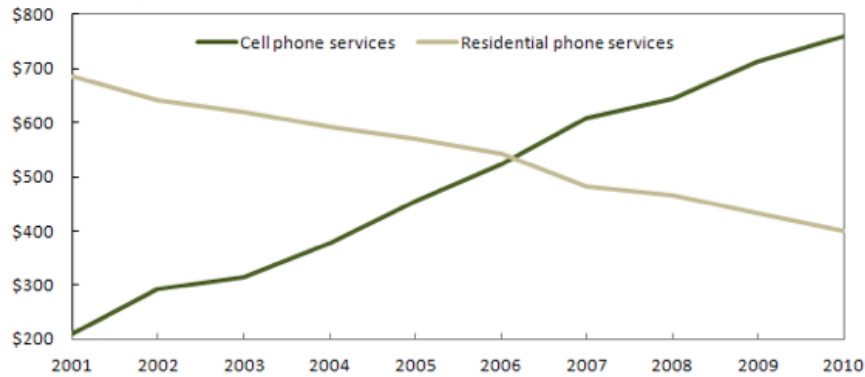


1. Bài mẫu Line Graph

Chart 1. Average annual expenditures on cell phone and residential phone services, 2001–2010



SOURCE: U.S. Bureau of Labor Statistics, Consumer Expenditure Survey

The line graph compares average yearly spending by Americans on mobile and landline phone services from 2001 to 2010.

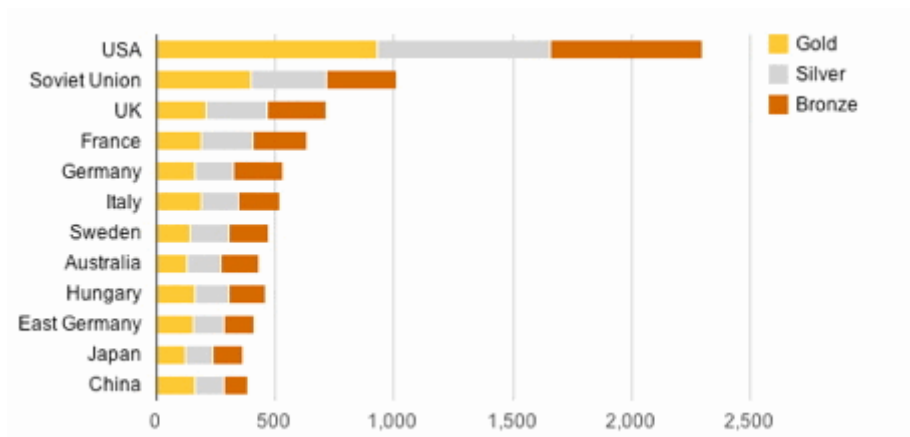
It is clear that spending on landline phones fell steadily over the 10-year period, while mobile phone expenditure rose quickly. The year 2006 marks the point at which expenditure on mobile services overtook that for residential phone services.

In 2001, US consumers spent an average of nearly \$700 on residential phone services, compared to only around \$200 on cell phone services. Over the following five years, average yearly spending on landlines dropped by nearly \$200. By contrast, expenditure on mobiles rose by approximately \$300.

In the year 2006, the average American paid out the same amount of money on both types of phone service, spending just over \$500 on each. By 2010, expenditure on mobile phones had reached around \$750, while the figure for spending on residential services had fallen to just over half this amount.

(162 words)

2. Bài mẫu Bar Chart



The chart below shows the total number of Olympic medals won by twelve different countries.

The bar chart compares twelve countries in terms of the overall number of medals that they have won at the Olympic Games.

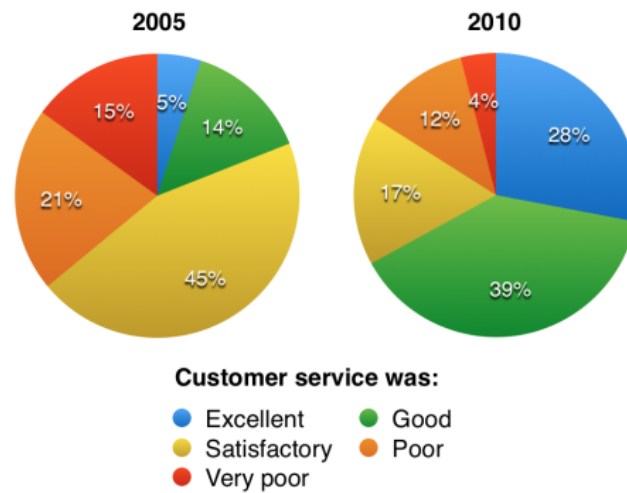
It is clear that the USA is by far the most successful Olympic medal winning nation. It is also noticeable that the figures for gold, silver and bronze medals won by any particular country tend to be fairly similar.

