Listening sample task – Form completion (to be used with IELTS Listening Recording 1)

PART 1

Questions 1 – 8

Complete the form below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

PACKHAM’S SHIPPING AGENCY – customer quotation form

**Example**

Country of destination: **Kenya**

Name: **Jacob** 1 ..........

Address to be collected from: 2 .......... **College, Downlands Rd**

Town: **Bristol**

Postcode: 3 ..........

Size of container:

Length: **1.5m**

Width: 4 .......... Height: 5 ..........

Contents: **clothes**

6 .......... 7 ..........

Total estimated value: **8 £** .........
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Tapescript for IELTS Listening Recording 1
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 1.5m long ...

A Right.

B 0.75m wide ...

A OK.

B And it's 0.5m 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.
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**Answers:**

1. Mkere
2. Westall
3. BS8 9PU
4. 0.75 m/metre(s)/meter(s) (wide) / three(-)quarter(s) (of) (a) metre/meter (wide) / ¾ m (wide) / 75 cm(s) (wide)
5. 0.5 m/metre(s)/meter(s) (high/deep) / (a) half (a) metre/meter (high/deep) / ½ m (high/deep) / 50 cm(s) (high/deep)
6 & 7  *in either order*
   - (some) books
   - (some) toys
8. 1,700

*Words in brackets are optional - they are correct, but not necessary. Alternative answers are separated by a slash (/).*