



OVERALL 6 6+6+6+6

TA C&C LR GRA

MODEL

WRITING TASK 1

You should spend about 20 minutes on this task.

*You recently ordered a piece of furniture for your home.
Unfortunately, when it was delivered, you found it was damaged.*

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

- *describe the damage*
- *explain what you think caused the damage*
- *say what you want the manager to do*

Write at least 150 words.

You do **NOT** need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam

**Your answer**

Dear Sir/Madam,

I am writing to you to complain about the damage resulted to my purchased closet, which I bought from one of your furniture stores the day before yesterday, and was delivered to my house yesterday.

It was the first time for me to open the package at home after the unloading process was completed, then I was shocked to see the right upper closet door broken into two pieces.

This is totally bad experience for me, and I think this damage had resulted as a consequence of insufficient packing process or in the worst cases due to the wrong way package lifting.

In this case, I want you to bear the responsibility for replacing your damaged product as soon as possible. I am expecting your team to arrive for picking up the old closet and deliver me a brand new one within the next three days at most, or i will have to call the trading authorities to issue an official complain for your company.

I am waiting for your soonest feedback, and please keep me updated with your action plan.

Yours faithfully,

Ashraf Terra



OVERALL 6 6+6+6+6

Task Achievement

Band score 6

There is a clear purpose. You could easily mention the fact that you want a replacement- see my suggestion.

You have addressed all three bullet points. Bullet 2 could be expanded more.

The tone is a bit inconsistent and aggressive. It would be more appropriate to threaten the supplier with the trading authorities. That would be done in the second letter if the shop hadn't replaced it .

I gave you a 6 because the tone is too aggressive and insistent, which is unnecessary.

▪ (General Training) presents a purpose that is generally clear; **there may be inconsistencies in tone**
Band score 6 TA

ADVICE ON BRAINSTORMING FOR GENERAL TRAINING TASK 1

As you're planning and writing your answer, **remember to constantly ask yourself if you're answering the question**. Check back to the question a few times as you think of ideas to make sure they're directly relevant. Your goal should be to make it easy for the examiner to give you a high score

- Make sure your first paragraph states the purpose, eg *I am writing to inform you about [...]* If you're writing to complain, or to ask a favour, or to inform somebody about some news or information, mention this in the first paragraph. eg *I'm writing to inform you of my decision to resign from my position as [...]*



- Make sure you've answered each of the bullet points, and put them in separate paragraphs. Make sure you answer all the bullets directly, and do not give the examiner any chance of saying you covered them inadequately. Ask yourself whether it's possible that a strict examiner could think you've not answered the question, or one aspect of the question.
- Be especially careful if you've answered similar question before; there will always be important differences.

Dear Sir/Madam,

I am writing to you to complain about the damage resulted to my purchased closet, and to ask for a replacement item which I bought from one of your furniture stores the day before yesterday, and was delivered to my house yesterday.

It was the first time for me to open the package at home after the unloading process was completed, then I was shocked to see the right upper closet door broken into two pieces.

This is totally bad experience for me, and I think this damage had resulted as a consequence of insufficient packing process or in the worst cases due to the wrong way package lifting.

In this case, I want you to bear the responsibility for replacing your damaged product as soon as possible. I am expecting your team to arrive for picking up the old closet and deliver me a brand new one within the next three days at most, or I will have to call the trading authorities to issue an official complain for your company.

I am waiting for your soonest feedback, and please keep me updated with your action plan.

Yours faithfully,

Ashraf Terra

Commented [TG1]: Clear purpose, but note my suggestion

Commented [AWG2]: Bullet 1 covered

Commented [AWG3]: Inconsistent tone

Commented [TG4]: Bullet 2 covered, but you could expand this a bit

Commented [TG5]: Bullet 3 covered

Commented [TG6]: Inconsistent tone – it's a bit confrontational. The damage was probably an accident and there's no reason to think a polite letter bring about your desired result

Commented [TG7]: It's a bit too insistent, and see LR



Cohesion and Coherence

Band score 6

The ideas are arranged logically and there is overall progression.

There are some faulty linking phrases and inadequate signposting, which means it doesn't flow naturally – see my comments

You need more accurate cohesion between and within sentences, and better signposting to get a 7

- **arranges information and ideas coherently and there is a clear overall progression**

Band score 6 C&C

- **uses cohesive devices effectively, but cohesion within and/or between sentences may be faulty or mechanical**

Band score 6 C&C

Dear Sir/Madam,

I am writing to you to complain about the damage which resulted to my purchased closet, which I bought from one of your furniture stores the day before yesterday, and which was delivered to my house yesterday.

It was the first time for me to open the package at home after the unloading process was completed, then at which point I was shocked to see the right upper closet door broken into two pieces.

This is totally bad experience for me, and I think this damage had resulted as a consequence of from there being insufficient packing process or in the worst cases due to the wrong way package lifting.

