

IELTS

WRITING GENERAL

EXERCISES - 1 to 10

FREE



Entenda como é o IELTS

Existem dois tipos de testes, o IELTS Academic, para quem deseja estudar fora; e o IELTS General Training, que avalia o domínio do inglês em situações práticas do dia a dia.

O IELTS General Training é o teste que você vai precisar fazer para aplicar para a residência permanente. Por ele, você será avaliado em sua capacidade de conversação, de compreender informações; de interpretar textos e escrever redações.

O exame é dividido em seções com diferentes tempos de duração. Os testes de interpretação oral e de texto e a redação são feitos em sequência, já o teste de conversação pode ser feito até 7 dias antes ou depois da data do exame, de acordo com a disponibilidade do centro que aplicar o teste. No infográfico abaixo você confere mais detalhes do formato do exame e do tempo disponível para cada etapa:

Listening - 30 minutos

O candidato ouve 4 textos gravados, monólogos e conversas com diferentes sotaques nativos, e em seguida escreve as respostas para uma série de perguntas. As conversas são divididas das seguintes formas e ouvidas apenas uma vez:

Parte 1 Uma conversa entre duas pessoas em um contexto social. ex: Uma entrevista de emprego.

Parte 2 Um monólogo sobre um momento do cotidiano. ex: Uma apresentação sobre serviços disponíveis em algum lugar.

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- Parte 3** Uma conversa entre até 4 pessoas em um contexto educacional ou de treinamento. ex: Uma conversa entre professor e alunos
- Parte 4** Um monólogo sobre um tema acadêmico. ex: Uma palestra

Reading - 60 minutos

A parte de leitura é formada por textos autênticos extraídos de livros, revistas, jornais, anúncios e guias, seguidos por 40 questões variadas para testar a habilidade de interpretação do candidato.

Writing - 60 minutos

A parte escrita é composta de duas redações sobre tópicos de interesse geral.

- REDAÇÃO 1** Os candidatos são apresentados a uma situação e devem escrever uma carta solicitando mais informações ou explicando a situação. Ela pode ter de ser no estilo pessoal, semiformal ou formal.
- REDAÇÃO 2** Escrever uma composição em resposta a um ponto de vista, argumento ou problema.

Speaking - 11 a 14 minutos

A parte falada do IELTS avalia a capacidade do candidato de se expressar verbalmente em inglês. Tudo é gravado, e as questões são feitas de uma forma que os candidatos não podem ensaiar suas respostas antes.

PARTE 1 Candidatos respondem perguntas gerais sobre eles mesmos e sobre uma variedade de tópicos familiares. Duração de 4 a 5 minutos.

PARTE 2 Os candidatos recebem um cartão com um tópico sobre o qual eles devem falar. Eles têm apenas um minuto para se preparar para falar até dois minutos, e em seguida devem responder a uma ou duas perguntas do examinador sobre o mesmo assunto.

PARTE 3 São feitas mais perguntas relacionadas ao tópico da parte 2. Essas perguntas dão ao candidato a possibilidade de falar mais sobre ideias e de uma forma mais abstrata. Duração de 4 a 5 minutos.

Exercise 1

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

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

- You should write at least 150 words.
- You should spend about 20 minutes on this task.
- You do NOT need to write any address.

Sample Answer 1:

Dear Sir / Madam,

My name is Rona Lyn Olivar. I am currently working as an ICU Nurse (Intensive Care Unit) in a tertiary level and private hospital called the Urdaneta City Sacred Heart Hospital which is situated in the province of Pangasinan here in the Philippines. I have learned in our ICU Department that your expert team will be conducted an EKG (Electrocardiogram) thorough training in Singapore. I am writing to you today because I would also like to attend and ask about specific information regarding the seminar schedules, about the program, accommodation and the cost.

Firstly, with regards to dates and time, I would like to ask when will be the seminar held. How many days will it take and how many hours in a day will we have to engage. What time would the training be started and ended?

Secondly, I would also want to know what would be the topic outline of the program, the things we are required to bring something in and what would be the benefits for us Registered nurses who will be attending the seminar.

And finally, I would also like to know about the accommodation and the cost. Since I am living here in the Philippines, and Singapore is about 3 1/2 hours from my country and I have no any relatives or friends in that country. Will you be helping us to settle our staying place or do we need to have a booking in a hotel? And also because it is

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my first time to travel abroad, I do not know how much will I be needing to spend with it.

