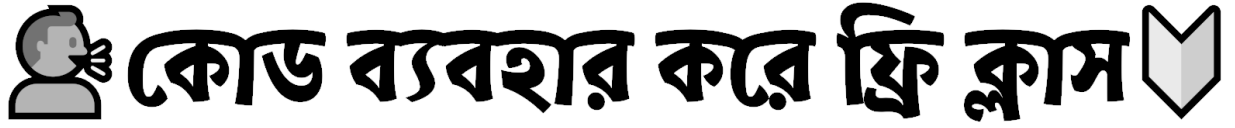


The background of the entire cover is black, featuring a series of concentric circles in a light gray color. These circles are centered and expand outwards from the middle of the page, creating a target-like or ripple effect.

THE RIGHT LETTER

A TOTAL SOLUTION FOR IELTS
WRITING TASK 1
GENERAL TRAINING

J&A
A LizOn Publication Book



Code -----

please read the description below to use the code:



This code is totally unique for this book. So, only you will be able to use this quote to do things with LizOn Education. By using this code you will get up to 10% discount on selected course.

Moreover, you will also get a free class.

To redeem this code, take a picture of this page and send it to LizOn Facebook page (@lizoneducation) or LizOn WhatsApp (+8801611611139) or LizOn mail (contact@lizon.com), don't forget to share the number that you use to order the book.

Your Name: -----

Edition : 2022
Published By. : LizOn Publication
Copyright. : LizOn Education

**(লেখক এর অনুমতি ছাড়া এই বই অথবা বইয়ের কোন অংশ
কপি বা নকল করে বিক্রি করা যাবে না।)**

বইয়ের প্রিন্টিং সংক্রান্ত যেকোন ধরনের পরামর্শ জানানোর জন্য কল করুন:
০১৬১১৬১১১৩৪

Distributor

লিজন এডুকেশন
ব্লক-বি, বাড়ি ১৫, ১১ লেন ০১, ঢাকা ১২১৬
মোবাইলঃ ০১৬১১৬১১১৩৯
www.lizoneducation.com
books@lizoneducation.com

প্রাপ্তিস্থানঃ সারা বাংলাদেশে কুরিয়ার এর মাধ্যমে।

Designed By:

Kezmas Soft Limited
Detx Gaming

Supported By:

Ahmed Mujtaba Chowdhury
Mahadi Chowdhury
Jannatul Ferdous
Swapnil K.
S. Sarker

Must Read

IELTS এর সবচেয়ে বড় অন্তরায় হচ্ছে আমাদের যে লেভেলটা রয়েছে সেটার সাথে আমরা যে ডিজায়ার ব্যান্ড স্কোর পেতে চাই তার একটা ব্রিজ তৈরি করতে না পারা। আপনি যখন ব্যাচে পড়বেন, তখন আপনার লেভেল এবং ডিজায়ার ব্যান্ড স্কোরের সাথে অন্য আরেকজনের 'লেভেল' এবং 'ডিজার ব্যান্ড স্কোর' মেলানো খুবই কষ্টসাধ্য ব্যাপার হয়ে উঠে।

- মনে করা যাক, আপনার বর্তমান লেভেল ফাইভ এবং আপনার ডিজায়ার ব্যান্ড স্কোর হচ্ছে 6.5।
- আপনার ব্যাচেরই আরেকজনের লেভেল সিক্স এবং সে পেতে চাচ্ছে 7 অথবা 7.5।
- এখন আপনার লেভেল ফাইভ অথবা 5.5 থেকে 6 অথবা 6.5 যাওয়ার যে জার্নি,
- সে জার্নির সাথে আরেকটি স্টুডেন্টের লেভেল সিক্স অথবা 6.5 থেকে লেভেল সেভেন অথবা 7.5 যাওয়ার জার্নিটা অবশ্যই এক হওয়ার কথা নয়।
- কিন্তু আমরা যখন ব্যাচে পড়ছি, তখন ফাইভ লেভেলের একটা স্টুডেন্ট কে যে ভাবে পড়ানো হয়, 6, 6.5 –এমনকি 7 লেভেলের একটা স্টুডেন্টকে ঠিক একই ভাবে পড়ানো হয়।
- যার ডিজায়ার ব্যান্ড স্কোর সিক্স তাকে যেভাবে পড়ানো হচ্ছে, যার ডিজায়ার স্কোর 7 অথবা 7.5 তাকেও ঠিক একই ভাবে পড়ানো হচ্ছে।

একটু ভালোভাবে খেয়াল করলেই আমরা উপলব্ধি করতে পারব যে, এই পৃথিবীতে প্রত্যেকটি মানুষই ইউনিক,, তাই তারা যে প্রবলেমগুলো ফেইস করেন সেগুলোও ইউনিক।

উদাহরন স্বরূপ, IELTS-এর Reading এ একটি কমন কোশ্চেন টাইপ হচ্ছে True – False - Not Given. একটু খেয়াল করে দেখুন তো এই কোশ্চেন টাইপ এ আমরা কি সবাই একই সমস্যা Face করছি?

কেউ হয়তো information গুলো খুজে পাচ্ছি না, অন্যদিকে কেউ হয়তো information- টা খুজে পাচ্ছি কিন্তু অ্যান্সারটা decide করতে পারছি না, কারো হয়তো অর্থ বুঝতে সমস্যা হচ্ছে, কেউবা কোশ্চেনটা পড়ার পরে পেসেজে গিয়ে আবার কোশ্চেনটা ভুলে যাচ্ছেন।

ঠিক এভাবেই রিডিংয়ের অন্যান্য কোশ্চেন টাইপ অথবা আমাদের যে মডিউল গুলো রয়েছে, সেগুলোরও আবার রয়েছে বিভিন্ন ধরনের ভেরিয়েশন, একটু ডিপলি চিন্তা করলেই বুঝতে পারব যে এই প্রত্যেকটা কোশ্চেন টাইপ এবং মডিউল গুলোতে আমাদের সবার ফেইস করা সমস্যা গুলো একদমই আলাদা।

আপনি যখন 10, 20 অথবা 30 জনের সাথে একসাথে ব্যাচে পড়ছেন, যাদের প্রত্যেকেরই লেভেল আলাদা, ডিজায়ার ব্যান্ড স্কোর আলাদা, এমনকি বুঝতে পারার ক্ষমতা ও আলাদা।

এই সমস্যাগুলো সমাধানের জন্য লিজন এডুকেশন নিয়ে এসেছে one-on-one কোর্স। লিজনের one-on-one কোর্স মানে 5, 10, ২০ অথবা 30 জন নয়, এমনকি দুজন ও নয়। one-on-one মানে ঠিক one-on-one। একজন শিক্ষক- একজন স্টুডেন্ট।

we are going to create the bridge between your level and your desired band score.

স্টুডেন্টদের লেভেল, ডিজায়ার ব্যান্ড স্কোর এবং সময়ের কথা মাথায় রেখে আমরা তিনটি '1 on 1' কোর্স সাজিয়েছি।

-> Crash Course

-> Full Course

-> Long Course

দেশের অথবা দেশের বাইরের যেকোনো প্রান্ত থেকে আপনার কাঙ্ক্ষিত কোর্সটি রেজিস্ট্রেশন করতে এখনই লিজনের WhatsApp নাম্বারে মেসেজ করুন অথবা 24/7 হেল্পলাইনে কল করুন।

LizOn Official Helpline & WhatsApp

01611611139

Contents

About the Writing Test	4
Points to Apply in Task 1, Letter Writing	4
A few key things to remember	4
The right tone & vocabulary	5
The first sample, the informal letter	5
The first sample, the informal letter	7
Formal Vs. Informal	9
Writing Strategies	10
Tips from examiners!	10
How to Answer	11
The Introductory Paragraph	15
The Closing Paragraph	16
The Body Paragraphs	17
Types of letters in Task 1, General Training	17
Expanding the bullet points	18
Appropriate Language in Letter Writing	19
Making Changes And Alterations While You Write	20
Plan your letter before starting to write	20
Planning Ideas	22
Sample Complaint Letter	27
Useful phrases	29
Sample Request of Information Letter	31

Sample Job Application Letter	33
Sample Invitation Letter	36
Sample Letter of Apology	38
Formal Business letter	39
Things to avoid in writing Task 1 letters	40
Do it right!	40
Good Sample Letters Worth Reading	42
Keep in touch!	62

General Training Writing

About the Writing Test

The IELTS General Training Writing Test takes 60 minutes. You have to complete two writing tasks.

