**1.You placed an online order for a flower vase. However, when you received it, it was damaged. Write a letter to the manager of the company. In your letter, you should:**

* **Give the details about the equipment.**
* **Explain the damage.**
* **Suggest what you want the manager to do.**

##################################################################################

Dear Sir/Madam,

I am writing this letter with regards to the order #AHGT45 online from your website fnp.com on 11th July, 2003.

I opened the package and found that the flower vase is fully damaged because the same was not packed carefully. While checking online for the same product I don’t find any availability in the stock. I am looking for a replacement of this product once the stock is available. Incase there is no availability within a week, I suggest to return the product and initiate the full refund back to my source through which the payment was made

Lastly, I suggest you to kindly check the product details like color before the pacing and kindly use the fragile method for extra care of these products to avoid this issue in the future. Looking forward to hear you soon

Your Faithfully,

Hemant Chandani

##################################################################################

**2.Write a letter to your neighbor (who is also your friend) about the damage that occurs to your car while he parks his car in the space allotted to you. In the letter, you should:**

* **Describe the damage**
* **Say how you feel about this problem.**
* **Suggest on actions he should take.**

##################################################################################

Dear Mr. Aman,

I wanted to bring an attention to an issue which happened few days back right in front of my house.

We know each other as a neighbor but more as a friend from past 4 years. You hit my car and broke completely the front side of it while parking your car in the space which is allotted to you

I am frustrated but I believe this might have happened accidently. I checked the CCTV camera came to know that it happened on last Monday evening while you were returning from office.

I would appreciate if you can get this fixed or pay 3500 as a repairing cost. Additionally requesting you to be careful next time while parking the car.

Yours Sincerely,

Hemant Chandani

##################################################################################

3. Your friend recently moved to the same town where you live. Write a letter to invite your friend to go to the gym together. In your letter,

* describe why you go to this gym
* say what part of this gym you recommend
* explain why you think it is suitable for your friend

##################################################################################

Hi Nirav,

Hope you are your family doing well. I got to know that you're relocated last week nearby. I'm writing to invite you to the gym membership I recently enrolled for and have all activities for their members so let's make fun together at the field.

I'd like to recommend that you should also sign up for the basic membership as a regular member.

This will enhance your energy level and keep you fit in all aspects. it also offers discounts for students so don't forget to avail it. Additionally, it is a multi-facility gym with options for swimming and sauna. I would like you to try the steam room at the club, which is exceptional and the service in this particular location is quite friendly

I hope you accepted my offer and we'll meet you soon at the gym

Regards,

Hemant Chandani

##################################################################################

Hello,

I am writing this letter to apply for the volunteer work that is going to start at your school in the next week. My children Dharvik and Sadhna are studying in the 7 grades respectively I am good to express thought to the children that's how they would understand what I will try to teach them.

Due to this covid pandemic, I have been sitting at my home for a long time, as my company laid me off due to low work. Educate children about science was one of my dreams since I graduated.

Before I started my IT Engg. Job, I was practicing as a science teacher at Government School and rewarded one of the best teachers of the year.

I humbly request you to consider my past experience and willingness to work as free to do a contribution to society.

Yours Faithfully,

Hemant Chandani

Write a letter to your internet service provider to complain. In the letter:

- Describe the problem and why you are unhappy

- Arrange for an engineer to visit your home

- Request a reduction in your bill

Dear Sir,

I am writing this letter to register a complaint about the internet service you are providing me. I have been using Airtel internet modem for a long time, but recently it started giving me hard time with internet connectivity. This interrupts my work as I do work from home right now. Even when it is working, it is too slow, and this affected my business adversely.

I have already called your customer service department of this twice last week. Though they responded positively, the problems are not yet solved. I would like you to send an engineer to fix my problem as soon as possible, as my company wants me to do work from home, and without a good internet connection, I won't be able to begin my work.

I hope you consider my situation and do your best to solve the mess I had to face with lowering my bill for the remaining months of this year by Rs. 250 Per Month

I look forward for a prompt reply.

Yours faithfully,

Hemant Chandani

You will be graduating from university and would like to invite your family to the ceremony.

Write a letter of invitation to your parents. In the letter:

- Explain that you have completed your studies

- Give details of the event, including time, date and dress code

- Let them know how many tickets they have and who they are for

Dear Mummy and Daddy,

I’m extremely delighted to say that I passed my final semester exam with a first class. I received the results today morning, and the college announced the graduation day will be by the end of next month.

The ceremony will be held in the Auditorium and is expected to begin by 5 pm. All my friend group has decided that we would invite our parents to Traditional Indian outfits to express our culture in Canada

I have got three tickets from the event organizer, so I would like you to ask my cousin to join you for the event we have been waiting for a long time. It would be nice to see her in front of me for many days.