I am looking forward to hearing from you soon regarding my concerns.

Yours faithfully,

R.Olivar

[Written by - Rona Lyn Olivar]

Sample Answer 2:

Dear Sir/Madam,

I am writing to request information regarding the conference that is being arranged by your organisation in the next month, advertised in the local newspaper. I was wondering if I could acquire detailed information about the program beforehand then it would be worthwhile to plan the trip appropriately.

Mainly, I'd like to receive details about below points:

- I heard the symposium is three days long but exact dates are expected to sanction the leaves from work.
- Expected a basic level of course knowledge before actually attending the conclave.
- Venue details with navigational maps, if possible.
- Sitting arrangements available, auditorium or a hotel boutique, for instance, with sitting capacity.
- If a laptop and other stationary items are required or not.
- Accommodation type half board or full board.
- The total price of the entire program with early bird discount if bookings are done well in advance for three persons.

I'm hoping to receive this information for above points no later than one week before the scheduled starting date of the seminar. You could send the information via Fax or can send an email on sheldon.cooper@tbt.com. Your help and time will be greatly appreciated.

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Thank you in advance. Looking forward to hearing from you soon.

Sincerely yours,

Dev.

[Written by - Noghan Odedra]

Sample Answer 3:

Dear Sir / Madam,

I am writing to ask you some questions about the seminar which will be held in London about new techniques of production management.

I am working as a production manager in the biggest home appliances company in Iran for five years and I think this seminar would be suitable for me as it can help me to learn some new approaches of managing workers and manufactured line. I always have tried to update my profession knowledge and participating in this seminar would be essential for me to find that which management manners and styles are more efficient in home appliances manufactured industry.

As I didn't obtain some information over your advertisement, I would appreciate your help if you let me know in which date the seminar would be held. Also, I need to know what kind of accommodation you would prepare for participations. And as the last question, how much is the cost of registering for this seminar and is there any website which I can pay the cost online?

I look forward to hearing from you in the near future.

Yours faithfully

Milad Rahimi

[Written by - Milad Rahimi]

Exercise 2

You took your family to a nearby restaurant. You were disappointed with the meal and wish to complain to the manager.

Write a letter to the manager of the restaurant. In the letter:

- explain why you were at the restaurant
- describe the problems
- write about the action you want the manager to take
- Write at least 150 words.
- You do NOT need to write your own address.
- Begin your letter as- Dear Sir or Madam,d

Sample Answer 1:

Dear Sir /Madam,

I am writing to raise my concern about the dish I was served in your restaurant on last Sunday. I am Lattisha James, visited your restaurant on last Sunday for dinner with my family. I came there because I did shopping at the Ansar mall, near to your restaurant, and I heard much about your restaurant in the radio advertisement.

When we came there, we saw a special menu written on a board and kept in front of the restaurant and name of that dish was Chettinadu fish curry. Therefore, we decided to taste that and we ordered rice with this fish curry. When we got that food, we found chilli powder on the surface of the fish and we enquired about that and one of your employees told they keep it off one hour after marinating with chilli powder with some other ingredients. Even though we felt bad, our children had it because they like fish curry. Unfortunately, my son had severe vomiting after we reach home and admitted to hospital for one day.

I will appreciate you if you could have taken an action about this inconvenience we

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had due to the food. Please instruct your chefs to follow a good hygienic manner and if they do not know to make such kind of food please do not offer it to the customers because it will affect your prosperity and our health.

I hope you will take this matter seriously and will take a proper action.

Yours sincerely,

Lettisha

[by - Lettisha James]

Model Answer 2:

Dear Sir or Madam,

On January 9th my family and I visited your establishment to have a traditional celebration of my sister's birthday. Since she lives in France we annually go to this restaurant, because we always considered it as the most classy French cuisine place. Having the onion soup there is also our family tradition because my sister loved it very much before her moving to France. I suppose, you can imagine our disappointment when we found the onion soup absolutely inedible last time. Firstly, it was cold. Secondly, it seemed your chef did not stir it well while cooking, so there were some clogs of flour. The last but not the least, its taste made us feel that the cook used artificial instant soup base. We asked our waitress about the reasons soup is so awful and she told the cook of the current shift has changed and this is the vision of the soup of the new one.

It is highly unlikely this new chef with his vision is suitable for such famous restaurant as yours. I recommend changing or sending him to training in order your customers could further enjoy genuine French cuisine.

