reference your application details.
- Express your continued interest in the scholarship.
- Politely ask about the timeline for decisions.

Request

Write an Email prompts in the request category.

17. Request

You are Alex Chen, a graduate student at Crestwood University. You recently signed a one-year lease for an apartment located at 125 Maple Avenue, and the lease began on September 1st. You are considering adopting a small dog from the local shelter and would like to ensure it's allowed according to the lease agreement. Although the lease doesn't explicitly mention pets, you want to seek permission from your landlord, Mr. Robert Lee, in advance. You have also been attending weekly dog training classes to prepare for your new pet.

Writing to: Professor

Subject: Request for Pet Permission

WHAT YOUR REPLY MUST COVER

- Explain why you want to adopt a dog and how it will fit into your lifestyle.
- Reassure your landlord about your commitment to maintaining the apartment's cleanliness.
- Inquire if there are any specific requirements or additional fees related to having a pet.

18. Request

You recently attended a conference on renewable energy where you collected data and insights for a report you are working on. Unfortunately, you misplaced some of your notes, and you need specific data from one of the keynote speakers.

Writing to: Customer Service

Subject: Request for data from Renewable Energy Conference

WHAT YOUR REPLY MUST COVER

- Introduce yourself and mention the conference you attended
- Explain the data you are missing and why it is important for your report
- Politely request the specific information or notes from the keynote speaker

19. Request

You are a student in Professor Lisa Chen's Modern European History class at Eastwood University. The final essay for the course was due on November 10, 2023, but due to a family emergency, you were unable to submit it on time. Today is November 13, 2023, and you are writing to apologize for the late submission and to request an extension. This essay constitutes 30% of your final grade, and you are currently holding a B+ in the class.

Writing to: Professor

Subject: Apology for Late Essay Submission

WHAT YOUR REPLY MUST COVER

- Apologize to Professor Chen for not submitting the essay on time
- Explain the reason for the late submission and provide any relevant details
- Request an extension and suggest a new submission date

20. Request

You are a university student organizing a small graduation party for your classmates in May and need to hire a catering service. You found a local company, 'Gourmet Delights', that offers a variety of catered menus for events. You plan to hold the party on May 24th at the campus hall and expect around 50 attendees. You need a detailed quote for their services including menu options, pricing, and any additional charges.

Writing to: Professor

Subject: Request for Catering Quote for Graduation Party

WHAT YOUR REPLY MUST COVER

- Request a detailed quote for catering services for May 24th
- Inquire about different menu options available for 50 people
- Ask if there are any additional fees, such as delivery or setup charges

21. Request

You are Alex Kim, a graduate student at Brookfield University, currently living in an apartment at 234 Elm Street under a lease that ends on June 30th. You have accepted a job offer in another city and plan to move out on May 15th. You want to ensure a smooth transition and avoid any penalties. You need to understand the necessary steps for moving out earlier than the lease termination date.

Writing to: Employer

Subject: Early Lease Termination Inquiry

WHAT YOUR REPLY MUST COVER

- Ask if it's possible to terminate the lease early without incurring penalties.
- Request information about the process for returning the apartment keys.
- Inquire about the procedure for getting your security deposit back.

22. Request

You are a student in Dr. Emily Carter's 'Introduction to Quantum Mechanics' class at Jefferson University. During the lecture on October 25th, several key concepts about wave-particle duality were discussed, but you found the explanation confusing. The next assignment, which is due on November 5th, requires a clear understanding of these concepts. You need to reach out to Dr. Carter to ask for more detailed explanations and possibly some additional resources.

Writing to: Professor

Subject: Clarification on Wave-Particle Duality

WHAT YOUR REPLY MUST COVER

- Ask for clarification on the key concepts of wave-particle duality discussed in the lecture.
- Request any recommended resources or readings that could help you better understand the topic.
- Inquire if there are any upcoming office hours where you can discuss this in more detail.

23. Request

You recently attended a workshop on digital marketing strategies organized by a local business group. You found the session very informative and would like to receive a copy of the presentation slides that were shown during the event.