Thanks for joining me and let me know for further information.

Your Lovingly Son

Hemant

Some people say that now we can see films on our phones or tablets there is no need to go to the cinema other says to be fully enjoyed films need to be seen in a cinema. What is your opinion ?

###########################################################################

Technology has completely changed the way audiences watch movies. People are now able to enjoy films on their smartphones or tablet PCs. Cinema attracts people because of its big screen, surround sound, and dark room create an immersive experience that is difficult to replicate at home.

Movies in smaller screens and lack of the surround sound system on smart devices do not let people enjoy at their best, while watching the film in a theatre atmosphere on a bigger three-dimensional screen with its dim lights and hushed audience give them an immersed sense. Many prefer watching movies on cell phones or tablet computers because watching a film on such devices is more convenient. People can watch a film on their device almost instantly and whenever they like with taking breaks at their discretion. Secondly, movie lovers have the freedom to get the movie they want in a movie app

For instance, I, and most of my friends, love going to the cinema hall so as to avoid the humdrum life. Moreover, movie theatres are equipped with hi-tech machines and sound systems so that audiences can enjoy the visual and sound effects to a great extent. Furthermore, movies are more enjoyable in a theatre due to its large screen. Many people, however, like to enjoy movies in a movie theatre. The ambience of the theatre creates a totally different experience. To put it another way, viewers can be distracted from their hectic life and they can submerge themselves in the movie, accordingly.

In conclusion, while many like to enjoy watching movies on their personal gadgets, I think theatres are the best place to enjoy them to the fullest.

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Many people say that the only way to guarantee a good job is to complete a course of university education. Others claim that it is better to start work after school and gain experience in the world of work.

How far do you agree or disagree with the above views?

Nowadays, many people believe that education in university level is the only way to get a good job. In contrast, some people think that working after high school is better since they can obtain experience in work environment. I will outline both issues with reasons and examples.

Firstly, there are numerous reasons that can be offered to illustrate why I am in favor of working after university graduation. The primary reason being that universities teach the necessary skills and qualities required for one to excel in their work field. Secondly, getting degrees from educational institutes enables learners to apply successfully to suitable jobs. Most of the jobs require a solid academic background as well as critical thinking skills which can be earned exclusively by attending the specialized classes at university. Moreover, students in university seem to be the lack of practical experiences in working environment. Being an employee means more of responsibilities, job deadlines, etc. and there are several consequences if they show bad performances. To solve this case, internship programs and core soft skill training can be effective ways out. For example, students don't need to look for jobs after their convocation since the university does this for them. This way most of the students get a conditional offer even before they complete their graduation.

It is true that we need experiences to do better in our job, but it cannot be denied that education is more important than it. Take a teacher’s career as an example. By teaching earlier, you may have more experience than the new one who just graduated from university. But graduated university students can teach their students with better theories or concept from each material with good methods.

To sum up, people should consider that university level education is able to develop the students as an expert person in the study and it can reduce the problems will be faced in the workplace.

(322 Words)

Recent figures show an increase in violent crime among youngsters under the age of 18. Some psychologists claim that the basic reason for this is that children these days are not getting the social and emotional learning they need from parents and teachers.

To what extend do you agree or disagree with this option?

It appears that the youth crime rate in the modern world is increasing at an alarming rate. Although there may be many factors causing this issue. This position will thus be analyzed in the following paragraphs, supported by relevant examples.

Firstly, children are likely to concentrate their opinion on playing computer games, surfing the net and less motivated. Actually, the youths are changeable who are easy to manage. That’s why at home parents, at school teachers are responsible for their early knowledge which is a fundamental point in their future. Secondly, the modern education system enforces students to obtain tangible achievements, rather than ethical perspectives. Additionally, in the technology era, people, including parents are more likely to focus on smartphones, computers or TV rather than their duties to raise children properly. According to the recent survey by Govt. of India, about 65 percent of teenagers responded to games or computer games were the most inspiring for them to make crimes.

Today, most of the parents are working, so they don’t get enough time to spend with their offspring’s, due to this reason, children involve in bad companies such as consuming drugs, consequently indulge in violent crimes to fulfil their needs that they cannot demand from parents. Despite this, the family disputes also generate the violence in the youngsters. Nowadays it is known that the crime inflicted by teenagers between the age of 18 and under dramatically increased. Most psychologies argue that there is less attention which is paid to the children by their parents and tutors. For example, reports suggest that in Mexico and United States of America, the use of euphoric substances such as Drugs/Marijuana has inclined to lead to the rise in the number of registered police cases. The lack of education to parents regarding all these topics are also a contributing factor.

In conclusion, I totally agree with that point. Teacher and parents should receive all response for getting the social and emotional knowledge, which they need. With the help of that can reduce the proportion of violent crime among youngsters.