Faithfully yours,

Elizabeth Harley

Model Answer 3:

Dear Sir/ Madam,

My name is Rona Lyn Olivar. I am one of your regular customers in your Cozy-Place restaurant, and I am writing to you today to complain about the disgusting meals and

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desserts that have been served to me and to my family who were with me yesterday for our dinner.

I, my husband and my two children went to your restaurant at around 7 o'clock to have a dinner and to celebrate my husband's promotion from his company. It was supposed to be a happy and memorable night because we were celebrating together as a family in our then most favourite restaurant. But what happened is indeed a bad experience because it is very disappointing.

My husband and I ordered beef steak for our main course, but the steak was so hard to chew and it actually tasted too salty. Even after we told this to the waiter on duty that time, he did not mind us at all and instead told us to complain to the manager. Another thing is that the ice cream shake that my children have ordered was no marshmallows on top, despite the fact that there should be as stated in your menu. This is really very annoying in our part.

I demand a full refund of the cost of the meals and the desserts that we have ordered as compensation to the disgusting situation we had in your restaurant.

I look forward to your immediate response regarding this matter.

Yours faithfully,

R.Olivar

Exercise 3

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

Write a letter to your neighbours. In your letter explain the reasons for the noise apologise. Describe what action you will take.

- You should spend about 20 minutes on this task.
- Write at least 150 words.
- You do NOT need to write your own address.

Sample Answer 1:

Dear Mr. & Mrs. Brock,

I hope you are doing great. It is a shame that we do not know each other very well and I would like to apologise for that. I am writing this letter to respond to your complaint letter that you sent me yesterday about the noise on last Saturday. I sincerely apologise for the inconvenience and humbly ask for your forgiveness.

With the concern of home safety, my wife and I decided to install a few smoke detectors in our flat, especially after we saw a devastating fire in our neighbourhood lately. We bought the devices from an online store and started to install and test the gadgets when the shipment had arrived. To ensure that the sound of the fire alarm is loud enough and everyone in the house would notice it, we tested the gadgets for about 20 minutes. Although the testing took place at midday on last Saturday, my wife and I are terribly sorry that your child's nap was bothered.

I beg for your understanding and forgiveness. Please accept this box of chocolate as a token of my deepest regret for the inconvenience.

Your Sincerely,

Lesner

[Written by - Lesner]

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Model Answer 2:

Dear John,

Hope you are doing great. I'm extremely surprised to get a letter from you indicating that you're immensely annoyed to hear some sound, which is produced from my flat. Indeed, I've no idea that you'll be able to hear this enormous amount of sound.

However, as you know, some days ago, a glass of my window in the kitchen room was broken while some children were playing cricket in front of my flat. That is why I'm trying to refit the window in the evening time when I come back from office. It takes a long time because I have no experience on this work and it's still not finished.

Unfortunately, I thought that the sound will not reach to your home but it eventually did as per your claim. Since you have confronted many problems due to the noise, I apologise for this matter. Moreover, I promise this sound will no longer appear from today.

As the work is still not finished, I have decided that a professional worker will be called, who will work in the daytime and the work would be finished within two days.

Once again, I'm extremely sorry for any inconvenience that might have happened for me.

Best Regards,

Nayan

Model Answer 3:

Dear Mr. & Mrs. Jonathon,

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 a 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.

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I must apologise 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,

Mark Aurther.

Exercise 4

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:

- You should spend about 20 minutes on this task.
- explain why you took the job
- describe the problems that you experienced
- suggest what could be done about them.
- Write at least 150 words.

Sample Answer 1:

Dear Mr Chen,

My name is Rona Lyn Olivar. I am one of your part-time receptionists in your Brighthand hotel for 2 weeks now. I am writing to you today because of the two problems I have encountered in the reception area that you are not aware of.

Firstly, duty staffs at night shift are always inside of the hotel's quarters sleeping. Only I and Lindsay who is also new in the area are working at night time. Even if we knock them at their door when there were many guests arrived on Saturday evening, they still did not mind us. This happens 3 times already and I think you must know it.

Secondly, the food items that are supposed to be cooked for the hotel customers were eaten by some of the head staffs. One of the breakfast meals that were not eaten by one of the guests were brought to the staff quarters and ate by the head. I believe this is against the rule of the company.

I think they should be reprimanded so that they should learn their lesson and I look forward to your response regarding this matter.

