

# INTRODUCTION

## What These Samples Actually Are

These 100 student responses represent real Band 7, 8, and 9 Task 1 Academic and General Training responses that have been carefully selected to demonstrate the principles that actually work in IELTS Writing Task 1.

Each sample shows you exactly what examiners are looking for when they award high scores. They're not perfect responses—they're authentic examples of how real students achieved their target bands using clear structure, appropriate vocabulary, and accurate grammar.

## How to Use These Samples Correctly

**Study them systematically:**

1. **Read for understanding first** - What is the task asking for? How does the response address each requirement?
2. **Analyze the structure** - Notice how each response is organized.
3. **Study the language patterns** - Pay attention to how trends are described, how comparisons are made, or how appropriate tone is maintained in letters.
4. **Note the vocabulary level** - Most words are simple and accurately used. Complex vocabulary appears only when students clearly understand it.
5. **Examine the grammar** - Look for variety in sentence structures, but notice that accuracy comes before complexity.

## How NOT to Use These Samples

**Don't memorize them.** Examiners can easily identify memorized responses, and using memorized content can result in a Band 0 for your entire Writing module.

**Don't copy phrases directly.** While you can learn language patterns, copying exact phrases without understanding them will create unnatural, awkward writing that signals memorization to examiners.

**Don't assume one size fits all.** Each Task 1 question is unique. These samples show you principles and approaches, not templates to fill in with different data.

# The Truth About High Band Scores

After analyzing thousands of high-scoring Task 1 responses, here's what really separates Band 7-9 writing from lower bands:

**It's simpler than you think:** High-scoring students don't use the most complex vocabulary or the longest sentences. They use language they understand completely and organize their ideas clearly.

**Accuracy beats complexity:** A Band 7 response with simple, accurate language will always outscore a response with complex vocabulary used incorrectly.

**Task completion is crucial:** Every high band response directly addresses what the task asks for. No exceptions.

## Your Next Steps

1. **Read the questions first** - Try to think of your own answers before reading the samples.
2. **Practice the structure** - Use these samples to understand effective organization, then apply that structure to new practice questions
3. **Build your language bank** - Notice useful phrases for describing trends, making comparisons, or maintaining appropriate tone, but adapt them to your own writing
4. **Test your understanding** - After studying several samples, practice writing responses to similar question types without looking at the samples
5. **Get expert feedback** - Use these samples as reference points, but have qualified teachers review your practice responses to identify specific areas for improvement

Remember: Task 1 accounts for one-third of your Writing score. These samples show you that achieving Band 7+ in Task 1 isn't about impressing the examiner with complexity—it's about demonstrating that you can communicate clearly, accurately, and effectively within the given constraints.

Use these samples as your guide to understanding what really works, then apply those principles to your own practice with confidence.

## Need More Help?

Check out [our website here](#).

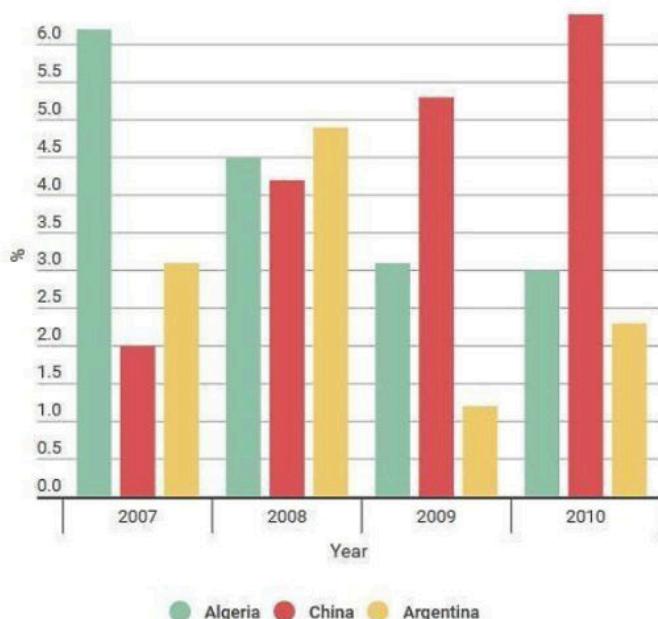
Have a question? Contact us here- [chris@ieltsadvantage.com](mailto:chris@ieltsadvantage.com)

# **ACADEMIC**

# **TASK 1**

The bar graph below shows the percentage growth in average property prices in three different countries between 2007 and 2010.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The chart illustrates by what percentage the prices of properties increased in Algeria, China and Argentina between 2007 and 2010.

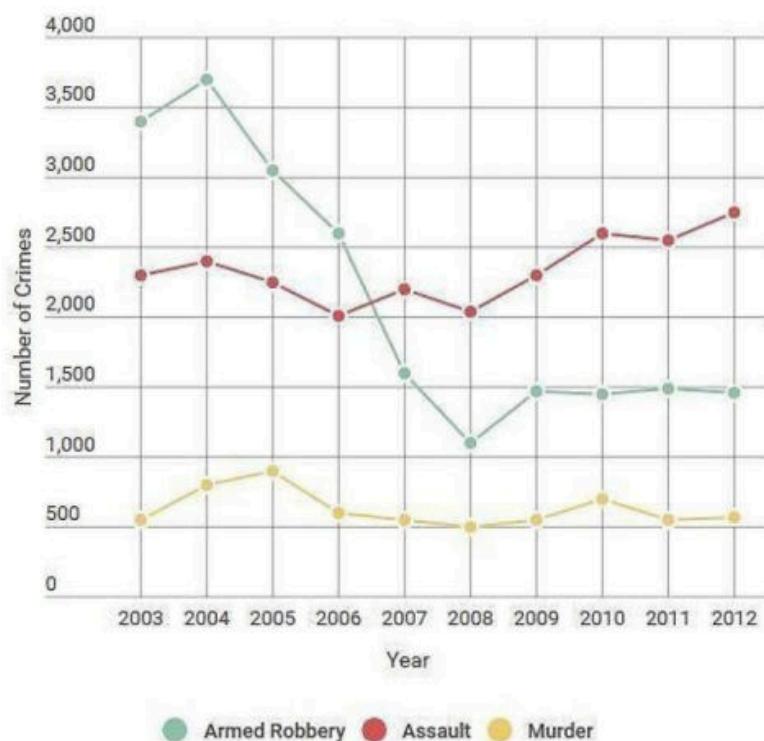
Overall, Algeria and China experienced the largest increases in property prices; however, the percentages for Algeria fell over the period, while there was a steady rise in percentage growth in China. The numbers for Argentina fluctuated between 2007 and 2010.

In 2007 property prices in Algeria rose by just over 6%, which was by far the highest value in that year. Over the 3-year period, the percentage growth decreased to exactly 3% in 2010. China, on the other hand, had the lowest value in 2007 with only 2% but that number rose steadily to reach nearly 6.5% in 2010, representing the highest value for that year.

The increase in property prices in Argentina fluctuated over the period, starting off with just over 3% in 2007, peaking in 2008 at nearly 5%, then dropping to just over 1% in 2009 and finally rising again to reach about 2.3% in 2010.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line graph displays information about how many assaults, murders and armed robberies were committed in London from 2003 to 2012.

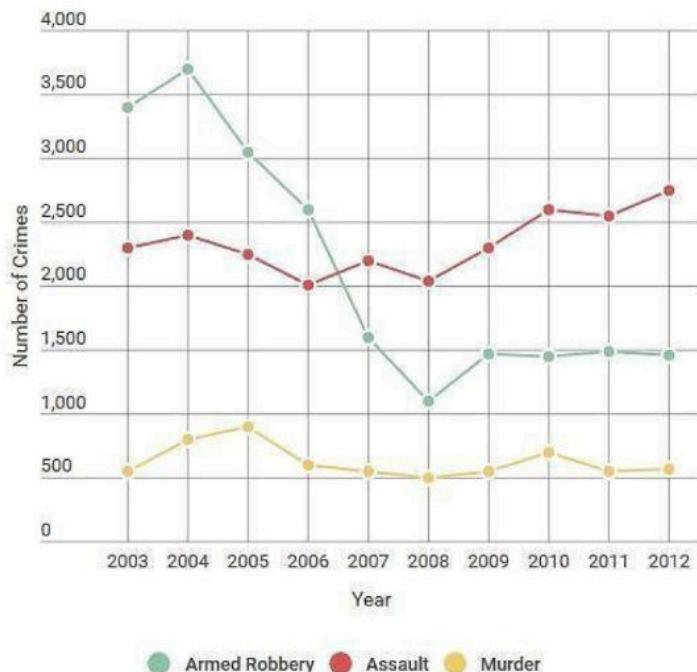
Overall, the number of armed robberies dropped significantly, whereas assaults increased throughout the period of time given. The number of murders maintained relatively stable between 2003 and 2012.

The figure for armed robbery in London started at just under 3,500 crimes in 2003 and it had a slight increase to just over 3,500 before falling dramatically to just over 1,000 in 2008. By 2009, it rose to around 1,500 and maintained stable for the next three years.

The number of assaults began at just under 2,500 in 2003, and it fluctuated between 2,000 and 2,500 crimes from 2004 to 2008; however, in 2009 there was a growth to 2,300 crimes approximately, and by the end of the period it increased to around 2,700. The amount of murders started at around 500 in 2003, and it reached a peak of just under 1,000 crimes in 2005 before falling back to just over 500 in 2006. From 2006 to 2012 the number of assaults maintained stable to around 500 and 700.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line graph illustrates the number of serious offences that took place in London from 2003 to 2012.

Overall, it is clear that the occurrence of assault cases rose steadily and that of armed robberies declined considerably. The other significant feature is that number of murders committed remained relatively stable.

The cases of assault fluctuated between 2,000 and around 2,400 during the first six years, before increasing to a value of just over 2,500 in 2010 and ending the recorded period with about 2,700 cases. In 2005, the frequency of murder crimes rose to approximately 900, and then dropped to around 600 cases a year later and remained at a value between 500 to around 700 until the end of the period.

In contrast, the occurrence of armed robberies increased slightly to around 3,700 cases in 2004 before declining dramatically over the next four years to just over 1,000 cases in 2008.

Subsequently, this figure rose slightly to 1,500 in 2009 and remained around the same level until 2012.

**The table below shows the expenses of a used bookstore in Scotland for the first and last month of the same year.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	January 2018	December 2018
Wages & Benefits	\$260	\$226
Rent	\$3222	\$4909
Equipment	\$53	\$43
Utilities	\$455	\$265
Professional Fees	\$51	\$132
Marketing	\$263	\$355
Maintenance	\$10	\$42
Other	\$444	\$599
Total	\$4758	\$6571

The table displays the expenditure of a used book shop in Scotland in January 2018 and December 2018.

Overall, the total expense increased in the year, while the amount spent on wages and benefits, equipment, utilities decreased. Rental expenditure had the most dramatic increase among all the expenses. Spendings on professional fees, marketing, maintenance and other rose moderately.

In January, the total expense was \$4,758, and this number soared to \$6,571 in December in the same year. However, the expenses of wages and benefits fell slightly, from \$260 to \$226. Similarly, money spent on equipment also slightly went down, from \$53 to \$43. Utilities had the most significant decrease, with \$455 in January and \$265 in December.

The most obvious increase was the expense in rent, from \$3,222 in the first month to \$4,909 in the final month. Expenses of professional fees, marketing, maintenance and other rose from \$51 to \$132, \$263 to \$355, \$444 to \$599 respectively.

The diagram below shows the stages in the food production chain of the United States.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

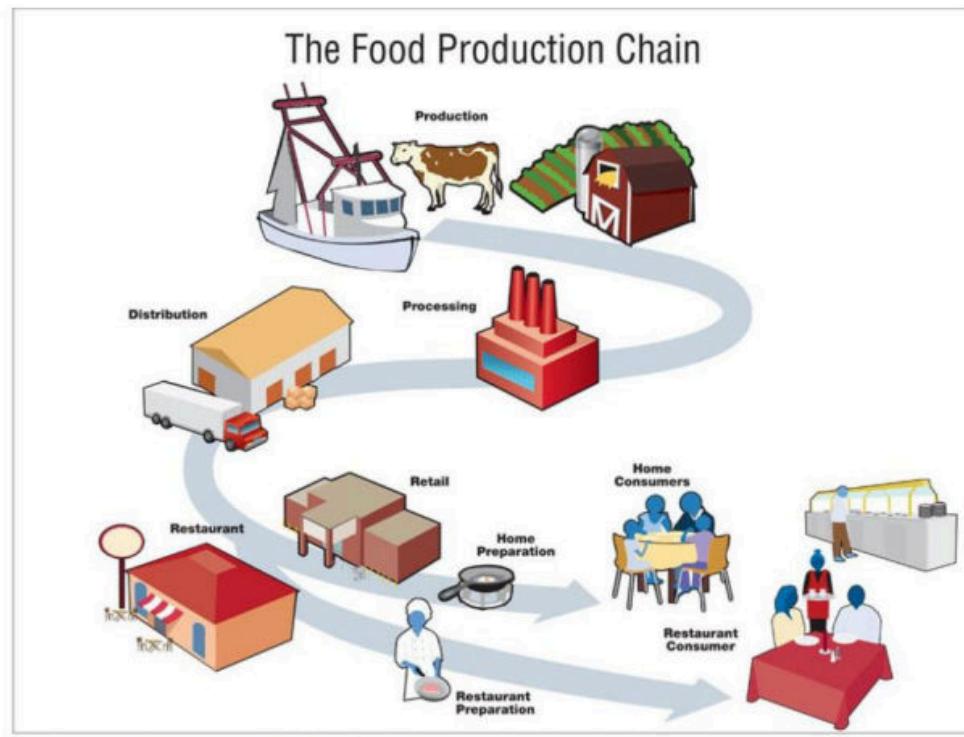


Image source: <[https://www.cdc.gov/foodsafetv/images/food\\_production\\_chain\\_900px.jpg](https://www.cdc.gov/foodsafetv/images/food_production_chain_900px.jpg)>

The illustration demonstrates how food is produced in the United States.

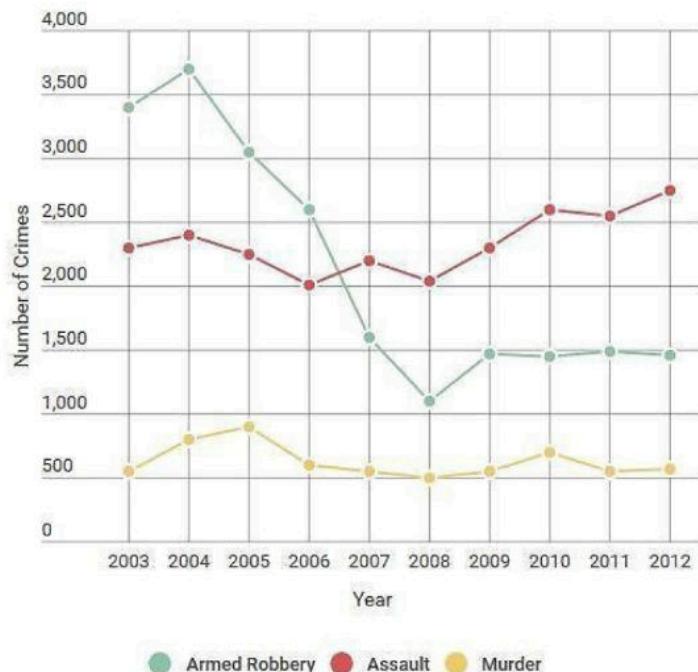
Overall, it is a 9 stage, man-made, linear process. It begins with the production of meat, fish and vegetables, and finally results in people consuming prepared food, either at restaurants or at home.

First of all, the primary materials for production of food are obtained by three different sources, which are the fishing, agriculture and farming industries. These materials are sent to a factory in order to be processed and, after that, processed food is sent to a distribution center.

Following that, food is delivered from the distribution center to either retail or restaurants. When it is sent to restaurants, the food is prepared by a cook and served directly to consumers, the costumer's table or in a buffet. In contrast, when processed food is sent to retail, the cooking process happens at people's houses, and it is later eaten at home by home consumers.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The graph illustrates the amount of major crimes that were committed in London from 2003 to 2012.

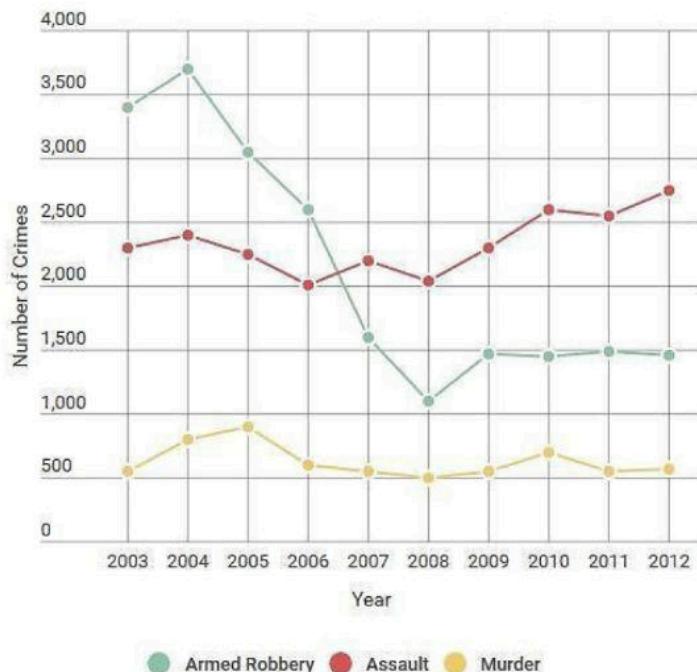
Overall, the number of armed robberies decreased significantly over time, while that of assaults increased. It can also be seen that over the period, the figure for murders remained relatively unchanged.

The figures for armed robberies were the highest in the first half of the period, peaking at around 3700 cases in 2004. However, this dropped dramatically to just over 1000 in 2008 before rising slightly to around 1500 in 2009 and staying at that level until 2012.

Cases of assaults fluctuated between just under 2500 and 2000 between 2003 and 2008, and this value rose steadily to approximately 2800 in 2012. The figures for murders were the lowest among the three categories over the period, starting the period at just over 500, and it reached a peak of approximately 1000 in 2005 and fell gradually to about 2003 levels in 2008. After that, it remained relatively stable until 2012.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The graph illustrates the changes in the numbers of armed robberies, assaults, and murders in London from 2003 to 2012.

Overall, it is clear that armed robbery started out as the most common serious crime, but experienced a significant decline towards the end of the given time period. The numbers of assaults and homicides, although the former generally increased and the latter remained relatively stable, did not show much variation over time.

In 2003, London had nearly 3,500 incidents of aggravated robbery. The situation worsened in a year when this figure reached a peak of almost 3,750 cases. However, the next 4 years saw a dramatic decline in the number of this crime to the lowest level at just over 1,000, before slightly going up to and remaining unchanged at 1,500 until the end of the period.

During the year 2006, armed robberies were surpassed by assault crimes, which totaled around 2,250 cases initially. The number of physical violence incidents then continued to grow to become the dominant type of crime in the city. In contrast, there were just over 500 murder cases in 2003 and the number only went up by 10 or 20 counts by 2012. The highest numbers of homicides were recorded in 2005, at approximately 800, and then again in 2010, at close to 700.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The pie charts show the sports with the most popularity among French secondary schools in 1990, 2000 and 2010.

Overall, swimming was the most favored sport in the three years compared, whereas tennis had the least popularity. Basketball replaced the 'other' category to become the second most-favored sport in the final year.

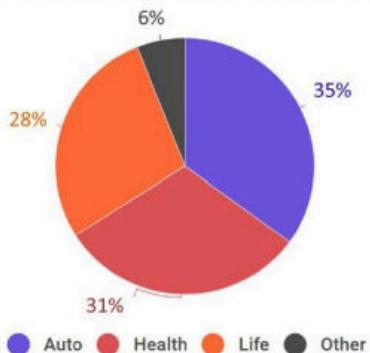
Swimming was most popular among French secondary pupils in the three years, with 39%, 48% and 41% for 1990, 2000 and 2010, respectively. In contrast, despite of an increase in popularity in 2010, tennis was the least favored sport in each year, with 4% in both 1990 and 2000, and 7% in 2010.

Basketball's popularity had experienced a noticeable drop in 2000, from 16% to only 7%, before it rose substantially to 25% in the last year, replacing 'other' to become the second favorite. The 'other' category was the preferred sport after swimming in 1990 and 2000, with 25% and 23%, but its popularity dropped to 19% in 2010. The popularity of football remained among the lower ones in the three years, with 16%, 18% and 8% for 1990, 2000 and 2010, respectively.

