

WRITING TASK 1

You should spend about 20 minutes on this task.

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**

Write at least 150 words.

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

Begin your letter as follows:

Dear Sir or Madam,

Question taken from [IELTS on Track: Test Practice General Training](#), Slater, Millen & Tyrie

Dear Sir or Madam,

I am writing to you in connection with my suitcase that was severely damaged during my trip with your company's bus from Sydney to Adelaide on August 8th.

My suitcase was a white American Tourister which I had just purchased prior to my recent trip. As I informed the bus driver when I received my suitcase in Adelaide, I noticed that there were two major cracks on its both sides. In addition, one of the bottom wheels was separated from the suitcase.

American Tourister which I had - American Tourister, which I had (you need a 'non-defining relative clause' here. You are adding extra information. A non-defining relative clause has a comma before the relative pronoun – which).

my recent trip - my trip. (no need to say recent. It also sounds strange as it's clear which trip you're referring to).

on its both sides - on both sides / on both its sides

one of the bottom wheels was separated from the suitcase - one of the bottom wheels had come off the suitcase.

I was aware that this incident happened due to a poor placement of suitcases in the bus luggage compartment, which led to the breakage of my suitcase. Therefore, I believe that a compensation for my broken suitcase would be a proper solution to this problem.

I was aware that this incident happened. - I am aware that this incident happened (this sounds more natural, but in any case, the correct grammar in your version would have been 'I was aware that this incident had happened')

led to the breakage of my suitcase - led to the damage to my suitcase.

would be a proper solution. - would be a proper solution (not incorrect but also consider my version 'would be an appropriate solution').

I would very much appreciate your immediate attention to this matter, and look forward to your response regarding my reimbursement request.

Yours faithfully,

A..... S.....

Final comments and [approximate IELTS band score](#)

Task Achievement

8

You covered all requirements of the task sufficiently and presented, highlighted all bullet points sufficiently and appropriately.

Coherence and Cohesion

8

You sequenced information and ideas logically and managed all aspects of cohesion well. Notice that to score Band 9 in this area, you need to use cohesion in such a way that it attracts no attention. In the second paragraph, you use 'my recent trip' and 'on it both sides' which do not sound 'natural'.

Lexical Resource

7

You used a wide range of vocabulary with occasional errors in word choice. For example; 'separated' and 'breakage'.

Grammatical Range and Accuracy

7/8

You used a wide range of structures. The majority of sentences were error-free

You need to revise relative clauses as it was an issue in this letter and in the last task 2 you did. You also need to make sure you use the appropriate tense.

Approximate overall IELTS score

7.5