In this case, I want you to bear the responsibility for replacing your damaged product as soon as possible. I am expecting your team to arrive for picking up the old closet and deliver me a brand new one within the

Commented [TG8]: Missing cohesion

Commented [TG9]: Missing cohesion

Commented [TG10]: Unclear signposting
Clear signposting would be
With regard to the damage, I first noticed it [...]

Commented [TG11]: Faulty cohesion. This would be a new sentence

Commented [TG12]: Better signposting would be *As for the cause of the damage, [...]*

Commented [TG13]: Better

Commented [TG14]: Or *was a consequence of*

Commented [TG15]: Better would be *As the damage is the responsibility of your company, would you kindly ...*



next three days at most, ~~or~~ If you fail to do this, i will have to call the trading authorities to issue an official complain for your company.

I am waiting for your soonest feedback, and please keep me updated with your action plan.

Yours faithfully,

Ashraf Terra



Lexical resource

Band score 6

There is some correct vocab which is adequate for the task.

However, you need much greater accuracy to get a 7.

- makes some errors in spelling and/or word formation, but they do not impede communication

Band score 6 LR

- attempts to use less common vocabulary but with some inaccuracy

Band score 6 LR

Dear Sir/Madam,

I am writing to you to complain about the damage ~~that resulted~~ happened to my purchased the closet, which I bought from one of your furniture stores the day before yesterday, and was delivered to my house yesterday.

~~It was the first time for me to open~~ As I opened the package at home after the unloading process was completed, ~~then~~ I was shocked to see the right upper closet door broken into two pieces.

This is totally bad experience for me, and I think this damage had resulted as a consequence of insufficient packing ~~process~~ or in the worst cases due to the ~~wrong way~~ package ~~lifting~~ being lifted incorrectly.

In this case, I want you to bear the responsibility for replacing your damaged product as soon as possible. I am expecting your team to arrive ~~for picking to pick up~~ the old closet and deliver ~~me~~ a brand new one within the next three days at the most, or i will have to call the trading authorities to issue an official ~~complain~~ complaint ~~for~~ against your company.

Commented [AWG16]: Because the item was damaged on delivery, it is your responsibility to replace the [...]

Commented [TG17]: Or collect



~~I am waiting for your soonest feedback~~ I look forward to hearing from you within the next couple of days, and please keep me updated with your ~~action plan~~ intentions.

Yours faithfully,

Ashraf Terra

Commented [TG18]: Avoid vulgar American business slang

**Grammatical range and accuracy****Band score 6**

There is a mixture of simple and complex structures and you need a greater level of accuracy to get a 7

To get a 7, you need to have more correct sentences.

Dear Sir/Madam,

I am writing to you to complain about the damage ~~resulted~~ to my purchased closet, which I bought from one of your furniture stores the day before yesterday, and which was delivered to my house yesterday.

~~It was the first time for me to open~~ As I opened the package at home after the unloading process was completed, ~~then~~ I was shocked to see the right upper closet door ~~broken into~~ was in two pieces.

This is totally bad experience for me, and I think this damage ~~had resulted~~ happened as a consequence of insufficient packing ~~process~~ or in the worst ~~cases~~ case due to ~~the wrong way package lifting~~ it being lifted incorrectly.

~~In this case,~~ I want you to bear the responsibility for replacing your damaged product as soon as possible. I am expecting your team to arrive ~~for picking~~ to pick up the old closet and deliver ~~me~~ a brand new one within the next three days at most, or i will have to call the trading authorities to issue an official ~~complain~~ complaint for ~~against~~ your company.

I am waiting for your ~~soonest~~ feedback, and please keep me updated with your action plan.

Yours faithfully,

Ashraf Terra

Commented [TG19]: good

Commented [TG20]: damaged

**Model answer**

Dear Sir or Madam,

I am writing to inform you that the *full-length bedroom mirror*, **which** I ordered from your company last week, and **which** arrived yesterday, was damaged on arrival. I would like you to arrange for a replacement to be delivered.

With regard to the damage itself, we noticed it immediately after unwrapping it, as there is *a hairline crack, which extends from the bottom of the mirror half way up the length*. I have attached a photo **which** clearly shows the damage.

As for the cause, I can only *assume* it was the result of an act of carelessness on behalf of the deliverymen. **It is also my opinion** that *the packaging itself was inadequate* for such a heavy and *fragile object*. I would have expected several layers of moving blankets, rather than *the bubble wrap that was used*.

I know that a company with *a reputation for quality service* such as yours will *collect and replace* the mirror *as soon as possible*. I would appreciate it if you would arrange to deliver the replacement at a time when I am at home. Please call me on 012 345 6789 to arrange a *mutually convenient time* for delivery.

Many thanks for your *prompt attention*.

Sincerely,

Tony Grace

206 words

Commented [TG21]: I've mentioned two bullets

The purpose is clear