**The pie chart below shows the worldwide distribution of private insurance policies. The table shows the private insurance policy ownership of three countries.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

**Worldwide distribution of private insurance policies**



**Private insurance policy ownership by country**

	Auto	Health	Life	Total population with insurance
India	0.4%	3.5%	1.7%	7%
England	10%	7.9%	5.7%	25%
Australia	1.9%	1.3%	0.5%	15%

The pie graph displays the proportion of four categories of personal insurance policies globally, and the table illustrates the policy ownership in India, England, and Australia.

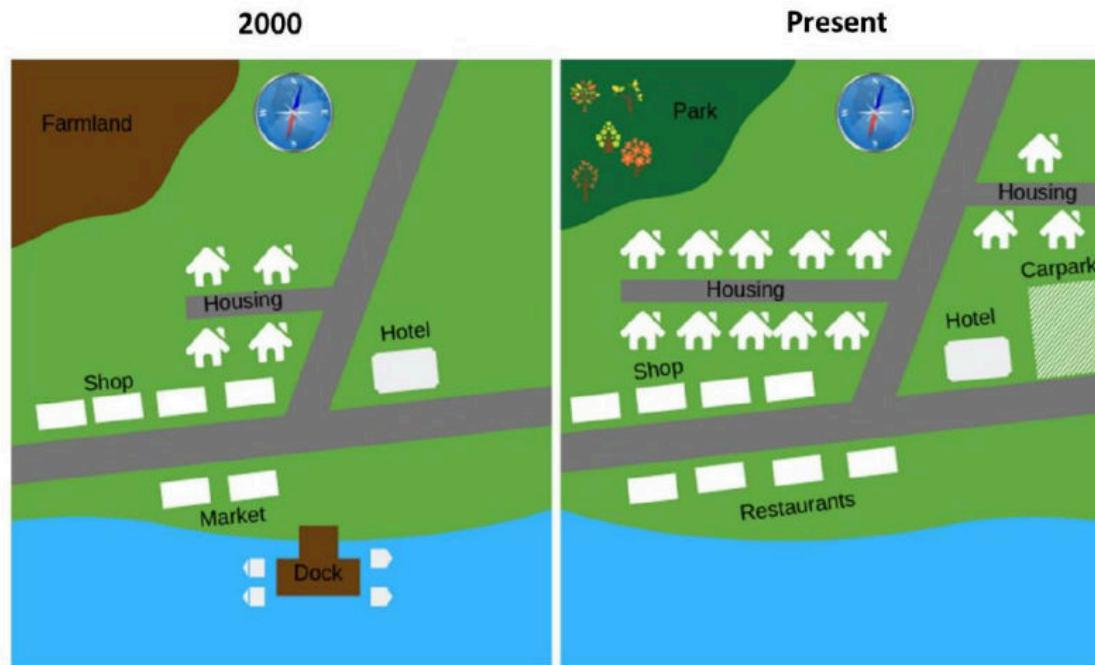
Overall, the majority of private insurance policies are composed of insurance policies for auto, health, and life. England has the highest population with insurance among the three countries.

Auto insurance policies have the highest percentage of global private insurance policies, with 35%. The second and third highest proportions are insurance policies for health and life, with 31% and 28%, respectively. The category of 'other' has the lowest percentage among the four categories, with 6%.

A quarter of people living in England have a private insurance policy, and their percentages in auto, health, and life insurance are much higher than the other two countries, with 10%, 7.9%, and 5.7% for auto, health, and life, respectively. Most Australians own auto insurance policies, with 1.9%, followed by health, 1.3%, and life, 0.5%. More Indian people have health insurance, with 3.5%, than auto and life insurance policies, with 0.4% of auto and 1.7% of life insurance policies.

The two maps below show a small village in the west of Ireland in the year 2000 and at the present time.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The two diagrams depict how a small village situated in the west of Ireland has developed since the year 2000.

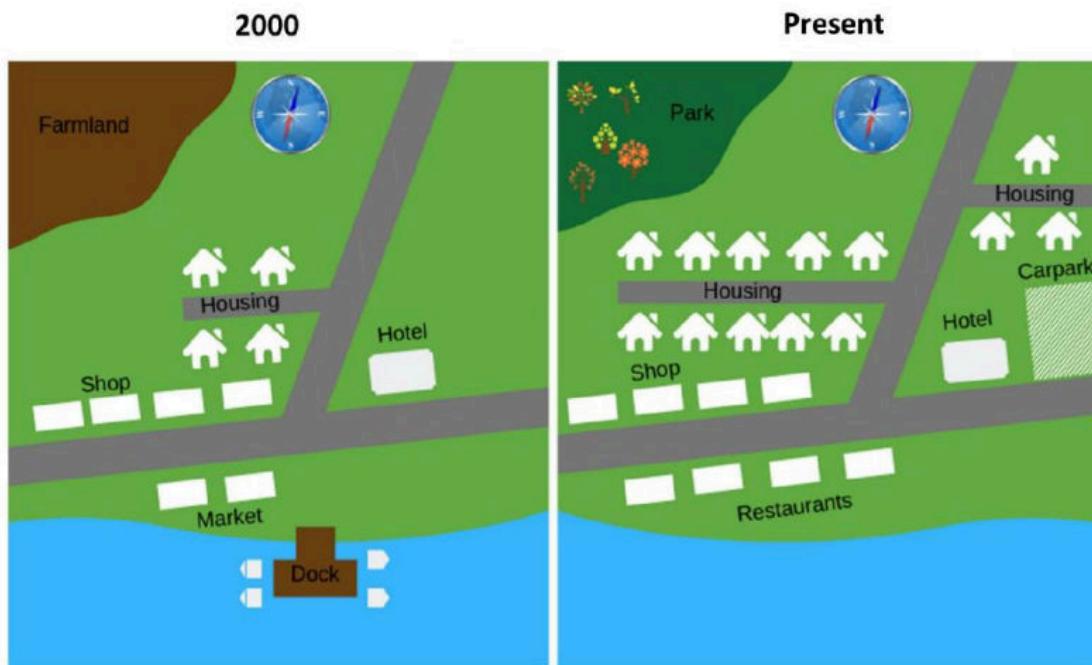
Overall, despite some features remaining the same, this small rural village has transformed into a more residential one, with significant changes in public amenities and transport infrastructure.

In 2000, the village lay to the north of the sea, with a farmland being located in the north-west of the village. There were two main roads running from north to south and east to west, along which housing, shops, a market and a hotel were found. In the southernmost territory, there was a dock.

By the present day, a park has supplanted the old agricultural land. More houses have been built along an extended branch of the main road that runs north to south. Similarly, a new branch of the same main road has been constructed in the northern section of it, along with more housing. Although the shop and the hotel have remained unchanged, a car park has been placed to the east of the latter. The previous market across the east-to-west road has been replaced by a row of restaurants, whereas the old dock has been demolished.

The two maps below show a small village in the west of Ireland in the year 2000 and at the present time.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The two maps display the transformation of a small village in the west of Ireland from 2000 to the present time.

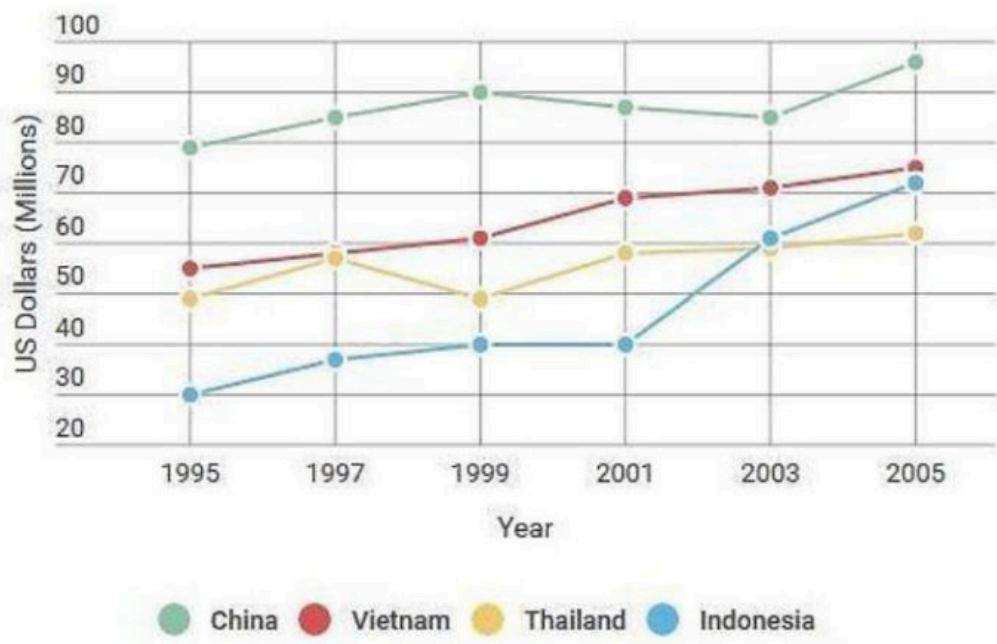
Overall, the village has undergone significant changes with the construction of more housing and restaurants. Another noticeable feature is that the farmland has been turned into a new park over the period.

In 2000, there was a dock at the seafront which has been removed. There were some shops, a hotel, and a market on both sides of the coastal road running from west to east. While the shops and the hotel on the northern side of the road remain relatively the same now, the market on the southern side of the road has been replaced by some restaurants. A new car park has been built east of the hotel.

From the coastal road, there is a main road running northward. There used to be only four houses on the side road, leading from the main road to the west. This side road has been extended westward with more housing on both sides of it, and a new side road with additional housing has been constructed to the east of the main road. Lastly, the farmland that once occupied the northwest of the village has been replaced by a new park.

The line graph below shows how much money was spent on cars in four different countries in Asia.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The graph shows the amount of money spent on cars in China, Vietnam, Thailand and Indonesia between 1995 and 2005.

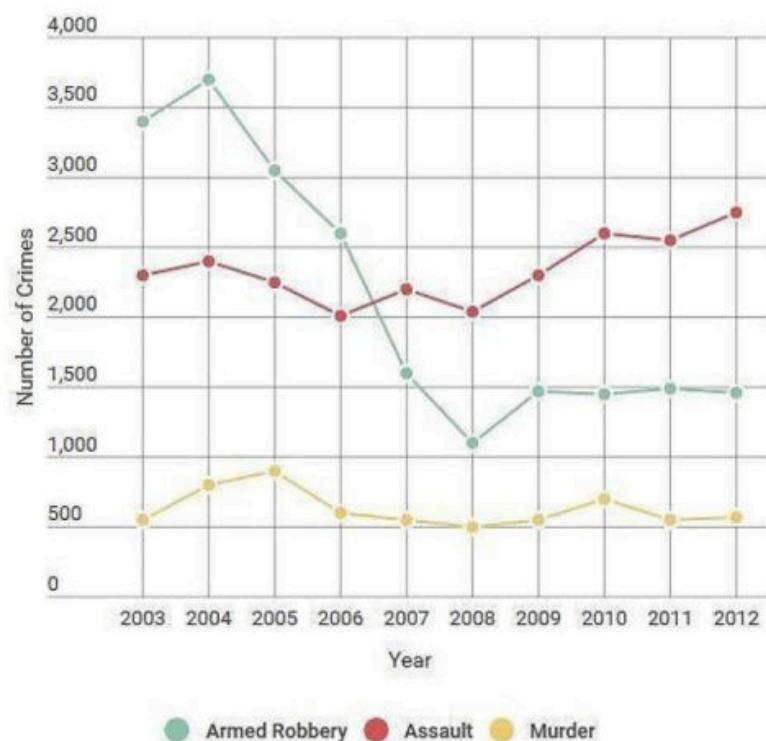
Overall, people in China spent the most on automobiles during the entire period. It can be seen that despite some fluctuations, spending on cars increased in all four Asian countries over the 10-year period.

In 1995, China's expenditure started at around \$80 million, then it experienced fluctuations between around \$80 million and about \$90 million over the next 8 years, before increasing to nearly \$100 million in 2005. Vietnam was the only country that its spending on cars increased steadily during the whole period, with around \$55 million in cars sold in 1995, about \$70 million in 2001, and finally just under \$80 million in 2005.

The amount of money spent in Thailand on cars throughout the whole period never fell below \$50 million or rose over \$60 million; however, there was a slight increase to just over \$60 million in 2005. Indonesians spent approximately \$30 million in 1995, and then it rose by around \$10 million over the 4 next years, and remained constant for two years, before going up significantly to just over \$70 million.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line chart displays the number of important crimes that happened in the Capital of England from 2003 to 2012.

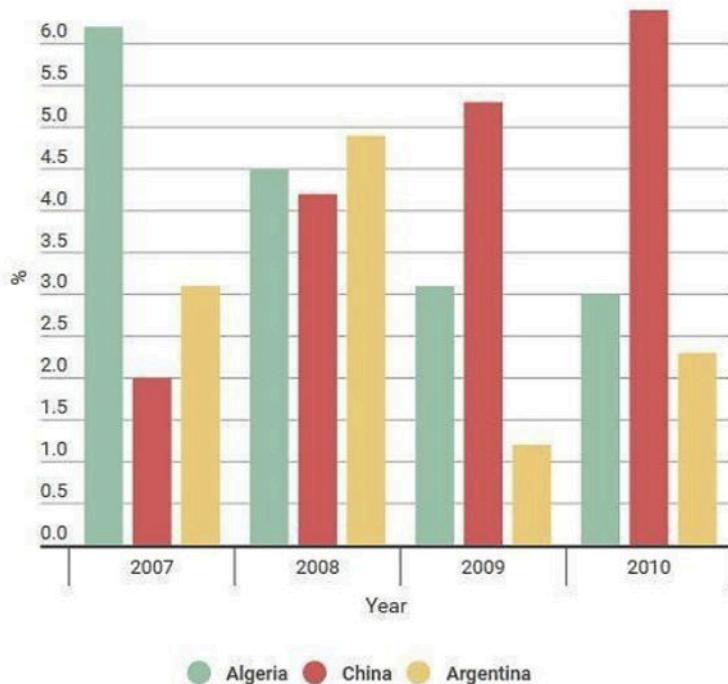
Overall, armed robbery's crime rate was the highest but it decreased significantly. The crime rate for assault increased slightly over time and the murder rate remained the same as the lowest crime rate with fluctuations.

Armed Robbery's crime rate increased by nearly 300 and reached just under 3750 in 2004. It was the highest rate until it decreased dramatically to just over 1000 in 2008. After a small increase, it reached nearly 1500 and remained stable for the rest of the period.

Assault rate decreased with fluctuations to nearly 2000 in 2008 and it steadily increased to just over 2500 in 2010. After increasing to approximately 3000 in 2012, assault rate became the highest crime rate. The crime rate for murder stayed stable as the lowest rate with fluctuations just above 500 throughout the entire period.

**The bar graph below shows the percentage growth in average property prices in three different countries between 2007 and 2010.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The bar chart depicts the percentage growth in the average value of properties in Algeria, China and Argentina from 2007 to 2010.

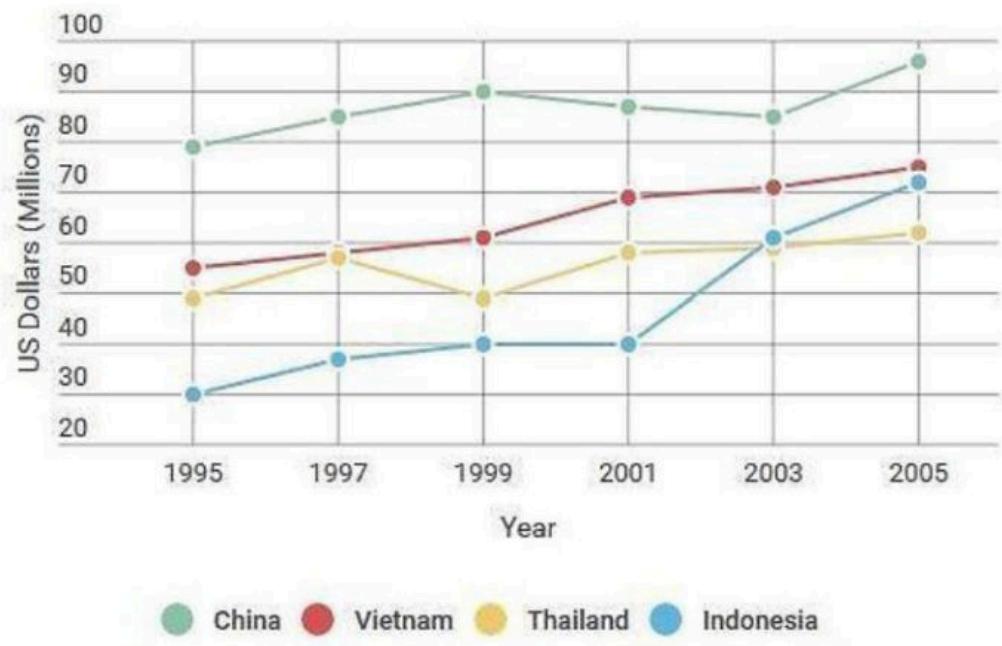
Overall, the percentage growth for China witnessed a steady upward trend over the time period shown, while that for Algeria experienced an opposite trend. By contrast, the trend for Argentina fluctuated wildly over the period given.

In 2007, China's percentage growth was the lowest out of all the nations at 2%, after which it more than doubled in the following year to reach around 4.2%. It continued to climb thereafter to reach roughly 6.5% in 2010. In comparison, Algeria's figure was the highest amongst the countries in 2007, at approximately 6.2%, whereupon it fell substantially to just over 3% in 2009 and 3% in 2010.

In relation to Argentina, its percentage growth was just above 3% in the first year before rising to just under 5% in 2008. Afterwards, this figure declined dramatically to close to 1.2% in 2009; however, it grew by about 1.1% in the final year.

The line graph below shows how much money was spent on cars in four different countries in Asia.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line graph illustrates the amount of money spent on automobiles in China, Vietnam, Thailand, and Indonesia between 1995 and 2005.

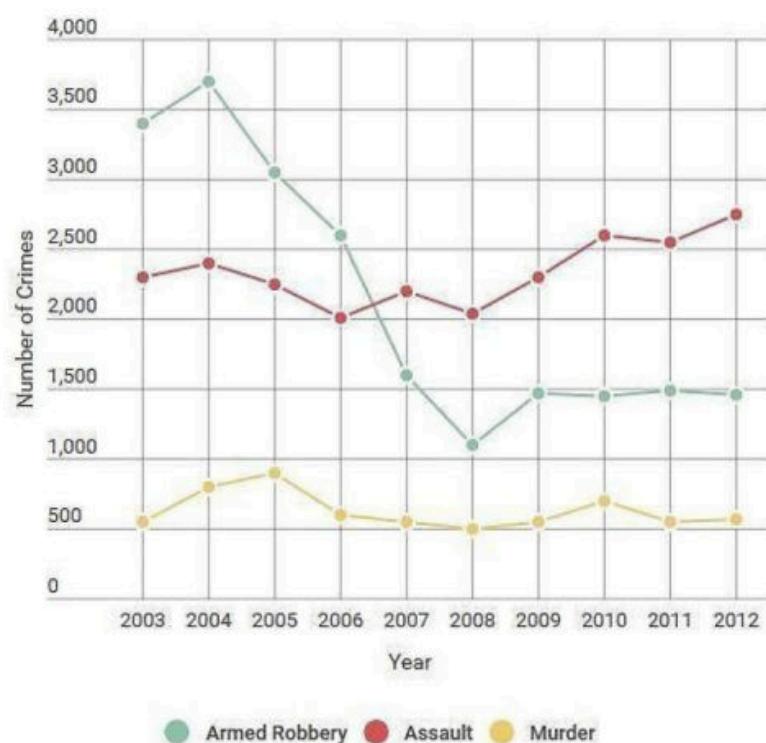
Overall, it is clear that the four Asian countries saw their expenditures rise, while China had the highest spending throughout the given period.

In 1995, the Chinese expended just under 80 million US dollars, and this figure steadily rose to \$90 million after four years. Four more years later, China's spending slightly fell by around \$5 million before increasing again to almost \$100 million in 2005. Meanwhile, Indonesia generally had the lowest expenditure, with only \$30 million initially. This figure gradually grew to \$40 million in 1999 until 2001 before rising dramatically to just over \$70 million in 2005, surpassing Thailand's figures.

Vietnam's expense on automobiles was initially around 55 million US dollars, and this amount steadily increased and peaked at about \$75 million by the end of the decade. From 1995 to 2001 the figures for Thailand shifted between just under \$50 million and under \$60 million before slightly increasing to just over \$60 million by 2005.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line chart displays the number of serious criminalities that appeared in the UK from 2003 to 2012.