Task 1

- You have about 20 minutes
- You must write a letter of at least 150 words
- You are given a problem and you must write a letter explaining a situation and/or requesting information or action. You may also have to talk about your needs, wants, like, dislikes and/or to give opinions.

Points to Apply in Task 1, Letter Writing

- The topics of the questions will be of general interest, and no specialist knowledge is required. For example, topics can include travel, accommodation, current affairs, shops and services, health and welfare, health and safety, recreation, social and physical environment.
- You must write in complete sentences. Notes are not acceptable.
- Do not copy whole sentences or long phrases from the question. The examiner will recognize them, and they will not count towards the minimum number of words you must write.
- You may write on the question sheet if, for example, you want to underline key words or to write notes. The examiner who marks your writing will not see the question sheet.

A few key things to remember:

- The 'tone' of the letter must be appropriate (i.e. formal or informal).
- The purpose of the letter must be clear.
- You must cover all of the points. Write an equal amount for each.
- The letter must be well-organised, with logically connected ideas.
- Try to use some good vocabulary, and try not to make too many mistakes!

The right tone & vocabulary

Read the two following letters and their analysis tasks below each letter. The analysis task encourages you to look at the letter through the eyes of an examiner. The first letter is an informal letter and the second one is a formal one. Compare the tone and vocabulary used in each letter carefully.

The first sample, the informal letter

Last month you had a holiday overseas where you stayed with some friends. They have just sent you some photos of your holiday.

Write a letter to your friends. In your letter

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

Sample Answer

Dear John and Jane,

I hope this letter finds you well. I'm just writing to thank you both for the holiday and for the photos you sent.

The photos arrived this morning in the post. They reminded me what a great time I had during my stay with you last month. You really were fantastic hosts, and I couldn't have asked for better guides to show me around.

Sorry I didn't write to you earlier, but I've been working flat out since the moment I arrived home. Do you remember I told you I had an assignment to finish? Well, the deadline was two weeks earlier than I thought it was!

Anyway, I'm back to normal now and I've handed in all of my assignments. In fact, now that I'm free, why don't you both come and stay? There's a spare room here, so you're welcome to use it whenever you like.

Hope to see you soon,

Peter

(158 words)

Analysis task:

- Is the 'tone' of the letter appropriate? In other words, is it written in an informal style?
- Can you find examples of style or tone?
- Is the purpose of the letter clear? Are all of the points covered?
- Is the letter well-organised? Are the points developed in a logical way?
Can you find any examples of linking or referencing?
- Can you find examples of good, relevant vocabulary? Is the vocabulary appropriate for an informal letter?
- Are there any grammar mistakes?

The first sample, the informal letter

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*

Sample Answer

Dear Sir or Madam,

I am writing with regard to an appliance that I recently bought from your shop.

On the 10th May I bought a new washing machine, and it was installed the following day.

However, when I tried to wash some clothes, I noticed that the machine failed to spin during the washing cycle. Consequently, it leaves clothes wet but not clean.

When I phoned your shop to report the problem, I spoke to an assistant who did not know the procedure for repairs or returns. He assured me that he would report the issue to the store manager, and that I would be contacted the same day. That was two days ago, and I am still waiting for your call.

As the appliance is under warranty, I am entitled to ask for it to be repaired or replaced. I have decided that I would like a replacement washing machine. I would also like you to phone me personally when you receive this letter.

I await your prompt response.

Yours faithfully,

John Smith

(175 words)

Analysis Task:

- Is the 'tone' of the letter appropriate? In other words, is it written in a formal style? Can you find examples of style or tone?
- Is the purpose of the letter clear? Are all of the points covered?
- Is the letter well-organised? Are the points developed in a logical way? Can you find any examples of linking or referencing?
- Can you find examples of good, relevant vocabulary? Is the vocabulary appropriate for a formal letter?
- Are there any grammar mistakes?

Formal Vs. Informal

Informal letter:

- Beginning: Dear + first name
- Friendly greeting: I hope this letter finds you well.
- Contractions: I'm, didn't, couldn't, there's...
- Questions: Do you remember...? Why don't you...?
- Exclamation: ...earlier than I thought it was!
- Linking: Well, Anyway, so, and
- Phrases: had a great time, couldn't have asked for, working flat out, back to normal
- Ending: Hope to see you soon + first name

Formal letter:

- Beginning: Dear Sir or Madam
- No greeting necessary
- No contractions: I am, did not...
- Normally avoid direct questions: "I would like" instead of "Can I have?"
- No exclamation marks (!)
- Linking: However, Consequently, and, also
- Phrases and vocabulary: with regard to, appliance, it was installed, the following day, failed to (meaning "didn't"), procedure, he assured me, report the issue, contacted, under warranty, I am entitled to, replacement, phone me personally
- Ending: I await your prompt response, Yours faithfully + full name

Note: Both letters also contain 'neutral' vocabulary that can be used in any type of letter. For example, words like 'hosts', 'deadline' or 'assignment' are not highlighted because they could be used in both formal and informal contexts.

Writing Strategies

When you are answering the task 1 questions, you should work through the following steps.

- Analyze the question
- Make notes of ideas which could be useful
- Make a plan
- Write the letter
- Check for mistakes

In this section, the five-step strategy will be used to guide you through various sample writing tasks for Task 1.

Tips from examiners!

When IELTS examiners look at a Task 1 piece of writing, they have 3 basic questions in mind:

- Does the letter do what the question asks? Or, is the content (the ideas and information) appropriate to the task?
- Is the letter written in a well-organized and logical way?
- Are the language and the tone of the letter accurate and correct?

Many candidates get lower band scores in the test because the content and the organization of their writing are not good enough. It is important that you follow these steps when answering a Task 1 question. The following steps have been demonstrated for you to write your first letters with more confidence.

Sample Question:

The course director of your previous college has invited you to attend a party for new students, and he has also asked you to give a talk about studying overseas. You have an important examination on the same day so you cannot attend the party.

Write a letter to the director to apologize and to explain why you cannot attend the event. Suggest another date when you could give your talk.

How to Answer

Step 1, Analyzing the Question

What is the topic?

Find it out by underlining the key words in the question.

The course director of your previous college has invited you to attend a party for new students, and he has also asked you to give a talk about studying overseas. You have an important examination on the same day so you cannot attend the party.

You have been invited to go to a party and give a talk, but you cannot go to the party.

To whom am I writing?

The letter is to the course director of your old college. Although you know him, it is unlikely that you know him very well. The style of the letter should in this instance be formal.

What is your purpose in writing the letter?

Write a letter to the director to apologize and to explain why you cannot attend the event. Suggest another date when you could give your talk.

You can see that you are given **three** things to do:

1. Apologize (for not being able to attend)
2. Explain (why you cannot attend)
3. Suggest (another date)

Step 2, Make Notes of Ideas

Make a brief note of and ideas which you may like to use in your answer. Look at the questions or the bullet points which you need to answer and budget your time accordingly. In the following box, a student has written some notes. On the right side, you will find an explanation of what these notes mean.

