O’ZBEKISTON RESPUBLIKASI OLIY TA’LIM, FAN VA INNOVATSIYALAR VAZIRLIGI

Farg’ona davlat universiteti akademik litseyi

Ingliz tili
fanidan yozma ish ko’nikmalrini oshirish bo’yicha

O’QUV-USLUBIY QO’LLANMASI



Saydumarova Dilobar

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Mazkur O'quv- uslubiy ko'rsatma CEFR (milliy sertifikat) va ingliz tilida xat yozish ko'nikmasini shakllantirmoqchi bo'lgan har qanday soha mutaxassislari, akademik litsey hamda o'rta maxsus maktablarining ingliz tili fani o'qituvchilari va o'quvchilari uchun mo'ljallangan. Har bir dars xat yozishning barcha turlarini tez va samarali tarzda tuzish va ishlab chiqishni o'rgatadi. Shu bilan birga ushbu o'quv-uslubiy ko'rsatma xat yozma ishini leksik va grammatik jihatdan boyitishda zarur bo'ladidan foydali so'z birikmalari va idiomalar hamda strukturalarni o'z ichiga oladi.

Ushbu o'quv-uslubiy ko'rsatma Farg'ona davlat universiteti akademik litseyining 2024-yil 4 sonli pedagogik kengashida tasdiqlangan.

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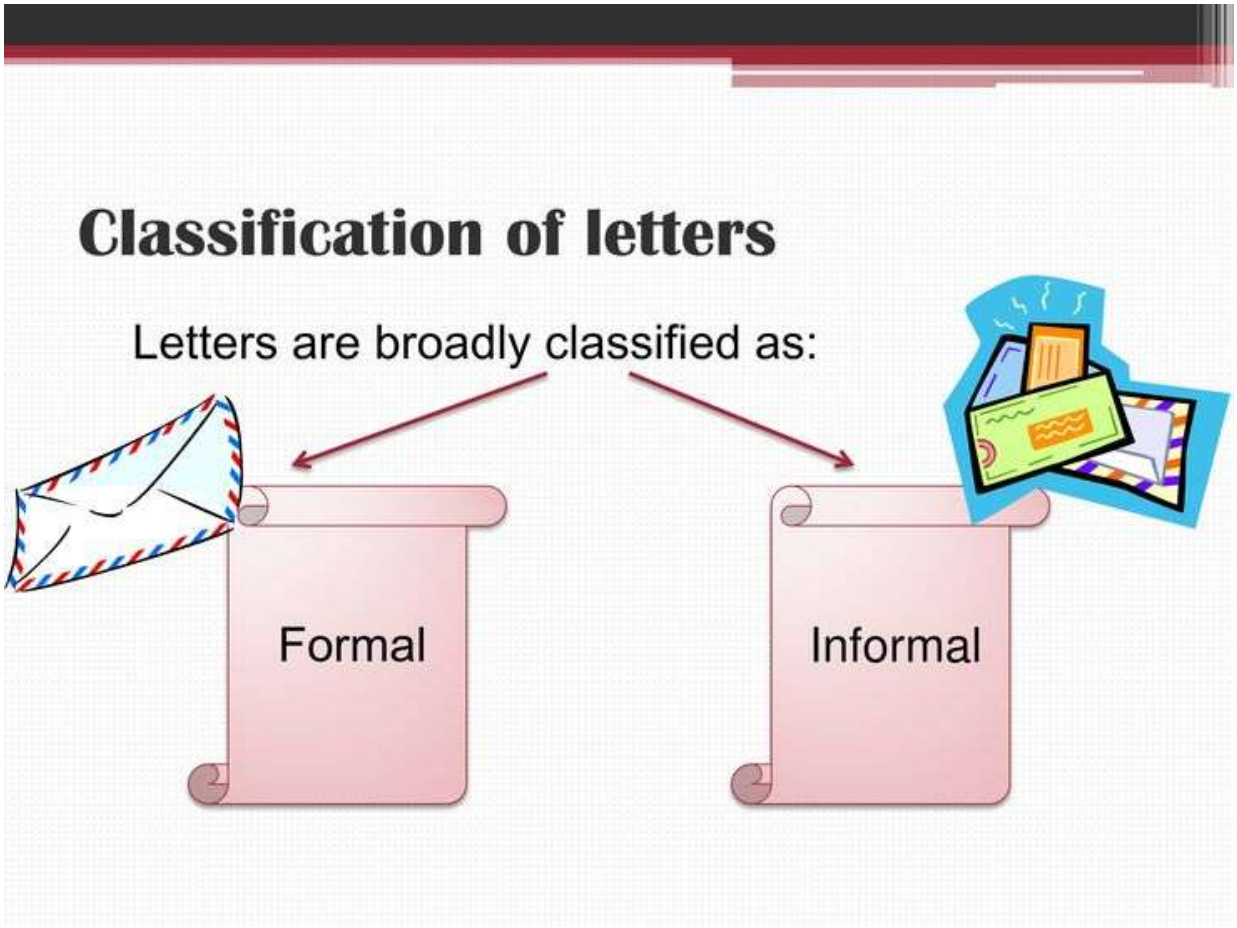
First, here are the **features of CEFR Writing Task 1**.