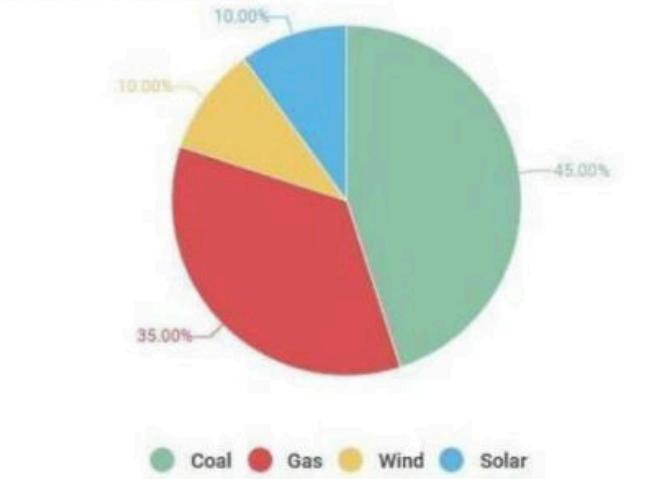
Overall, it can be seen that the number of crimes by armed robberies dropped significantly during the entire period. Assaults, despite fluctuations, increased gradually over the 9-year period, while the proportion of murders stayed relatively stable.

The number of armed robberies increased slightly to around 3,750 in 2004 and declined significantly in the next four years to just above 1000. Armed Robberies rose slightly in 2009 to just below 1,500 and then remained relatively stable until the end of the period.

The number of assaults fluctuated gradually between the start of the period and 2009 between roughly 2,300 and just above 2,000. Then, it increased gradually to its final level of approximately 2,800 in 2012. The number of murders fluctuated slightly. It never fell below 500 or rose above 1000 throughout the period.

The pie graph below shows how electricity is produced in Ireland, and the table shows the primary reasons for using electricity in the same country.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



Heating	55%
Lighting	20%
Kitchen Appliances	15%
Consumer Electronics	5%
Phone Charging	5%

The pie chart illustrates the sources of electricity generation in Ireland and the table displays the main causes of electricity usage in the same nation.

Overall, coal and gas are the widest used resources to produce electrical energy. Electricity is used mainly for heating, while lighting and kitchen appliances contribute to a significant proportion of electrical energy use.

The pie graph displays that coal and gas are contributing the most to electrical energy production with 45.00% and 35.00% respectively. At the same time, solar and wind resources are both at 10.00% as the least significant sources used to create electricity.

According to the table, the first reason why using electricity is heating with the figure of 55%, which is followed by lighting with 20%. Kitchen appliances have a significant proportion of 15% electricity usage, while consumer electronics and phone charging use the lowest proportion of electrical energy, with 5% each.

**The table below shows key data on the demographics of four different countries.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	Population	GDP Per Capita (\$USD)	Average Life Expectancy
China	1,357,000,000	6,807	75.2
Russia	143,986,000	14,987	72.3
USA	318,875,000	53,681	69.2
UK	64,937,000	41,787	81.5

The table displays important statistics about the residents of China, Russia, the UK and the US.

Overall, China has far and away the largest population amongst the four countries but the lowest GDP per person. Citizens of Britain are expected to live the longest on average.

The Chinese population of just under 1.4 billion people is more than 4 times greater of America's, the second highest on the list. Despite this, the US has the highest GDP per capita at \$53,681, which is more than 7 times that of China's. China's life expectancy, at 75.2, is the second longest, while America's is the shortest at 69.2 years.

Britain is the least populated country compared to the other three, just under 65 million people, yet it has the greatest average life expectancy, 81.2 years. Russia's population of almost 144 million is more than twice the size of the UK, but its GDP per capita of \$14,987 is almost three times less than that of the UK, at \$41,787.

**The table below shows key data on the demographics of four different countries.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	Population	GDP Per Capita (\$USD)	Average Life Expectancy
China	1,357,000,000	6,807	75.2
Russia	143,986,000	14,987	72.3
USA	318,875,000	53,681	69.2
UK	64,937,000	41,787	81.5

The table displays three main information on the demographics of China, Russia, the USA, and the UK.

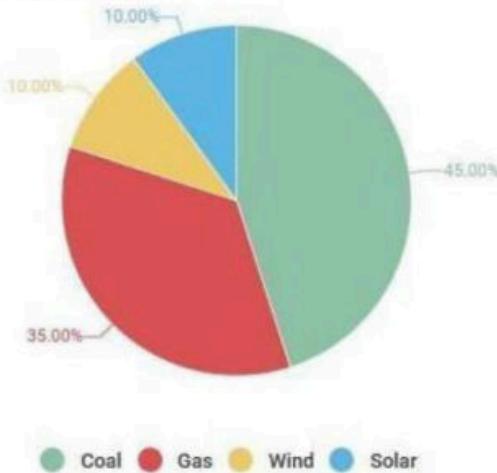
Overall, population in China is far higher than any other nation, but their GDP per capita is the lowest. British people are expected to live longer averagely than Chinese people, Russians, and Americans.

1,357,000,000 people live in China, but they only have \$6,807 GDP per capita, which is the smallest figure. The average life expectancy of Chinese people is 75.2 years. In America, slightly more than 300 million people live there with the highest GDP per capita and the lowest average life expectancy, with \$53,681 and 69.2 years, respectively.

Just below 65 million Brits are predicted to live the longest with 81.5 years. They are also among the highest Gross Domestic Product per capita, with \$41,787. Just below 150 million Russians live in Russia with \$14,987 GDP per capita and they are expected to live 72.3 years long, on average.

The pie graph below shows how electricity is produced in Ireland, and the table shows the primary reasons for using electricity in the same country.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



Heating	55%
Lighting	20%
Kitchen Appliances	15%
Consumer Electronics	5%
Phone Charging	5%

The pie chart illustrates the percentages of gas, coal, wind, and solar that are used to produce electricity in Ireland. The table displays the main reasons for electricity usage in the same country.

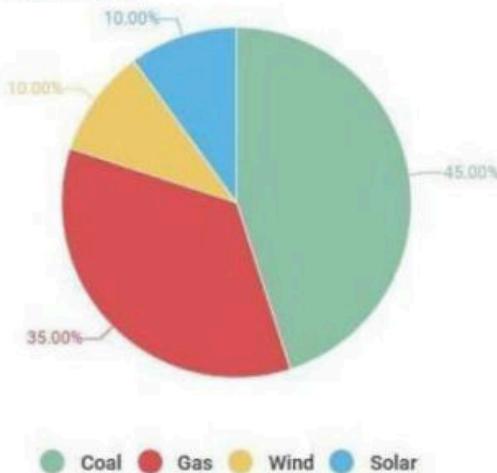
Overall, it can be clearly seen that coal and gas are the highest sources for electricity production, and electricity is mostly used for heating and lighting in Ireland.

According to the pie chart, 45% of the total energy needed to generate electricity comes from coal; in addition, 35% of it comes from gas energy. 10% of electricity is generated from wind; likewise, a tenth of the total energy is from the sun.

In terms of the table, electricity is mostly used for heating and lighting, with the usage of just over a half and a fifth, respectively. Furthermore, people in Ireland use electricity for kitchen appliances, with 15% usage, 5% for consumer electronics, and 5% for phone charging.

The pie graph below shows how electricity is produced in Ireland, and the table shows the primary reasons for using electricity in the same country.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



Heating	55%
Lighting	20%
Kitchen Appliances	15%
Consumer Electronics	5%
Phone Charging	5%

The pie chart illustrates the percentage of electricity that coal, gas, wind, and solar power produce in Ireland, and the table provides data about the usage of electricity in the same country.

Overall, among the four sources of energy, coal contributes the largest share in Ireland, while most of Ireland's electricity is used for heating.

In terms of the proportion of energy production, coal has the highest share, with 45% of the total production. This is followed by gas, with 35% share, whereas wind both energy and solar power bring in only a smaller portion of just one tenth each to the overall production.

As for the percentage of energy consumption, Irish people consumed electricity mostly for heating, which accounts to 55% of total electricity usage. Energy used for lighting and kitchen appliances take up 20% and 15%, respectively, while consumer electronics and phone charging has the same proportion of energy consumed at 5%.

**The table below shows key data on the demographics of four different countries.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	Population	GDP Per Capita (\$USD)	Average Life Expectancy
China	1,357,000,000	6,807	75.2
Russia	143,986,000	14,987	72.3
USA	318,875,000	53,681	69.2
UK	64,937,000	41,787	81.5

The table provides population statistics of China, Russia, USA and UK.

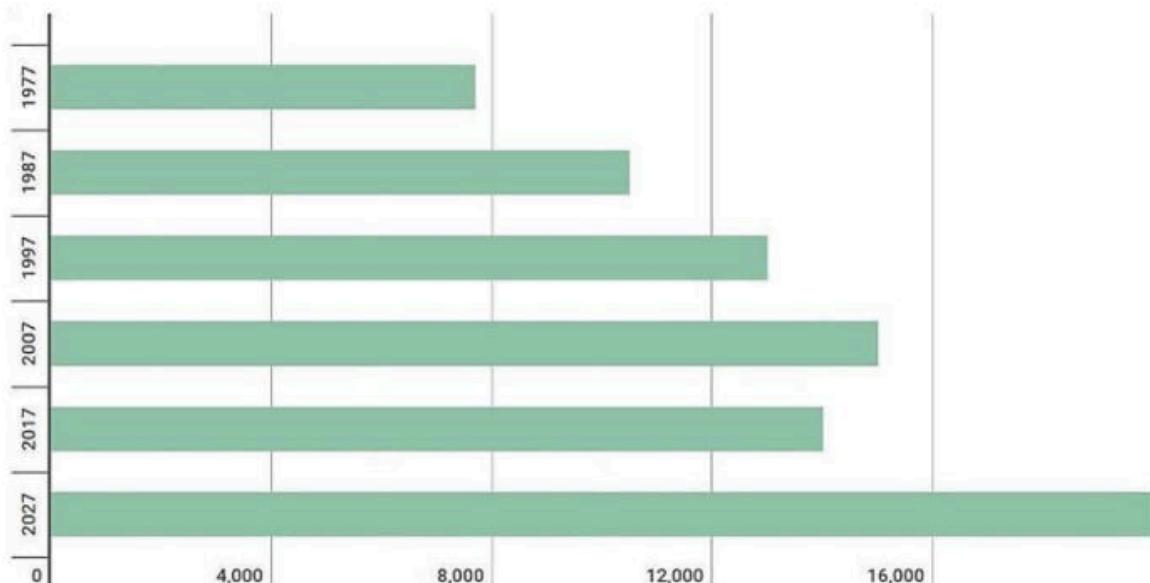
Overall, China has the largest population but the UK citizens have the longest average life expectancy. As for the gross domestic product per capita, Americans generate the most money among all the countries.

Though China has 1,357,000,000 populous, is the most populated country among all, its economic output is the lowest with only \$6807 US generated per individual. The USA has the highest gross domestic product at 53,681 US dollars per person and the second largest population of 318,875,000. Furthermore, 143,986,000 people live in Russia but roughly half of that reside in the UK. Conversely, the UK's overall domestic product is 41,787, making it almost triple that of Russia's.

Regarding the average life expectancy, the UK's residents live the longest with the average age at death being 81.5 years old. China's citizens live up to 75.2 years of age, which is closely followed by the Russian average life expectancy of 72.3 years old. As for the USA, despite having the second largest population with the highest economic output, their citizens have the shortest average lifespan of only 69.2.

**The bar graph below shows average earnings in Ireland in 5 different years, with projections for the future. Earnings are in US dollars (\$).**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The bar chart presents data about the total income of Irish people in US dollars in five different periods including future estimations.

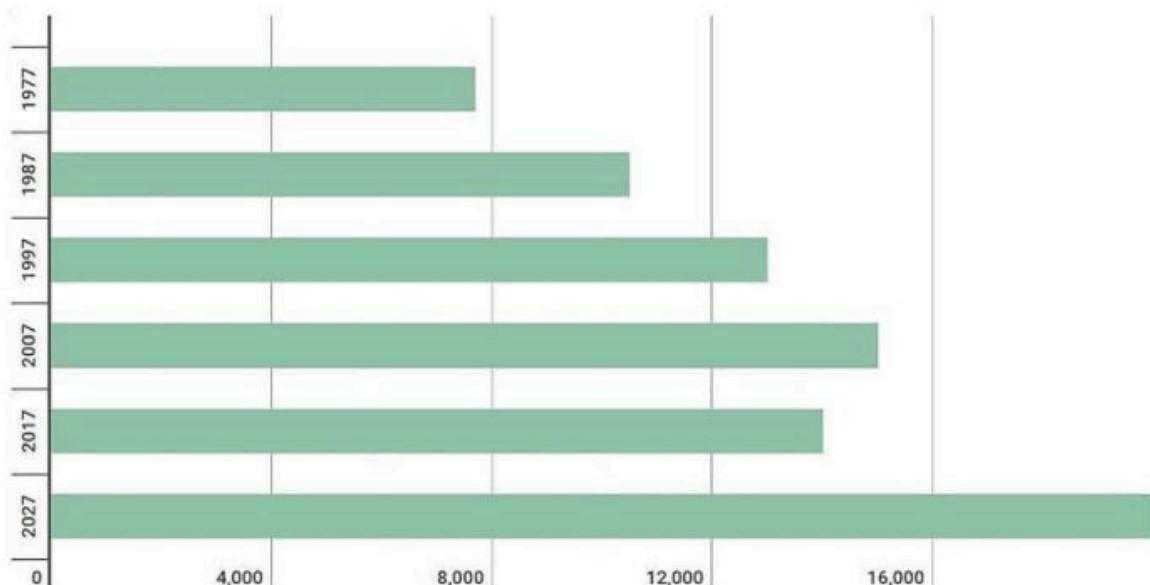
Overall, despite a slight decrease in 2017, the earnings of individuals in Ireland have increased since 1977 and will continue to grow in the future.

At the start of the period, Ireland had a total earnings of almost 8,000 US dollars, and ten years later, this figure gradually increased from around 10,000 US dollars in 1987 to just above 12,000 US dollars. It rose again after another 10 years so that the people of Ireland reached an average income of nearly 16,000 US dollars.

However, Ireland's total earnings had a recession in 2017 where this figure saw a small drop of approximately 13,000 US dollars. In spite of this, it is still projected that the number will surpass the 16,000 US dollars mark and reach around 20,000 US dollars in the next decade.

**The bar graph below shows average earnings in Ireland in 5 different years, with projections for the future. Earnings are in US dollars (\$).**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The bar chart displays the average amount of money earned by people in Ireland in five different years and predictions for the future.

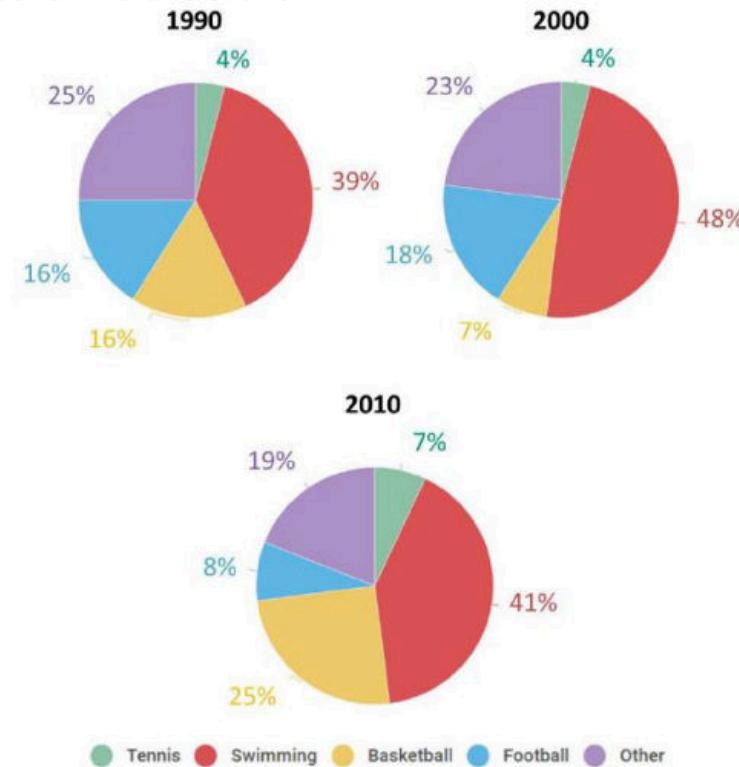
Overall, there are three very noticeable features. In the past, people earned the least in 1977 and earned the most in 2007. It is predicted that people would earn higher in the future than in the past.

In 1977, people earned an average of just below \$8,000, which made it the year with the least average earning. The years 1987 and 1997 saw higher average earnings at around \$11,000 and approximately \$13,000 respectively. People earned a mean of about \$15,000 in 2007, and this made it the year with the highest earning in the past.

Compared to year 2007, 2017 recorded a slight decline in the average amount of money earned by people at around \$14,000. In the future, the average amount of money earned by individuals is predicted to be above \$16,000.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The 3 charts display the popularity of different types of sports played by secondary school students in France over 20 years.

Overall, swimming had the largest percentage. Basketball, football and ‘other’ saw fluctuations over the year. Tennis remained the same for the first 10 years and then later slightly increased.

Swimming made up most of the percentage during the 20-year period, increasing from 39% in 1990 to 48% in 2000, before going down by 7% in 2010. Football saw a slight increase in popularity of about 2% in the first 10 years and then later decreased by 10% over the next 10 years. Moreover, Basketball saw a decline in popularity from 16% in 1990 to just 7% in 2000, before increasing to 25% in 2010.

‘Other’ significantly followed a downward trend during the 20- year period from 25% to 19%. However, Tennis remained at 4% from 1990 to 2000, before increasing to 7% in 2010.

The diagram below shows the stages in the food production chain of the United States.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

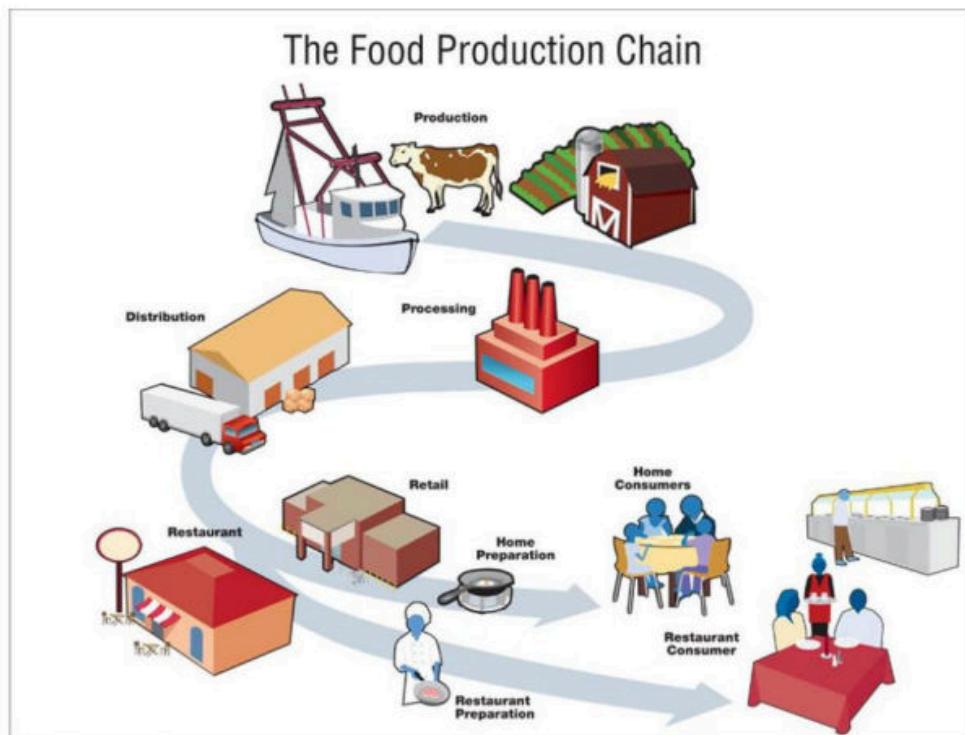


Image source: <[https://www.cdc.gov/foodsafety/images/food\\_production\\_chain\\_900px.jpg](https://www.cdc.gov/foodsafety/images/food_production_chain_900px.jpg)>

The flow chart illustrates how the food production chain works in the United States.

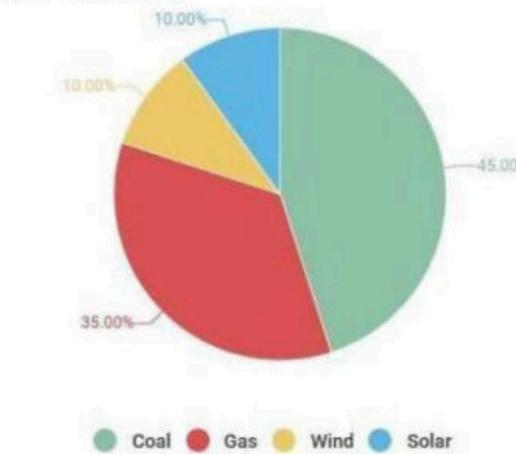
Overall, there are three main stages, beginning with the collection of raw materials and processing them, followed by distribution, and selling them in retail stores or restaurants. The final step is preparing food products to make them consumable for restaurant guests, and family members or to serve them in canteens.