Writing to: Colleague

Subject: Request for Workshop Presentation Slides

WHAT YOUR REPLY MUST COVER

- Express your appreciation for the informative workshop
- Request a copy of the presentation slides
- Mention any specific part of the presentation you found particularly useful

24. Request

You are a university student named Alex Chen, currently living in a shared apartment at 123 Maple Street. You have been living there for the past two years while attending Greenfield University. Due to an upcoming internship in another city, you need to move out by December 15. Your lease agreement requires a notice period, but you are unsure of the exact procedures and any potential penalties. You need to email your landlord, Mrs. Linda Thompson, to clarify these details.

Writing to: Employer

Subject: Inquiry about Moving Out Procedures

WHAT YOUR REPLY MUST COVER

- Ask about the required notice period for moving out
- Inquire about any penalties or charges for breaking the lease early
- Request information on the procedure for returning the apartment keys

25. Request

You recently subscribed to 'StudySmart', an online platform offering study resources and practice exams for university students. Your subscription, made on September 15th, 2023, was for a three-month premium plan. Due to a change in your study schedule, you no longer require the service and wish to cancel your subscription before the next billing cycle on December 15th, 2023. The website mentioned a 48-hour response time for subscription inquiries. You want to clarify the cancellation process, ensure you won't be charged for the next cycle, and request a confirmation email once the cancellation is complete.

Writing to: Customer Service

Subject: Subscription Cancellation Inquiry

WHAT YOUR REPLY MUST COVER

- Ask about the steps needed to cancel your subscription.
- Request assurance that you won't be charged for the next billing cycle.
- Ask for a confirmation email once the cancellation is processed.

26. Request

You ordered a birthday gift for your sister that was marked as delivered, but you never received the package. The delivery photo shows an unfamiliar doorstep. You need to resolve this with customer service.

Writing to: Customer Service

Subject: Missing Package - Order #98765

WHAT YOUR REPLY MUST COVER

- Provide your order details and explain the situation.
- Describe why you believe this is a misdelivery.
- Request a refund or reshipment.

27. Request

You purchased a textbook from the campus bookstore, but your professor changed the required book on the first day of class. The bookstore has a 7-day return policy, and you are on day 6.

Writing to: Professor

Subject: Textbook Return Request - Changed Course Requirements

WHAT YOUR REPLY MUST COVER

- Explain why you need to return the textbook.
- Mention the original purchase details.
- Ask about the return process and refund timeline.

Scheduling

Write an Email prompts in the scheduling category.

28. Scheduling

You recently subscribed to 'Daily Fitness Plus', an online fitness program that offers workout videos and nutritional plans. You signed up for the service on August 1, 2023, under a promotional offer that allows cancellation up to 60 days after subscription without any penalty. Due to a change in your schedule, you can no longer utilize the service and wish to cancel your subscription before the next billing cycle on October 1, 2023. You want to ensure the cancellation process is smooth and that you receive confirmation of cancellation.

Writing to: Customer Service

Subject: Subscription Cancellation Request

WHAT YOUR REPLY MUST COVER

- Request confirmation of the cancellation before the next billing cycle.
- Inquire about any potential refund due to early cancellation.
- Ask for written confirmation that your credit card will not be charged further.

Apology

Write an Email prompts in the apology category.

29. Apology

You are a university student named Alex Chen majoring in Creative Writing at Greenfield University. As part of your final project, you have written a short story titled 'The Whispering Grove.' You wish to submit this story to a well-known literary magazine, 'The Echoing Quill,' for their upcoming December edition. The magazine's guidelines require a brief author bio and a synopsis of the story along with the submission. The submission deadline is November 15th.

Writing to: Administration

Subject: Submission for December Edition: 'The Whispering Grove'

WHAT YOUR REPLY MUST COVER

- Introduce yourself and mention your affiliation with Greenfield University
- Include a brief synopsis of 'The Whispering Grove'
- Provide a short author bio highlighting your writing background

30. Apology

You recently attended a 'Digital Marketing Mastery' workshop organized by 'ProLearn Workshops' on September 15, 2023. The workshop promised hands-on sessions and personalized feedback, but you found it to be poorly organized with no interactive elements or feedback provided. Additionally, the workshop started late, and the promised guest speaker did not attend. You paid \$150 for the session and expected a high-quality experience based on the advertisement.