Yours sincerely,

R.Olivar

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Model Answer 2:

Dear Mr Adison,

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 took the position of a telesales specialist because 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 realised 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,

Ben Flip

Model Answer 3:

Dear Mr Patrick,

I am writing to raise a concern about the problems faced by me in the job at your company. I am Riya, have joined your company as a computer operator six weeks back as a part-timer to fund my internship in software programming course.

I was told at the time of joining that the working hours would be from 5 to 8 pm so I agreed to do this job as it fits well into my daily schedule. However, from the past 2 weeks, customer calls have increased a lot during post lunch hours due to the upcoming events in the city. Unfortunately, my college ends at 4 pm and it's impossible for me to reach 2 hours early daily. Although, I had managed to work extra time until the last week by missing few lectures at college but it seems unmanageable in future as this

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affects my studies.

Thus, I would appreciate if you could allow an addition of one more person in the team until the end of the events in the city. It will also be very helpful if we can devise a new organised way to handle high customer calls. We can discuss this new process tomorrow at your convenient time.

Looking forward to meeting you soon.

Yours sincerely,

Riya

[Written by - Riya Nagpal]

Exercise 5

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:

- You should spend about 20 minutes on this task.
- 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.
- Write at least 150 words.

Sample Answer 1:

Dear Sir / Madam,

I am writing in regard to cancel my membership at Superb Club.

I first enrolled as a member a year ago. Since then, my membership has been upgraded to Silver Associate with a monthly fee of \$50, paid every first Monday of the month. This club has given me numerous benefits by providing many activities, such as yoga classes that I am really fond of, as well as access to gym and swimming pool. Not to mention that there are always generous discounts on the food in the buffet restaurant.

Sadly, given my circumstances, I would have to discontinue my membership at this club. The reason is because I will soon be moving to another city. Thus, I would no longer be able to attend any activities held in this place. If I am not mistaken, my \$200 deposit will be returned to me upon membership cancellation. Please advise should there be any particular form that you need me to fill in.

Thank you. I look forward to hearing from you.

Yours faithfully,

Helen.

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Sample Answer 2:

Dear Mr. Secretary,

I am writing this letter to inform about my discontinuance on Classic membership card from next month onwards. I am Andrew Scott living 2 blocks away from the club. I have been a member of this club (MS/no: 003/2011) since the start of it and as you are aware that for early members, the payment was done through online transactions. Attached documents show my past years' transactions to the club.

This club was indeed a blessing in disguise when our locality never had any recreational facilities and just had a jogging track without any proper markings. But with the emergence of this prestigious club, I personally benefitted enormously - I made some good friends, learned rules of various games, managing skills and last but not least, administrative working styles of the club which is also associated with my present career.

With a heavy heart and immense regret, I am discontinuing my bond with this club due to my recent transfer to the USA. I have no words to fill my sorrow over this decision, but I feel this is the just the softest way to communicate my decision.

Sincerely Yours,

Andrew Scott

[Written by Antony Andrew Scott]

Sample Answer 3:

Dear Mr Brooke,

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. The 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 who is 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.

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I have paid the last year fee by my credit card and its details are in your database. Because of above-stated reasons, 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,

John Philip.

Exercise 6

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:

- You should spend about 20 minutes on this task.
- 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,”

Sample Answer 1:

Dear Sir,

This is to inform you that I will not be able to participate in the course program any more due to a foreign official tour.

For your kind information that I am working in Risk Management Division of Prime Bank Limited that has a subsidiary company in Hong Kong where an incident has been reported by the governing authority of the country for which I have to travel there for analyzing the whole situation, scrutiny the allegations against the company and take appropriate measures if necessary. As the whole process will take about two months or more depending on the situation I will not be able to take the final exam of the course also.

Under this circumstance, I am requesting you to transfer the course for the next semester and allow me to take the course without any further registration for the same course. Your cooperation in this regard will be highly appreciated.

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Yours faithfully,
Safayet Ullah

Sample Answer 2:

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 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,

Nadia Afsana

Sample Answer 3:

Dear Sir or Madam,

I am Siamak Mirzaei and I registered for the Social Marketing course in Cambridge institute of Technology last July. I am writing this letter to inform you that I cannot attend this course for I have faced some unexpected issues.

