

2.5



LETTERS OF ADVICE, FEEDBACK AND SUGGESTIONS

Letters of this sort are typically written to organizations, and thus should be composed in a formal tone. For the purpose of this section, we will use the following:

Write a letter to your local library suggesting something they could do to improve their facility. In your letter include:

- a recount of a poor experience you had
- what you feel the library should change
- why you feel the library needs alteration

The opening paragraph should mark what the nature of your suggestion is:

I am writing to you to outline an area I feel the Ottawa Public Library could improve. Please allow me to explain.

Following this, you should speak about the details of your advice. As usual, this will likely involve a bit of creativity on your part to expand upon the situational basis you have been given in your IELTS Task 1 question.

While perusing titles in the library this past weekend, I could not help but notice the awkward manner in which various sections are organized. For example, all texts in the multimedia lab are classified by author, while the remaining sections of the library are categorized by title. As you can imagine, this made it extremely difficult for me to track down all the titles I was looking for, as I constantly had to shift my thinking from one categorical system to another. I cannot imagine why the resources are organized in this way.

To conclude our letter, we state what outcome we expect our message to bring. As our letter is only a suggestion, we would not use overly forceful language here:

I am sure that I would not be the only one who would appreciate your library reorganizing its texts to allow for more standardized browsing by its patrons. Thus, I hope you will consider my suggestion and make the necessary changes.

Our farewell should be polite:

Looking forward to hearing back from you,

Thanking you in advance,

Let's look at the letter in its entirety:

Dear Sir/Madam,

I am writing to you to outline an area I feel the Ottawa Public Library could improve. Please allow me to explain.

While perusing titles in the library this past weekend, I could not help but notice the awkward manner in which various sections are organized. For example, all texts in the multimedia lab are classified by author, while the remaining sections of the library are categorized by title. As you can imagine, this made it extremely difficult for me to track down all the titles I was looking for as I constantly had to shift my thinking from one categorical system to another. I cannot imagine why the resources are organized in this way.

I am sure that I would not be the only one who would appreciate your library reorganizing its texts to allow for more standardized browsing by its patrons. Thus, I hope you will consider my suggestion and make the necessary changes.

Thanking you in advance,

Ryan