

TEST 4, WRITING TASK 1

This is an answer written by a candidate who achieved a **Band 7.0** score.

Dear Sir

I am a frequent buyer from your well-known website. I have recently purchase a suit from your wedding collection. I am writing this letter to show my dissatisfaction regarding the product.

I have my cousin's wedding in the next month. When I was surfing on your website, I noticed a black colour suit in new arrival section. I liked it very much. So, on the 2nd of this month I ordered it. Payment was also done online. But to my surprise when I received a parcel few days back. I was very much dishearten by seeing the suit which I received. To my surprise, the colour of the product is totally different from that which I had ordered. I came up with a sky blue colour. Further, I have ordered it for a size of 39 but the one which I received is of 41. Apart from this, I precisely claim it as a used one because there patches of tomato sauce stucked on it and it also worn out from shoulders. I am very much irritated by such kind of delivery especially from a reputed company like you.

As I have to wear it in my cousin's wedding which is in the first week of next month. I want an urgent replacement for this with prerisonely ordered specifications.

Hopefully, the replacement will be made in due time.

Yours sincerely
Achim Mullah

Here is the examiner's comment:

This is a strong response to the task, and the candidate addresses all three bullet points with a good level of detail and uses a suitable tone for a letter of complaint. There is clear progression throughout the letter.

The range of vocabulary includes some less common items [*surfing* | *patches of tomato sauce* | *irritated by* | *reputed company*]. Although there are some errors in word choice [*precisely claim* | *prerisonely* / previously], they do not affect clarity. The response includes a variety of structures with a range of tenses and sentences with multiple clauses. Errors do occur with verb forms [*have ... purchase* / have ... purchased | *was ... dishearten* / was ... disheartened], prepositions [*is of 41* / is 41 | *in my cousin's wedding* / at my cousin's wedding] and punctuation, but they do not cause too much difficulty for the reader.

To achieve a higher score, the candidate would need to reduce the number of errors in vocabulary and sentence structure.