

## Sample Letter

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Writing Task 1 (General Training IELTS Module)

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

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

Dear Sir/ Madam,

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

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

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

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

Your immediate assistance is much appreciated.

Regards,

Xxx

Commented [ 1]: with

Commented [ 2]: for

Commented [ 3]: product

Commented [ 4]: of the

Commented [ 5]: have the issue resolved

Commented [ 6]: was

Commented [ 7]: could

Commented [ 8]: the replacement of

Commented [ 9]: with the experience of buying

Commented [ 10]: in

Commented [ 11]: upset with

Commented [ 12]: customer

Commented [ 13]: expect you

Commented [ 14]: will be

Commented [ 15]: Yours faithfully

Commented [ 16]: John Smith

Go to the next page to see the Evaluation Report

Evaluation Report			
Word count	153		
Comments	The bullet points were mentioned, emphasized and illustrated in a suitable and logical way. There is a clear organisation of information; it is evident that the writer progresses from one idea to another. The writer's occasional grammatical errors and poor word choice detract from the good impression, but overall the response is still easy enough to understand.		
Estimated Band Score	6.0		
Task achievement	Coherence/Cohesion	Lexical resource	Grammar and Accuracy
6.5	6.0	6.0	6.0
Suggestions	<ol style="list-style-type: none"><li>1. Revise grammar (in particular prepositions, articles 'a'/'the', verb tenses) and work on your sentence structure.</li><li>2. Learn vocabulary and improve your word choice.</li><li>3. Read sample Band 7 and 8 letters on our website.</li><li>4. Always proofread the task response after you've finished writing it. This gives you a chance to find obvious spelling and grammar errors quickly and easily.</li><li>5. Keep practicing to improve your performance.</li></ol>		

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