The process commences when raw materials are collected from livestock farms or the sea, they are then transported to processing factories, where they are processed and packed into boxes. Having been loaded onto lorries, the boxes are distributed to different destinations.

After being shipped to restaurants, the products undergo preparation stages and the resulting meals are then served to restaurant guests. Regarding the food products at stores, after the food has been brought home and prepared, it is then ready to consume. The chain also includes serving food in canteens.

The pie graph below shows how electricity is produced in Ireland, and the table shows the primary reasons for using electricity in the same country.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



Heating	55%
Lighting	20%
Kitchen Appliances	15%
Consumer Electronics	5%
Phone Charging	5%

The graphs illustrate how electricity is manufactured by four different resources: coal, gas, wind, and solar, and how the electricity is utilised.

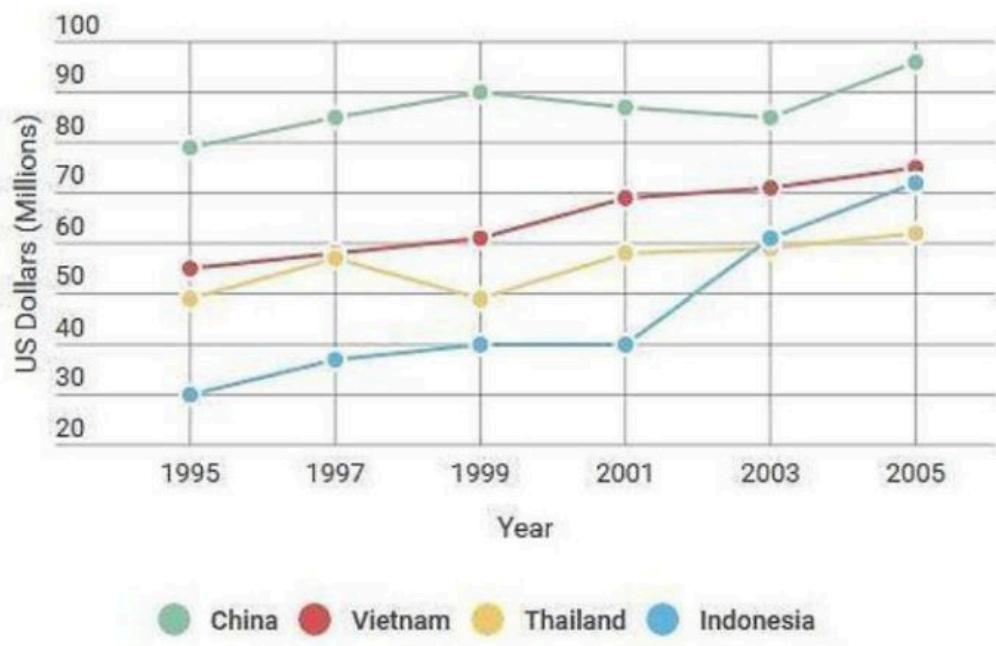
Overall, in Ireland electricity is mainly produced by two energy resources, coal and gas. It is also clear that heating is the top reason for electricity utilisation, while lighting is the second-highest purpose.

In Ireland, coal contributes the most to the production of electricity, accounting for nearly half of the total. The next noticeable contributor is gas, which produces more than a third of the combined electricity, whereas wind and solar each manufacture a tenth of the total energy.

Warming comprises more than half of the combined electricity usage. The next significant reasons for using electricity are lighting and kitchen appliances, making up exactly a fifth and 15% of the total, respectively. The two remaining categories, consumer electronics and phone charging only take up a small proportion, each comprising 5% of the total electricity utilisation.

The line graph below shows how much money was spent on cars in four different countries in Asia.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line chart illustrates the amount of money spent on cars in China, Vietnam, Thailand and Indonesia from 1995 to 2005.

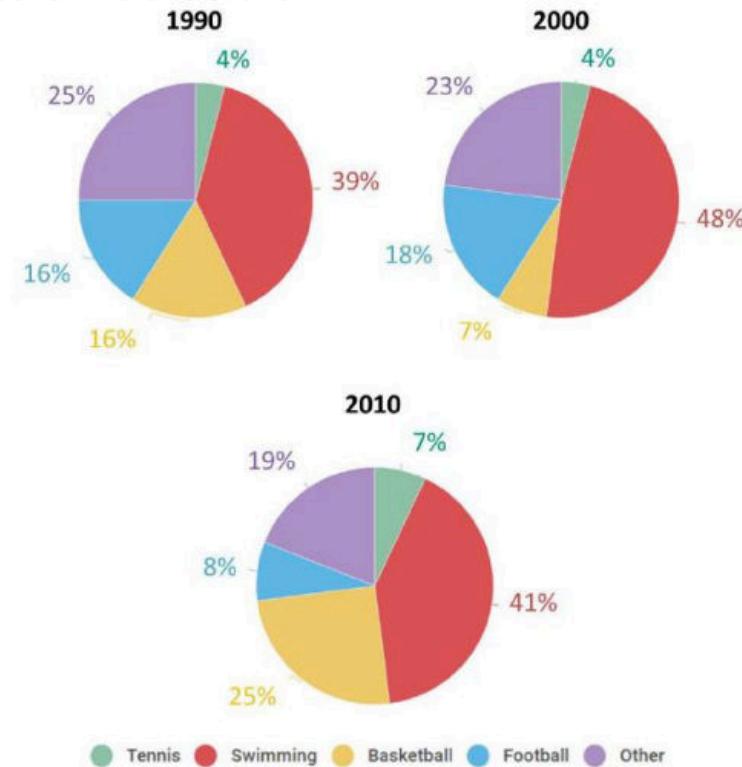
Overall, all four countries' spending on cars increased over the given period. It is also evident that China spent the most compared to other counties throughout the period.

Looking at the graph in more detail, China's spending on cars increased steadily, starting from around \$80 million in 1995 to just under \$100 million in 2005, apart from a small dip in 2003. Vietnam was the only country that witnessed a steady rise, starting at around \$55 million at the beginning of the period and ending with around \$75 million at the end of the period.

Thailand's figure hovered between around \$50 million and \$60 million from 1995 to 1999. It then gradually went up to just over \$60 million in 2005. Indonesia's spending on cars increased from around \$30 to \$40 million in the first 4-year period and then it stayed stable for two years before climbing to just over \$70 million in 2005.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The given pie charts describe how popular different sports were with French secondary school pupils in 1990, 2000, and 2010.

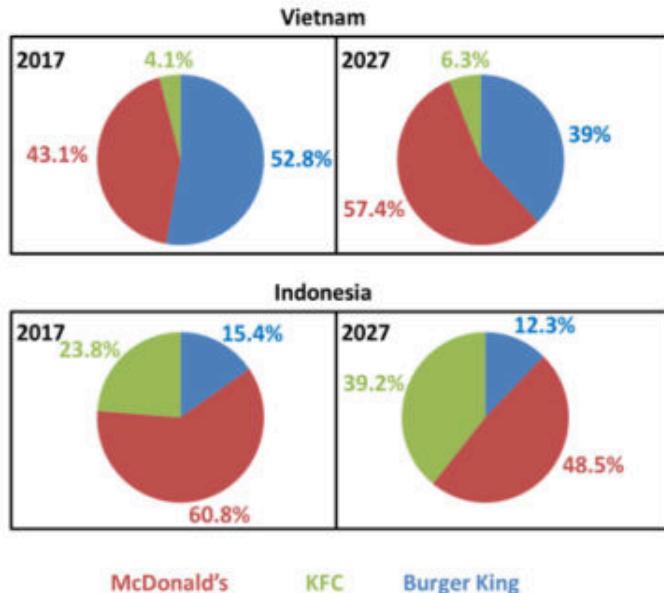
Overall, swimming was the most dominant sport in all three years. While tennis, swimming, and basketball witnessed a rise in popularity at the end of the three decades, football and other sports saw a decline in this aspect.

Swimming was liked the most as a secondary school sport with a percentage of 39%. This figure slightly rose to almost half of the total in 2000 and dipped by 7% in 2010. Basketball was the second most played sport with 16% in 1990, upon which this proportion halved and then soared significantly by nearly four times in 2000 and 2010, respectively. Tennis had a humble 4% in the first two years, and only gained 3% more in popularity in 2010.

Football was as favoured as basketball in 1990; it had a modest 2% rise and a sharp 10% drop in the two subsequent years. The accumulated figure for other sports was noticeably high at 25% in the first year, but it saw two consecutive decreases of 2% and 4% in the two following years.

**The charts below illustrate which of 3 fast-food restaurants were the most preferred amongst teenagers in Vietnam and Indonesia in 2017 and predictions for 2027.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The pie graphs give information about the preference of three fast-food restaurants among adolescents in Vietnam and Indonesia in 2017 and the projections for 2027.

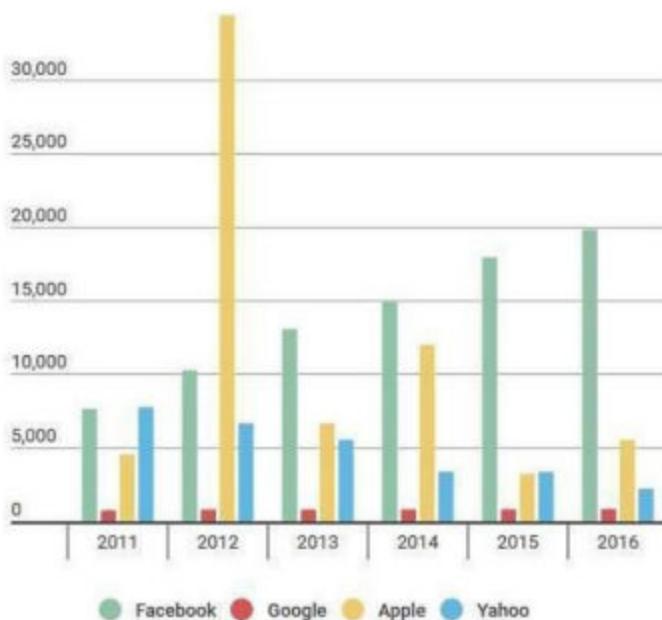
Overall, Burger King was the preferred fast-food restaurant in Vietnam in 2017, while it is predicted that McDonald's would be the most popular in 2027. It is also evident that in Indonesia, McDonald's was the favorite one, and this is projected to continue in the future.

In 2017, the most popular fast-food chain in Vietnam was Burger King, at 52.8%, followed by McDonald's, at 43.1%. KFC's popularity represented a small minority, with only 4.1%. By contrast, the most preferred fast-food restaurant in Indonesia was McDonald's, at 60.8%, and Burger King was the least popular one, at only 15.4%. KFC's popularity was much higher in Indonesia, with 23.8%.

Regarding prediction for 2027, in Vietnam, McDonald's is forecast to take first place in popularity, at 57.4%, followed by Burger King, at 39%. KFC's favoritism is expected to continue in the last position, with 6.3%. Looking at the predictions for Indonesia, McDonald's popularity is projected to have a decline, but to continue in the leading position, at 48.5%. The preference for KFC is expected to increase to 39.2%, while the figure for Burger King is forecast to decrease slightly from 15.4% to 12.3%.

**The bar graph below shows the stock price of four different technology companies from 2011 to 2016.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The bar chart illustrates the stock price of four companies, namely Facebook, Google, Apple and Yahoo, between 2011 and 2016.

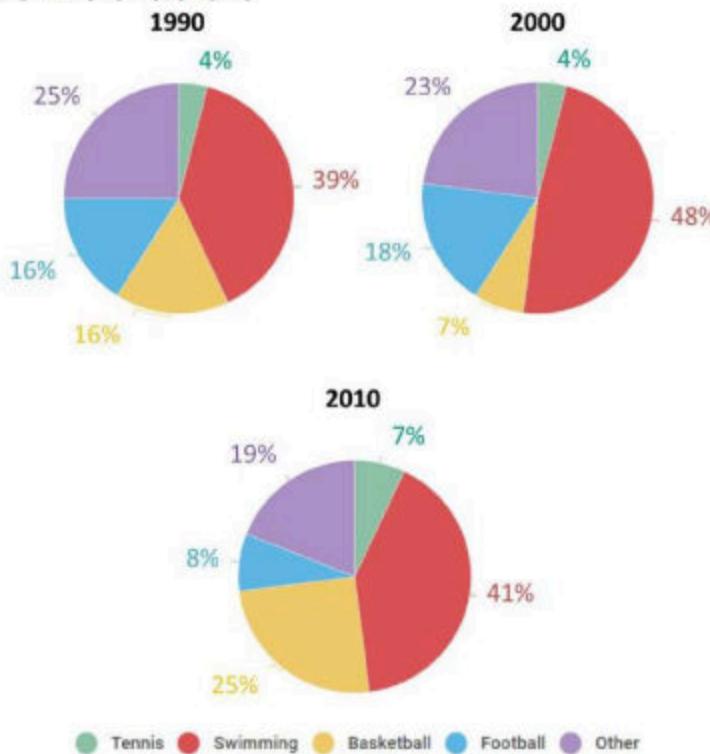
Overall, the stock price of Facebook increased over the period, whereas the stock value of Yahoo decreased. Google's stock price was the lowest amongst the four companies in the period.

The stock value of Apple began at slightly below \$5,000 in 2011 and then it skyrocketed to more than \$30,000 in 2012. The price plummeted to around \$6,000 in 2013 before doubling to roughly \$12,000 in 2014. The value dropped significantly to about \$3,000 in 2015 but increased to just above \$5,000 in 2016. Google's stock price was negligible over the period.

The stock value of Facebook was approximately \$7,500 in 2011 and the price increased to just above \$10,000 in 2012, before reaching nearly \$15,000 in 2014. The value increased steadily to around \$17,000 in 2015 and rose further to almost \$20,000 in 2016. The stock price of Yahoo was about \$7,500 in 2011, and the price dropped over the years at roughly \$2,000 in 2016.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The pie charts show information about the most popular sports in secondary schools in France in the years 1990, 2000 and 2010.

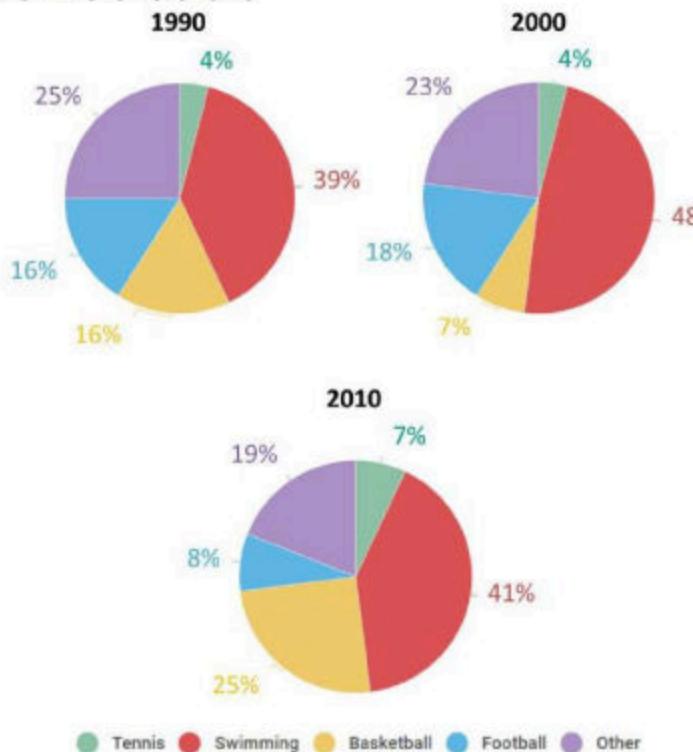
Overall, swimming was the most popular sport during the three years. It is also clear that while in 1990 and 2000 other sports were also very popular, in 2010 basketball became the second most popular sport.

In 1990, swimming accounted for 39% of the total popularity, followed by other sports with a quarter. Football and basket together made up around a third of the total popularity, and tennis accounted for nearly 5%. In 2000, swimming became more popular, with almost half of the total, while basket decreased to almost half of its popularity. Football's popularity increased in 2 points, whereas other sports remained at a similar proportion.

In 2010, the popularity of swimming decreased to 41% but continued to be the most popular sport. Basket made up a quarter of the popularity, while football and other sports together accounted for nearly a third of the total. Tennis's popularity increased to 7% .

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The pie graphs display the percentages of secondary schools' students who played 5 kinds of sports in France in 1990, 2000, and 2010.

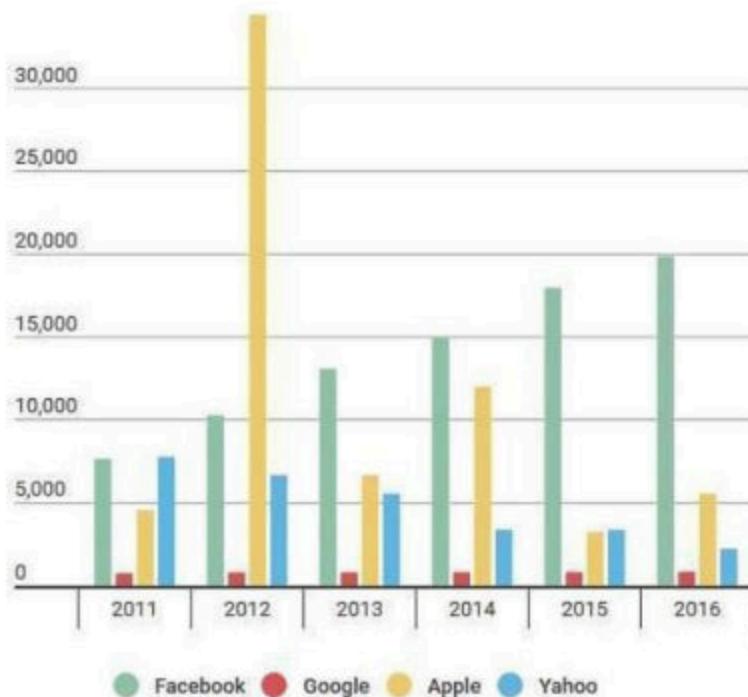
Overall, the number of students who participated in swimming activities was the highest over the five sports in the three years. In addition, the value for students who were interested in basketball increased significantly over the given period.

The figure for swimming players fluctuated between 39% and 48%, and similar for football players' percentage between 8% and 18%, while the number of students who played basketball varied more widely. To be exact, it was 16% in 1990, when it decreased significantly to 7% in 2000, before climbing dramatically to 25% at the end of the period.

The percentage of tennis players started the period as the lowest over the five sports with 4%, and this remained stable in 2000, before increasing slightly to 7% in 2010. In contrast, the proportion of students who played other sports began at 25%, then it dropped gradually over the next two given years to reach 19% in 2010.

**The bar graph below shows the stock price of four different technology companies from 2011 to 2016.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The bar chart illustrates the stock price of Facebook, Google, Apple and Yahoo between 2011 and 2016.

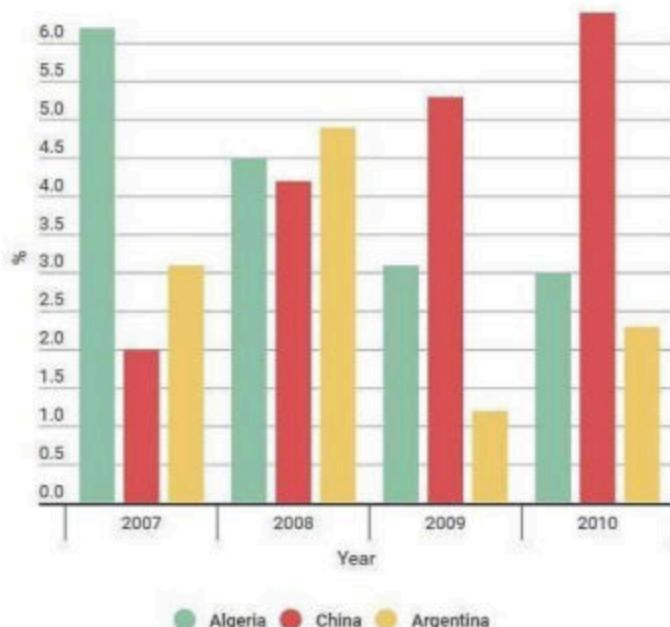
Overall, the stock price of Facebook increased considerably during the years shown, while Yahoo's stock price decreased. It is also evident that the figure for Apple fluctuated, and Google's figure remained relatively the same during the period.

Facebook's stock price started at around 7,000 in 2011 and then rose significantly during the years, reaching a value of just under 20,000 in 2016. By contrast, the stock price of Yahoo was similar to Facebook's in 2011, with approximately 7,000, but then dropped year on year to about 2,500 by the end of the period.

