**IELTS General Writing Task 1: Letter of Complaint**

Instructions:

You should spend about 20 minutes on this task.

You recently ordered a laptop from an online store. When you received the package, it contained a different model than the one you ordered. The model you received does not meet your requirements, and you are quite frustrated with this mistake. Write a letter to the company’s customer service department. In your letter:

* Describe the product you ordered
* Explain what the problem with the delivery was
* State what you would like the company to do to correct the error

Write at least 150 words.

You don’t need to write any addresses or the date for this letter.

**IELTS General Writing Task 1: Letter of Application**

Instructions:

You should spend about 20 minutes on this task.

You recently came across an advertisement in the local newspaper for a part-time position at a bookstore. You are a student looking for a part-time job that complements your studies. You have previous experience working in a library and believe your skills would be beneficial for the bookstore. Write a letter of application to the bookstore manager. In your letter:

* Explain why you are interested in the job
* Describe your relevant experience and skills
* State your availability for the interview and job

Write at least 150 words. You don’t need to write any addresses or the date for this letter.