You should spend no **longer than 20 minutes** and it accounts for **about 30%** of your entire writing score.

In CEFR Writing Task 1 you will always be asked to write one type of letter. It may be one of the following types: **informal**, **semi-formal** or **formal**.

- formal letter
- semi-formal letter
- informal letter (also known as a personal letter)

Before you start writing, it is essential that you fully understand which type of letter you have to write.



Main differences

To outline the main differences between formal, semi-formal and informal letters and also help you decide which letter style you should use, see the following table:

Formal	***Semi-formal***	***Informal***
You don't know the person's name you are writing to (e.g. bank, foreign university)	You know the person, but he/she is not a close friend to you (e.g. teacher, landlord, manager, colleague)	You know him or her personally (e.g. friends, family)
Greetings: Dear Sir or Madam	Greetings: Dear Mr Smith, Dear Mrs Smith	Greetings: Dear Mom, Dear John, My dear friend
Letter endings: Yours faithfully	Letter endings: Yours sincerely / Sincerely yours (not Yours truly)	Endings: With best wishes, / See you soon, / Take care, / All the best,
Your name: Mr John Brown (always with a family name, but the title is optional)	Your name: John Brown (always with a family name, but the title is optional)	Your name: John (no title and no family name)
The tone of the letter is formal. Be polite. You can't use contractions (use 'I am writing' not 'I'm writing')	The tone of the letter is polite. Mostly formal language; however, use a couple of phrases that are on the informal side.	The tone of the letter is informal. You can use contractions (I'm writing), but not abbreviations (see ya) and acronyms (OMG). Do not use academic language.

Letter structure

The layout of letters should follow the structure of the question and consist of four paragraphs with a greeting at the beginning and a signoff at the end.

Use this easy to remember 6-part structure.

1) **Dear .....**

2) **Paragraph 1:** Purpose – why you are writing

3) **Paragraph 2:** Write about 1st bullet point

4) **Paragraph 3:** Write about 2nd bullet point

5) **Paragraph 4:** Write about 3rd bullet point

6) **Signoff**

All you need to do to create your plan is to add in the details from the question, like this:

1) **Dear ..... (neighbour)**

2) **Paragraph 1:** Purpose – **to apologise for the noise**

3) **Paragraph 2: explain the reason for the noise** (bullet point 1)

4) **Paragraph 3: offer your neighbour an apology** (bullet point 2)

5) **Paragraph 4: tell them what action you will take** (bullet point 3)

6) **Signoff**

When you're writing a letter for CEFR Writing Task 1, it's important to follow a clear structure. Here's a simple breakdown to help you:

1. **Salutation**:

   Start with a greeting. If you're writing a formal letter, use "Dear Sir" or "Dear Madam."

   For a more personal letter, you might use "Dear Susan" or "Dear [Name]."

2. **Opening Statement**:

   Begin by stating why you're writing the letter.

   This should clearly mention the purpose, like if you're asking for something or providing information.

3. **Paragraph 1 and 2**:

   Use these paragraphs to explain your situation in detail. Provide all the necessary information or context related to your purpose.

4. **Paragraph 3**:

   Wrap up with any final points or conclusions. This is where you summarize your main message or make any last requests.

5. **Closing Statement**:

   If needed, end with a final thought or a polite note, especially in formal letters.

6. **Signing Off**:

   End your letter with an appropriate sign-off. For formal letters, use "Yours faithfully" or "Yours sincerely." For informal letters, "Best wishes" or "Regards" can be used.

7. **Name**: Finally, write your name at the end of the letter.

   Following this structure will help you create a well-organized and effective letter for your CEFR test.

Writing Task 1 Samples:

Formal Letter

!!! To get ready for the Writing section, using sample letters can be incredibly helpful. We've got a variety of sample letters that we think will really boost your preparation. They'll guide you on how to structure your letters, choose the right tone for different types, and use effective phrases and vocabulary.

