

IELTS Letter, topic: Cleaning job application

Dear Sir/Madam,

I'm writing this letter in response to the vacancy for housekeeper as advertised in the "Daily News" on 6th of November 2007.

I have worked for the "Care-givers" home for 5 years and thereafter was transferred to the main branch in Durban. This branch caters for two hundred people. I was appointed the supervisor, with five staff reporting to me. I have gained much experience in planning, organizing and leading in this job. I have worked with all types of people and know how to handle their problems.

The reason why I would like to apply for this job because your private home would benefit from my experience. I would be able to give much more attention to the needs of the home due to the size. My credentials speaks for itself which is attached for your perusal. I await for an interview to further discuss my experience with you.

I hope to hear from you soon.

Yours faithfully,
M. Munsey

This is a good letter. It has the correct structure and covers the task. The sentences are mostly well structured, although some show use of inappropriate expressions. The vocabulary is fine. There are few grammatical errors, see comments. Overall, looks like Band 6.5 – 7.

IELTS Letter, topic: Asking for information on scholarships

Dear Sir/Madam,

I'm writing this letter to request more information about scholarship/Finance assistance offered by your College.

I was awaiting in anticipation to enroll next year for the much coveted Diploma in English, but with unfortunate circumstance, I found myself in a financial difficulty.

I would appreciate it if you could steer me in the right path for scholarship information or if the college will be able to give me financial assistance.

My certificate in Secondary education shows above average grades. I have worked in a voluntary position on weekends teaching English to young foreign kids. I do have the means to pay back if a loan is granted by the college. My employer will vouch for my employment and provide you with my earnings, and he could also arrange a monthly deduction from salary to your bank account.

I believe I have what it takes and I trust you would consider me a setback, by giving me the opportunity to study further.

Looking forward to hear from you soon.

Yours Faithfully,
M. Unsay

This is a good letter. It has *the* right structure, covers the task, shows good command of English, the sentences range in complexity, the grammar and spelling are fine. Some minor corrections were made, see comments. Overall, looks like Band 7.

IELTS Letter, topic: Explanation of delayed first working day

You successfully passed a job interview. You are expected to start on November 15, But you will not be able on that date.

Task: Write a letter to your new boss, explaining your situation, expressing your concern and suggesting solutions.

Dear Sir/Madam,

I am writing to inform you that, I won't be able to start work on November 15, as agreed during my recent interview with you.

The reason that I can't start work was because my mother has fell from the stairs yesterday. As, I am the only daughter and there are no other relatives that are able to look after my mother, I have no choice but to go back to look after her. According to the doctors it will take about two weeks for her to be able to walk and care for herself again.

I apologize for all the inconvenience and I truly believed that you need me to be at work on that day for the project that is schedule to kick of three weeks later. I am able to work for home and completed the project as mention. I will also report to you through e-mail and if there is a problem, I will call and inform you along the way.

Once again, I'm very sorry for the inconvenience and thank you for your understanding.

Yours faithfully,
S. Chua.

This is a good letter. It covers the task, has a good structure, the paragraphs are coherent. There are several grammatical errors (see comments underlined in blue) and a poorly structured sentence that needs improvement (it starts with "I apologize for all the inconvenience"). Overall, looks like a band 6.5 letter. some improvement to grammar could take it to Band 7.

IELTS Letter, topic: item left on the bus

Write a letter to a bus company saying you have left something valuable on the bus and tell them what to do if they find it.

Dear Sir/Madam,

The reason I am writing this letter to you is because I have left my bag in your bus which I took. It was on Tuesday 5th of August 2008 at around 3:00pm. The bus station that I board the bus was at Alan Pinang (bus no 55) and got down at Alan Tijuana.

I have tried to locate the bus and the driver but was unable too. It is a brown bag with some samples of costume jewelers of my company. There are 165 pcs of it in the bag. It's the last set of samples that I have. Without the samples it's impossible for us to show to our customers.

If you have found it could you please call me at 0098 5192 6541 or email me at sch@hotmail.com and I will arrange to pick it up from your office.

I'm looking forward to hearing from you.

Yours faithfully
S. Chua

This letter needs some work. It covers the task and has the right structure. However the structure of the sentences needs some attention as well as the accuracy of expressions (see comments underlined in blue for more details). Overall, looks like a Band 6.5 letter.

IELTS Letter, topic: migrant writes a letter to a friend

You migrated to another country. Write a letter to your friend to describe your present life and tell him/her why you chose this country.