295 Words

### On a recent holiday, you lost a valuable item. Fortunately, you have travel insurance to cover the cost of anything lost.

**Write a letter to the manager of your insurance company. In your letter:**

* describe the item you lost
* explain how you lost it
* tell the insurance company what you would like them to do

Dear Sir or Madam,  
  
I am writing this letter to inform you that I have recently lost my smart watch during my holiday visit to hometown in Ranchi and this item is insured

The incident occurred when I was on a travelling in train from Bangalore to Ranchi between 14th April 2023 to 16th April 2023 when I lost my smart watch in the train.  I am not sure whether it was stolen, or I just forgot it someplace in Train. I vigorously searched for the item for m**ore than an** hour, but it was nowhere. I immediately lodged an FIR in the nearest police station and the FIR registration number is BLR-AHC57.

I am entitled to lost property coverage under travel insurance. It’s an Apple Smart Watch Series 5, hard to find due to high demand. I would like to confirm the original price of the Smart Watch as it is a new one worth over Rs. 65,000 INR, which is too much money for the mid-range. I request you to compensate me for the full amount of the Smart Watch. I am attaching a copy of the receipt with this letter.

Yours Faithfully

Hemant Chandani

Many people say that the only way to guarantee a good job is to complete a course of university education. Others claim that it is better to start work after school and gain experience in the world of work. How far do you agree or disagree with the above views?

Recently, the competition of getting a great job has increased. Many people believe that attending in a university is only one way to get a rewarding job than other people. This essay will examine both perspectives, but I am personally in favour of starting a career early, just after finishing schools.

Firstly, it is certainly true that a degree is very important for applying a perfect job. Many companies require many qualifications for a high position before hiring new employees. A graduated degree, high language proficiency level and computer skills are all required in many official jobs today. Secondly, some professional careers such as a doctor, nurse or lawyer require a certain specific knowledge and skills which cannot learn by yourself at home or practice with some experts. Attending a n university is only one way for pursuing professional jobs. On the other hand, in some line of works, a degree does not mean anything. For example, a mechanic or business workers need only value experience need only value experience and some skills which can get only practice in these works for a long time.

On the Flip Side, Academic knowledge has limited scope, but it can be fulfilled with practical knowledge in terms of experiences, lessons, and thus it is possible when one indulges himself or herself in any work. Therefore, partly it is beneficial to work after school owing to manifold reasons. Moreover, People are more likely to make a fast track to an illustrious career since they do not have to spend many years for higher education. Instead of spending many years in university, they can utilize the time to gain a wealth of experience and skills in some areas. However, they lack theoretical knowledge and cannot gain a luxury job as same as the higher-level students.

To sum up, people should consider that university level education is able to develop the students as an expert person in the study and it can reduce the problems will be faced in the workplace.

335 Words

**A number of different medical traditions are now widely known and used: Western medicine (using drugs and surgery), herbal medicine, acupuncture (using needles at certain points of the body), homoeopathy (using minute doses of poisons), and so on. How important is the patient’s mental attitude towards his/her treatment in determining the effectiveness of the treatment?**

It is certainly true that in today's world, many medical advancements have been developed and helped mankind in surviving from dangerous diseases. Health is always important for everyone, and these medical facilities are improving day by day. However, it is argued that a patient’s mental attitude towards this treatment is vital in making very effective. I too agree to the same to a great extent.

To begin with, the modern people like citizens have no effect recovery if cured by traditional medicine from the village, they feel the will be getting better and only be cured by the modern pills. In contrast, they feel their illness can be released more quickly by consuming modern pill or other kinds of modern medicine. Again, it is due to the level of trust or mental attitude they put on each kind of medication. Furthermore, Patients like old people are cured fast with the traditional medicine in the village. Additionally, Doctor-patient communication is a very important factor the patients always trust their doctor earlier and believed them they are choosing the right drugs and measurement for the remedy. In recent research in Mexico, it shows people who feel more positive and believe in themselves are cured fast with the help of medicine as compared to people who are worried about their therapy.

Looking at from another angle, the attitude of a person towards the treatment option is very crucial in the effectiveness of his treatment. Therefore, mental attitude towards medication or remedy is very much important its help a person to recover faster. For example, some people find themselves comfortable with herbal medicines, while some feel homeopathy is the best for them. In this case, another treatment option, if provided to any of these individuals is most likely to fetch negative results. By contrast, if he is provided with the treatment option he prefers, for example acupuncture to Western medicine, it would appear to be effective.

