

TEST 4, WRITING TASK 1

This is an answer written by a candidate who achieved a **Band 6.0** score.

Dear Sir or Madam

Recently, five days ago to be more exactly, I bought a beautiful dress online made by your company. I was really excited to receive it but now I have a big problem. It's not my size.

Although I put my correct size, the company send me a dress shorter that I wanted. It was a big mistake of the company because if you buy something, you expect to receive the same item. I can understand with exceptions like the color, because it can change a little bit if you see it from the computer or phone, but the change of size is absolutely unacceptable.

I hope the company can do something because I have an important appointment very soon and I really wish to be dressing it in this occasion.

I don't want look rude but I think is very necessary a change of size as soon as possible with the same clothe, because I payed for it and I'm looking for a good service. Please, let me know if you can something.

Thanks,

Best regards,

Billie Sarandon

Here is the examiner's comment:

This is a good response and each point is addressed. Two details are provided for the first bullet point (when the purchase was made and that it was [*beautiful*]), and the second bullet point (the problem) is also described quite briefly [*not my size* | *shorter*]. Overall, the response could be improved by providing more detail to extend each of the bullet points. The correct format for a letter is used with an appropriate tone for a letter of complaint.

Ideas are logically organised, paragraphing is used to group ideas together and there is clear overall progression. For a higher score, it is best to avoid single-sentence paragraphs (the third paragraph).

The range of vocabulary is suitable, with some less common items [*expect to receive*], but there is some error in spelling [*abslutely unacceptable* / *absolutely unacceptable*] and word choice [*dressing* / *wearing* | *clothe* / *dress*]. A greater range of vocabulary would be needed to score more highly. There are some sentences with multiple clauses including [*if*] and a range of tenses. However, there are more than a few errors [*send* / *sent* | *I think is ... a change* / *I think a change ... is* | *if you can something* / *if you can do something*] which detract from the overall score.