Dear Linda,

I'm sorry I haven't been writing to you for such a long time. I am writing to inform you that I have migrated to Perth, Australia. My family and I arrived in Perth on the 03/04/08 and we have finally settled down.

We migrated to Perth because my sisters and their family have also migrated there three years ago. We have planned to join them in Perth and also for the children's education and their future as well.

We have just settled in our new house and the kids are enjoying the pool almost every day. They have been attending a public school and have made quite a lot of friends. The people here are very friendly and helpful. John has also found a job near the city. The working environment here according to John is very different from Malaysia. And as for me, I am a full time housewife, enjoying the morning coffee with the newspaper.

Do let me know when you plan to visit Perth and you are always welcome to stay at my new house.

With love,
Sharon.

This is a good letter. It has the correct structure, the task is covered, the sentences are nicely built and it leaves a good impression because of the fluency of the language. See comments underlined in blue for minor corrections. Overall, looks like a band 7 letter.

IELTS Letter, topic: Complaint about a rental car

You rented a car from car Rental Company. The air conditioner has stopped working. You phoned the company a week ago but it has still not been repaired.

Write a letter to the company. In your letter

- **introduce yourself**
- **explain the situation**
- **say what action you would like to company to take.**

Dear Sir/Madam,

I am writing to complain about the air conditioner of my car, which I took on rent from your company for two weeks. Unfortunately, it has stopped working.

I rented Mercedes Benz 8 days ago. My customer number is 1230. Actually, what happened - I was on my way from Jacksonville to Miami, although the atmosphere temperature was cooler, suddenly a sound came from the engine. At first, I thought that the engine belt is broken and I may not be able to drive the car further. However, when I felt no air coming from the air conditioner I realized it has stopped working.

Naturally, when I got back home I immediately contacted your customer care center and registered my complaint. They issued me a complaint number 234343 and said that they will send a technician at my house within 2 to 3 business days to get it repaired. Almost one week has passed since I called, but still it is not being repaired.

I am not at all satisfied with your customer service. In case, you can't resolve my problem within 2 business days after the receipt of this letter, I want a complete refund of my rent which I paid in advance, that is \$200.

Yours faithfully,
Husain Saran

This is a good letter. It has the right structure, covers the task, paragraphs are connected together by linking words and the sentences are well-structured. The grammar needs some attention, especially the prepositions and the way you use tenses (see comments underlined in blue). Overall, looks like a Band 6.5 – 7 letter.

IELTS Letter, topic: Complaint about a faulty mobile phone

You have bought a new mobile phone and in a few days of purchase it has stopped working. You spoken to the company representative a week ago but it has still not been repaired.

Write a letter to the company. In your letter

- introduce yourself**
- explain the situation**
- say what action you would like to company to take.**

Dear Sir/ Madam,

I am writing to inform you about the faulty mobile phone that I have purchased in your store.

I am Christine B., I am a regular customer of your company. On the 10th of March, I bought a brand new Nokia N73 mobile. However, upon one week of using it, problems started to appear. The flash of the camera is no longer working. Also, the monitor is getting blurred which makes it difficult for me to see the SMS messages clearly. I was very surprised to discover such problems in quite an expensive model.

Naturally, I returned the mobile phone in your store to be replaced with a new one. One of your sales staff told me that they will send it to me at my home address within one week. However, two weeks have gone without receiving any replacement. I am very upset for your poor service.

In this regard, I insist on getting a refund of my full payment if the replacement will not come within another week.

Yours faithfully,

Christine B.

This is a very good letter. The structure of paragraphs and sentences, grammar, vocabulary, length, everything is in order. There are some minor corrections (see comments underlined in blue). Otherwise, looks like a Band 7 letter.

IELTS Letter, topic: Asking for information about a seminar

You would like to participate in a work-related seminar in another country.

Task: Write a letter to the person in charge of the seminar and ask for detailed information regarding the dates, program, accommodations and cost.

Dear Sir/Madam,

I am writing to ask for information about the seminar that you are conducting during the next week.

I am an electronics wholesale dealer in Pakistan and I am interested to take part in this work-related seminar. I think that it would be very beneficial for me to see the latest electronics appliances and have an excellent opportunity to make contacts with different companies. Therefore, I need to get some information in details such as; the total period of your seminar and the complete leaflets of different scheduled programs. Beside this, I have a plan to come with my two staff members so what would be the arrangements of accommodation and total expenditures, which you have estimated for each person.