Writing to: Customer Service

Subject: Refund request for Digital Marketing Workshop

WHAT YOUR REPLY MUST COVER

- State the reason why you are requesting a refund
- Mention the specific issues you encountered during the workshop
- Request a prompt response from the company

Complaint

Write an Email prompts in the complaint category.

31. Complaint

You recently purchased a laptop from an online electronics store, but you received a different model than the one you ordered. You need to contact the store to resolve this issue.

Writing to: Customer Service

Subject: Incorrect Laptop Model Received

WHAT YOUR REPLY MUST COVER

- Explain the discrepancy between the ordered and received laptop models
- Request instructions for returning the incorrect item
- Inquire about the process and timeline for receiving the correct model

32. Complaint

You recently purchased a laptop from an online electronics store, but the laptop you received is not the model you ordered. You need to contact the store to resolve this issue.

Writing to: Customer Service

Subject: Order Issue: Incorrect Laptop Received

WHAT YOUR REPLY MUST COVER

- Provide your order number
- Explain the difference between the model you ordered and the one you received
- Request instructions on how to return the incorrect laptop and receive the correct one

33. Complaint

You recently purchased a 'TechPro Speedster 300' laptop from TechPro's online store on September 15, 2023. After using it for a few weeks, you noticed that the battery does not hold a charge for more than two hours, which is much shorter than the advertised eight hours. You want to inquire about the warranty and possible solutions. Your order number is TP12345. Reach out to TechPro's customer service department to address this issue.

Writing to: Customer Service

Subject: Inquiry about Laptop Warranty

WHAT YOUR REPLY MUST COVER

- Mention your order number and purchase date
- Describe the issue with the product
- Ask for information regarding warranty coverage and possible solutions

34. Complaint

You have recently signed up for an online course on digital marketing, but you realized that you accidentally registered for the wrong course. You need to contact the course administrator to request a change to the correct course.

Writing to: Professor

Subject: Course Enrollment Change Request

WHAT YOUR REPLY MUST COVER

- Explain that you registered for the wrong course by mistake
- Specify the course you intended to register for
- Request assistance in changing your enrollment to the correct course

35. Complaint

You recently purchased a laptop from an online electronics store but received the wrong model. You need to write an email to the customer service department to resolve this issue.

Writing to: Customer Service

Subject: Incorrect Laptop Model Received

WHAT YOUR REPLY MUST COVER

- Explain the issue with the laptop model received
- Provide details of your original order
- Request instructions on how to return the incorrect item and receive the correct one

36. Complaint

You recently purchased a laptop from an online electronics store, but when it arrived, you noticed the screen was cracked. You need to write to the customer service department to report the issue and request a replacement.

Writing to: Customer Service

Subject: Request for Replacement - Order #12345

WHAT YOUR REPLY MUST COVER

- Explain the issue with the laptop
- Provide details of your purchase, such as the order number
- Request a replacement or a refund

37. Complaint

You are planning to attend a professional conference next month, but you have some concerns about the registration process and the schedule of events. You need to write an email to the conference organizer to clarify these issues.

Writing to: Customer Service

Subject: Questions about conference registration and schedule

WHAT YOUR REPLY MUST COVER

- Express your excitement about attending the conference
- Ask for clarification on the registration process
- Inquire about the schedule of events and any keynote speakers

38. Complaint

Your local gym recently replaced several treadmills with new models. These new machines are difficult to use and often malfunction. You want to address this issue with the gym management.

Writing to: Customer Service

Subject: Concerns About New Treadmill Equipment

WHAT YOUR REPLY MUST COVER

- Describe the problems with the new equipment.
- Explain how this affects your workout routine.
- Request a solution or compensation.

