Sample Listening Form Completion

You will hear a telephone conversation between a customer and an agent at a company which ships large boxes overseas.

A  Good morning Packham’s Shipping Agents. Can I help you?
B  Oh yes, I’m ringing to make enquiries about sending a large box, a container, back home to Kenya from the UK.
A  Yes, of course. Would you like me to try and find some quotations for you?
B  Yes, that’d be great. Thank you.
A  Well first of all, I need a few details from you.
B  Fine.
A  Can I take your name?
B  It’s Jacob Mkere.
A  Can you spell your surname, please?
B  Yes, it’s M-K-E-R-E.
A  Is that ‘M’ for mother?
B  Yes.
A  Thank you. And you say that you will be sending the box to Kenya?
B  That’s right.
A  And where would you like the box picked up from?
B  From college, if possible.
A  Yes, of course. I’ll take down the address now.
B  It’s Westall College.
A  Is that W-E-S-T-A-L-L?
B  Yes, ... college.
A  Westall College. And where’s that?
B  It’s Downlands Road, in Bristol.
A  Oh yes, I know it. And the postcode?
B It’s BS8 9PU.
A Right ... and I need to know the size.
B Yes, I’ve measured it carefully and it's 1.5 metres long ...
A Right.
B 0.75 metres wide ...
A OK.
B And it’s 0.5 metres high or deep.
A Great. So I’ll calculate the volume in a moment and get some quotes for that. But first can you tell me, you know, very generally, what will be in the box?
B Yes there’s mostly clothes.
A OK. [writing down]
B And there’s some books.
A OK. Good. Um ... Anything else?
B Yes, there’s also some toys.
A OK and what is the total value, do you think, of the contents?
B Well the main costs are the clothes and the books – they’ll be about £1500 but then the toys are about another two hundred – so I’d put down £1700.