SECTION 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 £ ............
Listening sample task – Form completion *(to be used with IELTS Listening Recording 1)*

**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?**
It's Downlands Road, in Bristol.

Oh yes, I know it. And the postcode?

It's BS8 9PU.

Right ... and I need to know the size.

Yes, I've measured it carefully and it's 1.5m long ...

Right.

0.75m wide ...

OK.

And it's 0.5m high or deep.

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?

Yes there's mostly clothes.

OK. [writing down]

And there's some books.

OK. Good. Um ... Anything else?

Yes, there's also some toys.

OK and what is the total value, do you think, of the contents?

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

**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 (/).*