<i>Thanks</i>	<i>Thank the director for the invitation</i>
<i>Saw friends</i>	<i>Say that you saw some college friends last week</i>
<i>Imp. Exam</i>	<i>Explain why the exam is important</i>
<i>Date fixed</i>	<i>Explain why the exam is important</i>
<i>New coll.</i>	<i>Explain why the date of the exam cannot be changed</i>
<i>Family well</i>	<i>Talk about your new college</i>
<i>All well there?</i>	<i>Talk about your family</i>
<i>Party details?</i>	<i>Ask how everyone is at the old college</i>
<i>Hope success</i>	<i>Ask for details of the party</i>
<i>Sorry</i>	<i>Say that you hope the party is a success</i>
<i>Will talk about ...</i>	<i>Say that you cannot come to the party and apologise</i>
<i>First time</i>	<i>Explain what you will say in your talk about</i>
<i>Can come ...</i>	<i>Studying overseas</i>
	<i>Explain it is the first time you are asked to give a talk</i>
	<i>Say when you can come</i>
<i>My tel.</i>	<i>Tell the director how to contact you</i>

Step 3, Make a Plan

Decide which of these ideas you will definitely use in your letter. Then organize them. Do you remember our notes in Step 2? Now, in the box below, you can see a sample plan which is based on our ideas and our notes. Each black bullet point represents a separate paragraph. Notice that not all of the ideas have been used.

- Thanks, sorry
- Imp. Exam, Date fixed
- Can come, My tel.
- All well there? Hope success

Step 4, Write the letter

When you have a map of what you are going to write, stick to it. Don't go off the track. Don't add new ideas even if they seem better choices to you. By following your map, you will reduce the risk of making new mistakes. Just concentrate on what you mean and try to choose the best grammatical structures as well as careful choices of vocabulary items to best express your ideas and prove your language ability.

Now look at the sample answer below:

Dear Mr. Loyds,

Thank you for your kind invitation to attend the party for new students on the 29th of January. Thank you also for thinking of me to give a talk. However, unfortunately I am unable to attend the party.

I am afraid that on the following day, I have my first semester economics exam. This is a complicated subject and a good mark is essential for me, so I have to spend the day before studying. I asked my lecturer if it

would be possible to take the examination on another date, but this is not permitted.

However, I would be very happy to give the talk on another day. I am available on the 5th and the 6th of February. If one of those dates is convenient for you, please let me know. I can be contacted at the address above or fax or telephone.

I hope that everyone at the college is well, and I hope that your party is a great success. I look forward to hearing from you.

Yours sincerely,

Amy Sanilar

(178 words)

Step 5, Check your Mistakes

It is best to make sure you leave a couple of minutes to check your work. Try to set between three to five minutes aside looking for and checking your own personal common mistakes. Many students get lower marks specially when the topics seems easy to them, which is mainly because since they do not worry about to say, they do not pay enough attention to correct grammar and they repeat their fossilized mistakes or errors.

The Introductory Paragraph

In the introductory paragraph, there are several things you can do. Look at the sample sentences and phrases below. Don't make it complicated. Write to the point and make it short and quick.

	Sample Sentences	
	Formal	Informal
Greet the addressee if he or she is your friend		Dear Jack, Hi. How are you? Dear Annie, Hello! I hope things are fine with you.
Tell the addressee who you are if he or she does not know you	Dear Sir/Madam, I was a guest at your hotel from 23 to 25 of May. Dear Mr. Parker, I am a student at your college, enrolled in the cookery course.	
Thank the addressee if he or she has sent you a letter or done something else for you	Dear Ms. Lopez, Thank you for your invitation to the reunion party of January 15 th . Dear Mr. Hendrix, Thank you for your letter asking me about studying in Australia.	Dear Peter, Thanks for the invitation. Dear Alan, Thanks for your letter. It was nice to hear from you.
Explain your reason for writing	I am writing to advise you of the loss of my credit card. I'd like to inquire about course details.	I must tell you about the new movie I saw last week. Listen! You have no idea what happened to me yesterday.

	<p>I am writing to complain about the poor service at your restaurant.</p> <p>I'd like to inform you about the defective item I bought from one your stores downtown.</p>	<p>Can you help me?</p> <p>I am very sorry I forgot to send you a birthday card.</p> <p>Let me tell you about this perfect concert last week.</p>
--	---	---

The Closing Paragraph

The content of the closing paragraph depends on what you have written in the rest of your letter, but some possibilities are listed in the following table.

	Sample Sentences	
	Formal	Informal
If your letter is making a request, mention what the addressee will do	<p>Thank you for your attention to this matter.</p> <p>I look forward to your prompt response.</p>	<p>Thanks for your help.</p> <p>Please write soon.</p>
If your letter is giving an apology, make a final apology	<p>Once again, I am sorry for any inconvenience caused.</p> <p>Please accept my apologies.</p>	<p>I hope I didn't cause you too much trouble.</p> <p>Sorry again!</p>
If your letter is making a complaint, mention what the addressee will do	<p>I expect to hear from you very soon.</p> <p>Please give this matter your immediate attention.</p>	
If your letter is giving information, say you hope you have been helpful or offer more information	<p>I hope this information will help you.</p> <p>Please feel free to contact me for more information.</p>	<p>I hope all this helps.</p> <p>If I can tell you anything else, please call me.</p>

If your letter is making suggestions, say you hope you have been helpful or offer more help	I trust these suggestions have been useful. Please let me know if I can help any further.	I hope these suggestions help. If there is anything else I can do, just let me know.
--	--	---

The Body Paragraphs

Between the introductory and closing paragraphs, you will find the main body paragraphs. The most important paragraphs which carry your writing score are the body paragraphs. The body is the middle part of the letter which contains most of the information needed in the task.

Types of letters in Task 1, General Training

1. Complaint letters
2. Letters of apology
3. Request or inquiry letters
4. Invitation letters
5. Thank you letters

There are several standard patterns for organizing the body of your letter in an English style. Look at the following examples.

Type of Letter	Suggested Plan
If your letter is making a complaint	<ul style="list-style-type: none"> • Introductory paragraph • Explanation of the problem/s • Saying what you think the addressee should do • Closing paragraph
If your letter is giving an apology	<ul style="list-style-type: none"> • Introductory paragraph • Explaining why you must apologize • Offering an alternative plan (if appropriate) • Closing paragraph

If your letter is giving information	<ul style="list-style-type: none"> • Introductory paragraph • Giving information • Offering more information (if appropriate) • Closing paragraph
If your letter is making a request	<ul style="list-style-type: none"> • Introductory paragraph • Explaining the situation • Giving details of your request • Closing paragraph
If your letter is making suggestions	<ul style="list-style-type: none"> • Introductory paragraph • Making the first suggestion • Providing an alternative to this suggestion or making a second suggestion • Closing paragraph

Note that the above plans are common examples. Sometimes the test question/s will give you more than one purpose for writing the letter. If this happens, you will have to choose from two or more of the above plans. For example, the combination of complaint letter which includes giving your suggestions as well.

Sample Question

You have just spent a weekend staying at the Lilo Hotel in Adelaide. When you get home, you find that you have left a bag at the hotel.

Write to the manager of the hotel and enquire whether the bag has been found. Give any relevant information about the bag and its contents. Ask the manager to contact you immediately if the bag is found and tell him or her how the bag can be sent to you.

Expanding the bullet points

When you write a letter using your plan, you should think about how to expand the points you have noted. For example, in the previous sample letter,

the writer is supposed to explain why he or she cannot attend the party. Instead of just saying that he or she has a test, the letter says what kind of test, why it is important, and how the writer tried, unsuccessfully, to reschedule it. The task also instructs the writer to suggest another date or some other solution. In the letter, the writer gave a choice of dates and gave several ways to be contacted.

You should give information that is relevant and realistic. Remember that you cannot give too much information about any one point because you have to finish all the main points of the question.

For the beginning and the ending of your letter, there are some options:

	Beginning	Ending
If you don't know the name of the addressee	Dear Sir, Dear Madam, Dear Sir/Madam,	Yours faithfully
If you know the surname of the person but he or she is not a close friend	Dear Mr. Jenkins, Dear Ms. Lang, Dear Dr. Spock,	Yours sincerely,
If the person is a friend	Dear Sue, Dear Michael,	Best regards, Best wishes, Love,

Appropriate Language in Letter Writing

In English, there are certain standard words and phrases that can be used when you want to make a request, suggestion, complaint, and so on. These are called functions. You should learn some of the common functions. Some examples are featured in the table below.

