

IELTS General Letter Writing Sample with answer

Question:

You should spend about 20 minutes on this task.

You recently stayed in a hotel in a large city. The weather was very unusual for the time of year and the heating/cooling system in the hotel was quite inadequate.

Write a letter to the manager of the hotel. In your letter:

give details of what went wrong

explain what you had to do to overcome the problem at the time

say what action you would like the manager to take

You should write at least 150 words.

You need NOT write your own address.

Begin your letter with,

Dear _____

Sample Answer:

Dear Sir/Madam,

I happened to stay at your hotel last week as part of visiting the city. I am writing this letter to bring to your notice about the failure of the cooling system in the room that I stayed in.

I stayed in room no. 624 which is supposed to be an air-conditioned room. After I checked into the hotel I noticed that the AC didn't work well. Suffering from the hot weather I made multiple complaints at the reception but no one came to check the issue. Due to high temperature in the room, I had to finally ask for a different room in the middle of the night as I was unable to sleep.

The experience of staying at your hotel for one night was excruciating. I feel your hotel has to take customer service seriously and make the stay pleasant for them. I believe you will make up for the bad experience I had from your hotel, when I come there next time.

Hoping to hear from you soon.

Yours Faithfully,
Mark.