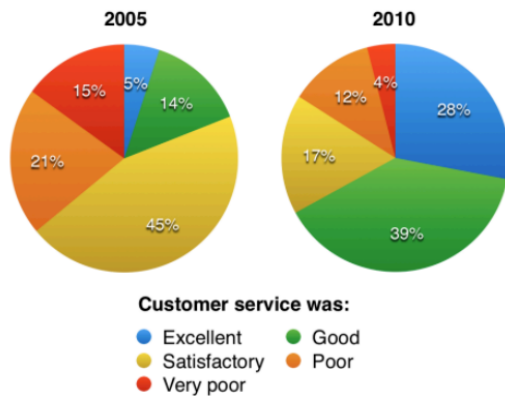


The charts below show the results of a questionnaire that asked visitors to the Parkway Hotel how they rated the hotel's customer service. The same questionnaire was given to 100 guests in the years 2005 and 2010.

Summarise the information by selecting and reporting the main features and make comparisons where relevant.

You should write at least 150 words.



The pie charts give information about the Parkway Hotel's visitors' satisfaction about hotel's customer service in two different years. 100 guests were given the exact survey in 2005 and 2010. It is clear from the graphs there was a significant difference in percentages between the two years.

According to what is shown, in 2005, the majority of guests were satisfied in 45%. And 14% of guests rated the hotel's customer service as good and only 5% rated excellent. Despite that, visitors who felt very poor and poor about the service were 15% and 21% respectively.

Taking a closer look at the second graph, in 2010, the percentage of satisfactory decreased sharply until it reached 17%. But guests who felt good increased significantly until it reached 39%. Also, excellent rate climbed from 5% to 28%. So, as a result, feeling very poor and poor were only 4% and 12% respectively.

To sum up, we could say that visitors who felt dissatisfaction decreased over years but who felt good increased.

163 words

visitors' (Possessive case of noun is required here. A possessive noun is a noun that possesses something—i.e., it has something. In most cases, a possessive noun is formed by adding an apostrophe +s to the noun, or if the noun is plural and already ends in s, only an apostrophe needs to be added. In the following sentence, boy's is a possessive noun modifying pencil: The boy's pencil snapped in half. It is clear that the pencil belongs to the boy; the's signifies ownership. Some more examples: The cat's toy was missing. Is this Brandon's book? I pulled a feather from the goose's tail. I have been invited to the boss's house for dinner. The trainer flipped a fish into the walrus's open mouth. The chickens' eggs were taken by the farmer early in the morning. I pulled a feather from the goose's tail. Ten years' experience in marketing has taught me what works and what doesn't). Please visit the links: <https://www.khanacademy.org/humanities/grammar/punctuation-the-comma-and-the-apostrophe/introduction-to-the-possessive/v/introduction-to-the-possessive-the-apostrophe-punctuation-khan-academy> <https://www.youtube.com/watch?v=5taPKUJvHGI> <https://www.k12reader.com/term/possessive-nouns/> <https://examples.yourdictionary.com/examples-of-possessive-nouns.html>

the (Definite article is required to complete this structure. The definite article "the" in grammar is a determiner that introduces or refers to a specific noun, or specifies the given noun. EXAMPLES We went on a walk in the forest yesterday.)

at (This preposition is incorrect. Explore these links related to preposition: <https://www.langports.com/useful-tips-to-learn-english-prepositions/> <https://www.woodwardenglish.com/lesson/prepositions-ielts-writing-task-1-graph/>)

it (This word has been added to complete the expression; else the expression remains incomplete.)

visitors (Do include this word to ensure the expression is complete.)

it (This word is required to complete the expression otherwise the expression will have no meaning.)

as it (The expression is incorrect; so, rephrasing has been done here.)

the proportions of those (These words have been added to complete the expression; else the expression remains incomplete.)

dissatisfied (The word choice is not good, suitable replacement has been provided.)

those (The connector is required to complete the structure. For better understanding on linker/conjunctions please explore the link below:-) <https://www.gingersoftware.com/content/grammar-rules/conjunctions/>

Evaluation:

Great Job, you did pretty well!