You could send the above-mentioned information to my e-mail address. I would like to receive it as soon as possible because of adequate preparation before the departure.

I am looking forward to hearing from you.

Yours faithfully,
Attar Napes

This is a good letter. It covers the task, the information is organized well and each paragraph covers all the necessary details. There are some inaccuracies (see suggested changes in the comments underlined in blue). Overall, looks like a Band 7 letter.

IELTS Letter, topic: Asking for information about an executive event

You are organizing an executive event for the company you work for.

Task: Write a letter to the person in charge of a venue that you are considering for the event and ask for detailed information regarding dates, services and costs.

Dear Sir,

I am writing to ask for information about organizing an executive event at your venue.

My name is Marico, I work for a multinational company, and we need prepare an event that will be held on December 17, 2007. I would like to obtain the below information :

1. How many people can your club support?
2. What kind of food to you serve?
3. Is there any special service for disabled people?
4. What time can we start the event?
5. Do you have any “animation service” to offer?
6. How much do you charge for your services ?
7. Do you offer any transportation service ?
8. Is there anything else included on your services ?

I need to receive this information until October 2007, because I need to prepare the department in charge of the event and invite the target audience. You can send me this information via fax, using the number +98 (21) 3422-9559, or email me at : marcio@gmail.com. I am confident that your company will provide us with the best type of service we need, based on abundance of good reviews about your company.

Yours faithfully,
Marico Marino

This is a good letter. It covers the task, is correctly structured, and you used an appropriate style and vocabulary. There are some sentences that need a change in structure (see comments underlined in blue) and there are also repetitions of the same word, which should be avoided. Overall, looks like a Band 6.5 - 7 letter.

IELTS Letter, topic: a complaint about a laptop

You have bought a new laptop computer and in a few days of purchase discovered a major flaw. Write a letter to the company. In your letter

- **introduce yourself**
- **explain the situation**
- **say what action you would like to company to take.**

Dear Sir/Madam,

I am writing you to express my dissatisfaction with a laptop computer I bought in your store four days ago.

As soon as I turned on the computer, I realized that Windows operating system was not installed in it, although the offer said it was included. In addition, I chose a gray laptop and the one I received is black. Moreover, the default language of the laptop is Japanese and I haven't been able to change it to my native language, which is English. To make matters worse, the memory specifications of this laptop are not the same as the ones that I read in your catalog.

I definitely need this situation to be solved as soon as possible. I made the decision to buy the laptop at your store, because of previous good recommendations some friends of mine gave me about your store. However, after this experience, I feel deceived.

I would like you can send me the laptop I first chose at your store, including all the specifications were shown in the offer. If I don't get a quick response to my request, I hope a full refund of the payment I already made.

Thanks in advance for your response.

Yours faithfully,

R.

This is a good letter, all it need is a little more attention as there are certain language inaccuracies (see comments underlined in blue). Overall, looks like a Band 7 letter.

IELTS Letter, topic: Explanation for the boss

You successfully passed a job interview. You are expected to start on November 15, but you will not be available on that date. Task: Write a letter to your new boss, explaining your situation, expressing your concern and suggesting solution.

Dear Sir/Madam,

I am Leonardo Gomes and I have recently passed a job interview for the Software Engineer position at the Software Infrastructure group. I was expected to start on November 15, as agreed, and am writing because unfortunately I will not be able to present myself on that date.

During the interview I estimated fifteen days as the amount of time needed for me to finish my activities at my current job and start at your company, but due to fact that I got sick for the last whole week and was not able to work, I could not finish my tasks and will need another week to do so. If necessary, I can give you a copy of a letter from my doctor informing that I had to stay at home and under medical care during that week.

I really apologize for the inconvenience and expect it not to affect our relationship. Should I present any other form of proof or talk to someone else at the company, please let me know.

Faithfully yours,
Leonardo

IELTS Letter, topic: Personal, asking for forgotten file

You stayed at your friends' house when you participated in a business seminar in Australia. You left a file with important documents in your room.

Task: Write a letter to your friend, describing the file and ask him/her to return it to you by post.

My dearest Philip,

I am sorry I am writing only now. Firstly, I would like to thank you for all the attention and support you gave me while I was in Sydney. Things like that are priceless and all I can give you is my gratitude. I expect you and Ingrid to come to Rio soon, so that I try to somehow propitiate equally joyful moments as those you propitiated to me. I am writing also, because of the fact that I forgot a very important document in the room I used in your house.