The stock price for Apple witnessed important fluctuations during the years shown. It started with just under 5,000 in 2011, then reached a peak of around 35,000 in 2012, before declining to approximately 6,000 in 2013. Afterwards, it increased to about 12,000 in 2014 and then dropped again to just over 5,000 in 2016. On the other hand, Google's figure remained relatively unchanged during the whole period, with around 1,000.

The bar graph below shows the percentage growth in average property prices in three different countries between 2007 and 2010.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The bar chart displays the percentage growth in average real estate prices in Algeria, China and Argentina from 2007 to 2010.

Overall, it can be clearly seen that the prices of real estate in Algeria decreased significantly throughout the entire period, while property prices in China experienced an upward trend. The prices of real estate in Argentina fluctuated between 2007 and 2010.

In 2007, the percentage growth in property prices in Algeria was 6%, which is the highest percentage recorded in that year among the three different countries. This percentage declined consistently year after year to reach 4.5% in 2008 and 3% in 2010. However, at the start of the period the percentage growth in real estate in China was just 2%, and this number moved up year after year to reach a peak of around 6.5% in 2010, and that was the highest percentage recorded over the period among the three other countries.

Argentina's percentage growth in real estate was roughly 3% before climbing to just below 5% in 2008. After that significant rise, there was a dramatic decline to just over 1% in 2009, and it recovered slightly in 2010 to approximately 2.3%.

**The table below shows the expenses of a used bookstore in Scotland for the first and last month of the same year.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	January 2018	December 2018
Wages & Benefits	\$260	\$226
Rent	\$3222	\$4909
Equipment	\$53	\$43
Utilities	\$455	\$265
Professional Fees	\$51	\$132
Marketing	\$263	\$355
Maintenance	\$10	\$42
Other	\$444	\$599
Total	\$4758	\$6571

The given table provides data on the cost of running a second-hand bookstore in Scotland between the beginning and the end of 2018.

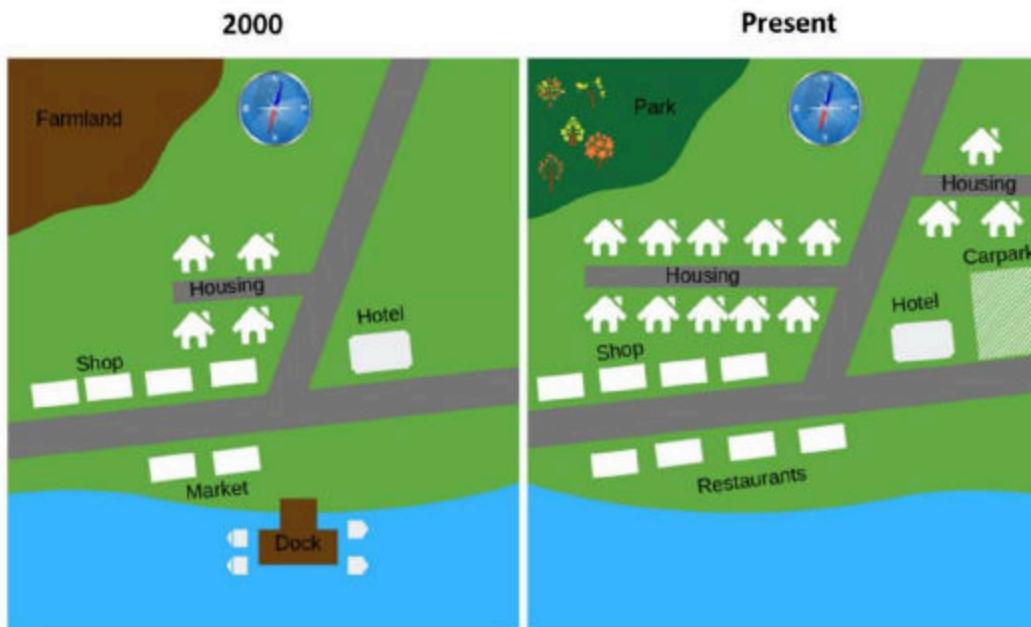
Overall, there was a significant rise in the expenses incurred by the bookstore during the period. In addition while five segments of expenses went up, the rest of them saw a decline.

In January 2018, 4758\$ was spent in total on the operational expenses of the bookstore and it showed a dramatic rise to 6571 by the end of the year. As far the categories of expenditure which increased are concerned, the figure for the largest category, rent recorded a dramatic increase from 3222\$ to 4909\$. This was followed by a category labeled other, which showed a considerable growth by 145\$ until December. Spending on marketing required 92\$ more in December than in January. Although, professional fees, and maintenance accounted for the smaller fractions of the total budget at 61\$ collectively, they grew to 174\$ collectively.

In terms of the positions which required less budget by the December 2018. The biggest loser were utilities with 455 \$ in January and only 265 \$ in December. Wages and benefits went down by 34 \$, and 10\$ less was spent on equipment by the end of the recorded period.

The two maps below show a small village in the west of Ireland in the year 2000 and at the present time.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The given maps are an illustration of a small village in the western part of Ireland in 2000 and presently.

Overall, although some features remained the same, the village has become more residential with the addition of some extra features.

In 2000, there were only a few houses and a hotel at the center of the village that were situated along a stretch of road, that ran from the north-western part of the village to the center, and connected the eastern and western flanks of the village, along which some shops were located to the west. Also, a farmland was located in the north-western corner of the village. In the southern part, the only features that was present was a market, and south of this market, was a dock in a river.

Presently, the farmland in the north-western part of the village has been converted to a park, while the road has been extended to accommodate more houses in the north-eastern area and the center of the village. Also, a car park has been constructed west of the hotel, and the market in the southern area has been rebuilt into restaurants. Finally, the dock which was located in the river has been completely demolished, but the shops on the west remains unchanged.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The given charts show the most preferred sports in French high schools in 1990, 2000 and 2010.

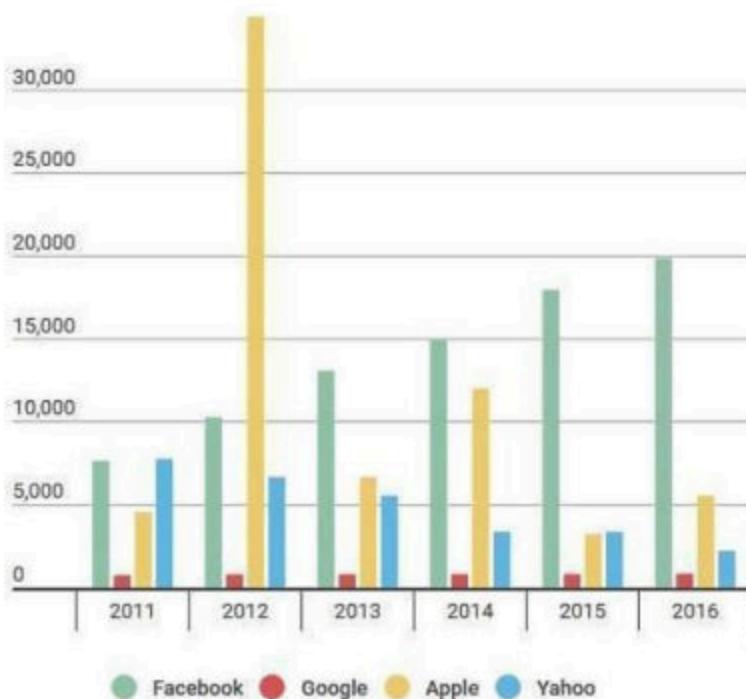
Overall, swimming was the most well-liked sport in all the given years, while basketball overtook the category termed other to become the second most preferred sport in the final year. Football and tennis were the least most preferred sports at the end of the period.

In 1990, 39% of French secondary school students preferred swimming over other sports and this figure increased to almost a half in 2000. By 2010, even though there was a reduction in the percentage to 41%, swimming was still the most preferred sport in secondary schools. There was a consistent decline in the proportion of students who preferred the category named other from a quarter in 1990 to 19% in 2000, whereas the percentage of students who chose basketball as their favorite sport grew from 16% in 1990 to 25% in 2010.

As for football, there was an increase in the number of students that preferred it from 16% in 1990 to 18% in 2000, but by 2010, this figure had fallen to just under a tenth. Finally, less than 10% of students preferred tennis in all three years.

**The bar graph below shows the stock price of four different technology companies from 2011 to 2016.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**



The chart gives information about the stock value of Facebook, Google, Apple and Yahoo between 2011 and 2016.

Overall, the stock price of Facebook increased consistently, while Yahoo's stock price fell steadily throughout the given period. Apple's stock value fluctuated wildly, whereas the price of Google's stock remained relatively the same from 2011 to 2016.

In 2011, the stock value of both Facebook and Yahoo were priced at around 7,000, but by 2014, Facebook's stock price had doubled to 15,000, while the price for Yahoo depreciated to around 3,000. This upward trend for Facebook's stock price and the downward trend of Yahoo's stock value continued until the end of the period, where they finished off at just under 20,000 for the former and roughly 2,500 for the latter.

As for Apple's stock, in 2011 it was valued at approximately 4,900, but saw a dramatic surge to around 35,000 in 2012 before plunging a year later to approximately 6,000. It increased in 2014 to roughly 12,000 before it fell again to finish off in 2016 at just over 5,000. Finally, the stock price of Google, from 2011 to 2016, stayed at a value of around 1,000.

The table below shows key data on the demographics of four different countries.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

	Population	GDP Per Capita (\$USD)	Average Life Expectancy
China	1,357,000,000	6,807	75.2
Russia	143,986,000	14,987	72.3
USA	318,875,000	53,681	69.2
UK	64,937,000	41,787	81.5

The chart depicts vital information about the population, GDP per capita, in US dollars, and the average life expectancy in China, Russia, USA and the UK.

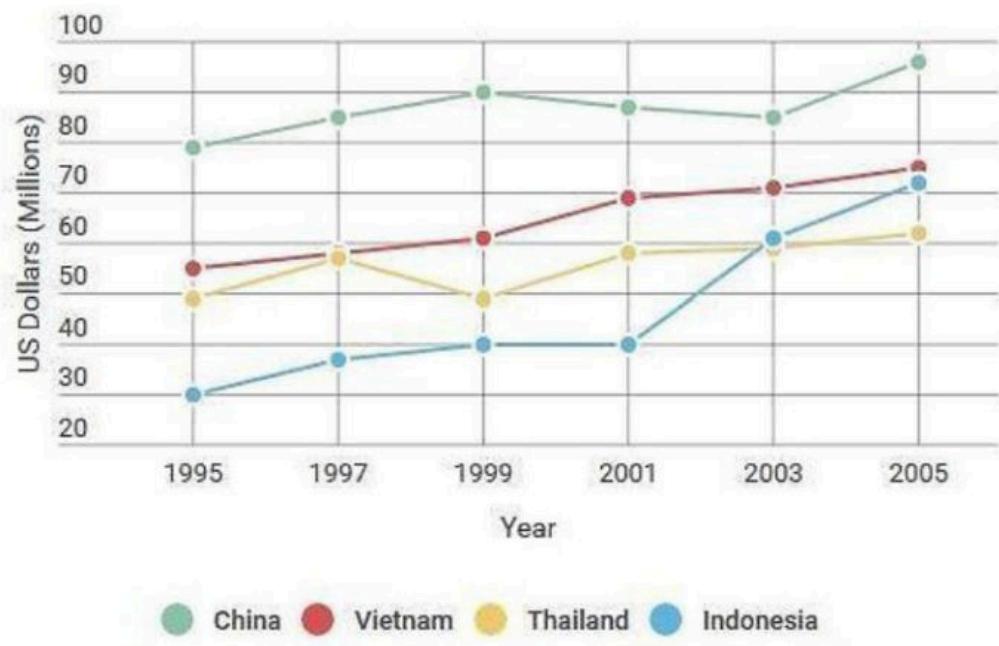
Overall, although China has the highest population amongst the listed countries, it accounts for the lowest GDP per capita, whereas the UK, with the lowest population, has the second highest GDP per capita, and the highest life expectancy.

China has a population of over 1.3 billion people with a GDP per capita of nearly \$7000 and an average life expectancy of 75.2 years. Although the average life expectancy in Russia is only around 3 years less than China's, Russia has a population of approximately 144 million people, around a tenth of China's population, and accounts for a GDP per capita of \$14,987, which is more than double the figure in China.

The UK has approximately 65 million people as its population with a GDP per capita of \$41,787, which is second to USA's GDP per capita at \$53,681. As for the average life expectancy in UK and the US, they both account for the highest and lowest figures, at 81.5 years for the former and 69.2 years for the later.

The line graph below shows how much money was spent on cars in four different countries in Asia.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The chart gives information about the amount of money, in US dollars, that was spent on motor vehicles in China, Vietnam, Thailand and Indonesia.

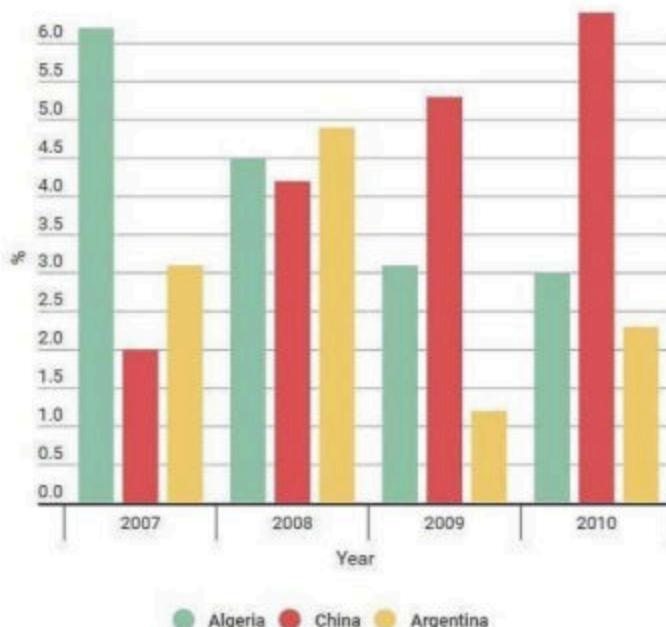
Overall, there was an increase in spending in all the countries with China being the country where the highest amount of money was spent throughout the given period. Indonesia surpassed Thailand to become the country with the third highest spending on cars at the end of the period.

In 1995, approximately \$80 million was spent on cars in China, and despite fluctuations, it still finished off at roughly \$98 million in the final year, making China the country where the highest amount of money was spent throughout the period. Spending in Vietnam followed with around \$55 million in 1995, and this figure continuously increased until 2005, where it finished off at roughly \$75 million.

The figures in Thailand and Indonesia in 1995 were approximately \$50 million and \$30 million respectively, and unlike in Thailand where there were mild fluctuations in the amount spent until 2001, spending in Indonesia grew steadily to \$40 million in 2001. Between 2001 and 2005, spending in Indonesia grew significantly to around \$75 million, which meant that Thailand was now the country where the lowest spending on cars as its figures remained in and around \$60 million from 2001 to 2005.

The bar graph below shows the percentage growth in average property prices in three different countries between 2007 and 2010.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The bar chart depicts the percentage increase in the average value of property in Algeria, China and Argentina from 2007 to 2010.

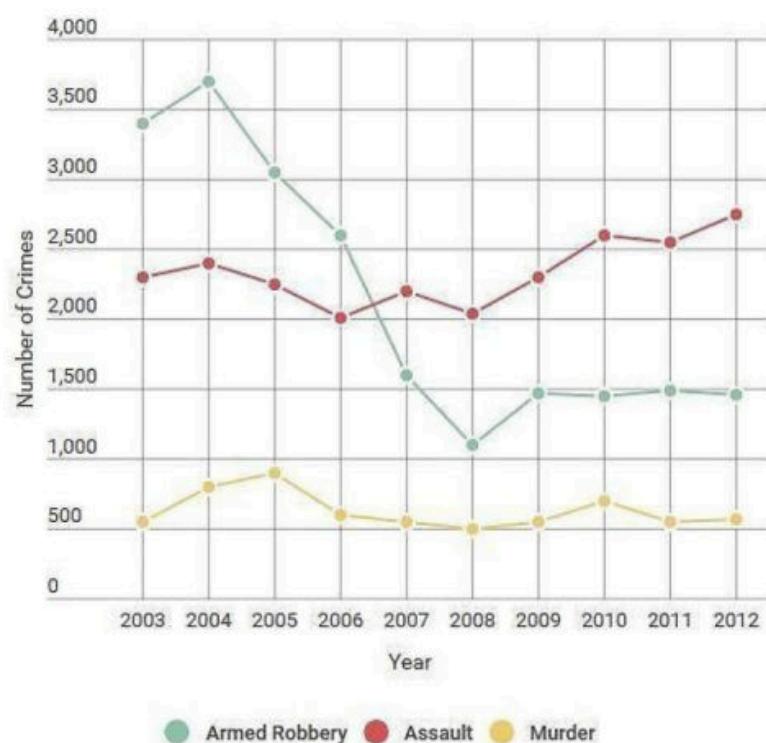
Overall, there was a fall in the percentage growth of property prices in Algeria, while the figures for China increased throughout the given years. The percentage growth in average property value in Argentina fluctuated throughout the period.

In 2007, Algeria had around 6.2% increase in average property prices, but in subsequent years, this figure dropped steadily until 2010 where it ended at 3%. The exact opposite is true for China who in 2007, had just 2% in average percentage growth and this grew consistently year on year to end at approximately 6.5% in the final year.

As for Argentina, there was a fluctuation in its figures, starting in 2007 at around 3.1% and increasing the next year to around 4.8% before it dropped drastically to approximately 2.3% at the end of the given period.

The line graph below shows the number of serious crimes that occurred in London between 2003 and 2012.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The chart illustrates how many serious crimes, namely armed robbery, assaults, and murder happened in London from 2003 to 2012.

Overall, armed robbery fell drastically, while assaults increased slightly, and murder remained relatively stable throughout the given period.

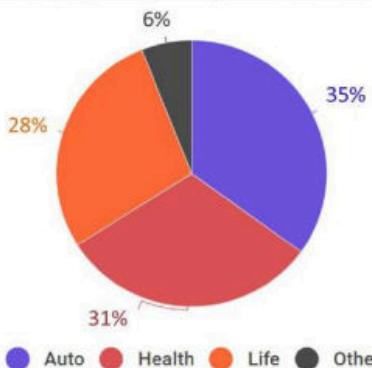
In 2003, the recorded number of armed robberies that happened in London was approximately 3400. This figure increased in 2004 to around 3700 but dropped significantly to just over 1000 in 2008. One year later, it increased slightly to around 1500 and remained in and around this figure until the end of the given period.

The number of assaults in the beginning of the period was around 2300. Its figure fluctuated mildly between 2000 and 2300 for the first half of the period, and by 2008 it began to rise consistently until 2012 where it ended at approximately 2700. As for murder, the recorded figure for this crime remained within approximately 500 and 900 throughout the given period.

The pie chart below shows the worldwide distribution of private insurance policies. The table shows the private insurance policy ownership of three countries.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

Worldwide distribution of private insurance policies



Private insurance policy ownership by country

	Auto	Health	Life	Total population with insurance
India	0.4%	3.5%	1.7%	7%
England	10%	7.9%	5.7%	25%
Australia	1.9%	1.3%	0.5%	15%

The charts depict information on how private insurance policies are distributed globally, and the ownership of private insurance policies in England, India, and Australia.

Overall, globally, auto and health accounts for the majority of private insurance policies, and among the three listed countries, England has the highest figures for all categories.

Auto and health insurance accounts for 35% and 31% of the worldwide private insurance policies, making them the most common types of private insurance. Next is life insurance that represents 28% of the total global insurance policies, and finally, 'other' which makes up only 6% of the total distribution.

25% of the total population of England has private insurance, making it the country with the highest number of private insurance ownership. Also, England has the highest percentage of auto, health and life insurance policies with 10%, 7.9% and 5.75 respectively. In India, health insurance has the highest figure with 3.5%, while only 0.4% own an auto insurance. However, life insurance ownership is least in Australia with 0.5% even though it is the country with the second highest total population with insurance.

**The table below shows the expenses of a used bookstore in Scotland for the first and last month of the same year.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

	January 2018	December 2018
Wages & Benefits	\$260	\$226
Rent	\$3222	\$4909
Equipment	\$53	\$43
Utilities	\$455	\$265
Professional Fees	\$51	\$132
Marketing	\$263	\$355
Maintenance	\$10	\$42
Other	\$444	\$599
Total	\$4758	\$6571

The chart depicts information about how money was spent in a used bookstore in Scotland in January and December, 2018.

Overall, more money was spent in December than in January, with rental payments being the highest category of expense in both months, and also having the most significant change.

