

Sample IELTS Letter

Question

WRITING TASK 1 (General Training IELTS Module)

You bought a kitchen appliance and found out that it was not working properly. You rang the shop, but no one helped you. Write a letter to the shop manager. In your letter

- Describe the problem with the equipment
- Explain what happened when you rang the shop
- Say what action you would like the manager to take

Corrected Answer

Dear Sir/ Madam,

I am writing this letter to express my dissatisfaction on your store's product and service.

Last week, I have bought a Bosch oven at the price of \$1500. I bought this particular kind at a higher price because I would like the quality product and I value its durability. However, I found out that the oven light was not working when I turned it on at home.

Therefore, I immediately rang your shop to get the new one. However, I was being told that there is no one who can authorize replacing my faulty oven with a new one. I tried calling your shop several times but have received the same answers.

Now, I am very disappointed to experience this unreliable product of your store. Also, I am really concern about your after sale service, and I strongly recommend to rectify this problem as soon as possible.

Your immediate assistance is much appreciated.

Regards,

Xxx

Go to the next page to see the Evaluation Report

Commented [1]: with

Commented [2]: for

Commented [3]: oven

Commented [4]: of the

Commented [5]: have the issue resolved

Commented [6]: was

Commented [7]: could

Commented [8]: the replacement of

Commented [9]: I regret to inform you that

Commented [10]: with the experience of buying

Commented [11]: in

Commented [12]: upset with

Commented [13]: customer

Commented [14]: expect you

Commented [15]: will be

Commented [16]: Yours faithfully

Commented [17]: John Smith

Evaluation Report

Overall	Task Achievement	Cohesion and Coherence	Lexical Resource	Grammatical Range and Accuracy
6	6	6	6	6

What you have done well

1. All the bullet points were addressed in a suitable way, although some ideas could have been expressed more clearly.
2. You have organised the information well and your response progresses from one idea to the next.
3. The clarity of your response makes it easy to understand.

What you can improve

1. Work on maintaining a formal tone as this is a formal letter (you are writing to someone you do not know).
2. Revise grammar (in particular prepositions, articles 'a'/'the', verb tenses) and work on your sentence structure.
3. Expand your vocabulary and improve your word choice - reading sample Band 7 and 8 letters on our website will help.
4. Always proofread the task response at the end. This gives you a chance to find any obvious spelling and grammar errors quickly and easily.
5. Keep practicing to improve your performance.

All these points have been explained in comments. So, revise all the related comments.

Helpful links & resources

1. Writing Correction Service - **to order a correction** [click here](#)
2. IELTS preparation e-books - [download a free trial here](#)
3. Model essays, letters and reports - [click here](#)