Sample Letters to Make a Complaint

Example 1

You ordered an item online, but unfortunately, it arrived damaged. Write a letter to the retailer to express your complaint. Make sure to include the following points:

1. **Describe the Damage**: Clearly explain the condition in which the product arrived. Detail the extent of the damage and how it affects the item's usability.
2. **State Your Dissatisfaction**: Provide specific reasons why you are unhappy with the situation. Mention any expectations you had that were not met due to the damage.
3. **Request a Refund**: Clearly state that you are requesting a refund for the damaged item.
4. **Arrange for Return**: Ask the retailer to make arrangements for returning the damaged product. Include a request for instructions on how to proceed with the return or ask if they will arrange for collection.

Example 2

Your internet connection has been slow and unreliable lately. Write a letter to your internet service provider to address this problem. Make sure to include the following points:

1. **Describe the Problem**: Explain the issues you're facing with your internet connection. Mention how the speed has been slow and how the connection keeps fluctuating, affecting your ability to use the internet effectively.
2. **Request an Engineer Visit**: Ask the provider to arrange for an engineer to visit your location to inspect and fix the issue.
3. **Seek Compensation**: Request a reduction in your internet bill due to the unsatisfactory service you've been receiving. Highlight how the poor connection has impacted your usage and why you believe a discount is justified.

Example 3

The neighbor next door has a dog that keeps barking constantly throughout the day. Draft a letter addressing the neighbor asking to do something about the noise. In the letter:

Explain the Issue: Start by describing why you're writing the letter. Mention how the constant barking of the neighbor's dog throughout the day has become disruptive and affects your peace at home.

Suggest a Solution: Offer a practical suggestion to help resolve the problem. For example, you might propose exploring dog training options or finding ways to keep the dog engaged to reduce the barking.

Sample Letters to Make an Application

You are applying for a job that requires you to attach a cover letter with your resume and qualification certificates. Your cover letter should detail why you are interested in this particular company and why you would be an ideal candidate.

Here's what the letter should include:

- **Educational Qualifications**: Highlight your academic background and explain why it makes you a strong fit for the job role.
- **Enthusiasm for the Company**: Describe your excitement about the opportunity to join the company and contribute to its success.

- **Previous Experiences**: Discuss your relevant work experiences and achievements that demonstrate your suitability for the position.

Example 1

A local school is seeking volunteers for its upcoming school trip. Draft a letter to the school authority expressing your interest in volunteering. Make sure to:

1. **Introduce Yourself**: Start with a brief introduction about who you are and any relevant background information.
2. **Explain Your Interest**: Clearly state why you're eager to volunteer for this particular trip and what motivates you to be involved.
3. **Highlight Relevant Experience**: Mention any past experience working with children that makes you a suitable candidate for this role.

Example 2

The local college is seeking applications for a summer job in the library. Draft a letter to the concerned authority with the following details:

1. **Introduce Yourself**: Begin with a brief introduction, including your name, current status (e.g., student, recent graduate), and any relevant background information.
2. **Highlight Your Experience and Skills**: Share details of any previous work experience, particularly if it's related to library work or similar environments. Mention any skills that are relevant to the job, such as organization, customer service, or familiarity with library systems.
3. **Express Your Motivation**: Clearly explain why you're interested in this library position. Highlight your enthusiasm for working in a library setting and how this job aligns with your personal or professional goals.

Samples of Letters for Invitation

Example 1
You will be graduating from college soon. Write a letter inviting your family to attend the graduating ceremony. Here, it would help if you used the following pointers:

1. **Announce Your Graduation**: Start by mentioning that you will soon be graduating from college.
2. **Provide Event Details**: Include the date, time, venue, dress code, and any other relevant details about the graduation ceremony.
3. **Share Passes/Tickets Information**: Inform about the number of passes or tickets available and specify who they are for.

Example 2
You've won a free trip to a foreign destination and have an extra ticket. Draft a letter to a friend inviting them to join you. In your letter, make sure to:

1. **Discuss the Trip**: Share the exciting news and express your wish for them to come along.
2. **Provide Details**: Outline the trip specifics, including the destination, dates, and any plans you've already made.
3. **Mention Requirements**: Highlight what will be needed for the trip to be a success, such as travel documents, packing essentials, or any other preparations.

Samples of Letters to Provide an Advice

Example 1:

You've won a free trip to a foreign destination and have an extra ticket. Draft a letter to a friend inviting them to join you. In your letter, make sure to:

1. **Discuss the Trip**: Share the exciting news and express your wish for them to come along.

2. **Provide Details**: Outline the trip specifics, including the destination, dates, and any plans you've already made.
3. **Mention Requirements**: Highlight what will be needed for the trip to be a success, such as travel documents, packing essentials, or any other preparations.