	Formal	Informal
Apology	I am terribly sorry, but ... I am afraid I ... I must apologize about (not) _____ing ...	I'm very sorry but ... I'm sorry about (not) _____ing ...
Complaint	I must complain about ... I am not satisfied with ...	(no informal forms)

	I feel something should be done about ...	
Request	Could you please ... Could you possibly ... Would it be grateful if you would ... Would you mind _____ing ... I wonder if you could ...	Could you ... Can you ... I'd like you to ... Would you mind _____ing ...
Making suggestions	I'd like to suggest that ... May I suggest that ... Perhaps we could ... Could you please ...	How about ... What about ... Why don't we ... Let's ...

Many English textbooks will teach you functions suitable for different situations. You should look at the books you have available and learn a wider range of functions for use in Task 1. Be sure to note whether a function is used in formal or in less formal situations. For most Task 1 questions, you will use formal language, but you may also be asked to write informally, for example to a close friend.

Making Changes And Alterations While You Write

Most students prefer to write in pencil when completing the test and make changes by using an eraser. However, this wastes time. The quickest way to make changes is to cross out (draw a line through) the unwanted words and write the new words after or above. The examiner will ignore words that are crossed out.

Plan your letter before starting to write

The following question comes from Cambridge IELTS book 5. Read the task completely and look at the writer's mental plan.

You have a full-time job and are also doing a part-time evening course. You now find that you cannot continue the course. Write a letter to the course tutor. In your letter

- *describe the situation*

- *explain why you cannot continue at this time*
- *say what action you would like to take*

There are three main things to consider before writing your essay:

1. Tone (formal or informal)

Sometimes students are friendly with their tutors, but it would be better to write a formal letter. Start with your tutor's surname (e.g. Dear Mr. Smith,) and end with "Yours sincerely,". Avoid contractions (write "I am" instead of "I'm"), and avoid using informal idioms or expressions. Be polite rather than friendly.

2. Purpose

The main purpose of this letter is to inform your tutor that you are leaving the course. Make this clear straight away (e.g. I am writing to inform you that...). Then cover the three points, writing a short paragraph for each.

3. Ideas

Try to spend a few minutes planning ideas for each of the task points before you start writing. You need to decide what the evening course is about, what your full-time job is, a reason why you are too busy with work to continue with the course, and whether you want to leave completely or perhaps continue at a later date.

Sample Answer

Dear Mr. Loyds,

I am writing to inform you that I will be unable to continue with the part-time computer programming course.

I have been attending your evening classes for the last two months, and I have enjoyed them immensely. As I stated on my course application form, I work full-time for a large IT company, and until now I have managed to fit the programming course into my schedule.

However, my company is currently on the verge of signing a contract with an important client in China, and I am part of the team that is being sent to Beijing to negotiate terms and conditions. I will probably be out of the country for several weeks.

I am aware that you run the same course twice a year. Rather than try to catch up when I return from China, I was wondering it if would be possible for me to join the next cohort in September.

I look forward to receiving your response.

Yours sincerely,

Adam Smith

(168 words)

Planning Ideas

It's a good idea to write a quick plan before you start writing your letter. Take this question for example.

You are about to go on vacation for a month. A friend from another town will come and stay in your apartment. Write a letter to this friend. In your letter

- ***explain where your friend can get the keys to the apartment***
- ***give your friend some instructions about using your apartment***
- ***recommend some places to go***

Here is the writer's quick plan:

- Informal style - friend's name can be John.
- Quick greeting and reason for writing.
- Neighbour at number 10 has keys. Visit any time after 5pm.
- Instructions about turning the heating off and opening the windows.
- Good local restaurant and a traditional festival in the town during his visit.

Sample Answer

Dear John,

I hope you're well and looking forward to your stay at my place. I'm just writing to tell you a few things that you'll need to know.

The first thing you'll need to do is pick up the keys from one of my neighbors. Just pop round to number 10 any time after 5 PM and ask for Sarah. She'll be expecting you, and she'll tell you which key is which.

If the weather gets a bit warmer, you might want to turn the heating off. Just open the cover on the boiler in the kitchen and look for the "On/Off" switch. You can also open the window using one of the keys, but please shut them if you go out.

The only other thing to tell you is that there'll be a festival in the town center during the second week of your visit. It would definitely be worth checking out. And don't forget to go to that restaurant I told you about, it's called "The Grill" and it's just across the street.

Enjoy your stay, and look after the flat!

See you soon

Adam

(188 words)

Note: The phrases below make the letter a bit more friendly or informal:

- my place (meaning 'my house')
- a few things (avoid the word 'thing' in more formal contexts)
- pick up the keys (meaning 'collect')
- pop round (meaning 'visit')
- a bit warmer ('bit' is informal, use 'little' if you want to sound more formal)
- worth checking out (meaning 'a good idea to go there')

Now take a look at this topic, the travel problem.

You missed a flight due to a problem at the airport. Write a letter to the airline. In your letter

- ***describe what happened that caused you to miss the flight***
- ***explain how missing your flight affected you***
- ***make it clear what you would like the airline to do***

Before you start writing, quickly note down some ideas for each point:

- Problem: I was given the wrong boarding card.
- Effect: I missed two days of my holiday.
- Request: I would like compensation for the flight and other expenses.

Note: Don't worry about whether the problem seems realistic or not. You will be judged according to how well you express ideas, not on the ideas themselves.

Sample Answer

Dear Sir or Madam,

I am writing with regard to a flight that I missed due to a mistake by one of your employees.

Two weeks ago, I was due to catch a flight to Rome, where I intended to spend four days on holiday. Unfortunately, the attendant at the check-in desk gave me a boarding card for a different flight, and I did not notice the mistake until I arrived at the departure gate and it was too late.

As a result of the error, I was not allowed to board the flight to Rome, and this caused me great inconvenience. I had to book a new flight two days after, which meant that I missed two days of my holiday and I had to spend an extra \$350.

As the mistake was caused by your company, I hope that you will compensate me for the cost of the additional flight, as well as for my taxi fares to and from the airport.

I look forward to receiving your response.

Yours faithfully,

Paul Jones

(178 words)

Let's do a quick plan for the question below.

There have been some problems with public transport in your area recently. Write a letter to the manager of the transport company. In your letter

- ***describe the problems***
- ***explain how these problems are affecting the public***
- ***suggest some changes that could be made***

Always do a quick plan. The planning just takes a couple of minutes, but it really helps you save more time while writing and also gives you more confidence to write a really good letter.

- Problems: trains arrive late and are overcrowded
- Effects: people arriving late for work, uncomfortable, unhappy
- Changes: more regular trains, more carriages to increase space

Sample Answer

Dear Sir or Madam,

I am writing to bring to your attention some issues with my local train service.

I take the 8 AM train from Manchester to Liverpool every morning. This week, my train has arrived at least 10 minutes late each day, and i have been unable to find a seat due to overcrowding.

Passengers are becoming increasingly frustrated. I have seen several people complain to members of your staff that the delays are making

them late to work, and the overcrowding means that many of us are forced to stand in the central aisle of the train for the duration of the journey. This is extremely uncomfortable.

I would like to suggest that you run a more regular service on the Manchester to Liverpool line. Another solution would be to add an extra carriage to trains at peak times in order to provide more space.

I hope you will address these concerns as soon as possible.

Yours faithfully,

Adam Smith

(163 words)

Let's look again at the letter. One interesting thing to notice is the variety of verb tenses:

Present simple

I take, the overcrowding means, this is...

Present Continuous

I am writing, passengers are becoming, delays are making...

Present Perfect

my train has arrived, I have been unable, I have seen...

Future

you will address ...

Sample Complaint Letter

This is a letter you write to complain about something. It could be something you have purchased or a bad service that you have received, or an accident that happened to you. You must describe it and demand appropriate actions from relevant people.

There are 4 paragraphs in this type of letter. They should look like this:

1. Start with “Dear Sir/Madam” (or write the person’s name if it was given in task instructions)

Explain shortly (in one or two sentences) what you are complaining about.

I am writing to express my dissatisfaction with the tape recorder that I purchased in your store.

2. Explain in more details

A) What happened, what the problem is:

I purchased a tape recorder in your store on 12/4/2012, just 3 days ago. After a few times that I used it, the Play button broke off.