To Conclude, I admit that there are specific treatment options for specific illnesses. For instance, better treatment options for lung cancer is either chemotherapy or lung resection. Here, alternative treatment options are least effective, even if the patient favours any of those. [364 Words]

**Your car insurance company has told you that they are going to increase the amount you have to pay in insurance for your car each month. You are not happy about this.**

**Write a letter to your insurance company. In your letter explain**

* **Why you are writing to them**
* **Why you think the insurance should not be increased**
* **What you want them to do**

Dear Sir or Madam,

I am writing this letter to express my sorrow regarding additional charges for my vehicle insurance. This incremental cost would hamper my fiscal position because it would increase my expenses. Also, it would be considered as breach of contract.

I have been managing my car insurance with your company for the last 3 years and my insurance policy number is ACKO-AB12GH548A. My monthly premium is already higher than that of some of my colleagues and relatives. The 20% increase in monthly insurance payment is not acceptable because I am already paying higher, and no other insurance company has raised their premium recently.

I would request you to reconsider the decision, otherwise, I am afraid I will have to move my car insurance policy to another company or request you to revise your documents, and do not change the amount at least for the premium customers. Although I understand that you provide top-notch services to your customer, I still believe that there is no justification for increasing the amount.

I am looking forward to receiving your reply as soon as possible.  
  
Yours faithfully,  
Hemant Chandani

(189 Words)

**General IELTS Reading Test 11**

* 18
* 28
* 32
* A
* C
* E
* E
* B
* D
* C
* A
* B
* D
* B
* C
* B
* A
* B
* $68.50
* $154
* 21
* 17
* BORONIA
* WOMEN
* 1969
* 280
* D
* PRE-SECONDARY
* SUPPORTED SECONDARY
* SECONDARY
* ENGLISH
* SCIENCE
* TRUE
* NOT GIVEN
* FALSE
* NOT GIVEN
* TRUE
* FALSE
* TRUE

**General IELTS Reading Test 12**

1. E
2. B
3. D
4. A
5. D
6. C
7. R
8. E
9. R
10. E
11. R
12. R
13. BIRDSONG
14. BINOCULARS
15. TEA
16. DAMPER
17. POSSUM PROWL
18. TORCH
19. NON-SLIP SHOES
20. LOVELY
21. VII
22. IV
23. I
24. III
25. V
26. A
27. E
28. C
29. C
30. D
31. COMMUNICATION
32. C
33. C
34. D
35. A
36. B
37. D
38. FALSE
39. NOT GIVEN
40. TRUE

**General IELTS Reading Test 13**

1. 1821
2. HUNTER
3. 1870
4. A & C
5. B
6. A
7. D
8. I
9. G
10. K
11. J
12. E
13. H
14. F
15. LECTURE
16. 9
17. TUTORIAL
18. COURSE B
19. WORKSHOPS
20. $15
21. WORKSHOPS
22. D
23. A
24. F
25. C
26. B
27. YES
28. NO
29. NOT GIVEN
30. YES
31. YES
32. YES
33. NOT GIVEN
34. C
35. J
36. I
37. H
38. F
39. B

**Some people choose to eat no meat or fish. They believe that this is not only better for their own health but also benefits the world as a whole.** **Discuss this view and give your own opinion**

Nowadays, people are free to make a lot of options related to food. In my view of thinking, meat and fish are one of the most important foods for our normal health condition, so it is harmful to refuse it absolutely. In my opinion, I agree that this will bring many advantages but also causes several drawbacks.

Some people become vegetarians because they believe that this will benefit their health. To start with, people who do not consume meat or fish are termed as vegetarian, they are an important aspect of food lifecycle. Firstly, meat and fish provide a lot of useful vitamins. It is extremely necessary for our normal vital processes such us growing or maturing. Lack of this material causes serious disabilities. Secondly, meat and fish are essential for health. Both are the key source of proteins, a nutrient crucial for our muscular health. Furthermore, fish intake is particularly important for pregnant and breastfeeding women and people during childhood. I therefore, believe that a moderate intake of meat and fish is of profound importance. For example, the Belgium Society of Community Nutrition recommends that people should intake three weekly servings of meat and fish.

On the other hand, there is an opposite effect with an increase of a vegetarianism trend, the pressure on agricultural production. In addition, there are many other healthy food items available that are rich in proteins and other vitamins. The fact is that every year, the food processing industry consumes a large amount of clean water to produce meat or beef and release tons of waste and smoke to the environment. Furthermore, the government should put a ban on all flesh products and stop importing or exporting these items. Proteins help us to be stronger and are very important to the growth of the children. The reduction of meat consumption leads to the protection of the environment and save the ecosystem. For example, as per the World Health Organization report in 2011, over 63% of animals were killed in South Africa to fulfil meat appetite of only 27% of the local population

In conclusion, although avoiding meat and fish is vital not just for healthy living but for the environment also. These foods should be eaten because they remain the best source of proteins and that is why moderately eating them is a healthy choice **(391 Words)**