The Social Marketing course started last July 2014 and it was planned to be finished by February this year but because of the numerous number of the public holidays in 2014, it will be finished by May 2015. This class was on every odd day in the evening from 7 to 9 so that employees like me can attend the class after the working hours. Unfortunately, I cannot continue this course as I am not free in the mentioned times

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since I should take care of my 4-year-old child in the evenings from the first week of March. I am a married man and my wife works in the evenings of the same days on weekdays. She kindly asked her boss to change her roster for the expected time, but she has to work in the evenings from the first week of March.

I talked to Mr. Lee who is the topic coordinator on 10th of February and he kindly recommended the online course to me. Therefore, I am going to watch the recorded lectures and attend the final exam at the end of this course. He asked me to inform you about this matter and get your confirmation.

Thanks in advance for your cooperation.

I am looking forward to hearing from you soon.

Yours faithfully,

Siamak Mirzaei

[Written by - Siamak Mirzaei]

Exercise 7

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:

- You should spend about 20 minutes on this task.
- explain why you cannot continue the course
- describe the situation.
- explain why you are dissatisfied.
- say what you want the manager to do.

Sample Answer 1:

Dear Sir,

I'm writing to complain about the service that I received on 20 September from your shop. I'm really unsatisfied with your service and I hope that you take a prompt action on this matter. I always bring my computer to your shop for fixing and I'm one of your loyal customers.

Last month I found that my computer stopped working and after a few minutes it restarted. In fact, I didn't pay attention to this issue until the problem kept reappearing over and over again. So, I took my computer to your store and your customer care officer promised me to fix the issue as soon as possible. After one week, I took it back home, but to my surprise, the problem came to existence while I paid \$100 to your shop and waited for one week to appear my computer without any technical problems.

This is a frustrating and daunting experience that I have had with your service and I would ask you to refund me as you have done nothing for my computer.

I look forward to hearing from you very soon.

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Yours sincerely

Milad Rahimi

Sample Answer 2:

Dear Sir/ 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 got 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 employing someone more skilled and with better personality in order not to waste your customers valuable time.

Faithfully yours,

Stuart Albert

Model Answer 3:

Dear Mr Popkins,

I am writing to express my dissatisfaction with the service I recently experienced in your store. Since my computer had been having some technical issues, I have it repaired in your store two weeks ago.

One of your staff, whose name I cannot recall, promised me that its repair would be finished in three days. He also stated that while there were problems with my computer, they were not severe. Thus, none of my data would be affected. Three days afterwards, I was told that the repair will take longer than expected, so I had to wait a bit longer.

After a week, I finally brought my computer home. To my dismay, some of my important

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data was gone. Given what I was told previously, I was extremely disappointed and upset. Honestly, I did not expect such terrible service from your place. I demand that you give me a proper explanation as to how this incident occurred. You must also restore my missing data.

I look forward to hearing from you.

Yours sincerely,

Helen.

[Written by - Helen Lim]

Exercise 8

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:

- You should spend about 20 minutes on this task.
- introduce yourself.
- ask the family some questions to get information that is important to you.
- tell the family about your arrival date and time.
- Write at least 150 words.
- You do NOT need to write any address.

Sample Answer 1:

Dear Sir/ Madam,

My name is Milad Rahimi and I have registered in one of your rooms for two weeks during my homestay’ program in New Zealand. I am very pleased that I can spend my vacation with your family and I’m writing to ask you for some advice.

I always was fascinated by your country and I am really happy that I can be with your family which would help me to learn a lot of things about your culture and way of life. As it is the first time I am coming to New Zealand, I am not familiar with the weather and I don’t know what kind of clothes I should bring. Would you please let me know how the quality of weather in New Zealand in the middle of September is? Also, I am a vegetarian person and I’m afraid that you would prepare appreciated foods for someone like me.

As you know, I will arrive there on 20 September and according to my ticket arrival details, I would be there at 4 pm in the airport, absolutely if I won’t have any delay in my flight.

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I look forward to hearing from you in the near future.

Yours Sincerely

Milad Rahimi

[Written by - Miladi Rahimi]

Model Answer 2:

Dear Mr Alex,

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,

Arc John

Model Answer 3:

Dear Mr. and Mrs. Ericsson,

I hope you are doing well. With this letter, I would like to introduce myself and my families to you as you know we will be your guest for one month's duration as part of

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the 'English and Homestay' program. My name is Dev and my wife's name is Sussie. We have a five years old son whose name is Patric.

My wife and I are really excited to visit your country and be your humble guests. However, we are curious to know about a few things before our arrival there. I'd like to request some information from you regarding mentioned below points.

