

<http://ielts-simon.com/ielts-help-and-english-pr/2012/10/ielts-general-training-complaint-letter.html> (Letter 1)

<http://ielts-simon.com/ielts-help-and-english-pr/ielts-general-writing/page/2/> (Letter 2)

<http://ielts-simon.com/ielts-help-and-english-pr/2012/09/ielts-general-writing-travel-problem-letter.html> (Letter 3)

<https://www.myenglishteacher.eu/ask/question/other-ways-to-say-looking-forward/> (Formal vs informal words 1)

<https://www.pinterest.co.uk/pin/597712181766888939/> (Formal vs informal words)