B) What are you unhappy about:

I was very surprised to see the new improved model with 2 years of warranty breaking so soon and for no reason at all.

C) What did you do to resolve the situation:

I contacted your store immediately in order to return the tape recorder and spoke to the shift manager. He refused to replace the tape recorder and suggested that I had it repaired.

D) How do you feel about the problem:

You can imagine how receiving this offer upset me.

This paragraph should be the longest in the whole letter. You can even divide it into several parts.

3. Write what you would like them to do, and what will you do if they don't give you what you want.

I insist that you replace the damaged tape recorder and send me a new one. Otherwise, I will be forced to stop my payments to your store.

4. Write formal ending for the letter, your name and sign.

I look forward to hearing from you.

If you know the name of person you are writing to, sign

Yours sincerely,

Mr. Smith

If you don't know the name of person you are writing to, sign

Yours faithfully,

Mr. Smith

Useful phrases

The following phrases will make your letter look good. In case it is hard for you to remember all of them, choose just one for each paragraph, memorize it and use for all the letters of this type.

For Paragraph 1

- I am writing to complain about...
- I am writing in regard to...
- The reason I am writing to you is (a problem with...)
- I am writing to express my concern about/dissatisfaction with...
- I would like to bring the matter of ... to your attention.
- I would like to draw your attention to ...

For paragraph 2

- I was supposed to receive ... Unfortunately, that never happened.
- You can imagine how unhappy I was to discover ...
- I regret to inform you that your service was below my expectations.
- When I tried to contact you by phone, no one could offer me any sensible answer.
- I contacted your representative in Unfortunately, he denied me the service that I requested.

For paragraph 3

- The ideal solution would be ...
- I hope you can settle this matter by ... (doing something)
- I insist on getting a refund of ...
- Please look into this matter as soon as possible.
- I believe this matter deserves your urgent attention.

Sample Complaint Letter

You have recently bought a piece of electronics which does not work well. Write a letter to the manager of the shop and describe the problem.

In your letter, include what you have done about it and suggest what action you'd like them to take.

Sample Answer

Dear Sir/Madam,

The reason I am writing to you is poor quality of a food processor, which I bought in your store two weeks ago. After only two times it was in use, problems started to appear.

The first malfunction that I noticed was safety lock that demanded applying of great force. My wife had to ask me for help, because she wasn't strong enough to push the safety lock through. We discovered another problem when tried to use the blender. I put some ice-cream and milk in the blender and pushed the "Start" button. It started working but suddenly got stuck and we were unable to use it since. I was very surprised to discover that much problems in a quite expensive model.

Naturally, I returned the blender to you to be replaced with a new one. Your assistant said that I would have to wait only a week. After two weeks the food processor had still not arrived. Finally, four weeks later, I was contacted by your representative.

Imagine my feelings when I learned from him that I cannot receive the same model of food processor as I bought. As a solution he offered that I upgrade my model to a better one and this too will take two weeks.

I am very disappointed with both the equipment and the service have I received. Therefore, I expect a full refund of 180\$ as soon as possible.

Yours faithfully,

Mr. Smith.

Sample Request of Information Letter

This is a letter you write to ask a person for information. For example, you may need to receive the trains' timetable, or list of books on certain topic from a library or an itinerary for a trip you have booked to Africa.

There are 3 paragraphs in this type of letter. They should look like this:

1. Start with "Dear Sir/Madam," (or write person's name if it was given in task instructions)

Explain shortly (in one or two sentences) what kind of information you are interested in.

I am writing to ask for information about membership in the Shape sports club.

2. Explain in more details who you are, exactly what information you need, why, when and in what form do you need it – a letter, a fax, an e-mail, a phone-call, etc. This should be the biggest paragraph of the whole letter.

3. Write formal ending for the letter, your name and sign.

I look forward to hearing from you.

If you know the name of person you are writing to, sign

Yours sincerely,

Mr. Smith

If you don't know the name of person you are writing to, sign

Yours faithfully,

Mr. Smith

Sample Request Letter

You have recently booked a trip to Africa. Write a letter to the travel agency and ask for the membership in their club.

In your letter, explain in more details who you are, what information you exactly need, why, when and in what form you need it the information.

Sample Answer

Dear Sir/Madam,

I am writing to ask for complete itinerary of a trip to Africa that I booked with your company.

The trip I refer to starts on August 12, 2012. I am supposed to leave with a group of 16 people. The information I would like to obtain should include the following. First, I need the names and phone numbers of a few of the other people in my group. I also need to know the airline names, flight numbers, the departure and the arrival times. Then, I'd like to know the names and locations of hotels that you have booked for me, and on what bases, bed and breakfast, half board or full board. I'd also need a list of optional day trips that are available and their prices. I was wondering if you could provide me with the list of local doctors I can contact in case of emergency and a contact number for your company representative in Africa. Finally, I'd appreciate it if you could send me the receipt for the payment I have made on July 28, 2012.

You could send the above-mentioned information to my email or a fax. I would like to receive it as soon as possible but not later than a week before my flight.

I look forward to hearing from you.

Yours faithfully,

Mr. Smith

Sample Job Application Letter

This is a letter you write to apply for a certain position that is vacant. In the real life you would attach your resume to it. Of course, you don't have to do it for IELTS, writing the letter is enough.

There are 4 paragraphs in this type of letter. They should look like this:

1. Start with "Dear Sir/Madam," (or write person's name if it was given in task instructions)

Write what position are you applying to, and where it was advertised.

I would like to apply for the position of secretary advertised in 'Herald Tribune' of April 15th 2005.

2. Write about your skills, diplomas and experience.

I am a Software Engineer with more than ten years of experience in ...

I graduated in Some Study Course from Famous University, 1996

At present I am employed as a ... by company ...

I am familiar with...

My skills include working with ..., performing ..., managing...

In course of my present job I have been responsible for the planning and organization of ...

I am used to working at a fast pace to meet deadlines

As in previous types of letters, this paragraph should be the biggest in the whole letter.

3. Explain, why you are interested in this job, express your motivation to contribute. Ask to schedule an interview as soon as possible.

I would like to apply my skills in your company.

I believe the position you offer will give me opportunity to...

If you find my skills and experience suitable, please contact me to schedule an interview.

I am looking forward to discussing my credentials with you personally.

4. Thank the person.

Thank you for your time and consideration.

If you know the name of person you are writing to, sign

Yours sincerely,

Mr. Smith

If you don't know the name of person you are writing to, sign

Yours faithfully,

Mr. Smith

Sample Job Application Letter

You have recently found a job vacancy in the local newspaper. Write a letter to the company and say what position you are applying to and where it was advertised.

In your letter, include some information about your skills, education and experience. Explain why you are interested in this job.

Sample Answer

Dear Sir/Madam,

I would like to apply for the position of flight attendant, advertised in "The Wings" issue of October 2012.

As you can see from my CV, I am a flight attendant with 5 years of experience.

I had a one-year apprenticeship with United Airways, and the following 3 years I worked for Sky-High Airlines. The last year I was working for Air Comfort Airlines, providing customer service to first class passengers.

I have a pleasant personality and good communication skills. I am familiar with service and emergency instructions, and used to working unsupervised. My experience includes administering first aid to ill passengers and dealing with unusual incidents. I am available to work weekends, holidays and overtime.

If you find my skills and experience suitable, please contact me to schedule an interview. I am looking forward to discussing my credentials with you personally.

Thanks you for your time and consideration.

Yours faithfully,

Mr. Smith

(155 words)

Sample Invitation Letter

Invitation letters are usually written to a friend or a relative. It does not have many strict rules. I have a couple of suggestions that will make it easier.

1. Start with something like “Dear Linda,” or “My dearest Charlie,” Then apologize that you forgot to write.

I am sorry I haven’t written for so long.

Next, write the purpose of your letter

I am writing to thank/tell/ask/apologize/wish...

2. Start writing on a topic from paragraph 1. Once again, this paragraph must be the biggest one. If possible, try to write 2 paragraphs depending on the length of your ideas.