1. How is transportation facility from the airport to your place? Would it be possible for you to come to the airport to receive us?
2. Current weather conditions and clothing required
3. Availability of sightseeing spots and art galleries
4. Addresses of supermarkets and local markets for shopping

We will be boarding the flight to New Zealand on April 5, 2016, at 01:00 AM, our local time and land there the next day around 04:00 PM, your local time. Eagerly waiting to meet you people!

Thank you in advance.

Sincerely yours,

Ram

[Written by - Noghan Odedra]

Exercise 9

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

Write a letter to the bus company. In your letter:

- You should spend about 20 minutes on this task.
- 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.
- write at least 150 words.

Sample Answer 1:

Dear sir/madam,

I am writing to complain about the damages that have happened to my suitcase while travelling from Edmonton to Calgary last week on April 5 using bus service of your company 'Mapple Tree Transportation'.

Usually, I prefer to carry luggage bags made of fibre or other hard materials, but unfortunately, this time, I picked suitcase made of soft fabric. It is a make of American Tourister, blue in colour. It's rectangular shaped suitcase with wheels and telescoping handles having a top handle of black colour. The bottom part of the suitcase was torn down while forcefully pulling it from luggage box of the bus by your staff. What's more, to my surprise, left side wheel of my suitcase was also broken into the pieces due to excessive luggage pushed into small luggage box of the bus by the staff.

Mishandling of passenger's luggage is truly a mistake of your staff. Damage to my suitcase happened due to inadequate management and carelessness by your staff; therefore, I request quick action in this regard and ask for full payment for the damage caused to suitcase as the suitcase is useless for me. Awaiting prompt reply from you.

Thank you in advance.

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Sincerely yours,

Andy

[Written by - Noghan Odedra]

Model Answer 2:

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 the 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 colour and modern design. However, it obviously hasn't been designed to resist such a weight on it. I am very depressed because I can not use anymore my broken suitcase, its handle was bent 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,

Ethan Deen

Model Answer 3:

Dear Sir,

I'm one of the passengers who travelled from London to Manchester on 20 September and I'm writing to complain about your service as I got my suitcase damaged during the journey.

We left London at around 2:00 pm and I took my suitcase to the bus driver before

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moving. It was a red hue and four-wheel suitcase and I put my necessary things in it. When we arrived at the Manchester's terminal, I received my suitcase and I noticed that all of its wheels were broken. I expressed the situation to the bus driver but he didn't take any action for the problem.

Last day, I brought my suitcase to the city centre and I found that I can't repair it and so, I should purchase another one. As your company is responsible for this issue, I would ask you to pay me for another same suitcase. I have attached a file which describes all of the details about my suitcase and also you can see how it damaged by looking at the attached pictures.

I look forward to hearing from you in the near future.

Yours Sincerely

Milad Rahimi

[Written by - Milad Rahimi]

Exercise 10

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

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.

- You should spend about 20 minutes on this task.
- write at least 150 words.

Sample Answer 1:

Dear Sir/ Madam,

I am writing this letter to inquire about your party hall that we are planning to book for an official party. We are planning to organise an official get together party and I would like to know the available dates in the next month so that we can confirm the reservation and plan for our party. We are expecting some facilities in order to accommodate the party without any intervention and unexpected situation.

Our agenda will be staff meet-up followed by an hour long presentation, and it would conclude with a grand dinner party. We would need a high-resolution LCD projector, a big white board and Wi-Fi connection facility for Laptop. Seating arrangement is expected to be for almost 100 people. We also require facilities for welcome drinks for guests and dinner for 100 people.

I am curious to know about the rates to book the hall for 6 hours, from 4: 00 pm to 10:00 pm, with the list of facilities it offers. Additionally, it would be great if you can send us the full menu for dinner including drinks. I am also interested to know the best possible concession you can offer and breakdown of all expected expenses. In no way, we will compromise the hygienic and food quality and we are expecting the party to be organised without any glaring issue from your end.

I look forward to hearing from you as soon as possible.

Yours faithfully,

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Mohammed

[Written by M. Abu]

Model Answer 2:

Dear Sir,

I am writing to ask for information about organising an executive event at your venue. My name is Tiffany, I work for a multinational company, and we need to prepare an event that will be held on December 17, 2016. I would like to obtain the below information :

1. How many people can your club contain?
2. What kind of food do you serve?
3. Is there any special service available for the disable?
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 in your services ?