Example 2:

Your friend is considering buying a house in an area that you have recently left due to increased incidents of theft. Write a letter asking them to avoid the neighborhood. The letter structure should include the following:

1. **Advise Against the Purchase**: Suggest that your friend reconsider buying a house in the area you recently left.
2. **Explain Your Concerns**: Share the reasons for your suggestion, particularly the increase in theft incidents and how it has impacted the area.
3. **Offer Alternatives**: Recommend other neighborhoods or areas that might be safer and more suitable for their needs.

Example 3

Write a letter to your favorite restaurant providing them with suggestions for improvements. Here, you can mention and explain:

1. **State the Purpose**: Explain that you're writing to offer suggestions for improving your favorite restaurant.
2. **Highlight Positives**: Share what you love about the restaurant, such as its atmosphere, menu, or service.
3. **Suggest Improvements**: Detail specific areas where you think improvements could be made, such as menu variety, service speed, or decor.

Sample Letters to Make a Request

Example 1

You would want to shift your workplace to a new city to be closer to your family. Request your employer to authorize a transfer to a new office. In this letter:

1. **Explain Your Request**: State your desire to relocate to a new city to be closer to your family.
2. **Specify the New Location**: Request approval to transfer to a specific office in the desired city.
3. **Set a Timeframe**: Ask if the transfer can be arranged within a particular timeframe.

Example 2

You have recently taken a taxi where you have left some of your important documents. Draft a letter to the taxi manager requesting help:

1. **Describe the Incident**: Detail where and when you left your important documents in the taxi.
2. **Emphasize Importance**: Explain why retrieving these documents is urgent and crucial for you.
3. **Request Action**: Ask the taxi manager to assist in locating and returning the documents, and suggest any specific steps you'd like them to take.

Sample Letters to Apologies

Example 1

You have received a letter from the college asking for an explanation as to why you were absent on the day of the examination. You were suffering from a medical condition but failed to provide a medical certificate as evidence. Draft a letter to the concerned committee.
Include the following in your letter:

1. **Include Identification Details:** Provide your student number and case number for proper identification.
2. **Apologies for the Delay:** Offer a sincere apology for not being able to submit the evidence as required.
3. **Explain the Situation:** Clarify what occurred and include any relevant evidence that supports your explanation.

4. **Request Assistance:** Ask the authority for guidance on how to resolve the issue and what steps you should take next.

Example 2

You had recently appeared for 2 job interviews. You have been chosen by one, so you have to write a letter to the other explaining why you cannot take up the job. In the letter, provide:

1. **Apologies:** Express your regret for any inconvenience caused by your decision.
2. **Explain the Situation:** Clearly state the reason for your decision, emphasizing that you have chosen to accept another offer that better aligns with your career goals.

Formal Letter Writing Samples

Subject: Application for [Job Title]

Dear [Hiring Manager's Name],

I am excited to apply for the [Job Title] position at [Company Name]. With a degree in [Your Degree] from [Your University], I am confident that my strong academic background and hands-on experience make me a great fit for this role.

My previous role as [Your Previous Job Title] allowed me to develop [specific skills related to the job]. I successfully [mention a relevant achievement or responsibility], which I believe aligns with the goals of [Company Name].

I am particularly drawn to [Company Name] because of [specific reason related to the company's values, projects, or culture]. I am eager to bring my

skills and enthusiasm to your team and contribute to [Company Name]'s continued success.

Thank you for considering my application.

Best regards,
Shayon Shandily

Informal Letter Samples



Apart from formal letters, you might also encounter informal or semi-formal letters in the Writing section. While the structure and format of an informal letter are similar to a formal one, the tone and language you use will be quite different. Here's a sample informal letter you can follow:

You borrowed a book from your classmate. However, you had failed to return the book before they left for their hometown. Write a letter to inform them of the book. Here's what you are required to include in the letter:

- **Notify Them**: Let them know that you were unable to return the book on time.
- **Apologise**: Express your regret for the delay and any inconvenience caused.
- **Outline Your Plan**: Explain how you intend to return the book to them.

Letter Writing Sample (Informal):

Dear [Classmate's Name],

I hope you're doing well and enjoying your time at home. I'm writing to let you know about the book I borrowed from you, which I unfortunately failed to return before you left for your hometown.

I apologize sincerely for not getting the book back to you on time. I understand how important it is to return borrowed items promptly and regret any inconvenience this may have caused.

To make sure you get the book as soon as possible, I plan to [explain your plan—e.g., "drop it off at your place before the end of this week" or "send it to you via courier"]. Please let me know if there's a preferred method for returning the book or any other way I can assist.

Thank you for your understanding, and again, I'm sorry for the delay.

Best regards,
Shayon Shandilya

Practice

Informal Letter, also known as a personal letter, is an informal type of letter that is usually written to a friend, a family member or someone you know personally.

When it says "write a letter to a friend", make sure you always use informal language. Even if the task asks you to write about work-related topic.