3. Sign

With best wishes, Kathy

Yours, Amy

With love and many thanks from me, Diana

Sample Invitation Letter

Write a letter to a friend of yours whom you have not met for a long time. In your letter, describe how you have been and describe a few changes in your life during that time. Also invite him or her to join you soon.

Sample Answer

Dear Sarah,

I am sorry I haven't written for so long. My work keeps me so busy, that I never have a minute to myself. I am writing to invite you to my wedding.

Since you have never met my future husband, you must have a million questions running through your mind right now. I hope I can tell you enough to put your mind at ease until we meet. Five months ago I decided to take a cruise to Bahamas, to get away for a little while. And on that cruise Faith arraigned for me to meet my future husband Alan. He is the most wonderful, loving person you could ever imagine and we are very happy together.

The wedding will take place at my parents' mansion. The date is October 17, at 7 o'clock. I am so looking forward to introducing you to Alan, and he can't wait to meet you too. I told him all about you and our friendship.

With love,

Amy

(166 words)

Sample Letter of Apology

An apology letter could be an explanation you write to a library about the books that were never returned, or a letter to Car Rental Company, describing the road accident you were involved in.

There are 4 paragraphs in this type of letter. They should look like this:

1. Start with “Dear Sir/Madam,” (or write person’s name if it was given in task instructions)

Explain shortly (in one or two sentences) who you are and/or what are you writing about.

I am writing in regard to books I borrowed from the library on March 15, 2012 and never returned.

2. Explain in more details the purpose of your letter. Consider the idea that task instructions give you, write according to it. Make up interesting details in addition to the original idea. This should be the biggest paragraph of the whole letter.

3. Say what kind of answer you expect or what suggestions do you have for the situation. It is also a good place to apologize, if applicable.

4. Write formal ending for the letter, your name and sign.

I look forward to hearing from you.

If you know the name of person you are writing to, sign

Yours sincerely,

Mr. Smith

If you don’t know the name of person you are writing to, sign

Yours faithfully,

Mr. Smith

Formal Business letter

You have borrowed some books from your university library, but you have not returned them yet.

Write a letter to the library official and in your letter describes what happened, express your sincere words of apology and offer what you can do to make it up.

Sample Answer

Dear Sir/Madam,

I am writing to apologize about keeping books that I borrowed from the college library 3 days ago longer than it is acceptable.

I have found myself in this unpleasant situation for a reason. My close relative was very sick and I had to go visit him at the hospital. I intended to return the books immediately after I get back to the college, but unfortunately I left the books on a train on my way from the hospital to the library. It will take me about two days to get them back from "Lost and Found" department at the train station.

I understand that other students may need those books and deeply apologize for the inconvenience. I will try to return the books as soon as possible. Please don't revoke my library privileges, I promise that it will never happen again.

Faithfully yours,

Adam Smith (Mr.)

(150 words)

Things to avoid in writing Task 1 letters

Here are some mistakes that you should avoid in writing task 1 of the GT test:

- The main purpose of the letter isn't clear.
- You didn't cover all of the points.
- You wrote too much about one point, and neglected the others.
- You didn't separate your paragraphs clearly.
- You didn't get the 'tone' right (formal or informal).
- The letter doesn't 'flow' well because ideas are badly organised.

Avoid these mistakes, and you are on the way to writing a good letter!

Do it right!

Now, when you know what a letter should look like, it's time you learn the technique how to write it fast. It works for absolutely any kind of letter. After writing a couple of letters you will realize, that writing down a 150 words alone takes you 15 minutes, plus you have to think of a story to tell in your letter, to make it interesting.

So this is how you do it:

1. When you get the writing assignment, first look and understand what kind of letter do you need to write: complaint/request, business, job application or personal.
2. Read the assignment and write down on the draft paper 3 first things that come to your mind. Those ideas must refer to the topic directly. If there are a number of things you need to write about, refer to every one of them. Make things up, be creative, it doesn't have to be the absolute truth. Stop right there, no more thinking!
3. Start writing. First paragraph requires no thinking – write 1-2 sentences that explain the topic of your letter.
4. Remember the 3 things you made up? Use them while you are writing paragraph two. Make it the largest paragraph because it is your only chance to get 150 words in the letter.

5. When paragraph two is done, paragraph three and four (if applicable) are a piece of cake, because they generally are based on paragraph two.
6. After you have finished writing, read the letter once again and check for your common spelling, grammatical and punctuation errors.

“I believe that practicing in writing is a must. Use the following topics to practice in writing letters as much as you can. They will also help you understand better how to classify the letter tasks – to know what kind of letter you need to write.”

Good Sample Letters Worth Reading

You should spend about 20 minutes on this task.

You are visiting another town next month for a short break. Write a letter to the tourist information centre. In your letter

- ***Tell them how long you are staying***
- ***Ask for some suggestions for what to do***
- ***Find out if there are any local events happening at the time***

You do NOT need to write any addresses.

Sample Answer:

Dear sir or madam,

I am trying to get some advice about getting the best out of visiting Wanaka Lakes, as I am planning on visiting your area at the end of February for a fortnight, from the fourteenth to the twenty-eighth.

First of all, what accommodation can you recommend? I am travelling alone and do not have a car, so I'd like something central to the town, at a mid range price if possible. Somewhere near a bus route would be good, too.

Also, are there any special events on between the dates I will be there? I have heard that there is a market on the 20th of the month, but I was wondering if there's anything else going on? I am interested in most things, but would like to plan my trip as much as possible to get the most out of my stay.

Thanks for your time.

Paul Brown

(154 words)

You should spend about 20 minutes on this task.

You were supposed to go on an interview in a few weeks, but you have since found out you cannot go on the date arranged. Write a letter to the potential employer. In your letter

- ***Tell them why you need to move the interview time***
- ***Ask to change the interview date***
- ***Explain that you are still interested in being interviewed for the job***

You do NOT need to write any addresses.

Sample Answer:

Dear Mr. Bromley,

I am writing in the hope that I am able to reschedule an upcoming interview I had organised for the 17th of next month. I had previously arranged this with your secretary and had verbally agreed the date, but a situation has arisen that means I would like to postpone.

I have been invited to attend my best friend's wedding which unfortunately coincides with the date we had already established. I realise that this is not the most impressive start to my application to work with your company, but I have been asked to speak at the wedding and feel obliged to attend.

I am of course very interested in the position and feel that I can offer my skills and experience to the role, so I would be very grateful if we could set a new date that fits your schedule.

Once again, my apologies for the inconvenience and hope that we can reschedule.

Yours sincerely,

Mark Burnett

(162 words)

You should spend about 20 minutes on this task.

You have seen an advertisement looking for volunteers to teach English overseas. Write to the recruitment office. In your letter

- ***Tell them where you saw the advertisement***
- ***Explain why you would like to go***
- ***Describe the skills that you have that you think would help***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir or Madam,

I am writing with regards the voluntary position advertised recently in The Herald newspaper, looking for people able and willing to teach overseas.

I have recently graduated from university, and I am looking for rewarding and fulfilling temporary work before I apply for positions related to my studies, and I think the vacancy you have would be ideal for me.

I feel that I would be able to contribute to the position as I have some teaching experience already and I am a native English speaker. I have also worked with various different levels and abilities of student so would have no difficulty adapting to the requirements of the job.

I would be very interested in putting my name forward, and would like some additional information regarding the role, specifically the exact dates and any additional costs that I may need to pay.

I look forward to hearing from you.

Yours faithfully,

J. Massey

(156 words)

You should spend about 20 minutes on this task.

You are temporarily moving to a new city for your job. You will be there for three months, and you would like to rent some accommodation for your stay. Write to an accommodation rental office. In your letter

- ***Tell them how long you are staying***
- ***Describe the type of accommodation you would like***
- ***Explain what facilities you will need nearby***

You do NOT need to write any addresses.

Sample Answer:

Dear sir or madam,

I will be moving to Carrick for three months with a short term placement for my job, and am looking for a suitable place to rent for the period.