I would like to receive this information before October 2007, because I need to prepare myself as the department in charge of the event and invite the target audiences. You can send me this information via fax, using the number xx-xx-xxxxxx, or email me at abc@gmail.com. I am confident that your company will provide us with the best type of service we need, based on the abundance of good reviews about your company.

Yours faithfully,

Tiffany Lace

Model Answer 3:

Dear sir/madam,

I am writing to request you to provide details for organising an executive event for XYZ company Limited at the ‘LA Pola’ hotel premises. The event would be a board meeting

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by the company stakeholders and following details will be needed in relation to the event.

Firstly, I would like to know if the venue is available on 20th February or 23rd February 2015. It will be suitable to have an evening time of 4:00 pm to 8:00 pm for the event. Secondly, service including snacks and tea during the meeting will be needed and also the dinner to be arranged following the meeting. All the service should be provided on time. Finally, please inform me the cost of all the above-mentioned arrangements. Also, do let us know if there are any discounts provided by your hotel for the event.

It would be good if you could provide all these details before the end of this week.

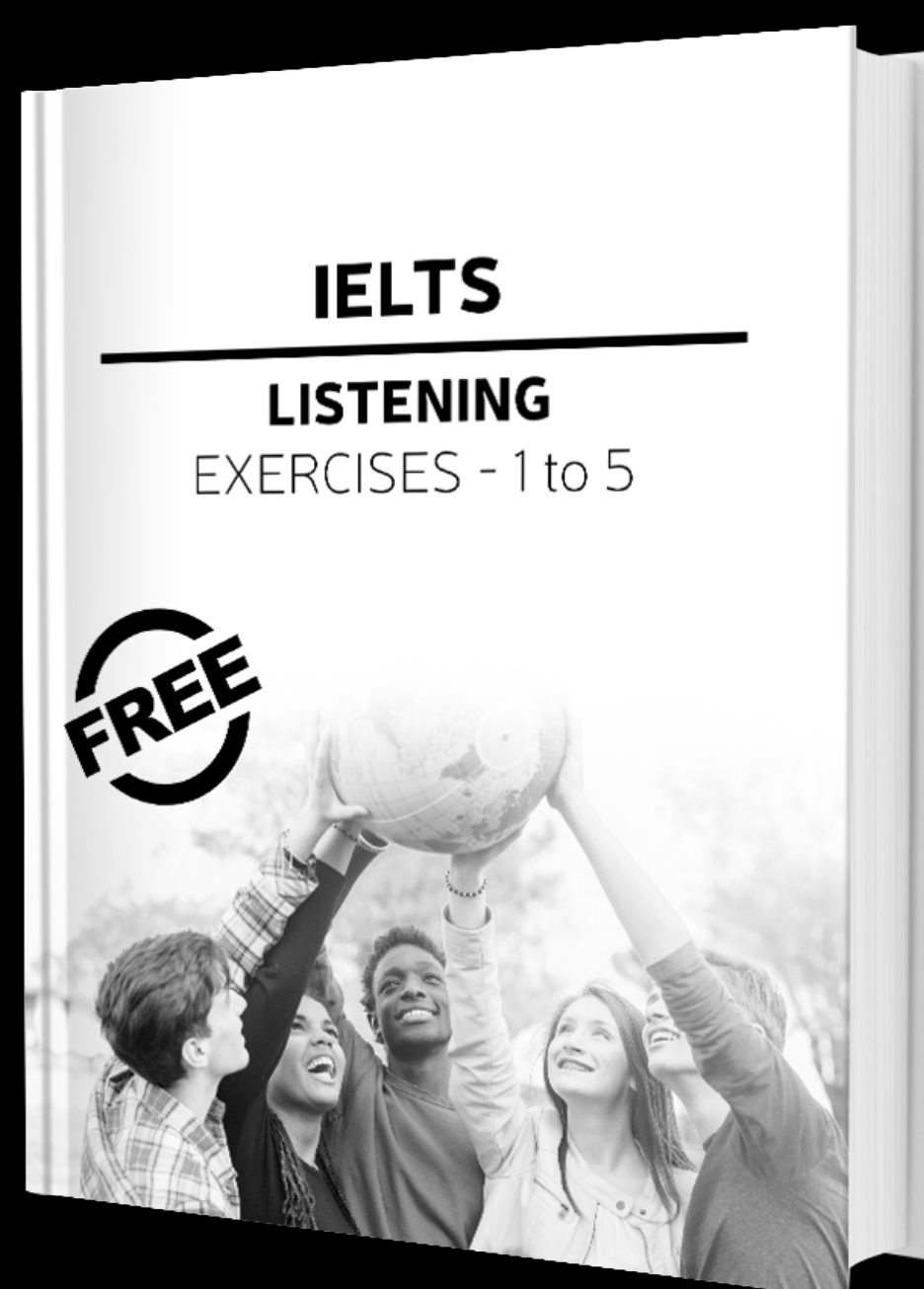
Looking forward to hearing from you soon.

