

1. 投诉信: (剑 6 Test A)

You and your family are living in rented accommodation in an English-speaking country. You are not satisfied with the condition of some of an electric appliance.

Write a letter to the landlord. In your letter

- introduce yourself
- explain what is wrong with the appliance
- say what action you would like the landlord to take

参考范文:

Dear Mr. Smith,

I am your tenant from Flat 3 on Riverside Street. We met each other when I signed the rental agreement in your office.

I have lived here for 6 months now and I am writing to complain about one of the appliances in my room. As you may remember, the air conditioner in the bed-room was out of order last month and you have asked a worker to come and repair it. The machine can cool the air now, but unfortunately, the noise is too loud, which makes it hard for me to fall asleep at night, and this problem has bothered me for two weeks.

When I first moved into the present apartment, you promised in the agreement to provide necessary furniture and electric appliances. So I hope you can resolve this matter as soon as possible. If this air conditioner can't function properly, perhaps you need to replace it with a new one.

Looking forward to hearing from you.

Yours sincerely,  
Jason Wang

## 2. 投诉信:

A night club just opened near where you live. You are very unhappy about the situation because it disturbs the peace of the neighborhood. Write a letter to your local government official.

- say who you are
- explain why you are unhappy
- suggest what should be done about it.

## 参考范文:

Dear Sir/Madam,

I'm a resident of Galaxy Park on Chestnut Street, living here for more than five years. I'm writing to express my dissatisfaction with the night club which opened near my house.

The operation hour of this club is till 4 o'clock in the morning and the noise is so loud, which makes it hard for me to fall asleep at night, and this problem has bothered me for two weeks. It has also affected my job in the daytime. I work as a surgeon in the local hospital; and if I can't focus on my work, the consequences of any error can be very serious.

I understand that it is unreasonable to request the government to close this nightclub, as they also need to make a living. I hope you can urge this club to take some measures, like replacing their windows and walls, keeping the noise to a minimum level and so on. Then residents living in this community can enjoy the peace at night.

I look forward to your reply.

Yours sincerely,  
Tom Ding

### 3. 投诉信:

You have recently made a purchase from the local department store. However, when you arrived home, you found a fault with it.

Write a letter to the manager. In your letter

- explain what the product is
- give details of the problem
- say what you'd like to be done about it.

### 参考范文:

Dear Sir/Madam,

I'm writing to complain about the recent purchase of a woolen sweater from your department store on Chestnut Street, on Nov. 15, 2016.

Last Wednesday, I washed the green sweater in cool water, as per the instructions on the label. However, when I took it out from the machine, I found out the water turned green, which meant the sweater faded easily.

I phoned the store that day and spoke to the department manager, a Mrs. Hamilton, who was rather rude on the phone and informed me that I could not get a replacement sweater as it was purchased at a reduced price. I felt really upset, for I have been a loyal customer of your store for many years and until this incident, I have never had any complaints. I, therefore, feel disappointed to be treated in such a manner.

I hope you can look into this issue and kindly replace the sweater or refund my money.

I look forward to hearing from you soon.

Yours truly,  
Jenny Yao

#### 4. 请求信（剑 9 Test A）

You are working for a company. You need to take some time off work and want to ask your manager about this.

Write a letter to your manager. In your letter

- explain why you want to take time off work
- give details of the amount of time you need
- suggest how your work could be covered while you are away

参考范文：

Dear Jennifer,

I am writing to request some unpaid leave next month.

My parent's 60th wedding anniversary is on March 21st, and they are planning to celebrate this significant achievement with all their children and grandchildren. To do this, they have rented a house big enough to accommodate the whole family.

To participate in this special occasion, I would need to be away from work for four days, from Monday 19th to Thursday 23rd. My schedule for that week is relatively light, apart from two meetings with clients. Netta would be able to attend these in my place, as she has had previous dealings with both companies and knows the relevant staff there. I have no other urgent work commitments at that time.