Ideally, I am looking for something with easy access to the motorways as I will be spending a great deal of time travelling to nearby cities. I am not particularly concerned with the particulars of the house itself as I will only need a bedroom and bathroom, and don't anticipate spending much time in the kitchen.

I will, however, need internet access as I will be working at home on my computer and will need to be in touch with my head office throughout my stay.

I will also need to be within a reasonable distance from a shopping area, although it will only be for the essentials like bread and milk.

If you have anything you feel may be suitable, then I would be very interested to hear from you.

With regards,

P Smith

(167 words)

You should spend about 20 minutes on this task.

You would like to rent a car for a holiday. Write to the car rental agency. In your letter

- ***Explain what type of car you would like***
- ***Give details of when you would like the car***
- ***Request more information about the cost***

You do NOT need to write any addresses.

Sample Answer:

Dear sir or madam,

I would like to arrange a rental car for my upcoming visit to Chelling City. I will be arriving on the 13th of January and will need the vehicle for a period of 9 days. As we are flying in, we would like to either pick the car up at the airport or meet one of your representatives there. My flight number is NZ154, arriving at 8.45 am.

As I will be travelling with my wife and two children, as well as luggage and camping equipment for the period, we are looking for a medium sized vehicle that will comfortably travel off road.

I would be grateful if you could confirm availability of a suitable vehicle and let us know the costs as soon as possible so we can get this arranged.

For insurance purposes, I have a clean driving licence and am 48 years old.

With thanks,

Brian Sharples

(154 words)

You should spend about 20 minutes on this task.

An old friend is coming to town and has invited you to go to the cinema. Write to your friend. In your letter

- ***Explain that you are unable to come***
- ***Find out how long your friend is staying in town***
- ***Arrange a suitable time to meet***

You do NOT need to write any addresses.

Sample Answer:

Dear Bill,

Hope you're keeping well and the kids are fine. Thanks for asking me to come to the cinema, but I'm going to have to pass I'm afraid - I have already arranged to catch up with a few people from the place I used to work. My old boss is retiring, so it'd be good to catch up with him before he leaves.

How long will you have? We can arrange another night or why don't you come along to the part I'm going to? I'm sure you'll have a good time, and I think you've already met a few of the people at that Christmas party a few years ago. It probably won't go on too late, so we could perhaps go somewhere afterwards?

If you're keen, I can pick you up at the station and you can spend the night with us at our place - it'll be like old times!

All the best,

Gary

(159 words)

You should spend about 20 minutes on this task.

You have recently ordered an item from the internet, but are not happy with the purchase. Write to the company. In your letter

- ***Describe what you purchased***
- ***Explain why you are not happy with the purchase***
- ***Tell them what you would like them to do about the situation***

You do NOT need to write any addresses.

Sample Answer:

Dear sir or madam,

I am writing to express my disappointment with a recent purchase I made from your online store, order number #73824.

I ordered a set of training DVDs that were advertised on your site as a package including 4 disks and an instruction manual. However, on their arrival I found that there were only three disks and no manual. In addition, there were scratches on one of the disks that suggest that it had been used before and returned to your store.

I have since found the same offer on another website and will be returning the package to your offices. I have read the refund policy on your site, and as I am dissatisfied with the product, I would like to request a return of all fees paid, as well as the post and packaging costs.

Should you have any questions, you can contact me on johnf@abc.com.

I look forward to a swift resolution to this matter.

Thanks,

John Fisher

(164 words)

You should spend about 20 minutes on this task.

You have just returned from holiday and were not satisfied with your trip. Write to the travel agency. In your letter

- ***Say where / when you went on holiday***
- ***Explain why you are not satisfied with your holiday***
- ***Tell them what you would like them to do***

You do NOT need to write any addresses.

Sample Answer:

Dear Manager,

I am writing to express our dissatisfaction with a holiday we have recently had that was organised by your company. We booked the 7 day 'Explorer' package and departed on the 22nd of last month.

Our main grievance is that we were informed by the staff member with whom we made the booking that all excursions were included in the cost, yet on our arrival we were informed that additional fees were required to join any of these trips. In addition, we had expected a far higher standard of accommodation, and were disappointed to find it was only a two star establishment despite your brochure stating that it would be at least three stars.

Given that we have had to make considerable additional expenses whilst on our holiday, we are requesting a complete refund of the fees we have been charged by your company.

Hoping for a swift response to our concerns.

Yours faithfully,

Lilian Garret

(158 words)

You should spend about 20 minutes on this task.

A friend has invited you to a party but you will not be able to attend.

Write to your friend. In your letter

- ***Tell your friend you can't come***
- ***Explain why you are unable to attend***
- ***Arrange another time to meet***

You do NOT need to write any addresses.

Sample Answer:

Dear Anna,

I just wanted to say thanks for the invite - I would have loved to come, but I'm not going to be in town next weekend. You remember my cousin Jason? Well, he's getting married and the wedding is in London, so I'll be away for three days.

Perhaps we could catch up when I get back? We could go to that new restaurant that's just opened on Queen St. - one of the people I work with went there a few weeks ago and says it's really good. It's about time we caught up – it must be at least 6 months since I saw you and I have some exciting news to tell you about my job!

Anyway, hope you have a good party - I'm sure you will as your parties are always good fun! I remember the New Years Eve party at your house three years ago – it was one of the best parties I've been to!

All the best,

Mary

(166 words)

You should spend about 20 minutes on this task.

You recently ordered an item that was advertised as having a discount from the normal price, but you have found that when you paid, you did not get the discount. Write to the company. In your letter

- ***Explain that you did not get the discount***
- ***Tell them where you saw the discount advertised***
- ***Tell them what you would like them to do about the situation***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir/Madam,

I am writing with some concern about an item I recently purchased from your company. It was a new digital camera from the Nokia range, model number SL452. The item was ordered using your telephone ordering system and I read my credit card number to the sales person on the other end of the line.

I was persuaded to buy the item based on a 20% reduction that was advertised, but I was surprised to find that when my credit card statement arrived, I was charged the full price. I saw the reduced price offer in our local newspaper, in which your company had taken a full page advertisement with all items on the page discounted.

I am very satisfied with the camera itself, and do not wish to return it, but I would like the advertised 20% of the cost of the item refunded to my credit card. If this is not possible, then I would regretfully send the item back as I can obtain it for a cheaper price in other stores.

Regards,

R G Peterson

(180 words)

You should spend about 20 minutes on this task.

You have received a letter from your local video shop claiming that a DVD you rented is now overdue. However, you have already returned the DVD. Write to the video shop. In your letter

- ***Tell them which film the letter is about***
- ***Explain when you returned it***
- ***Tell them what you would like them to do about the situation***

You do NOT need to write any addresses.

Sample Answer:

Dear Manager,

About one week ago, I rented a film entitled 'Master of the Seas', a recent release from your store. As it was only a one night rental, I returned the disc the following day. As your store was closed at the time of the morning that I took the film back, I posted it through the 'video return' slot you have on the front door.

This morning, however, I have received a letter from your office claiming that the title has not been returned, and that I now have fines to pay.

Nonetheless, I have been a member of your store for over 6 years, and I am sure your records will verify that I have always returned items on time. Could I ask that you check your inventory once again, and perhaps also check the postal slot where I returned the film, in case it has landed in an obscure position?

With thanks,

Len Binsley

(157 words)

You should spend about 20 minutes on this task.

You have an advertisement for a part time job welcoming visitors to your town. Write to the recruiters. In your letter

- ***Explain why you want the job***
- ***Describe why you would be a good person for the role***
- ***Describe any relevant experience you may have***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir / Madam,

I noted with interest that you are currently looking for someone to act as a guide to new arrivals to our local area, and I would like to put myself forward for the position.

As a local resident of some 25 years, I am very familiar with the location, and have actually spent some time in researching the history of the town. As you may know, the house I live in is one of the oldest buildings in the area and dates back over 100 years, so I feel I am perhaps in a unique position to give visitors an interesting and informative perspective of where we live.

I have a background in lecturing, so I feel that I would be able to address groups of people clearly and confidently, and my experience with students from overseas would certainly help, given the multinational nature of visitors that we have here.