In January, out of a total of \$4758, \$3222 was spent on rent followed by utilities and other which cost \$455 and \$444 respectively. Marketing and wages and benefits accounted for \$263 and \$260 of the total figure, while equipment, professional fees, and maintenance accounted for \$53, \$51, and \$10 respectively.

In December, the total expenditure increased to \$6571. This was due to the increase in rental fees to \$4909, and other to \$599. Also, marketing, professional fees, and maintenance saw an increase in spending by \$92, \$81, and \$32 respectively. However, there was a reduction in the amount spent on utilities, wages and benefits, and equipment to \$265, \$226, and \$43 respectively.

The table below shows key data on the demographics of four different countries.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

	Population	GDP Per Capita (\$USD)	Average Life Expectancy
China	1,357,000,000	6,807	75.2
Russia	143,986,000	14,987	72.3
USA	318,875,000	53,681	69.2
UK	64,937,000	41,787	81.5

The table displays important data relative to demographics of China, Russia, America and United Kingdom.

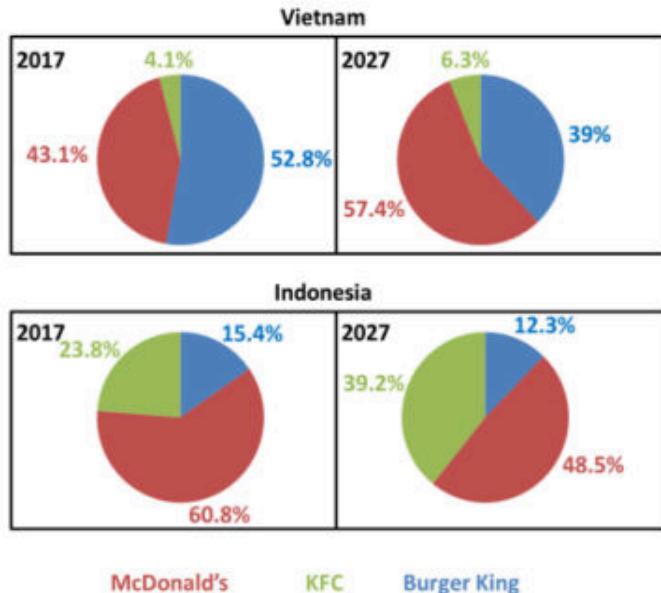
Overall, China is the most populated country, but with the lowest GDP per capita, while America has the highest GDP per capita, but the shortest average life expectancy. UK is the least populated country but has the longest average life expectancy.

China, with almost 1.4 billion people is the most populated country, but with 6,807\$USD per capita has the lowest GDP amongst the other countries, and the average life expectancy is just above 75 years. America with 318,875,000 people is the second most populated country and with 53,681\$USD per capita has a GDP higher than the other three countries and the average life expectancy is 69.2 years, which is the lowest.

UK with 64,937,000 people is the least, but the average life expectancy reaches 81.5 years and is the highest amongst the four countries. Russia is third in population with 143,986.,000 people, in average life expectancy with just above 72 years and GDP with 14,987\$USD.

The charts below illustrate which of 3 fast-food restaurants were the most preferred amongst teenagers in Vietnam and Indonesia in 2017 and predictions for 2027.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The pie charts show junk food restaurants preferences among youngsters in Vietnam and Indonesia in 2017 and forecast for 2017.

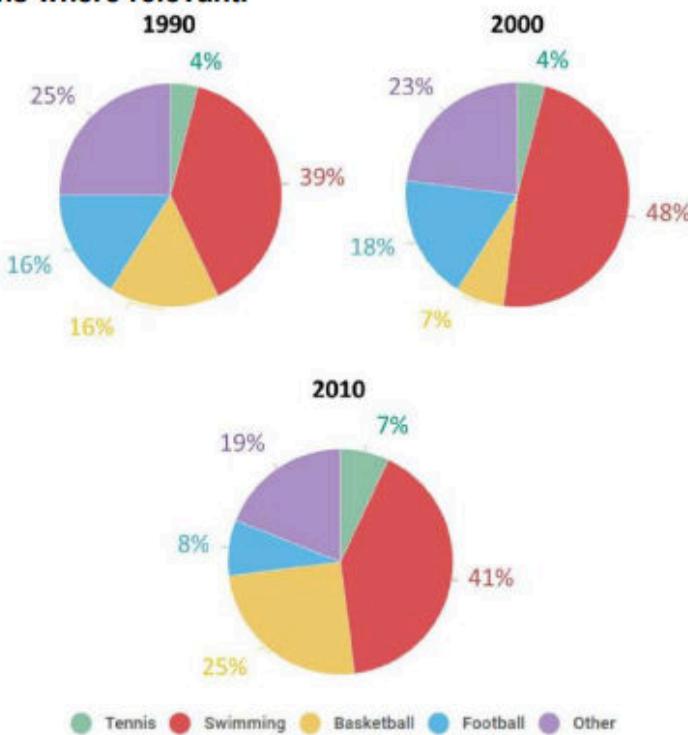
Overall, while the preference of Vietnamese teenagers is predicted to change from Burger King being the most preferable fast food restaurant to McDonald's, in Indonesia youngsters are projected to continue to choose McDonald's rather than KFC and Burger King. It is also clear that KFC was and will be much more popular in Indonesia rather than in Vietnam.

Starting with the preferences of Vietnamese teenagers, in 2017 more than a half teenagers prefered Burger King, but in 2027 this is predicted to decrease noticeably to 39%. More people are forecasted to opt for McDonald's, this will grow significantly from 41.3% to 57.4%. KFC was the least popular fast food restaurant and it is going to remain the least popular, with 4.1% and 6.3% in 2017 and 2027 respectively.

Going to the preferences of Indonesia's youngsters, 60.8% preferred McDonald's and this percentage is going to decrease modestly to 48.5% in 2017. For KFC, this is projected to decrease by around 15%, from 39.2% in 2017. Finally, slightly fewer young people in this country are predicted to prefer Burger King, to be precise 12.3% in 2017, compared to 15.4% in 2017.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The given charts depict the most preferred sports in French high schools in 1990, 2000, and 2010.

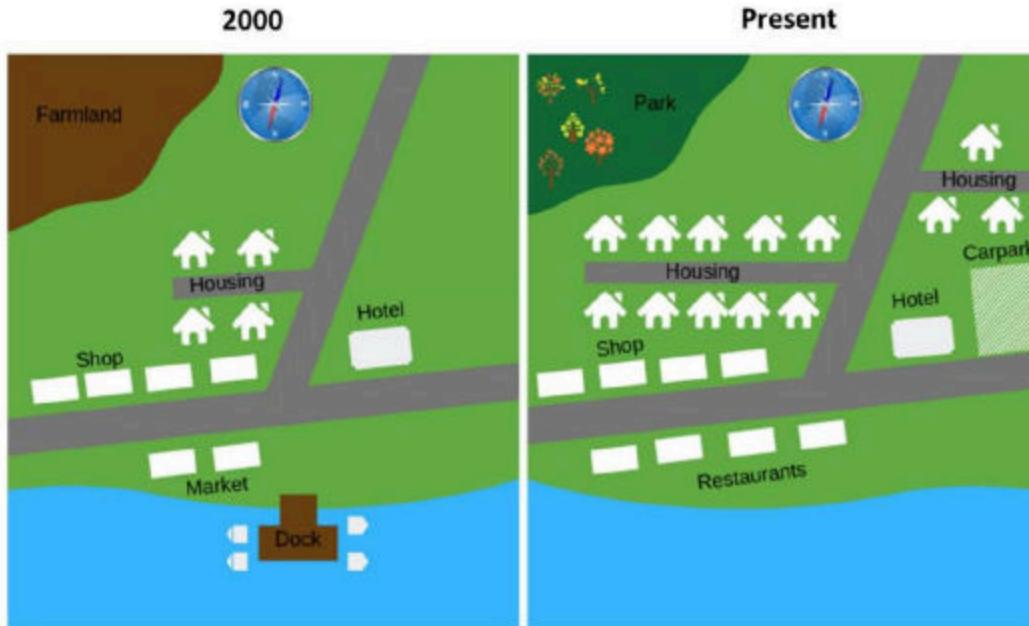
Overall, swimming was the most preferred sport, while tennis was the least popular in all three years.

The percentage of students who preferred swimming in 1990 was 39%, and this figure increased to 48% ten years later, before falling to 41% in 2010. Similarly, the percentage of students who chose football as their most well-liked sport was 16% in 1990, and this grew by 2% in 2000, before falling in 2010 to half its figure in 1990. In contrast, 16% of students selected basketball as their preferred sport in 1990, and this figure, ten years later dropped to 7%, but in 2010, increased to a quarter.

The proportion of students who chose tennis as their favorite sport was 4% in 1990 and 2000, but increased by 3% in 2010. Finally, the popularity of sports other than swimming, football, basketball, and tennis experienced a constant decline with 25% in 1990, 23% in 2000 and 19% in 2010.

The two maps below show a small village in the west of Ireland in the year 2000 and at the present time.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The two plans illustrate how a small village in the west of Ireland has developed since 2000.

Overall, over the period, the village has completely transformed to include new amenities, additional houses, and parking to cater for a lot of people.

On the north-west side of the map, the farmland has been replaced with the park. Six new buildings have been constructed in the city center of the village. However, on the west side of the housing place shops have remained unchanged. Below the main road markets have been demolished and instead of them, restaurants have been built. The dock has been removed from water.

On the north-east side of the picture, a new living area has been constructed with three houses and a new road. On the east side of the village, a car park has been constructed. In front of the car park is located the hotel in the same place as it was in 2000.

**The diagram below shows the stages in the food production chain of the United States.**

**Summarise the information by selecting and reporting the main features and make comparisons where relevant.**

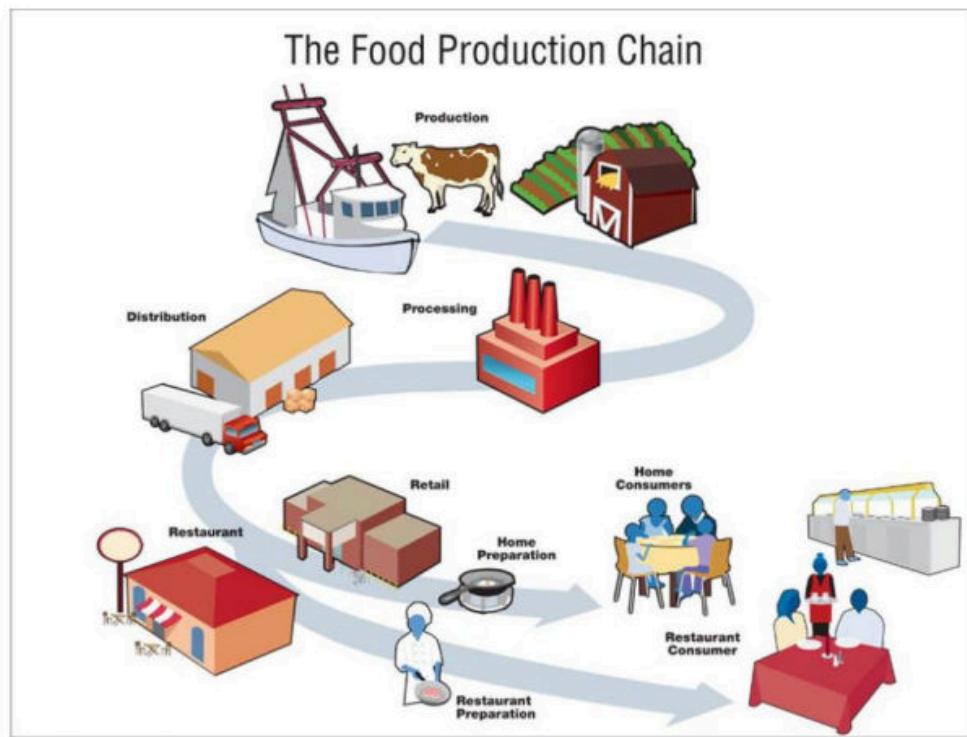


Image source: <[https://www.cdc.gov/foodsafety/images/food\\_production\\_chain\\_900px.jpg](https://www.cdc.gov/foodsafety/images/food_production_chain_900px.jpg)>

The illustration displays America's food production chain.

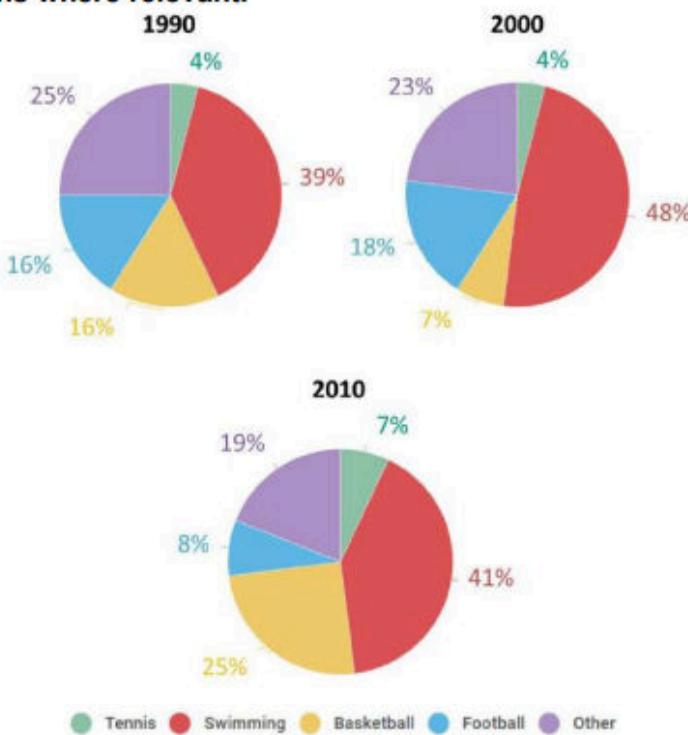
Overall, the whole process is a man-made, linear process that involves several different stages. It begins with the production of raw food from a farm and finally results in food reaching consumers.

The food production chain starts from a farm, where it harvests crops and then delivers them, as well as some farm animals to a factory so that they can be processed. In the next stage, the processed food is delivered to a warehouse, and this is where the distribution process begins. The food is then distributed by trucks.

Following that, the truck sends the food to shops and restaurants. The food sold in shops is then bought by people, so that they can cook it for their families to eat. Meanwhile, the food that is sent to restaurants is cooked and processed into a variety of dishes by chefs for restaurant consumers.

The pie charts below illustrate the most popular sports in French secondary schools in three different years.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The charts depict the most common sports played in French high schools in 1990, 2000 and 2010.

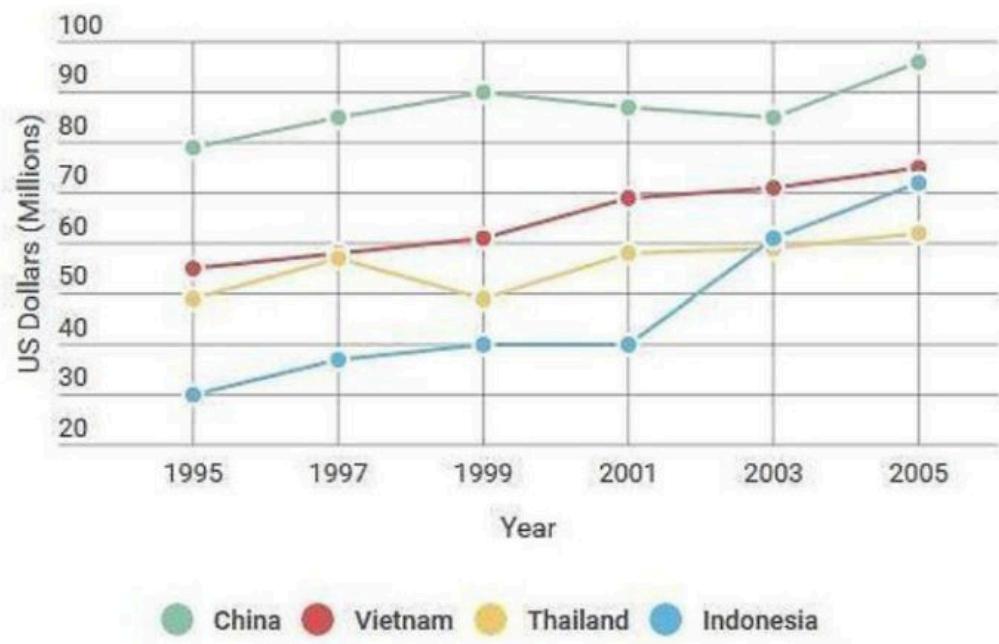
Overall, swimming was the most liked sport in the three different years, while tennis was the least liked.

39% of students in 1990, and 48% of students in 2000 selected swimming as their most preferred sport. The percentage of students who preferred to play football and basketball in 1990 was 16% each, but in 2000, the percentage of those who chose football increased by 2%, while that of those who chose basketball fell by 9%. Tennis was the least favored sport in both years as only 4% of students in 1990 and 2000 opted for this sport. Sports other than swimming, tennis, basketball and football was top choice for 25% and 23% of students in 1990 and 2000 respectively.

In 2010, swimming remained the most popular sport, accounting for 41% of the students' most liked sport, followed by basketball that accounted for a quarter of the students' preference in sports. Approximately a fifth of French high school students preferred "other" sports, and only 8% and 7% chose football and tennis respectively.

The line graph below shows how much money was spent on cars in four different countries in Asia.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.



The line chart depicts the amount of money spent on cars in China, Vietnam, Thailand and Indonesia between 1995 and 2005.

Overall, China spent the highest amount of money on cars throughout the period. Despite some fluctuations, the expenditure on cars in all four nations increased over the period, and among this, the most significant increase showed in Indonesia's spending.

Firstly, China's spending on cars went up from nearly 80 million US dollars in 1995 to 90 million US dollars in 1999, and after a slight decline in next four years, it rose to just under 100 million US dollars in 2005. In 1995, almost 55 million US dollars' worth of cars sold in Vietnam, and this steadily increased to just over 70 million US dollars in 2005.

The expenditure on cars in Thailand fluctuated between around 50 million US dollars in 1995 and about 60 million US dollars in 2005. Indonesia's spending on cars had gradually increased from approximately 30 million US dollars in 1995 to 40 million US dollars in 1999 before it dramatically climbed to just above 70 million US dollars in 2005.

# **GENERAL TRAINING**

## **TASK 1**

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir or Madam,

I am writing this letter to report the smartphone that I lost during my vacation to Ho Chi Minh City two weeks ago.

The lost phone is an Apple product, and it is an iPhone 13 which is the latest version. The phone is still in the new condition because I have just purchased it for approximately three months on my birthday.

During the trip, I had a chance to hang out and meet one of my Vietnamese friends, and we visited numerous places in Ho Chi Minh City. However, after going back to the hotel, I realized that my smartphone had disappeared, and I could not find it anywhere.

Because I registered in your premium travel insurance plan to cover the cost of any lost items, I hope that I am able to receive one-third of the phone's price from your corporation as the plan mentions.

I am looking forward to hearing your response.

Sincerely,  
Long Do

**You have just finished your master's degree and need to leave your current part-time job to search for full-time employment.**

**Write a letter to your current employer. In your letter**

- **explain why you will not pursue a full-time job in his/her company**
- **say why you've enjoyed working for him/her**
- **tell him/her how much longer you will continue to work for him/her.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr Kabden,

I am writing to inform you that I am going to leave my part-time position soon.

I do not plan to stay in your company at full-time position since I recently completed my master's degree, which opens an opportunity to work as an artificial intelligence engineer. Your company is focused on producing software for small businesses, while I want to get a job in some research and development departments in big tech companies.

I appreciate your company for giving me a starting point in my career. It was a pleasure to work with your employees since they were kind and helpful when I got lost and made some mistakes. I believe it is your merit that the atmosphere in the office is always friendly, and everyone is interested in the progress of the company.

I will work until the end of this month. I am sorry that I am leaving too soon. The reason for this is the offer from Meta, which I got yesterday. I have to start working full-time at the beginning of the following month. It is a full-time position, which means I cannot continue working in your company.

Your sincerely,

Temirlan Zharkynbek

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir or Madam,

I am writing to you to make a claim for my gold watch, which I lost during my last vacation in Spain. The reference number for that booking is 557 843 90K.

The watch is an antique and I inherited it from my grandmother. It is rose gold, has a slim wristband, and an oval shaped display. At the back it is engraved, showing the letters I. L. G., and the clip is slightly curved.

I wore the watch during one of our day trips and had to take it off to go scuba diving. Unfortunately, I cannot remember if I put it back on when coming out of the water. I did, however, check with the diving instructors and they assured me that they have not found any items.

Therefore, I would like to ask you to payout the monetary value of the watch in the sum of \$350, as per agreed upon clause 8 in the insurance cover. I also included a picture of the watch and a recent evaluation from a jeweller to provide proof of its value.