Here is an example how the task may look like:

WRITING TASK 1 (LETTER)

You should spend about 20 minutes on this task.

Write a letter to your friend from a different country. Invite him/her to a party at your home and include the following:

- what the party is about
- give directions on how to get to your place
- suggest how to accommodate him/her

Write at least 150 words.

Begin your letter as follows:

Dear ... ,

INFORMAL LETTER

Dear John, / My dearest Julianne,

Apologise, give purpose, else

More details

Informal ending, name, signature

Useful Expressions and samples

Informal Letter Structure & Vocabulary

For writing an Informal Letter, we have listed the letter structure with a wide selection of useful vocabulary and phrases.

1. ***Dear John, / My dearest Julianne,***
2. ***Apologise, give purpose, else***
    - ***Apologise***
    - *I am sorry I haven't written for so long. My work keeps / studies keep me so busy, that I never have a minute to myself*
    - *I am really sorry it has taken me so long to write but I have ...*
    - ***Give purpose***
    - *I am writing to thank / tell / ask / apologies / wish / congratulate ...*
    - *I regret to inform you that*
    - ***Else***
    - *Hello Sofia! Do you remember me? I'm the girl you met ...*
    - *It was really great hearing from you*
3. ***More details***
    - ***Expressing congratulations***
    - *Marvellous to hear that ... / What a surprise to hear that!*
    - *I am happy for you / Good for you!*
    - *How wonderful that you are getting married!*
    - *You should be so proud of yourself*
    - ***Expressing regret***
    - *Unfortunately, I've got some bad news for you*
    - *I find it hard to tell you that*

- *I can't find an easy way to tell you this*
- *Words can't express how much I regret*
- *If you need anything, I'd be glad to ...*
- ***Expressing thanks***
- *How nice of you to think of me / Thanks again!*
- *I won't forget your kind gesture*
- ***Giving advice***
- *If I were you I'd ... / ... how about doing this*
- *Why don't you ... / Let me give you some advice*
- *Hope this helped / Let me know how it went*
- ***Letters of invitation / accepting or refusing an invitation***
- *I'd love it if you could come to*
- *I hope you will be able to make it*
- *I hope we can get together some other time. How about next week instead?*

4. ***Informal ending, name, signature***
   - *With best wishes, Jo*
   - *Yours, Jo*
   - *With love and many thanks from me, Jo*
   - *With love, Jo*

Informal Letter Sample (Corrected)

Write a letter to your friend from a different country. Invite him/her to a party at your home and include the following:

- what the party is about
- give directions on how to get to your place
- suggest how to accommodate him/her

Begin as follows: *Dear ... ,*

Dear Matthew,

I am writing to invite you to a party I'm going to have at my home on March 12.

The party I'm going to arrange is to start with a poker tournament at 3 o'clock and this should take a maximum of three hours. After that I've got some mates coming over who will play some good music and so on.

As you have visited my home before I assume you remember how to find it. However, in case you don't, I'll give you some directions. Take a bus number 13 at Central Station and go towards Mitchell's Shopping Centre. Just after you've passed the Centre, there is a bus stop before the junction on the right. Then go along the same street for about 100 meters and you should see my house at 67 Mitchell Street. As I've got plenty of free space in my house you don't need to worry about accommodation. I can keep a room for you.

Please let me know what thoughts you have regarding the party and whether it fits into your time schedule.

I look forward to your reply!

Best wishes,

John

(191 words)

Task 1: Complaint Letter

The Complaint Letter is a formal or semi-formal type of letter where you are given a situation that you wish to be resolved in some way.

Complaint letters are used to raise your concerns about unfair things, such as bad service, faulty goods, problems with people and to seek a productive outcome.

Here is an example how the task may look like:

WRITING TASK 1

You should spend about 20 minutes on this task.

You have had a problem with your next-door neighbor. You have not been able to speak to your neighbor about this.

Write a letter to this neighbor. In your letter

- Explain the problem
- Suggest a solution
- Say what action you will take if the situation does not improve

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear ... ,

Complaint Letter Structure & Vocabulary

We have listed for you the letter structure of the Complaint Letter with common phrases you can use to get the correct structure and right tone.