This document is a signed contract and was the most important reason of my trip to Australia, after the business seminar I attended. You certainly can wonder how desperate I have been in the last days looking for this document midst my luggage. I could not find it anywhere and am sure I left it in your house.

Please let me know if you find it, and post it for express delivery as soon as possible. I will pay for the expense; just let me know what is your bank, account and branch numbers.

With best wishes,
Leonardo

IELTS Letter: Some problems at work

You recently took a part-time job working for a local company. After a few weeks you realised there were some problems with the job.

Write a letter to the manager of the company. In your letter

- explain why you took the job*
- describe the problems that you experienced*
- suggest what could be done about them.*

This task was taken from the book Insight into IELTS Extra, with Answers: The Cambridge IELTS Course Workbook (Cambridge Books for Cambridge Exams) by Vanessa Jakeman, Clare McDowell

Dear Mr. Thompson,

I am a part-time call-centre operator at your company, started working about 4 weeks ago. I am writing to indicate the problem I encountered during my work.

Actually, I decided to take the position of a telesales specialist because I consider myself able to develop a career in sales due to my skill of establishing good contact with people and make them trust me. However, I realized there are some obstacles on a way to success.

The problems started 3 weeks ago then the system administrator updated my software. At the time of a call I was querying a customer for his personal data then suddenly my computer reloaded and this person's profile was lost. This situation repeated in the future for several times. I asked the system administrator to solve this problem, but he told me this is solely my fault and my computer skills are below required to use this program.

I am assured the complete situation makes company profits lower. I believe that software managing specialist could fix the problem if the initiative would be taken by a senior manager of your rank.

Sincerely yours,
Anna Frank

192 words

Expected IELTS Band - 7

IELTS letter: Damaged suitcase

You travelled by long distance bus recently and your suitcase was damaged.

Write a letter to the bus company. In your letter

- inform the bus company of when and to where you travelled*
- describe your suitcase and what happened to it*
- explain why the company should pay for a new suitcase*

This task was taken from the book IELTS on Track: Test Practice General Training.

Dear Sir or Madam,

I am writing to require a compensation for the property damage, taken place at the time of the travelling by the bus of your company.

I travelled from Washington, D.C. to Boston by the bus #301 on February 21, 2007. Before the trip I passed my luggage to the driver, who helped me to place my suitcase in the luggage compartment of the bus. After arrival the driver opened this back compartment and the first thing I saw was that my new and brand-name suitcase was smashed under the pressure of the weight of the other's luggage.

My suitcase was quite firm and very beautiful in its red color and modern design. However it obviously hasn't been designed to resist such a weight on it. I am very depressed because I cannot use anymore my broken suitcase, its handle was bended and two wheels out of 4 were detached.

Since damage stated above was caused by the careless actions of your employee, I would like to require a compensation of \$200, which was the original price of my suitcase. Please, deliver a cheque to the address, written above.

Faithfully yours,
Anna Frank

197 words

Expected IELTS Band - 6.5-7

IELTS Letter: Bad service at a shop

You recently had your computer fixed at the local computer store however you are not pleased with the service you received.

Write a letter to the store manager. In the letter

- describe the situation

- explain why you are dissatisfied

- say what you want the manager to do

Write at least 150 words.

You do NOT need to write your own address.

Begin your letter as follows:

Dear Sir or Madam,

Dear Sir or Madam,

I am writing to express my dissatisfaction with the service I received at your establishment.

Actually, the computer I have bought at your store on the late January was quite good, however after just half a year things go wrong. Some programs were getting frozen frequently. When I took my computer to your specialist and tried to explain the problem to the technician Michaels, he refused to take my computer into service because the problem did not appear that time. I was trying to convince him to spend more time to identify the reason it is getting stuck, but he was rude and impatient explaining this is the end of his shift. On the next day another technician listened to me carefully and fixed my computer in 10 minutes.

I suppose your employee Michaels is not suitable for his position because of his unprofessionalism. I suggest you to employ someone more skilled and with better personality in order not to cause your customers to lose their time like me.

Faithfully yours,

Anna Frank

177 words

Expected IELTS Band - 6-6.5

IELTS Letter: Homestay in a New Zealand family

You are going to visit New Zealand for an 'English and Homestay' program. You have just received details of your homestay host family.

