

SAMPLE IELTS LETTER (GT)

You recently visited a store and didn't like the customer service there. Write a complaint letter to the store manager and say.

- What was the issue there?
- Why wasn't the staff helpful?
- Suggest what can be done about it?

Dear Sir or Madam,

I am writing to **complaint** about **the** poor customer service at the Vodafone store on the Rundle Street.

Last Friday, I visited your store and **brought** a new iPhone 13 **pro**. The phone is very nice and I **need** some assistance to activate the iCloud account in the phone. I **was** waiting there for half an hour but there are no staffs available to assist me.

I understand that it was a busy Friday and **more** customers to serve than other **day**. Patiently, I **talk** to your staff and they **advise** me to wait until they finished with their current customer. Unfortunately, he left the store after serving the current customer, and he completely forgot about me. I tried to speak to another customer **care**, but no one cared to reply. Sadly, after **I am** waiting for another 40 minutes, I decided to leave. I **was** very disappointed with your service.

In the future, I would **recommence** that you train your staff to have good attitudes in customers and do not ignore customers waiting in the queue. Furthermore, I **should** send out more staffs on the floor on those busy days.

Hope you can sort out this problem to maintain good relationship with your customers.

Yours Sincerely,

Penny Wong

Commented [edu1]: complain

Commented [edu2]: bought

Commented [edu3]: P

Commented [edu4]: but

Commented [edu5]: needed

Commented [edu6]: had been

Commented [edu7]: the available staff seemed to be too busy

Commented [edu8]: there were

Commented [edu9]: days

Commented [edu10]: talked

Commented [edu11]: one of

Commented [edu12]: employees

Commented [edu13]: he advised

Commented [edu14]: he

Commented [edu15]: dealing

Commented [edu16]: his

Commented [edu17]: representative

Commented [edu18]: am

Commented [edu19]: recommend

Commented [edu20]: attitude

Commented [edu21]: towards

Commented [edu22]: you

Commented [edu23]: have

Commented [edu24]: floor staff

Commented [edu25]: I hope

Commented [edu26]: faithfully,

Assessment Report			
Word Length	205		
Comments	The candidate has addressed all parts of the task statement, and paragraphing of the letter is fine. The purpose is clear, but the tone is inconsistent at times. In addition, there are frequent errors in grammar, especially tense, capitalisation, prepositions and singular-plural issues. There are attempts to use complex sentences but these tend to be less accurate than simple ones. Range of vocabulary is limited and minimally adequate to the task. Also, word choice and word formation errors exist. Overall, the letter needs further improvement.		
Task Achievement	Coherence/Cohesion	Lexical Resource	Grammar & Accuracy
6.0	6.0	5.0	5.0
Estimated Band Score	5.5		
Advice	<ol style="list-style-type: none"> 1. Review grammatical areas mentioned in the comment section. Practice writing compound and complex sentences accurately. 2. Improve choice of words and be careful of spelling errors. 3. Always proofread after finishing your letter/essay/report. 4. Try to finish your letter in no more than 180 words to save time and avoid clerical mistakes. 5. Learn more vocabulary and make choice of words more accurate. 		
Buy Package	Trial – 1 Task Advantage – 8 Tasks Priority – 4 Tasks		
Useful Links	Overall Writing Band Calculator Writing Band Descriptors Average Calculator Guide to Using Synonyms		