I would be very grateful if you could allow me this time. These few days are very important to my parents and the whole family, and it would be a way to thank them for all the support they have given me.

Best wishes

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参考范文:

Dear Andy,

I am writing to request a leave next week.

I was sad to know that my father had a heart attack yesterday evening. The doctor has arranged a surgery for him next Tuesday, after which he would stay in hospital for about 10 days. My mum, aged 72, can't take care of my dad alone, so I also need to be there till my niece flies from Shanghai to Beijing next weekend to take my place.

Because of this incident, I need to be away from the office from Sep. 15th to 19th. During this period, my assistant John will attend my job in my place. He has been working with me for two years and I have told him how to deal with the customers in my absence. I would be very grateful if you could allow me this time, since this is an important matter for my family.

Thank you for your support and understanding.

Best wishes

Rosemary

## 6. 请求信 (剑 9 Test B)

On a recent holiday you lost a valuable item. Fortunately you have travel insurance to cover the cost of anything lost.

Write a letter to the manager of your insurance company. In your letter

- describe the item you lost
- explain how you lost it
- tell the insurance company what you would like them to do

### 参考范文:

Dear Mr. Johnson

I am writing to you to claim the insurance for my lost necklace.

Last week, my husband and I travelled to Sydney, Australia and we stayed there for a week. When I packed my luggage before I left the hotel, I couldn't find my necklace. We checked the hotel's surveillance camera, and there is no evidence that the hotel should be responsible for the loss, as I may have lost the necklace in the shopping mall or on the beach.

This gold necklace, which cost 5000 Yuan, was bought by my husband as a gift for me on our 10-year wedding anniversary. I was so sad that I lost it due to my negligence.

I would like to make a claim for this necklace. I have all details of this necklace including the invoice, so maybe I can bring this and my insurance policy to your office at your convenience. If there is anything else I need to provide, please let me know.

Looking forward to your reply!

Yours truly  
Jessie Liu

## 7. 建议信:

A hotel you stayed in recently asked guests to write to the manager and suggest ways in which they could improve their service.

Write a letter to the manager. In your letter

- explain who you are
- say what you liked about the hotel
- suggest ways in which they could be improved.

## 参考范文:

Dear Manager,

I'm writing in response to your invitation to guests who have recently stayed in your hotel to suggest ways in which you could further improve your service.

I was a guest in your hotel last month and I found that the level of customer service was excellent. Indeed, every member of your staff, from the manager to the room-cleaning maid, was polite and helpful. The standard of the rooms was far beyond what I had expected.

However, I found that the hotel restaurant stopped serving breakfast at 8:30am. As I was on holiday, I would have liked to take my breakfast at around 9:30, but I was unable to do so. I also spoke to several other guests who expressed the same disappointment. In addition, I feel that if you could supply newspapers in Chinese, it would make Chinese tourists like me better enjoy the stay in the hotel.

I would be happy to know if my suggestions have turned out to be useful in your constant improvement of your overall service.

Looking forward to your reply.

Yours faithfully,  
Jason Liu

## 8. 感谢信

After having been involved in an accident, you were looked after by another person.

Write a letter to this person. In your letter

- recall the accident and how this person helped you
- express your thanks to this person
- tell this person how things are going after the accident.

### 参考范文:

Dear Eason,

I am writing to express my heartfelt gratitude to you for your kindest help when I was involved in that terrible traffic accident.

You saw how seriously I had been hurt when you rushed me to the hospital. I was hit from the back by a taxi and was thrown forward for at least three meters. Though I did not lose my consciousness, the sharp pain was really killing me. If it had not been for your timely assistance, giving me first aid and sending me to hospital right away, I fear that the consequences might have been much more serious.

The doctor said that my wounds are healing quickly and that I would be able to stand up again in a week's time. In addition, the taxi company has agreed to pay my hospital bills. Anyway, everyone agrees that it was your quick-witted response in this emergency that has led to this satisfactory result. I feel I owe you so much, so please accept my most sincere thanks.

