

IELTS Letter #21

Contributed by Rad Danesh
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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 was 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. Allow yourself 15 minutes for this task. you do NOT need to write your own address.

model answer: Dear Sir,

I have just returned home after spending three nights at your hotel in Paddington. The staff were very friendly and the location is extremely convenient. However, I feel I must express my disappointment about the room.

As we all know, London is experiencing a very warm summer this year, with temperatures around 30 °C last week, which is quite unusual. As a result, it was very hot in my room on the sixth floor.

Because of the extreme heat in the room, I had to leave the windows open all night and so it was very noisy, as the hotel is on a main road and the traffic never stops in London. Consequently, I got very little sleep over the three days.

I think it would be a good idea to install an airconditioning system in the hotel. This could also be used as a heating system in the winter and would certainly make the rooms more comfortable. Perhaps you would consider giving me a discount if I come to your hotel again.

I look forward to hearing from you.

Yours faithfully {mosgoogle left}