Follow-up

Write an Email prompts in the follow-up category.

39. Follow-up

You recently attended a workshop on digital marketing, and you want to follow up with the presenter to thank them and ask for additional resources on the topics covered.

Writing to: Customer Service

Subject: Follow-up on Digital Marketing Workshop

WHAT YOUR REPLY MUST COVER

- Express your appreciation for the workshop
- Mention a specific topic you found particularly useful
- Request further reading materials or resources on that topic

Feedback

Write an Email prompts in the feedback category.

40. Feedback

You recently completed an online course offered by your university. While the content was valuable, you experienced several technical difficulties with the learning platform. You want to provide feedback to the course administrators.

Writing to: Professor

Subject: Feedback on Online Course Experience

WHAT YOUR REPLY MUST COVER

- Describe what you found valuable about the course.
- Explain the technical problems you experienced.
- Suggest improvements for future students.

Other

Write an Email prompts in the other category.

41. Email

A new poetry magazine has asked its readers for submissions, and you decided to submit two of your poems. However, you had a problem using the online submission form, and you are not certain that your submissions were received.

Subject: Problem using submission form

WHAT YOUR REPLY MUST COVER

- Tell the editor what you like about the new magazine.
- Describe the problem you experienced.
- Ask about the status of your submissions.

42. Email

You recently bought a printer from an online electronics store, and it worked well for the first few days. However, it began showing persistent errors and now refuses to print even basic documents. You want to contact customer service to explain the situation.

Subject: Request for printer repair or replacement

WHAT YOUR REPLY MUST COVER

- Describe the problem you are having with the printer.
- Explain what you have already tried to fix it.
- Ask about repair or replacement options.

43. Email

You signed up for a gym membership three months ago. Due to a change in your work schedule, you can no longer use the gym facilities during their operating hours. You want to cancel your membership.

Subject: Membership cancellation request

WHAT YOUR REPLY MUST COVER

- Explain why you need to cancel your membership.
- Ask about the cancellation procedure and any fees.
- Request confirmation of the cancellation in writing.

44. Email

Your new neighbor has been playing loud music late at night for the past week. This has been affecting your sleep and ability to concentrate on your work. You want to address this issue politely.

Subject: A friendly request regarding evening noise

WHAT YOUR REPLY MUST COVER

- Introduce yourself as their neighbor.
- Describe how the noise is affecting you.
- Suggest a solution that works for both of you.

45. Email

You enrolled in an online course that was advertised as beginner-friendly. However, after completing the first two modules, you realized the content is too advanced for your level. You want to request a refund.

Subject: Refund request for enrolled course

WHAT YOUR REPLY MUST COVER

- Explain why the course does not meet your expectations.
- Describe your current skill level.
- Request a full or partial refund.

46. Email

You accidentally spilled coffee on a library book while studying at a cafe. The book has some water damage but is still readable. You want to report the damage honestly and ask about next steps.

Subject: Report of accidental book damage

WHAT YOUR REPLY MUST COVER

- Explain what happened to the book.
- Describe the extent of the damage.
- Ask about payment options or replacement procedures.

47. Email

Your business meeting has been rescheduled, and you need to change your flight to a later date. You booked a non-refundable ticket but want to see if any changes are possible.

Subject: Flight change request – Booking #789456

WHAT YOUR REPLY MUST COVER

- Provide your booking details and original flight information.
- Explain the reason for the change request.
- Ask about options for rescheduling or credits.

48. Email

A local bookstore has posted a sign looking for part-time help on weekends. You are a student who loves reading and wants to gain work experience.

Subject: Part-time position inquiry

WHAT YOUR REPLY MUST COVER

- Express your interest in the position.
- Briefly describe your relevant experience or skills.
- Ask about the application process and schedule.

49. Email

You borrowed a rare book from your university library for a research project. The book was due last week, but you still need it to complete your paper. You want to explain the situation and request an extension.