Write your first letter to the family. In your letter

- introduce yourself

- ask the family some questions to get information that is important to you

- tell the family about your arrival date and time.

This task was taken from the book IELTS on Track: Test Practice General Training.

Dear Mr. Jones,

I have just received details of my future homestay at your family and writing to introduce myself and ask for some further information.

My name is Anna Frank, I am 21 and live with my family in Lyon, France, which is my hometown. My native language is French and I am looking forward to improving my English during the trip to New Zealand.

I would be grateful if you could provide more information about your family and its lifestyle. To begin with, I would like to ask you about your usual diet. It is very important to me since I am a vegetarian. Secondly, I would like to learn more about your family's day routines, like games you used to play together, in order to get familiar with these activities while I am here. This could help me to participate in all your routines like a relative.

I am very eager to meet you in person! By the way, I have already bought the plane ticket and would be happy if you could meet me at the airport because this will be my first time abroad. I will arrive on September 13, at 10 am, Wellington time.

I am looking forward to hearing from you soon.

Sincerely yours,

Anna Frank.

213 words

Expected IELTS Band - 7

IELTS Letter: Unable to attend a course

You are employed full-time and also doing a part time evening course. You are not able to continue the course.

Write a letter to the course lecturer. In the letter

- explain why you cannot continue the course

- describe the situation

- say what you will be doing

Write at least 150 words.

You do NOT need to write your own address.

Begin your letter as follows:

Dear,

Dear Dr. Jones,

I am writing to inform you that I no longer have a possibility to attend your evening lectures on treating emergencies.

As I told you earlier, I received a position of a nurse at the Thompson Hospital. My shift ends at 5 pm and since I have got a lot of overtime job recently, I found myself unable to be on time at your lectures, which start at 5.30 pm. This disappoints me a lot since I value and respect your course and your experience.

I would be grateful if you could consider letting me to study your course myself. Because of my job is closely related to the accidents treatment, I feel able to learn every point of the course in practice. In addition, I have already read almost every book you recommended as the supplementary reading for your lectures.

I hope to get your approval on this matter soon. I am looking forward to receiving your response.

Sincerely yours,

Anna Frank

166 words

Expected IELTS Band - 6-6.5

IELTS Letter: Local club membership cancellation

For the past year you have been a member of a local club. Now you want to discontinue your membership.

Write a letter to the club secretary. In your letter

- state what type of membership you have and how you have paid for this;*
- give details of how you have benefited from the club;*
- explain why you want to leave.*

Dear Mr. Jones,

I regret to inform you that I have to discontinue my membership at your Golden Hook Fishing Club.

I joined the Club 1 year ago and the benefits from the participation exceeded the fee. Round tables and lectures of famous fishermen were absolutely brilliant. Moreover, discounts on the equipment in sports gear shops helped me to save money. The last but not the least, your monthly illustrated magazine was a precious treat to me.

Unfortunately I have to move to another country because my father, living in France, is in a desperate health condition. I must acknowledge that continuing the membership in your Club is no longer an option to me.

I have paid the last year fee by my credit card and its details are in your database. Because of stated above I would like to ask you not to charge me for the following year. I hope that in the future I will have an opportunity to recommence having advantages of participation in your Club.

Sincerely yours,
Anna Frank

174 words

Expected IELTS Band – 7

IELTS letter: Apologizing for the noise

Your neighbors have recently written to you to complain about the noise from your house flat.

Write a letter to your neighbors. In your letter explain the reasons for the noise apologize describe what action you will take

Dear Mr. Jones,

I am writing in response to your letter, complaining about the sounds my musical instrument is producing. I feel that I have to explain myself and humbly ask for your forgiveness.

Actually, I am a student of the North Carolina Arts College and as a part of my end of term exams I have to perform 4 plays by flute. Therefore I have to rehearse every day because I am eager to make a good impression to my teachers. To achieve my goal I am supposed to play about 3 hours a day.

I must apologize for playing in inappropriate hours. It was all my fault since I did not bother reading the rules of our house owner, prohibiting playing musical instruments.

I have consulted with my class teacher and he suggested me to use one of the rooms of the college to rehearse for a small fee. I assure you by no means will be disturbed again with the noise from my apartment.

I beg for your understanding and forgiveness. Please, accept this box of chocolate as a token of my appreciation for not giving this problem a legal action.

Yours sincerely,

Anna Frank

This is a great letter. It is written according to all the guidelines and will probably get Band 7 at least. Pay more attention to grammar though.