1. **Dear Sir/Madam,** (or name if given)
2. **Explanation: 1-2 sentences what you are complaining about**
    - *I am writing to express my dissatisfaction <u>with</u> the ... / my concern about*
    - *I am writing to complain about ... / I had been led to believe ...*
    - *I would like to draw your attention to ...*
    - *The reason I am writing to you is poor quality of a ... , which I bought <u>in</u> your store.*
    - *After only two times it was in use, problems started to appear.*
3. **Explain in more detail**
    - **what had happened, what is the problem**
    - *I was supposed to receive ... . Unfortunately, that never happened.*
    - *I could not believe that ...*
    - **what are you unhappy about**
    - *You can imagine how unhappy I was to discover ...*
    - *I regret to inform you that your service was below my expectations.*
    - ***what did you do to resolve the situation***
    - *I contacted your store immediately in order to return ...*
    - *When I tried to contact you by phone no one could offer me any sensible answer.*
    - ***how do you feel about the problem***
    - *You can imagine how receiving this offer upset me.*
4. ***What action you want the person or company to take / What would you like them to do, what will you do?***

- *The ideal solution would be ... / Nevertheless, I hope/assume you will replace ...*
- *I hope you can settle this matter by ... (doing smth)*
- *I insist on getting a refund of ...*
- *I am very disappointed with the ... . Therefore I expect a full refund of $100 as soon as possible.*
- *I hope this matter will be resolved / I trust the situation will improve.*

5. ***Formal ending, name, signature***
    - *I look forward to hearing from you!*
    - *I look forward to receiving a prompt reply!*
    - *Yours sincerely, ... (you know the name of person you are writing to)*
    - *Yours faithfully, ... (you don't know the name!)*

USEFUL PHRASES

- *misleading information*
- *I would like to complain about the poor quality of service I recently received from your company.*
- *I wish to make a complaint regarding your inefficient staff. (level of service)*
- *I am writing to complain about the poor train service your company provided from the 5th to the 12th of November. / ... and I missed my plane as a result.*
- *I am writing to you about the party ... . I have a number of complaints. I hope you will agree that it was a very disappointing evening.*
- *The problems do not stop here. / ... / Furthermore, ...*
- *To begin with ... / In addition to this, ... / Added to this, there was no ...*
- *... was not worth the money I paid for it.*
- *Having paid a lot of money for the ... , I found this extremely frustrating*
- *In your ... you promised a pleasant ... . This was definitely not my experience.*
- *However, I would like to point out that ...*
- *I feel I am entitled to a partial refund in addition to an apology for the inconvenience caused.*
- *Furthermore, you will find a bill on the value of ... . I expect it to be compensated as well.*
- *I would appreciate it if you could look into the matter as soon as possible.*

You have had a problem with your next-door neighbour. You have not been able to speak to your neighbour about this.

Write a letter to this neighbour. In your letter

- Explain the problem
- Suggest a solution
- Say what action you will take if the situation does not improve

Begin as follows: Dear ... ,

Dear Mr. Stafford,

I am writing to you to complain about a problem that may have been caused by your kids.

First of all, as I have been made redundant since last month, I need to spend a lot of time at home. However, your kids make it impossible to have any peace, especially soon after they have arrived home from school. They play with a ball indoors, run around and listen to music too loudly. I have really tried not to pay too much attention to this and I had hoped that things would settle without needing to forbid them from enjoying themselves. However, the situation is getting worse.

As I do not use a phone and I have not seen you around in a while, I have decided to contact you by post. I would like to ask whether it would be okay for you to restrain your kids and explain that there are other people living in the house as well. Otherwise, I will be compelled to report this matter to the police.

I seriously hope that my letter will not create any ill-feeling between us and we can remain good neighbours.

Yours sincerely,

Jack Smith

(206 words)

Writing Task 1: Job Application Letter

A Job Application Letter is a formal or semi-formal type of letter. There are usually 3 tasks you have to address in the letter.

Here is an example how the task may look like:

WRITING TASK 1

You should spend about 20 minutes on this task.

During a recent plane journey, you sat next to a businessman who owns a chain of restaurants. You talked to him and he suggested that you should contact him about a possible job in one of his restaurants.

Write a letter to this businessman. In your letter

- remind him when and where you met
- tell him what kind of job you are interested in
- say why you think you would be suitable for the job

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear ... ,

Job Application Letter Structure & Vocabulary

1. **Dear Sir/Madam,** (or name if given)
2. **Position – where advertised, when?**
    - *I would like to apply for the position of … advertised in "Times" of January 19th, 2022 / "The Wings" issue of December 2021.*
    - *I am writing with regard to your advertisement published in January's "Metro" / in yesterday's "Times".*
    - *I am writing to you to express interest in the ... position as advertised on Careerone.com.au.*
3. ***Skills, diplomas, experience, personality***
    - ***Age, qualifications, present job***
    - *I am a … with more than 10 years of experience in …*
    - *I am a recent graduate of the … University and I have a significant background in …*
    - *I graduated from the University of Western Australia in 2019 with a degree in …*
    - *At present, I am employed as a … by the company …*
    - ***Experience***
    - *As you can see from my CV, I am a … with 10 years of experience.*
    - *I had a one-year internship/apprenticeship with … and the following 3 years …*
    - *For the past two years I have worked as … / I was responsible for …*
    - ***Skills and personal qualities***
    - *I consider myself to be reliable, hard-working and enthusiastic.*
    - *I am used to working at a fast pace to meet deadlines.*
    -