Subject: Request for Book Loan Extension

WHAT YOUR REPLY MUST COVER

- Apologize for the late return
- Explain why you still need the book
- Request a specific extension period
- Offer to pay any applicable late fees

50. Email

You have been living in your apartment for three months. Recently, you noticed that the heating system is not working properly, and the temperature in your apartment drops significantly at night. You need to contact your landlord to resolve this issue.

Subject: Urgent: Heating System Issue in Apartment 4B

WHAT YOUR REPLY MUST COVER

- Describe the heating problem in detail
- Explain how the issue is affecting you
- Request a specific timeline for repairs
- Ask about temporary solutions

51. Email

You are a graduate student who wants to attend an academic conference in your field. The conference registration deadline has passed, but you just learned about the event from your professor. You want to inquire about late registration possibilities.

Subject: Late Registration Inquiry – Graduate Student

WHAT YOUR REPLY MUST COVER

- Introduce yourself and your academic background
- Explain how you learned about the conference
- Ask about late registration options
- Express your interest in presenting your research

52. Email

You had a job interview last week for a marketing position at a tech company. The interviewer said they would contact you within five business days, but you have not heard back. You want to follow up professionally while expressing your continued interest.

Subject: Follow-up on Marketing Position Interview

WHAT YOUR REPLY MUST COVER

- Thank them for the interview opportunity
- Reiterate your interest in the position
- Politely inquire about the hiring timeline
- Offer to provide additional information if needed

53. Email

You are considering applying to a study abroad program in Spain for next semester. You have reviewed the program website but still have some questions about housing options and course credits. You want to contact the program coordinator for more information.

Subject: Questions About Spain Exchange Program

WHAT YOUR REPLY MUST COVER

- Introduce yourself and your academic program
- Ask specific questions about housing arrangements
- Inquire about how credits will transfer
- Request information about application deadlines

54. Email

A local environmental organization is offering summer internships. You are passionate about environmental conservation and want to apply. You need to write an initial email to express your interest and ask about the application process.

Subject: Summer Internship Inquiry - Environmental Studies Student

WHAT YOUR REPLY MUST COVER

- Express your interest in environmental conservation
- Briefly describe relevant experience or coursework
- Ask about the internship responsibilities
- Inquire about the application requirements and deadline

55. Email

You purchased tickets for a concert three weeks ago. Unfortunately, you have a family emergency and cannot attend the event. The ticket website says tickets are non-refundable, but you want to request an exception given your circumstances.

Subject: Refund Request - Order #12345 - Family Emergency

WHAT YOUR REPLY MUST COVER

- Explain your reason for the cancellation request
- Provide your ticket purchase details
- Request a refund or credit for future events
- Attach any supporting documentation if available

56. Email

You celebrated your birthday at a restaurant last weekend. Despite making a reservation for a special occasion, the service was extremely slow, and the food arrived cold. You want to share your experience with the restaurant management.

Subject: Feedback on Birthday Dinner Experience - March 15

WHAT YOUR REPLY MUST COVER

- Describe the issues you experienced
- Mention that it was a special occasion
- Explain how the problems affected your experience
- Suggest what resolution would be satisfactory

57. Email

You have a scheduled appointment with your doctor next Monday for an annual checkup. However, you just received notice of an important work meeting at the same time. You need to reschedule your medical appointment.

Subject: Request to Reschedule Appointment - Patient #789

WHAT YOUR REPLY MUST COVER

- Reference your existing appointment details
- Explain the reason for rescheduling
- Propose alternative dates or times
- Confirm your contact information for scheduling

58. Email

A local animal shelter is looking for volunteers to help with dog walking and cat socialization. You love animals and have some free time on weekends. You want to inquire about their volunteer program.

Subject: Volunteer Program Inquiry - Weekend Availability

WHAT YOUR REPLY MUST COVER

- Express your interest in volunteering
- Describe your availability
- Ask about training requirements
- Inquire about the commitment expected from volunteers

What this pack is, and is not

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The scored version of this material

[Write an Email, scored on the 0–5 rubric — https://www.reach120.com/toefl-write-an-email-practice](https://www.reach120.com/toefl-write-an-email-practice)

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