I am looking forward to your response, and remain hopeful to at least recover the monetary loss.

Yours faithfully,

Lisa Brown

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- apologise for what happened**
- explain why you missed the deadline**
- tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Hans,

I am writing this letter to express my deepest apology regarding the fact that I missed the project deadline.

It was my fault for not completing the security feature of the project on time, resulting in our company losing a crucial client, and the profit of the company decreased this month.

The reason why I missed the deadline was that I got a heavy fever and had to take a vacation for two weeks. However, I had forgotten to establish a transfer knowledge session with the members of the team and find a co-worker to cover my tasks.

I promise this circumstance will not happen again in the future. I will remember to set up a transfer knowledge meeting and delegate a suitable person to cover my work every time that I take time off work.

I hope that you will accept my apology.

Sincerely,  
Long Do

**You have just learned that your friend has recently become engaged.**

**Write a letter to your friend. In your letter**

- **tell him/her how you found out**
- **explain how you feel about the news**
- **organise to meet your friend for a celebration.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Monica,

I hope you are doing well. I'm writing you to congratulate you and Mark on your engagement and to let you know that I'm free to throw you a big bachelorette party!

If you are wondering how I found out about your engagement, it was Michelle who spilled the beans! We're catching up last Saturday and she casually said that Mark proposed you last week, as it was no big deal! I was in shock!

I'm not going to lie, I'm so happy for you guys, but I feel a bit let down for hearing the news from another party instead of you. I'm pretty sure you have a good excuse; you probably got caught up with many things to plan for the wedding, but still... I'd love to hear it from you.

Anyways, I won't let it spoil things between us, as we've been friends for ages. So, I'm thinking about throwing you a huge bachelorette party for you; just the girls, of course. Let me know if you're up to it and I'll go ahead with the plan. It'll be so much fun!

Please, text me as soon as you get my message, so you can fill me in on everything about the proposal!

Best wishes,

Alynee

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir or Madam,

I am writing to inform you of an important belonging I misplaced during my recent trip and my understanding is that you could provide some support regarding that situation.

I lost my laptop, a Surface Pro in rosé, produced by Microsoft. Its front features Microsoft's logo and is decorated with some stickers - a sun, a Brazilian flag and a cross.

I was working on it while I waited for my flight. I decided to check some nearby screens to confirm my boarding gate and I forgot my laptop on the seat next to the one I was sat. Unfortunately, when I realised what had happened and I came back to retrieve it, it was too late as the item was gone.

I would really appreciate if you could support and guide me through the claim process and provide me with instructions to either replace my laptop for another one or provide me with a monetary compensation for it.

I am happy to provide more information or documents if necessary.

King regards,

Luciana Vidal

**You are working for a company. You need to take some time off work and want to ask your manager about this.**

**Write a letter to your manager. In your letter**

- **explain why you want to take time off work**
- **give details of the amount of time you need**
- **suggest how your work could be covered while you are away.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr Smith,

I am writing to express my interest in taking some time off work next week.

Unfortunately, my grandfather got sick this week, and his doctor asked him to stay on his bed without doing any activities. For this reason, I want to take some time off work and stay with him in order to take care of him.

This week, my mother is staying with him, but she has to go on a business trip next week for 9 days. Therefore, I want to take 10 days off work, which I believe they will more than enough to take care of him until my mother comes back from her trip.

I have already prepared all the necessary documents for next week's meetings, and wrote notes on each document to make sure they are easy to understand. Also, I have talked to my colleague Mr Peter, and he accepted to cover my tasks while I am away, so this will guarantee that all my work will be covered.

I look forward to hearing your response.

Abderrahmene

**Last month you had a holiday overseas where you stayed with a friend. He/She has just sent you some photos of your holiday.**

**Write a letter to your friend. In your letter**

- **thank him/her for the photos and for the holiday**
- **explain why you didn't write earlier**
- **invite them to come and stay with you.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Amy,

Thank you for sending me back the photos taken in London while I stayed at your home.

Thanks a lot for taking these amazing photos for me; you are indeed a great photographer. Also, thanks for letting me stay at your place during my holiday trip in the UK, which really saved me a lot of money.

I am sorry that I can't write to you earlier as my son was sick for the last two weeks. I was too busy looking after him, but he is getting better now thankfully. He can start going back to school from next Monday.

I'd like to invite you to come to Hong Kong and stay at my place next time. We recently moved to a new house, and finally we have an extra room for our guests. We can also have a barbecue at my balcony.

Please let me know where do you want to explore in Hong Kong, and I can plan the trip for you.

Best wishes,

Krystin

**You recently bought a piece of equipment for your kitchen, but it did not work. You phoned the shop, but no action was taken.**

**Write a letter to the shop manager. In your letter**

- **describe the problem with the equipment**
- **explain what happened when you phoned the shop**
- **say what you would like the manager to do.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir or Madam,

I am writing to make a complaint about the broken microwave I bought from your store and the lack of response from your staff through the phone.

I bought the microwave last Saturday. The equipment looked brand-new by its appearance. But when I plugged it in, I noticed a spark being produced at the connector of the microwave. Later I noticed that it failed to turn on. The display was completely blank.

I called your shop right away. One of your staff picked up the phone. But he was reluctant to hear me describing the issue. When I finished explaining, he mentioned that since the issue happened when I plugged it in, he would need to check the store policy and got back to me later that day. But I never heard back from him again.

I would like to request you to find a solution to the broken microwave as soon as possible. I didn't do anything before plugging it in, so it is not acceptable for me to take the loss on my own. In addition, it would be great if you could train your staff to be more aware of your store policy and provide a better customer service experience.

I look forward to your prompt reply.

Kind regards,

Jianan Shen

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir or Madam,

I am writing to you with regard to the insurance claim for the laptop I lost during my holiday to Singapore last week.

The item I lost was an Apple Macbook laptop which I bought from the FPT Shop in Saigon city last month. The laptop model is APMC-24, and its serial number is 9075809777. It was made in China in 2023. The commercial invoice number from the seller is FPT.INV.999.

During my visit to Singapore from June 24th, 2024 to June 27th, 2024, I brought it with me so that I could do some work while I was on holiday. Unfortunately, I found that I lost it when I had come back home, and I can't remember exactly when and where I lost it. I think I lost it when I visited to a traditional market in Singapore.

To claim for this lost, would you mind giving me some guidelines on what I have to do for the insurance claim? For example, what documents I have to prepare and submit, and to whom I should contact to? It would be very helpful if you can provide me with a detailed procedure for such claim.

Thank you very much, and I am looking forward to your earliest reply.

Kind regards,

Nguyen Tung

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- **apologise for what happened**
- **explain why you missed the deadline**
- **tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Smith,

I am writing regarding the last project I was assigned, the Buchanan marketing plan.

I would like to apologize for missing the due date of the project presentation, which resulted in the loss of this client. I had been working hard to make sure everything was done with high standards, given the fact they were one of our biggest clients.

The reason why I forgot the deadline was because I had to fire my assistant, Jane, and have not been able to find a replacement. Jane was messy and that affected my work quality. From time to time, I had to keep track of important dates myself, since she would forget to do it herself. I thought that finding a new administrative assistant would be easy and quick but it has been a challenge.

I have been thinking about different ways to prevent this incident from happening again. The first thing I will avoid is to fire staff without having found a new hire. Additionally, I will make sure I am hiring a responsible professional. I will also double check my calendar and make sure I am not missing any important meetings or projects.

Once again, I apologize for what this accident has caused on the company. It will not happen again.

Kind regards,  
Ambar Andujar

**You are working for a company. You need to take some time off work and want to ask your manager about this.**

**Write a letter to your manager. In your letter**

- **explain why you want to take time off work**
- **give details of the amount of time you need**
- **suggest how your work could be covered while you are away.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Smith,

I am writing this letter to request some days off next month.

The reason why I would like to take some of my vacation days is that my whole family is visiting my brother in Toronto. I have not seen any of them since I moved here last year, and it would mean so much to me to be able to see them again.

Some of my family members will be travelling for a month. However, I would be happy with 2 weeks off, from August 1st to the 14th. By only taking 14 days off, I will not be gone for too long, which will not affect the company at all and I would still be able to spend plenty of time with my loved ones.

While gone, I plan on working online. Additionally, Karen is willing to take any extra duties if needed, since I covered for her last Summer when she took her vacation days.

I hope you are able to grant me with this time off, since it will not have a negative effect on the company or my performance.

Thank you in advanced.

Regards,  
Amber Brown

**You have just finished your master's degree and need to leave your current part-time job to search for full-time employment.**

**Write a letter to your current employer. In your letter**

- **explain why you will not pursue a full-time job in his/her company**
- **say why you've enjoyed working for him/her**
- **tell him/her how much longer you will continue to work for him/her.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr Pell,

I am writing to let you know that I will be leaving Sourdough Delights soon and am formally serving my two weeks notice period.

Having recently graduated from my master's degree in Speech Therapy, I will sadly have to leave your company and search for full-time employment in that industry. As there are limited roles in this area, I will need to relocate to Sydney which has one of the largest clinics for Speech Therapy and where there are more opportunities for work.

It has been a real pleasure to work for you at Sourdough Delights, and I truly enjoyed the culture and warm biscuits at tea when we finished with our afternoon bakes. Thank you for being generous with your time and teaching me all there is to know about how to make a good sourdough loaf.

I would be delighted to continue working for you for another 2 weeks until the end of the month, which should provide sufficient time to hire a replacement.

Kind regards,

Ursula Tang

**You have just learned that your friend has recently become engaged.**

**Write a letter to your friend. In your letter**

- tell him/her how you found out
- explain how you feel about the news
- organise to meet your friend for a celebration.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Malin,

How are you?

I'm writing to congratulate you on your engagement to Jacques.

Last night, I met up with Tatjana for dinner in the Italian restaurant that we've been to last month together. While we were chatting about the latest updates in our lives, she mentioned that the two of you got engaged in South Africa last week. She even showed me a picture.

I'm so happy for you both! I know you anticipated it happening soon and it is amazing that he took the chance to do it in your long vacation. I'm very glad that you found the man with whom you want to spend the rest of your life and you can start your journey now together.

I would love to celebrate this milestone with you and meet up over dinner. What do you think? I suggest we meet up at the restaurant close to your place, Cecconi's, to raise a toast. I'm free every day next week from 6 p.m. We could meet there or I can pick you up on my way to the restaurant.

It would be lovely to see you already next week. Please let me know if it works for you!

Sending you lots of love,  
Nina

**Last month you had a holiday overseas where you stayed with a friend. He/She has just sent you some photos of your holiday.**

**Write a letter to your friend. In your letter**

- **thank him/her for the photos and for the holiday**
- **explain why you didn't write earlier**
- **invite them to come and stay with you.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tracy,

How've you been? It's been a while since we last spoke after my holiday from overseas at your place. I can't thank you enough for spending the most memorable time of my life during my holiday last month. Thanks again for sending the photos, we look stunning in them. These will be the part of the moments that I'll cherish forever.

Look, don't get mad at me. I wasn't able to write to you earlier due to getting trapped with my workload. I had to catch up on a lot of important things at my office and complete some pending deliverables. I couldn't risk my job by leaving them incomplete.

Winter is around the corner and I want you to come and stay with me and enjoy the Christmas. I know you won't deny my invitation. Don't worry on your living arrangements. You can stay with me in my guest room. I also can't wait to explore the vibrant offerings in the city and go shopping with you.

See you soon,  
Anirban

**You have just learned that your friend has recently become engaged.**

**Write a letter to your friend. In your letter**

- **tell him/her how you found out**
- **explain how you feel about the news**
- **organise to meet your friend for a celebration.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mary,

I hope you're well. I'm writing to express my excitement and happiness when I heard about your engagement.

I've got thrilling news from Katherine, when we met at the Grand Cafe two days ago. She told me about the engagement proposal preparation, and your reaction about it. I saw the photos in your Facebook page, and you were so much in love with each other.

The first time I heard it, I was surprised and excited because you were to marry the man you hated before. How ironic that you will love him eternally, despite always quarreling with him during high school days. I have witnessed all the struggles in your relationship, and now you are going to exchanged vows with him. I'm delighted, and I can't wait for the wedding bells to toll for both of you.

I'm inviting you to come to my house this Saturday, so that we can have small talk about your wedding plans, and I want to throw you a bachelorette party. I'll call Katherine to host the party. I will send you the address. Please keep in touch.

Best wishes,  
Raine

**You have recently started work in a new company.**

**Write a letter to an English-speaking friend. In your letter**

- **explain why you changed jobs**
- **describe your new job**
- **tell him/her your other news.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear John,

I'm just writing to inform you that I've started working in a new firm.

I recently joined Amazon as a floor manager. As you know, I was the manager at Home Depot before, but I had to quit from there because the work environment was super toxic there. The upper management was forcing me to work for long hours without any extra money, and they would blame me for the low sales. Also, Amazon was paying me much higher than the other company, so I decided to end the misery and move to Amazon.

The job is easy peasy there. I'd look after all the operations and machines, and I'd make sure that all workers are working properly. However, there is one difficult part of my job that is dealing with complaints, but no worries if the pay is really high.

I hope you haven't forgotten my childhood crush, Tina. She also works there. She is my senior, and good news is we've started dating each other. I feel like there is a chance of a serious relationship, and you might need to clean your schedule in the future to attend our engagement party.

Hope to see you soon.

All the best,

Yuvraj

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing to claim the insurance money for the laptop that I lost during my holiday at Kashmir last week.

It was a latest Dell laptop in black colour with core i7 processor, 8 gigabyte RAM and 1 terabyte hard-disk which I bought from the Dell's website six months ago by paying 80,000 INR with my credit card.

I suspect that I lost my laptop somewhere at the Srinagar airport on the last day of my holiday. I had my laptop bag with me in the waiting lounge; however, the bag was missing when I reached at the Pune airport. I think I forgot to take the bag before I got into the flight.

I would like you to process my claim and reimburse me for my loss. I have attached a copy of the invoice, the receipt of the insurance premium and the letter from the airport authority who said that they could not find my laptop. Let me know if anything else is required.

I look forward to hearing your response.

Yours faithfully,

Kasif Marediya

**Your sister has asked you to organize the music for her wedding at the end of next month.**

**Write a letter to your friend who is an amateur musician. In your letter**

- **ask your friend to perform at the wedding**
- **describe why he/she would be suitable for this event**
- **explain how your friend will be compensated if they agree.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Musab

I hope this letter finds you well. I'm just writing to tell you that I've come into a large sum of money, and I want to share this fantastic news with you.

You know that I've been working flat out to learn about the gas and oil industry. Last month, I invested some money in the gas and oil companies in Yanbu Industrial City, and I gained more than 100,000 SAR from this investment.

Since I have become rich, I intend to get married next month. You know that my girlfriend Amanda has been waiting for me more than five years, and I think this is the right time to officially propose to her and to make a big wedding party when we get married.

I want to invite you today for dinner at the Red Sea restaurant near my house. It would be an amazing chance to celebrate and to have some good time together.

All the best.

Ahmed

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- apologise for what happened**
- explain why you missed the deadline**
- tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Tampe,

I am writing this letter with regards to the important client that we recently lost due to the project deadline that I missed.

I take responsibility for the loss of this client and I sincerely apologize for this. I know an apology will not bring back the client, as it took us a long time to get him to sign with us, but I promise to do better in the future.

I missed the deadline for the project due to an oversight regarding an email sent to me from the accounting department. The email showed two dates, one for the project deadline, and the other for when the client was expected to make payment. Unfortunately, I mistook the payment date for the deadline's date, which is supposed to be in two weeks' time.

To avoid a repeat of this problem in the future, I will ensure to double check all documents sent to me from other departments. Additionally, when the need arises, I will call the sender to clarify important details and set a reminder in my calendar accordingly.

Kind regards,

Jude Theddeus Akubudike

**Your sister has asked you to organize the music for her wedding at the end of next month.**

**Write a letter to your friend who is an amateur musician. In your letter**

- **ask your friend to perform at the wedding**
- **describe why he/she would be suitable for this event**
- **explain how your friend will be compensated if they agree.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Joseph,

I'm just writing to ask you if you'd be interested in performing music at my sister's wedding.

I preferred you over all the musicians I'd known, it's really great if you can come to my sister's wedding in the last week of next month, and give a memorable musical performance. Although I know that you didn't perform many times earlier, I trust you.

Last year, I listened to your music at our friends' gathering in Goa, it was really awesome and I loved it, and that was the reason I felt you'd be perfect for this event to perform. There aren't too many guests, and that could ease your nerves.

If everything goes fine according to the plan, I'd compensate you \$1000 for this performance, which is very helpful for you in these circumstances. Even though I can pay you \$500 in cash, I'd like to give you another \$500 cheque, hope it's fine with you.

Let me know your thoughts.

All the best,

Rohit

**You are working for a company. You need to take some time off work and want to ask your manager about this.**

**Write a letter to your manager. In your letter**

- explain why you want to take time off work
- give details of the amount of time you need
- suggest how your work could be covered while you are away.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr Smith,

I am writing this letter to inform you that I need to be absent from work for some time, and I want to ask you if that would be a problem.

The reason why I need to take some time off work is that my grandmother who lives in Spain is seriously ill, and I am not sure if she is going to recover. I would love to be there with her in her final moments because I am very attached to her.

It would be amazing if I could take one month off work. If my grandmother lived here in Australia, I would take less time off, but the plane ticket to Spain is expensive, and it would not be cost-effective to stay there for a shorter period of time.

I am sure that Sandy can cover my tasks while I am away. Although he has been working with us only for 4 months, I have noticed that he is a fast-learner and I believe that he will be able to tackle problems that might occur while I am away.

I look forward to hearing from you.

Yours sincerely,

Charlotte Sudjic

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing this letter to inform you that I lost my phone on a vacation last week, and I have travel insurance that covers the cost of lost items.

As I said before, I lost my A70 Samsung cell-phone. It is a new series of Samsung phones, and its most prominent feature is its grand display. There are 2 cameras on the rear side, but one of them is broken, and does not work properly.

I am sure that I lost it somewhere while sightseeing Rome. I wanted to take a plethora of photos to render my trip memorable, and I must have been very distracted by beautiful sculptures and fountains that I did not notice that I did not have it anymore.

I would like you to cover the full cost of the phone because I am entitled to it. I suggest that you find the price of the phone online since I do not have an official bill from the store where I purchased it 5 months ago.

I look forward to hearing from you.

Yours faithfully,

Gladys Earle

**Your sister has asked you to organize the music for her wedding at the end of next month.**

**Write a letter to your friend who is an amateur musician. In your letter**

- **ask your friend to perform at the wedding**
- **describe why he/she would be suitable for this event**
- **explain how your friend will be compensated if they agree.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Moath

I hope this letter finds you well. I'm writing this to let you know that my sister's wedding will be at the end of next month in Jeddah.

I just want to ask you to perform at my sister's wedding. The wedding will be in my city at the end of next month, and a few number of friends and family will come to the wedding, and it would be amazing to see you performing in the most important day of her life.

I know you'd be suitable because you're a handsome and talented singer, and you have an amazing voice. You've been working flat out on your skills and you have become a fantastic singer, and my family would be thrilled to see you performing.

If you agree, I'll invite you to the dinner next week at your favorite sea food restaurant, the Red Sea, because I know you like it. I'll come to your house to pick you up on the time that suits you.

All the best

Ahmed

You recently bought a piece of equipment for your kitchen, but it did not work. You phoned the shop, but no action was taken.

Write a letter to the shop manager. In your letter

- describe the problem with the equipment
- explain what happened when you phoned the shop
- say what you would like the manager to do.

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing this letter with regard to a problem with microwave that I purchased 3 weeks ago at Technoshop.

My new LG microwave cannot heat food. I prepare lunch every day for my husband so he could just reheat it when he returns from work, but he is unable to do it because a brand new microwave does not work at all. I suspect that the power unit is faulty.

I tried to call the store, and they assured me that they would send someone to investigate what the issue was, but that has never happened. Then I called again, and this time an employee was really unprofessional and said he has other customers who have bigger predicaments.

I would like if you could send someone to find the root cause of this problem and fix it as soon as possible. If it cannot be fixed, then I would like to choose a new Electrolux microwave, since I have never had any problems with Electrolux appliances.

I am looking forward to hearing back from you.

Yours faithfully,

Amina Suljic

**You recently bought a piece of equipment for your kitchen, but it did not work. You phoned the shop, but no action was taken.**

**Write a letter to the shop manager. In your letter**

- **describe the problem with the equipment**
- **explain what happened when you phoned the shop**
- **say what you would like the manager to do.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing to complain about a product that I bought in your shop, which does not work, and your poor costumer service.

A week ago, I bought an LA toaster in your store, but it does not heat. I plugged it in, put some slices of bread and then pushed the start button. After some minutes, I recognized that the slices of bread were neither crispy, nor hot. All my efforts to make it starts working were in vain.