Yours faithfully,

Riya

[Written by - Riya Nagpal]

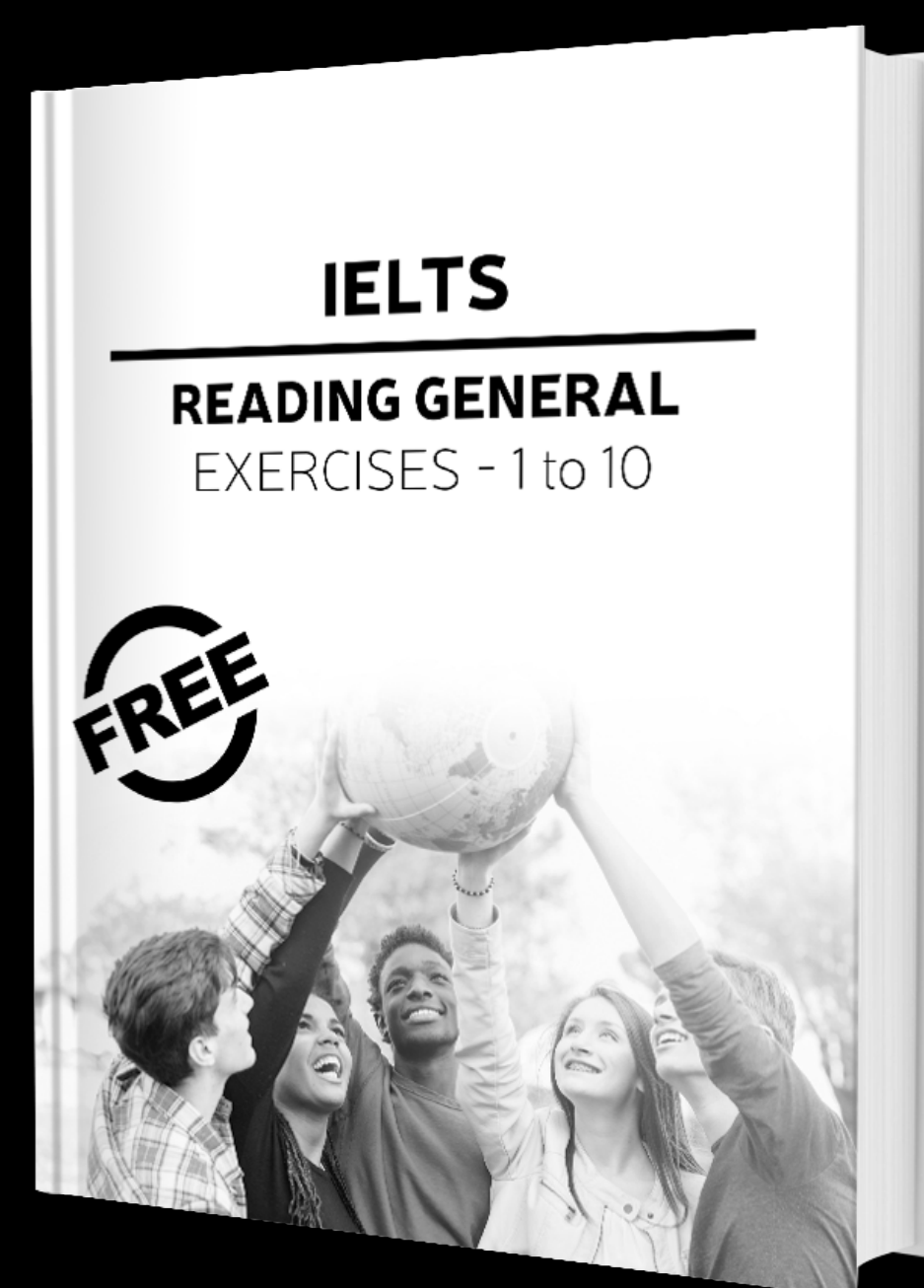
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