Best wishes,

Thomas



## 9. 问询信

You wish to immigrate to a country but you are not sure about the requirements and application procedure.

Write a letter to the immigration officer of this country. In your letter

- explain who you are
- describe your qualifications and experience.
- explain what information you need from the immigration office

参考范文:

Dear Sir/Madam,

I would like to receive the information regarding the immigration procedures to Canada. I am 34 years old and am currently working as senior mechanical engineer at Galaxy Technical Company in Shanghai. I hold a Bachelor's and a Master's degree from Shanghai Jiaotong University. I am married and my wife will be having our first child this coming autumn.

I have been considering immigrating to Canada for quite some time and would like to know if my qualifications and work experience make me eligible to apply. I have enclosed my resume as well as a bank statement of my current financial status and my English proficiency level.

I'd also like to know if my wife and I can make one application, or whether we'll have to apply separately. In addition, if you could send me information regarding permanent residence in Canada, I'd be most grateful.

I look forward to receiving the information at your earliest convenience.

Yours truly,

Jason Liu

## 10. 谢绝信

Your friend is getting married and he has invited you to his wedding. However, you can't make it for a certain reason.

Write a letter to your friend. In your letter

- express your thanks and congratulations to your friend
- explain why you can't attend his wedding.
- express your apology for not being able to attend the wedding

参考范文:

Dear Bob,

Thank you very much for the invitation to your wedding. Congratulations to you and Andy.

Unfortunately, I won't be able to attend your wedding. The reason, I'm pleased to say, is that Wendy is pregnant and the baby is due more or less on the day of your wedding! Although she said it'd be all right for me to come over alone, I feel that as husband, I should stay by her side and take care of her after the baby arrives.

Anyway, I would like to wish you both a long and happy life together and hope to come to see you as soon as Wendy is well enough, or you and Andy can come to our town to stay for a few days when you are free. I am sure Andy will love the beautiful scenery and comfortable life here, which is different from that in New York. Have a wonderful wedding and don't forget to send us some photographs.

Cheers for now,

Jason

## 11. 邀请信

You are arranging a dinner party.

Write a letter to your friend. In your letter

- Invite your friend to the party
- Explain why you are holding the party
- Give the necessary details about the party.

参考范文:

Dear Bob,

How are you? I haven't seen you for a while. Hope all is well. Anyway, I'm writing because I'm inviting some friends over for dinner to celebrate the publication of my new book and I thought you might also like to join us. I will show you my new book and let you have one.

The dinner will be at my place, next Saturday (June 6<sup>th</sup>) at 7 o'clock. Amy is doing the cooking, which I'm sure you'll be pleased to learn. I'll be taking care of the bar. We've got a spare room and you're welcome to stay for the night if you wish. I know you had some busy time last month working on your dissertation. You deserve a relaxing night. In fact, there's an exhibition on at the museum, so we can go and take a look on Sunday..

Anyway, do let me know if you can make it. I am sure we will have a wonderful weekend.

Take care and see you soon.

Jason

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## 12. 日常信（剑 7 Test A）

You have recently started work in a new company

Write a letter to an English-speaking friend. In your letter

- Explain why you changed jobs
- describe your new job
- tell him/her your other news

参考范文：

Dear Jenny,

I hope this finds you and your family well, and I'm sorry I haven't been in touch recently. I'm writing now to let you know about my new job.

You remember that I was working for that construction company a few miles outside the city? Well, I just got so fed up with it – I was working really long hours and, to be honest, the pay wasn't great. So basically I applied for a job at a new international company that was looking for admin staff for a new branch in the city center.

I was a bit nervous in the interview, but in the end I got a job as one of the senior administrators. I am so happy! The pay is better, the working conditions are great and I don't have to drive to work anymore.

Anyway, I have to stop now because my sister is staying with me and has brought my baby nephew to meet me. She sends you lots of love and is asking when we can all meet up. Soon, I hope.

With love,

Tina