I called your shop in order to find a solution for this problem. The receptionist said that he was going to inform the technician about this, and he reassured me that he would come once he would have time. I waited a week for someone to came, but no one came.

I am entitled to request a delivery of another toaster of the same brand. If you do not have this brand in your stock, I would like you to fully compensate me. Moreover, I suggest you to train your staff to be organized and to offer a viable solution to the problems that clients have.

I am looking forward to receiving your response.

Yours faithfully,  
Manuela Manjani

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- **apologise for what happened**
- **explain why you missed the deadline**
- **tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. John

I am writing to inform you that we lost a big client because I missed a project deadline.

Microsoft had asked to submit the quotation, which I was working on, before the 10th of May. Unfortunately, I failed to do so which cost us our one of the biggest clients. This was very unfortunate, and I want to apologise for it.

I had an accident on 6th May, and I broke my left arm and right ankle. I injured my head as well, due to which doctor kept me for 4 days under critical observation. I submitted the quote on 11th May, but unfortunately Microsoft had already gone ahead with some other vendor by that time.

In order to avoid similar situations in the future, I will install XYZ Task Management software. This software is capable of keeping track of pending tasks and sending notifications. This will allow other team members to act on behalf of the concern team member when he or she is unavailable.

Yours sincerely

Dave Singh

**Last month you had a holiday overseas where you stayed with a friend. He/She has just sent you some photos of your holiday.**

**Write a letter to your friend. In your letter**

- thank him/her for the photos and for the holiday
- explain why you didn't write earlier
- invite them to come and stay with you.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tom

I'm writing this letter to thank you for the photos you sent me.

I just wanted to thank you for the amazing time we spent together at your place and for the amazing pictures you took. My family and I really enjoyed the time we spent at your home, and we want to come back as soon as we can.

I'm sorry that I didn't write to you earlier, but I've had a lot of work ever since I came back. I was away for almost three weeks, and when I arrived, I had a huge amount of work to do. I haven't even had enough time to spend with my family.

I wanted to invite you to come over to Colombia and stay at my home next summer. I heard how your wife and kids were talking about visiting us in the future, and I thought it would be an amazing idea. Let me know if this is possible, and I'll make arrangements to make you spend the best time of your life here.

All the best

Gareth

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing this letter with regard to my laptop that I lost on my holiday to Spain, which was insured by you.

I lost my personal Macbook pro. It is the new M1 type that Apple released 4 months ago, and its color is silver, but it has a special black line at the bottom and two grey lines at the right side, which makes it easy to be identified.

Someone stole the laptop when I was at Starbucks. I was drinking my coffee, and I put the laptop on the chair next to me. I left the table for two minutes to pay the bill, but when I came back, the laptop was not there.

I would like it if you can give me a full refund, which is \$2500. I would be grateful if you could send me the money next week because I need them to buy a new Macbook. I also still have the receipt, so please let me know if you need more information.

I look forward to hearing from you.

Yours faithfully,

Phil Glassman

**You have just finished your master's degree and need to leave your current part-time job to search for full-time employment.**

**Write a letter to your current employer. In your letter**

- **explain why you will not pursue a full-time job in his/her company**
- **say why you've enjoyed working for him/her**
- **tell him/her how much longer you will continue to work for him/her.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Gale

I would like to inform you that I have completed my master's degree, and I will leave the company very soon.

Unfortunately, I will not be able to continue to work at your company for a full-time job. I have been informed by the administration manager that the company can't pay my new salary for a full-time job because after receiving my master's degree certificate I will be over qualified for the company.

I have enjoyed working in your company a lot. The company's staff is well-educated, and I have learned many crucial qualities from them. Also, they have been so helpful as they instructed me to finish my degree as soon as possible.

I will work in the company until the end of my contract. It will be finished after two months, and I have informed the HR section that I will not renew it.

I look forward to hearing from you.

Yours sincerely

Ahmed Habib

**Last month you had a holiday overseas where you stayed with a friend. He/She has just sent you some photos of your holiday.**

**Write a letter to your friend. In your letter**

- thank him/her for the photos and for the holiday
- explain why you didn't write earlier
- invite them to come and stay with you.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Maria,

I'm writing this letter to thank you for the holiday and for letting me stay at your house in Spain last month.

I'm really grateful for the photos that you took while I was in Spain. To be honest, I didn't expect them to be that good, but they exceeded my expectations. I think I'll ask you to take all my photos from now on because you're such a great photographer.

I'm sorry that I didn't write to you earlier, but I couldn't because I was busy with my family. Also, two weeks ago, I got an offer for a job as a developer in HP, so I had to get ready for the interview because you know how hard it's to get a job there.

I'd like to invite you to come and stay with me in Jerusalem next month. We can hang out in the city, and you can visit all the holy places. Also, I was thinking that it would be a good idea to go to Haifa because the weather is perfect for swimming in June.

All the best,  
Chinai

**Your sister has asked you to organize the music for her wedding at the end of next month.**

**Write a letter to your friend who is an amateur musician. In your letter**

- **ask your friend to perform at the wedding**
- **describe why he/she would be suitable for this event**
- **explain how your friend will be compensated if they agree.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear John,

I'm writing this letter to tell you about organizing the music for my sister's wedding next month.

I'd like to ask you to perform at the wedding. It'll be held at the Plaza Hotel in Ramallah on the 15th of May. The wedding will start at 7:00 PM, but we'll need to be there at 5:00 PM to make sure everything will be ok.

I think you're suitable for this event because you're a close friend to my family, and you have a great voice. Also, you usually accept payments in more than one cheque, which is good for my sister because she didn't save a lot of money for the wedding's music.

You'll get \$5000 for singing at the wedding, but it'll be in three or four cheques. Also, there is a new Italian restaurant that opened last week in Haifa, so I'd like to invite you to go have dinner there because I know how much you love Italian food.

All the best,  
Mutasem

**You have just learned that your friend has recently become engaged.**

**Write a letter to your friend. In your letter**

- tell him/her how you found out
- explain how you feel about the news
- organise to meet your friend for a celebration.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Sumit,

I'm on cloud nine to hear about your engagement.

I came to know about your engagement through social media. Actually, I was browsing through Facebook last night, and as soon as I saw your engagement photos, I stopped there. Then, I confirmed it with our friend Rajesh who was there in one of the photos.

I'm so happy for you. It's been more than 3 years since you're in a relationship. I know how it was difficult for you to convince your father about this inter-caste marriage. Also, you don't want to break up because of this caste issue, but your hard work pays off.

I think we'll need a party to mark this occasion. I'm going to visit your city this Saturday for some official work. I'll be completing my work by 5 p.m., so how about we meet at the newly opened bar you were talking about, The wine, at 6 p.m.? I hope we'll have a great time to catch up.

Hope to see you soon.

Sanjay

**You have recently started work in a new company.**

**Write a letter to an English-speaking friend. In your letter**

- **explain why you changed jobs**
- **describe your new job**
- **tell him/her your other news.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Anna,

I'm writing to tell you that I quit my old job, and now I'm working for ACC Company.

The reason why I changed the job is that I'd been working there for more than 10 years, and I was feeling I was stuck in a rut. I didn't have job satisfaction because of being underpaid, and it couldn't be possible for me to move up the career ladder.

Now, I'm the manager of IT department in ACC Company, a position that I should've been years ago. I really appreciate the fact that the owners hold me in high regards, and, except higher salary that I get, they offer various perks, like free transportation and gym membership.

Also, I've another terrific news that I want to share with you. I'm pregnant. You know that I'd been trying for years to have a child, but I couldn't. I found a way how to realize my dream, and I'm over the moon that I'll bring a son into the world.

Best wishes,  
Manuela

**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.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing to inform you that I lost a personal item during my holiday to Barcelona last week.

The item that I lost is an Apple IPad tablet, type 6S. Its color is space grey and the color of the screen is black. The device has a dent mark on the top right corner and some scratches on the screen. It is protected by a dark grey foldable cover.

I lost it during a trip to mount Tibidabo last Wednesday. I had it with me on our way to the destination, but lost track of it just after we arrived. I thought I had left it in the bus, but could not find it later when we returned and that is when I realized that it is missing.

I am entitled to request that you refund to my account the associated cost for such item, as per the terms of my insurance package. I have submitted the detailed report to the hotel administration at the same night after returning from the journey, as required by the insurance agreement.

I look forward to receiving your response.

Kind regards

Darrell Yowell

**You recently bought a piece of equipment for your kitchen, but it did not work. You phoned the shop, but no action was taken.**

**Write a letter to the shop manager. In your letter**

- **describe the problem with the equipment**
- **explain what happened when you phoned the shop**
- **say what you would like the manager to do.**

Begin your letter as follows:

**Dear Sir or Madam,**

Dear sir / madam

I am writing to inform you that I bought a piece of equipment last week from your store and it is not working. I called your store and informed about this, but unfortunately no action has been taken yet.

I bought a microwave last week from your store, and when I got home and tried to turn that on, it did not work. The moment I turned the knob clockwise, I saw a spark in the power supply wire. I believe it has some issue in the wiring.

After I saw the spark, I unplugged the microwave and called your store and explained the issue. The person who attended the call said that he will send me a form over the e-mail which I need to fill in and send it back in order to get it replaced. Unfortunately I did not receive the email yet.

As per the warranty card came with the microwave, I am entitled to replacement. I request you to send me the form which I need to fill in in order to initiate the replacement process.

Yours faithfully

Gaurav Matthews

**You have recently started work in a new company.**

**Write a letter to an English-speaking friend. In your letter**

- **explain why you changed jobs**
- **describe your new job**
- **tell him/her your other news.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tom

I'm writing this letter to let you know that I just started working at a new place.

As you may already know, I lost my previous job when the pandemic started, so I had to look for another one. It was very challenging to find a new job during this difficult time, but my previous boss recommended me with a colleague for this job.

I'm working for an engineering firm called Ingecivco, where I'm in charge of making structural designs. I'm so happy that I got this job because you know that I recently got a postgraduate degree to become a structural engineer, so it's great to work in something you studied for.

I also have some other news for you. The COVID-19 cases in the city are increasing like never before, and the local government has ordered a curfew every single day from 8 p.m. to 5 a.m. It's a pain to be in a situation like this, but I hope everything gets better soon.

All the best

Mario

**You have just finished your master's degree and need to leave your current part-time job to search for full-time employment.**

**Write a letter to your current employer. In your letter**

- **explain why you will not pursue a full-time job in his/her company**
- **say why you've enjoyed working for him/her**
- **tell him/her how much longer you will continue to work for him/her.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Pell,

I am writing this letter to inform you that I am resigning from this part-time job to search for a full-time job because my master's degree program is completed last week.

The main reason behind not working at your esteemed company as a full-time receptionist is that I have planned to pursue my career in the software engineering field. My master's degree main courses were related to software development, so I want to implement theories that I have studied in those courses in a technology company.

The employees working at your organization are great people and due to those, I really enjoyed working here. All the colleagues are very helpful and cheerful. I always got constructive feedback from my manager. It was amazing to work with the talented people who treated me like a family member.

As per the notice period and resignation clause in my employment contract with your organization, I will serve a notice period of 15 days starting 10 April 2021. I would appreciate it if you ask the finance team to settle my dues within time. I hope that your organization gets more success in the future.

Thank you for your consideration.

Kind regards,  
Tauqeer Ulam

**You are working for a company. You need to take some time off work and want to ask your manager about this.**

**Write a letter to your manager. In your letter**

- explain why you want to take time off work
- give details of the amount of time you need
- suggest how your work could be covered while you are away.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Chris,

I am writing this letter to inform you that I need 14 days annual leave next month.

The main reason behind my request is that I have final exams of my master's degree next month. Furthermore, I am working on my research work on Artificial Intelligence that I need to finish prior to the exams because failing to complete on time will lead to the additional six months delay in my education.

The exams schedule start from March 20th, 2021, and it will end on March 24th, 2021, so I need two weeks leave starting from March 10th, 2021 till the end of my exam. I will resume the work on the next day of my exams.

Would you allow me to work on the coming weekends to complete the development of my projects before my annual leave starts? I will arrange a handover session with my colleagues to provide sufficient knowledge about my current projects and task that will help them to support during my absence.

Thank you for your consideration.

Yours faithfully,  
John Higham

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- **apologise for what happened**
- **explain why you missed the deadline**
- **tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Jones,

I am writing this letter to apologize for failing to complete a project on time, which caused the company to lose an important customer.

I would like to apologize for not completing the implementation to migrate Traffix's systems to Microsoft cloud as planned. I had many problems in moving Oracle, one of the critical applications, to the cloud. This failure means that I could not meet the project deadline, and Mrs. Isabella, the CIO of Traffix, decided to work with another provider for this project.

Many reasons caused this failure. I had not collected enough application information, particularly the dependencies between different platforms, before migrating these applications to the Microsoft cloud. The lack of insight led to various invisible and unexpected complexities in the migration process. Besides, I had many ongoing projects to deploy simultaneously, and I did not allocate the necessary resources to support this project.

I would like to not make the same mistake in the future. If I face implementation problems, I will seek further assistance from directors for collaboration between different company teams regarding resources and expertise to complete a complex project with a satisfying quality of service for our key customers.

Kind regards,  
Henry Tran

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- **apologise for what happened**
- **explain why you missed the deadline**
- **tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Sir/Madam,

I would like to apologize for not having the project ready on time and for being the reason why our company lost an important client.

I am well aware how important it was for our company to have IKEA as our client and I am really sorry that we were not able to sign a contract with them. I love my job and I want our company to be very successful, so the guilt for missing the deadline of the project will live with me forever.

However, please allow me to explain my reasons for what happened. My youngest son was suddenly not feeling well and we had to take him to the hospital. The doctors could not find what was wrong with him so his health immediately became my priority.

I will make sure this does not happen again in the future. If I will ever be unavailable to finish a project again, I will ask my colleagues to help me. I have already discussed this issue with them and they are all willing to help.

Yours faithfully,  
Irida Demo

You recently bought a piece of equipment for your kitchen, but it did not work. You phoned the shop, but no action was taken.

Write a letter to the shop manager. In your letter

- describe the problem with the equipment
- explain what happened when you phoned the shop
- say what you would like the manager to do.

Begin your letter as follows:

**Dear Sir or Madam,**

Dear Sir/Madam,

I am writing to express my dissatisfaction with respect to the substandard response of your team to my complaint, which was made regarding a defective microwave.

The problem with the microwave, that I purchased from your shop about three weeks ago, is that it is not functioning well. There is a deficiency in the circulation of the heat waves inside the equipment, which is resulting in overheating the surface of the food while the inside remains cold.

The after-sales team was negligent and did not take my concern seriously, despite phoning the shop four times during the last three weeks. Every time I called, I received the same response, that a complaint report will be submitted and that someone will contact me within 48 hours. However, I haven't received any feedback till the date.

I would like you to intervene personally to solve this issue. I demand to replace the microwave by another one from a different brand considering this is a manufacturing defect. Moreover, I suggest that you expand the customer service team, in order to attend better your clients' concerns.

I look forward to receiving your response

Jad Sleiman

**Last month you had a holiday overseas where you stayed with a friend. He/She has just sent you some photos of your holiday.**

**Write a letter to your friend. In your letter**

- thank him/her for the photos and for the holiday
- explain why you didn't write earlier
- invite them to come and stay with you.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Sami,

I'm just writing to let you know that I've received your photos of the holiday we had last month.

I'm really thankful for these photos and for letting me stay at your place. The photos look great, and seeing them brought back all the good memories. It was a much-needed holiday, and I've spent an amazing time there. I'm looking forward to make it up for you.

A lot had happened at work during my absence. I had tons of pending applications awaiting my review, so the last couple of weeks were too busy, and I was working until a late hour every day. That's why I didn't have the chance to write to you earlier.

I'm thinking about spending Easter holiday together. What do you think about visiting me for a couple of days or maybe a week next month? Would you be able to take few days off work? The weather will be perfect here by then and there will be a lot of exciting activities for us to do.

All the best

Clive

**You have unexpectedly come into a large sum of money, and you want to share this good news with your friend.**

**Write a letter to your friend. In your letter**

- **explain where the money came from**
- **say what you intend to do with the money**
- **invite your friend to celebrate your good fortune.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tom

I'm writing this letter to let you know that I just obtained a huge amount of money.

You know that now I'm really into online betting. The last few bets had been very bad, but I was lucky yesterday. I bet only \$100, but the odds were so unlikely that I won \$25,000. I know that this isn't a very healthy hobby, but I really wanted to win something before giving it up.

I'm planning to buy a new car with this money. My car recently broke up, and I was so worried because I didn't have enough money to repair it or change it, but now I'm getting a brand new one. You can have a ride whenever you want.

Lastly, I wanted to invite you to come over to my house to celebrate this. I'll buy some beers and snacks so that we can get together like we used to do. I'll also invite Jimmy and Mara, so it'll be just like in the good old times.

All the best

Paul

**Your sister has asked you to organize the music for her wedding at the end of next month.**

**Write a letter to your friend who is an amateur musician. In your letter**

- ask your friend to perform at the wedding**
- describe why he/she would be suitable for this event**
- explain how your friend will be compensated if they agree.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tom

I'm writing this letter because I'm organizing the music for my sister's wedding at the end of next month, and I want you to perform at it.

I'd be delighted if you could perform at the wedding with the rest of the band. I know you've been an amateur musician for many years, and the last time I had the opportunity to listen to your music, I was impressed by your performance. Your music would be perfect for that day.

I think you'd be very suitable for his event because my sister has always liked the type of music you sing. When she asked me to organized the music for her wedding, she even suggested that someone come in and sing some soft rock music.

If you come and sing at the wedding you'll be compensated, of course. I can pay you as if I were hiring any other person. I know that it requires a lot of rehearsal and preparation, so I don't want you to do it for free.

Please let me know if you can do it.

All the best

Chris

**You have just finished your master's degree and need to leave your current part-time job to search for full-time employment.**

**Write a letter to your current employer. In your letter**

- explain why you will not pursue a full-time job in his/her company
- say why you've enjoyed working for him/her
- tell him/her how much longer you will continue to work for him/her.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Brown

I am writing this letter to let you know that I just finished my master's degree, and I am going to leave my part-time job with your company to look for a full-time job elsewhere.

I will not pursue a full-time job with your company because your company does not focused on what I studied. As you already know, my master's degree focused on structural engineering, and your company focuses on construction. I want to find a job where I can apply what I recently learned.

I really enjoyed working for you for the last two years. You gave me the opportunity to work for your highly regarded company; even though, I did not have much experience in the construction sector. Every single person in your company was very nice with me and always took into account my ideas and suggestions.

I will work for your company until we finish the project we are currently working on. The project is scheduled to finish next month, so I will make sure that everything is fine before leaving. I will then analyze all my options, and I will probably move to the capital to look for other opportunities.

Kind regards

Paulo Osorio

**You have recently missed a project deadline which resulted in your company losing an important client.**

**Write a letter to your senior director. In your letter**

- **apologise for what happened**
- **explain why you missed the deadline**
- **tell him/her how you will avoid this situation in future.**

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Mr. Brown

I am writing this letter to apologize for missing the project deadline, which caused the loss of one of our most important clients.

I am very sorry for what happened. I have been working for the company for three years, and I had never missed a deadline before. I put in a lot of effort, but clearly, it was not enough. I will make sure situations like this do not happen again in the future.

I missed the deadline because it was a lot of work to do, and I did not accept any help. It was clear that the project was a lot of work to do for only one person, but I still denied the help that my workmates offered me. I was stubborn and selfish, and only thought of myself.

In order to avoid this situation in the future, I promise to think always of the company objectives first, rather than my own. In addition, I will constantly report the status of every project to you, so that you can track its progress and identify any possible problem in advance.

Kind regards

Matt Honegard

**You have just learned that your friend has recently become engaged.**

**Write a letter to your friend. In your letter**

- tell him/her how you found out
- explain how you feel about the news
- organise to meet your friend for a celebration.

Begin your letter as follows:

**Dear \_\_\_\_\_,**

Dear Tom

I'm just writing to congratulate you for your engagement.

I found out that you were engaged because I saw your post in Twitter. I first thought you were joking because that's something you'd do, so I had to ask our friend Julia to confirm. She was so excited that she screamed when I asked her. I can't believe your engaged man.

I'm so excited and happy about the news. I started calling all of our friends when I found out and most of them didn't know anything about it. We all got extremely happy for you, and we are all wishing you the best for the future. Your girlfriend is such a nice woman, and for sure, she's going to be a great wife.

I was talking to Matt, and we all agreed that we must celebrate this. We are planning to go to his place next weekend to have a barbecue. We are going to invite all of our friends and there's going to be lots of drinks and food. Also, we have a very special surprise for you.

I hope to see you soon.

All the best

Laurence