4. ***Why are you interested? Motivation, interview, references***
    - *I would like to apply my skills in your company.*
    - *I believe the position you offer will give me the opportunity to ...*
    - *If you find my skills and experience suitable, please contact me to schedule an interview.*
    - *I feel that my experience in sales makes me well suited for this position.*
    - *I consider myself a most suitable applicant for the job.*
    - *I have enclosed my references and resume.*
    - *I hope you will consider my application.*
    - *I would be happy to send you references from my previous employers if you require them.*
5. ***Formal ending, name, signature***
    - *I would appreciate a reply at your earliest convenience.*
    - *I look forward to meeting you to discuss the possibility of employment.*
    - *Thank you for your time and consideration!*
    - *Yours sincerely, ... (you know the name of person you are writing to)*
    - *Yours faithfully, ... (you don't know the name!)*

Job Application Letter Sample

During a recent plane journey, you sat next to a businessman who owns a chain of restaurants. You talked to him and he suggested that you should contact him about a possible job in one of his restaurants.

Write a letter to this businessman. In your letter

- remind him when and where you met
- tell him what kind of job you are interested in
- say why you think you would be suitable for the job

Begin as follows: Dear … ,

Dear Mr Smith,

My name is Edmond Stafford and we met on a flight from Osaka to Hong Kong with Peach Airlines on the 1st of July arriving in Hong Kong at 3pm. We sat next to each other, talked during the flight and exchanged our business cards. I hope you will remember who I am as you suggested I contact you regarding a job in one of your restaurants. Today I am writing to express my interest in a position in the chain of your restaurants.

You mentioned your chain of restaurants and that you would like to expand it and use more information technology to manage them easily, especially the inventory and point of sales. As I told you during the flight, I am an IT expert, so I am particularly interested in an IT system development project to help you in these two areas.

I am a suitable person for you because I have 10 years of system development experience, specialising in point of sales systems for supermarkets and convenient stores. I believe my skills and experience can help you to set up and customise a robust point of sales system for your chain of restaurants. We can discuss this further face-to-face, and I am available anytime next week, you can call me through my contact information to set a date. I look forward to hearing from you.

Thank you very much.

Yours sincerely,

Edmond Stafford

(229 words)

Writing Task 1: Request Letter

Request Letter is a formal or semi-formal type of letter where you request some information.

Here is an example how the task may look like:

WRITING TASK 1

You should spend about 20 minutes on this task.

You have just started a course in a college which has no sports facilities of its own. Write a letter to the manager of the nearest private sports club. In your letter

- introduce yourself
- say why you are interested in this sports club
- ask some questions about the club e.g. facilities, members, costs

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,

Note that in some cases this letter may be informal as well. For instance, if you have to write a letter to your friend to request information about something. If that is the case, use the informal letter style along with request letter structure and phrases to compose the letter.

Request Letter Structure & Vocabulary

We have prepared a list of common phrases for you that you can use in your Request Letter to structure the letter and ensure you use the right tone.

1. ***Dear Sir/Madam,*** *(or name if given)*
2. ***The purpose of the letter: explanation, the reason for writing (1-2 sentences what kind of information you are interested in)***
    - *I am writing to ask for information about membership in the Snap Fitness Sports club*
    - *I am writing to ask for a complete itinerary of a trip to Africa that I booked with your company*
    - *I am writing in response to ... / I was interested in your advertisement in ...*
    - *I am writing to inquire about ...*
3. ***Explanation in more detail: who you are, exactly what information you need, why, when and in what form you need it (letter, fax, email)***
    - ***Who am I?***
    - *I have read your advertisement of the … and would like to get more information*
    -
    - ***What information do I request?***
    - *The information I would like to obtain should include the following:*
    - *Firstly, I would like to know ...*
    - *I would be grateful if you could tell me what the price is.*
    - *I wonder if I need insurance / I wonder if you could ...*
    - *I would be interested to know if I will get a certificate*
    - *I would like to know more about ... / I would be grateful if you could ...*
    - *I wonder if you could possibly tell/send me …*
    - *Could you possibly send … / May I request …?*
    - *Could you please send me further details …?*
    - ***Why? When?***
    - *I would appreciate (it) if you could inform me as soon as possible*

- *I would like to receive it as soon as possible but not later than a week before the flight*
- ***In what form?***
- *You could send the above-mentioned information to my e-mail or a fax*
- *It would be of great help if you could fax me the details*
- *You can contact me on my mobile phone number which is: 0454 ...*