I look forward to hearing from you.

Peter Carlisle

(163 words)

You should spend about 20 minutes on this task.

Your local museum has asked for feedback on your recent visit. Write to the museum. In your letter

- ***Tell them what you liked and what you didn't like***
- ***Make some suggestions for improvement***
- ***Describe some other exhibits you would like to see***

You do NOT need to write any addresses.

Sample Answer:

Dear Mr. Johnson,

I have been asked by your office to write to you regarding your museum with some points of view about my recent visit.

I would like to say first of all that I think you have done an excellent job modernizing the place, and I have recommend it as a day trip to a number of friends. The layout of the building is bright and inviting, and the items you have on display are well laid out.

However, I do feel that some of the exhibits could have been more clearly labeled, with some additional details about where they were discovered and what they would have been used for. Some of the displays my son and I were looking at were a little confusing.

I would also be very interested to see artifacts that may be available from other cultures. I am particularly interested in Egyptian history, for example, and would certainly come again if there were any displays like that.

Thanks for your interest in my feedback.

J Hollings

(173 words)

You should spend about 20 minutes on this task.

You recently went to a restaurant but think you could have left your credit card behind. Write to the restaurant. In your letter

- ***Tell them when you went there***
- ***Describe where you think you may have left the credit card***
- ***Explain what you would like the restaurant to do***

You do NOT need to write any addresses.

Sample Answer:

Dear owner,

Three nights ago, on the 22nd of February, my wife and I came to your restaurant for an evening meal. Our booking was for 7.30pm under the name of G Ramsay.

However, I believe that I may have left my credit card on the table once we had paid the bill, as I cannot locate it now. I do not remember the exact table number, but it was a table for two near the back wall. I think it may have fallen on the floor as I remember checking the table surface for any items we may have left behind, but I don't recall seeing it there.

If you have found the card, I would be very grateful if you could dispose of it. I have asked my bank to cancel it already, but for security sake I would be happier knowing it was destroyed. I believe the recommended manner of doing this is to cut the card into 4 pieces.

By the way, the meal was excellent!

With thanks,

S. Williamson

(174 words)

You should spend about 20 minutes on this task.

You have just enrolled in a 12 week English class, but have found that you have a family problem and you will have to return home. Write to the school. In your letter

- ***Explain what has happened***
- ***Request a refund***
- ***Ask whether you will be able to return at a later date***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir,

My name is Henrik Christensen and I have recently enrolled in a 3 month English language course with your academy. A situation has arisen and I find that I have no option but to return home for the foreseeable future. A member of my family has become unwell and will require long term support.

I believe that the school has a 7 day refund policy for circumstances such as this, and as I only paid for my course three days ago, I would like to take advantage of this and request my fees be returned to my account.

Nonetheless, I am still determined to improve my English in the future, and I have been very impressed with your training facilities and teachers in the short time I have spent with you, so I would like to enquire as to whether it would be possible for me to return at some point in the future?

Thanks for your understanding,

H. Christensen

(162 words)

You should spend about 20 minutes on this task.

You are applying for membership at a local sports club. Write to the club. In your letter

- ***Explain why you would like to join***
- ***Describe how you heard / know about the place***
- ***Describe some of the sports or activities you would be interested in***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir or Madam,

I am writing with regards enrolling in your sports facilities, as I am keen to improve my level of fitness and have always enjoyed football and swimming, two of the options you have available.

A friend of mine joined about 6 weeks back, and he has been very positive in his feedback of your club and has recommend it to myself and a number of friends.

I understand that there are amateur football competitions that run in the evenings, and I would be very keen to join a team as it has been one of my passions for many years. As I mentioned, I enjoy swimming, but am also interested in finding out more about your indoor climbing wall. As far as I understand, this is the highest of its kind in the area, and I would be very keen to try it even though I have never done anything like that before.

I would be grateful if you could let me know about membership options or arrange a time for me to come and see you.

Yours faithfully,

Mark Hughes

(185 words)

You should spend about 20 minutes on this task.

You have been invited to speak at your old high school. Write to the school. In your letter

- ***Make a suggestion about what you could speak about***
- ***Find out how long you will need to speak for***
- ***Ask how many people will be there***

You do NOT need to write any addresses.

Sample Answer:

Dear Principal Simpson,

First of all, I'd like to say thank you very much for the offer to come and address the students at my former school. It would be a privilege for me to give a talk and to see the old place again.

The invitation was quite open regarding the topic of the speech, so I was wondering whether you think it appropriate to talk about my career. As you may know, I have spent a considerable amount of time over the last 12 years travelling as part of my job, and I have had the opportunity to see some amazing places that I think would interest the students.

It would help me to plan my presentation if you could let me know the approximate time that I should expect to be speaking for. If you could also let me know the estimated students numbers, as I will be able to bring a data projector to show some photographs if a large turnout is expected.

I am looking forward to seeing you again and hope my visit will be a success.

Brian

(184 words)

You should spend about 20 minutes on this task.

You have been studying overseas and staying as a guest with a family for the last 6 months and have recently returned home. Write to the family. In your letter

- ***Thank them for having you***
- ***Say what you enjoyed about living with them***
- ***Tell them what your current plans are***

You do NOT need to write any addresses.

Sample Answer:

Dear Kath, Dave and Jamie,

Well, I'm back home now, and I just wanted to write to you to say thanks once again for a lovely time and your wonderful hospitality – I had such a great experience and it was really kind of you to open your home to me.

Since I left, there have been a lot of things I have missed, but the main thing is Kath's cooking! Such wonderful meals prepared at home were one of my best memories of staying with you, especially now that I am back cooking for myself.

I am still thinking about studying something else at university, but for now I have taken a temporary job. I'm not really enjoying it, but I need to put a little money aside before I can go back to being a student. I have a few months before I need to make a decision and I've already arranged to meet a careers advisor to give me some ideas, so we'll see what they suggest.

Anyway, I hope you are all well and hope we'll keep in touch.

Pieter

(182 words)

You should spend about 20 minutes on this task.

You are going on holiday and would like to stay in the same hotel as you did on your last visit. Write to the hotel. In your letter

- ***Explain why you have chosen to visit the same hotel***
- ***Give them the details of your stay***
- ***Ask them about any events in the area during your stay***

You do NOT need to write any addresses.

Sample Answer:

Dear Manager,

My wife and I will soon be returning to your city, and would like to book a room in your hotel. We have stayed with you before and found the service to be excellent and the staff to be very friendly and approachable, and this made our last holiday all the more enjoyable that we thought we would come again.

We plan to get to the hotel in the early evening on the 14th of May, and would like to spend four nights with you, leaving early in the morning on the 18th to catch our flight home.

The last time we visited, we were lucky enough to see a street parade in the main town. Do you know if there are any other events happening over the period we will be staying? We would be interested in most anything, so if you know of any upcoming parade or similar, we'd love to know so we can plan accordingly.

Thanks and looking forward to visiting you again soon.

D and S Middleton

(174 words)

You should spend about 20 minutes on this task.

You are having some trouble with a work colleague. Write to your employer. In your letter

- ***Explain what the problem is***
- ***Describe how it is affecting you***
- ***Make a suggestion about what could be done***

You do NOT need to write any addresses.

Sample Answer:

Dear Sir,

I have decided to write to you so you have a clear record of my concerns. My grievance relates to a fellow employee with whom it has become increasingly difficult to work alongside.

Mark Jones from the Sales Department has repeatedly ignored my requests for further information about clients he is speaking to, and is unwilling to share information necessary for me to complete my job. This is subsequently giving the appearance that I am not completing tasks, which is not the case and a situation that is causing me some considerable distress.

I would respectfully suggest that Mr Jones be informed of company policy regarding client information and be strongly encouraged to be more open and forthright with colleagues so that we can all achieve our goals. It seems that Mr Jones is not particularly focused on teamwork, and this is causing some resentment around the office.

Hoping for your swift action in this matter,

Blair Atkinson, Human Resources Department

(163 words)

Write Your Feedback About The Book