The USA has won a total of around 2,300 Olympic medals, including approximately 900 gold medals, 750 silver and 650 bronze. In second place on the all-time medals chart is the Soviet Union, with just over 1,000 medals. Again, the number of gold medals won by this country is slightly higher than the number of silver or bronze medals.

Only four other countries - the UK, France, Germany and Italy - have won more than 500 Olympic medals, all with similar proportions of each medal colour. Apart from the USA and the Soviet Union, China is the only other country with a noticeably higher proportion of gold medals (about 200) compared to silver and bronze (about 100 each).

(178 words)

3. Bài mẫu Pie Chart



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.

The pie charts compare visitors' responses to a survey about customer service at the Parkway Hotel in 2005 and in 2010.

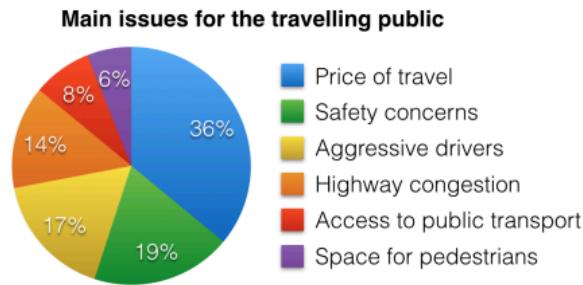
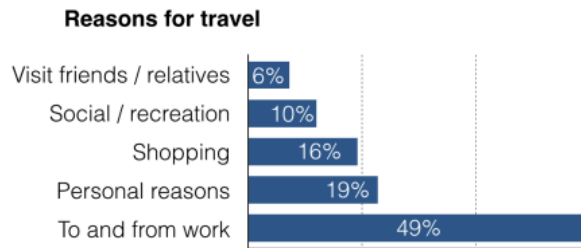
It is clear that overall customer satisfaction increased considerably from 2005 to 2010. While most hotel guests rated customer service as satisfactory or poor in 2005, a clear majority described the hotel's service as good or excellent in 2010.

Looking at the positive responses first, in 2005 only 5% of the hotel's visitors rated its customer service as excellent, but this figure rose to 28% in 2010. Furthermore, while only 14% of guests described customer service in the hotel as good in 2005, almost three times as many people gave this rating five years later.

With regard to negative feedback, the proportion of guests who considered the hotel's customer service to be poor fell from 21% in 2005 to only 12% in 2010. Similarly, the proportion of people who thought customer service was very poor dropped from 15% to only 4% over the 5-year period. Finally, a fall in the number of 'satisfactory' ratings in 2010 reflects the fact that more people gave positive responses to the survey in that year.

(193 words)

4. Bài mẫu Mixed Chart



The charts below show reasons for travel and the main issues for the traveling public in the US in 2009.

The bar chart and pie chart give information about why US residents traveled and what travel problems they experienced in the year 2009.

It is clear that the principal reason why Americans traveled in 2009 was to commute to and from work. In the same year, the primary concern of Americans, with regard to the trips they made, was the cost of traveling.

Looking more closely at the bar chart, we can see that 49% of the trips made by Americans in 2009 were for the purpose of commuting. By contrast, only 6% of trips were visits to friends or relatives, and one in ten trips were for social or recreational reasons. Shopping was cited as the reason for 16% of all travel, while unspecified 'personal reasons' accounted for the remaining 19%.

According to the pie chart, price was the key consideration for 36% of American travelers. Almost one in five people cited safety as their foremost travel concern, while aggressive driving and highway congestion were the main issues for 17% and 14% of the traveling public. Finally, a total of 14% of those surveyed thought that access to public transport or space for pedestrians were the most important travel issues.

(201 words)