Your estimated score is:

Overall	Task Response	Cohesion and Coherence	Vocabulary	Grammar
7.0	8.0	7.0	7.0	7.0

What you have done really well:

1. Paragraphing is properly managed.
2. It is a well-developed response covering key points.

What you can improve:

1. Improve upon possessive case of noun.
2. Improve upon mistakes related to preposition.
3. Improve upon mistakes pertaining to word choice, word formation, and word usage. Thanks.

All these points have been explained in comments. So, revise all the related comments. Thanks

Finally, always remember that practice makes you perfect! So, keep it up!

Regards,



Sachin

Your IELTS Writing Examiner

13+ years of experience correcting IELTS writing tasks.

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visitors' (Possessive case of noun is required here. A possessive noun is a noun that possesses something—i.e., it has something. In most cases, a possessive noun is formed by adding an apostrophe +s to the noun, or if the noun is plural and already ends in s, only an apostrophe needs to be added.

In the following sentence, boy's is a possessive noun modifying pencil: The boy's pencil snapped in half. It is clear that the pencil belongs to the boy; the's signifies ownership.

Some more examples:

The cat's toy was missing.

Is this Brandon's book?

I pulled a feather from the goose's tail.

I have been invited to the boss's house for dinner.

The trainer flipped a fish into the walrus's open mouth.

The chickens' eggs were taken by the farmer early in the morning.

I pulled a feather from the goose's tail.

Ten years' experience in marketing has taught me what works and what doesn't).

Please visit the links:

<https://www.khanacademy.org/humanities/grammar/punctuation-the-comma-and-the-apostrophe/introduction-to-the-possessive/v/introduction-to-the-possessive-the-apostrophe-punctuation-khan-academy>

<https://www.youtube.com/watch?v=5taPKUVhIGI>

<https://www.k12reader.com/term/possessive-nouns/>

<https://examples.yourdictionary.com/examples-of-possessive-nouns.html>

the (Definite article is required to complete this structure. The definite article “the” in grammar is a determiner that introduces or refers to a specific [noun](#), or specifies the given noun.

EXAMPLES

We went on a walk in the forest yesterday.

Where is the bathroom?

Turn left and go to number 45. Our house is across from the Italian restaurant.

My father enjoyed the book you gave him.)

Please visit the links:

https://www.grammar-monster.com/glossary/definite_article.htm

<https://learnenglish.britishcouncil.org/english-grammar-reference/definite-article>

<https://www.youtube.com/watch?v=f4By7Q3vJDg>

<https://www.khanacademy.org/humanities/grammar/parts-of-speech-the-modifier/introduction-to-adjectives-and-articles/v/definite-and-indefinite-articles>

<https://www.youtube.com/watch?v=6wpPGJQE7T4>

https://www.myenglishpages.com/site_php_files/grammar-lesson-articles.php#.VROPhVYxFSU

at (1) This preposition is incorrect

Explore these links related to preposition:

<https://www.langports.com/useful-tips-to-learn-english-prepositions/>

<https://www.woodwardenglish.com/lesson/prepositions-ielts-writing-task-1-graphs/>

<https://www.ieltsbuddy.com/prepositions-in-graphs.html>

<https://www.langports.com/useful-tips-to-learn-english-prepositions/>

2) After verbs that start and end, we mostly use the preposition AT before a number:

To start AT

To begin AT

To end AT

To finish AT

Some example sentences:

Initial prices started at \$300 per unit.

Production began at 70 units per day in March.

Production ended at 90 units per day in August.

We can also use the preposition AT with the verb To Peak

Crime peaked at 200 incidents per night in April.

When the trend remains constant or steady, we can also use the preposition AT:

Over the last decade, the population of the town has remained steady at around 10,000
inhabitants)

those (The connector is required to complete the structure.

For better understanding on linker/conjunctions please explore the link below:-)

<https://www.gingersoftware.com/content/grammar-rules/conjunctions/>