

Sample Letter

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Writing Task 1 (General Training IELTS Module)

You have 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 and say

- *What is the problem with the equipment?*
- *What is the problem with the shop?*
- *What do you want him/her to do for you?*

Dear Sir/ Madam,

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

Comment: with

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.

Comment: for

Comment: product

Comment: of the

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.

Comment: have the issue resolved

Comment: was

Comment: could

Comment: the replacement of

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.

Comment: with the experience of buying

Comment: in

Comment: upset with

Your immediate assistance is much appreciated.

Comment: customer

Comment: expect you

Regards,

Comment: will be

Xxx

Comment: Yours faithfully

Comment: John Smith

Go to the next page to see the Evaluation Report

Evaluation Report	
Word count	153
Comments	The bullet points were mentioned, emphasized and illustrated in a suitable and logical way. There is a clear organisation of information; it is evident that the writer progresses from one idea to another. The writer's occasional grammatical errors and poor word choice detract from the good impression, but overall the response is still easy enough to understand.
Estimated Band Score	6.0
Suggestions	<ol style="list-style-type: none">1. Revise grammar (in particular prepositions, articles 'a'/'the', verb tenses) and work on your sentence structure.2. Learn vocabulary and improve your word choice.3. Read sample Band 7 and 8 letters on our website.4. Always proofread the task response after you've finished writing it. This gives you a chance to find obvious spelling and grammar errors quickly and easily.5. Keep practicing to improve your performance.

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