

QUESTION 10: PROPOSE A SOLUTION

Directions:

In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak. In your response, be sure to show that you recognize the problem, and propose a way of dealing with the problem.

Good day! This is Martha Cole. Last month, I purchased the book Cambridge IELTS 8 online. I understand that this is coupled with CDs. Yesterday, a logistic company delivered it and when I opened the package, I could not find the CD. I thoroughly checked the book and at the back of it I saw a CD pouch but empty. Could you please settle this matter before May 25th? I badly need the CD for my IELTS preparation for my examination on the 5th of June. I am afraid this would demand a quick response since you only have five days before the 25th, but I could have complained earlier if only the delivery had been prompt. I am anticipating your immediate response. You can call me at 01-7675-9892 ASAP. Thank you very much.