4. ***Formal ending, name, signature***
    - *I look forward to hearing from you!*
    - *I look forward to receiving a prompt reply!*
    - *Yours sincerely, ... (you know the name of person you are writing to)*
    - *Yours faithfully, ... (you don't know the name!)*
    -

USEFUL PHRASES

- *First of all, I would like to know*
- *I would be grateful if you could inform me ...*
- *I would appreciate it if ... / I would also like to know whether ...*
- *I would be interested in knowing ...*
- *I would be very grateful if you would/could reply as soon as possible*
- *Thank you in advance for your assistance!*
- *I look forward to your reply at your earliest convenience*
- *The trip I refer to starts on March 12, 2022*

Request Letter Sample

You have just started a course in a college which has no sports facilities of its own. Write a letter to the manager of the nearest private sports club. In your letter

- introduce yourself
- say why you are interested in this sports club
- ask some questions about the club e.g. facilities, members, costs

Begin as follows: *Dear Sir or Madam,*

Dear Sir or Madam,

I am writing to inquire about the Snap Fitness sports club.

I am a first year student at Western College. I have just discovered that my college does not provide any sports facilities as of yet. However, I found Snap Fitness to be the nearest sports club and would like to request more information about it.

Firstly, I wonder if you could possibly give me a small overview of the available facilities. It would be interesting to know whether the club offers some sports classes and personal training sessions.

Secondly, I would be interested to know how big the gym area is and what types of equipment are available.

Lastly, I wonder what kind of membership the club offers. Do you have monthly or weekly based tickets available or do I need to sign up for a longer period?

I would appreciate it if you could send the details to my email.

I look forward to hearing from you!

Yours faithfully,

Jack Smith

(167 words)

Writing Task 1: Business Letter

IELTS Business Letter is a formal or semi-formal type of letter that is usually written when you need to write a letter to a company or an organisation.

Here is an example how the task may look like:

WRITING TASK 1 (General)

You should spend about 20 minutes on this task.

You work in an international company. You need to take some time off work. Write a letter to your employer. In your letter

- explain why you need this time off
- give details of when you want this time off
- say who can do your work when you are away

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear ... ,

Business Letter Structure & Vocabulary

We have listed the structure of a typical CEFR formal letter and a selection of useful language and phrases for you to use. It is important here to use a formal, neutral style, no contractions, exclamation marks, no colloquial language, no direct questions.

1. ***Dear Sir/Madam, (or name if given)***
2. ***Explain who you are and why you are writing***
    - *I am writing in regard to books I borrowed from the library on July 15, 2021, and never returned.*
    - *I am writing to apologise.*
    - *I would like to apply for one of the scholarships I saw advertised in ...*
    - *I am writing to inform you that I will be leaving the company.*
3. ***Explanation in more detail: describe your situation and make it clear***
    - *At present I am training to be a ... and I finish my course at the end of June.*
    - *The reason I apply for the scholarship is that ...*

4. ***Suggestions: what you expect, apologise if needed; be polite and positive***
    - *I understand that other students may need those books and deeply apologise for the inconvenience. I will return the books as soon as possible.*
    - *I would appreciate being given the opportunity to ... and would be very grateful if you would consider my application.*
5. ***Formal ending, name, signature***
    - *I look forward to hearing from you!*
    - *Yours sincerely, ... (you know the name of person you are writing to)*
    - *Yours faithfully, ... (you don't know the name!)*

Business Letter Sample

You work in an international company. You need to take some time off work. Write a letter to your employer. In your letter

- explain why you need this time off
- give details of when you want this time off
- say who can do your work when you are away

Begin as follows: Dear ... ,

Dear Mr. Smith,

I am writing to ask for an unpaid leave for two weeks. Unfortunately, my sister had a car crash in Thailand and she needs a kidney donor and since I am her closest relative I might be the only one who could save her.

I would like to fly out as soon as possible, as her condition is getting worse very fast according to doctor Liu's phone call. I have already booked the first available flight to Asia and the return tickets as well. Therefore, the exact period of time of my absence would be two weeks starting from the 21st of January. I will arrive back in the UK in the early morning of the 7th of February and I would be able to start working the same day.

Since my colleagues Mr White and Mr Black both have a full overview of my duties, they could very well do my work during the abovementioned weeks. However, I could be contacted should anything urgent arise.

Please consider this extreme situation I am facing at the moment and allow me to have this time off work.

Yours sincerely,

Jane Stafford

(193 words)

References :

IELTS Practice Exams – Barron's English

Write English Right – Oxford University Press

English for language speakers-Oxford University Press

IELTS Masterclass –Oxford University Press 2016

IELTS Preparation –Liz. Tips and Lessons