

### C. LISTENING

**Exercise 1:** In this unit, you will practise the skills you need to answer short-answer, five-option multiple-choice and diagram labelling questions in the IELTS Listening test.

Read the information. Then listen to three short recordings about a bank and answer the questions. Write **NO MORE THAN TWO WORDS** for each answer. (🔊 Track 4.1)

In short-answer questions, you answer questions, often in note form, using words from the recording. It is important that you understand what the questions are asking. Look for *wh*-question words to help you predict the answer, and read the whole question fully.

- 1 Where was the bank previously located? \_\_\_\_\_
- 2 What is the newest available product mentioned? \_\_\_\_\_
- 3 What is only available to existing customers? \_\_\_\_\_

**Exercise 2:** Read the information. Then listen to the bank manager. Which products do the questions describe? Write the correct letter, A–E, for each question. (🔊 Track 4.2)

You may be asked to choose correct answers from a box. You will hear the questions in the correct order, but not the answers. Read the questions before you listen and the answers while you listen.

- A student account
- B retirement account
- C mobile phone insurance
- D travel insurance
- E pet insurance

- 1 can only be arranged online \_\_\_\_
- 2 must provide identification \_\_\_\_
- 3 cannot be bought on its own \_\_\_\_

**Exercise 3:** Read the information. Then listen to a description of a process and put the instructions in the correct order. (🔊 Track 4.3)

When you are listening to a description of a process, sequencing language helps you know when the correct answer is coming. Examples of sequencing language include *first*, *once*, *after*, *next*, *finally*, etc.

put your card and money away

enter your PIN

insert your card into the machine

follow the on-screen instructions

cover the keypad

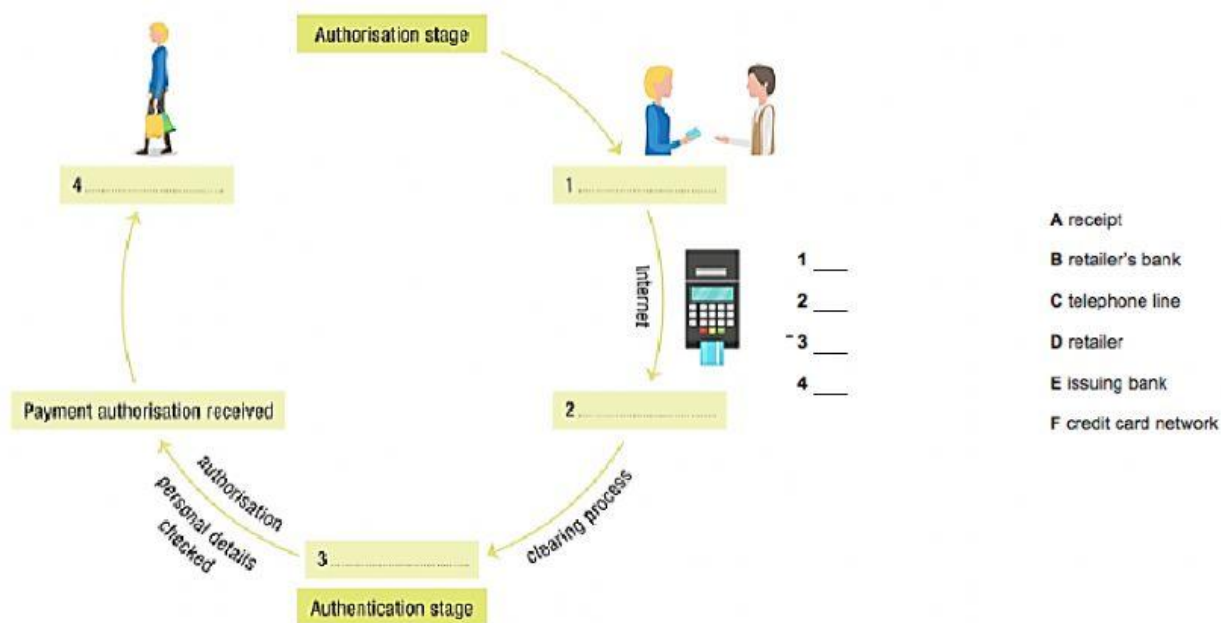
**Exercise 4: Read the information. Then listen to the description of the process again. Complete the sentences from the description with the words in the box. (🔊 Track 4.4)**

In the IELTS Listening test, use your knowledge of sequencing language to help you know when the correct answer is coming.

after    as soon as    before    finally    next    once    when

- 1 \_\_\_\_\_, insert your card into the machine.
- 2 \_\_\_\_\_ the card has been inserted correctly, follow the on-screen instructions.
- 3 Be sure to cover the keypad \_\_\_\_\_ asked to enter your PIN.
- 4 \_\_\_\_\_ your identity is confirmed, you may proceed with the transaction.
- 5 \_\_\_\_\_ the transaction is complete, you should be informed of any fees.
- 6 Make sure you do this \_\_\_\_\_ you're asked.
- 7 \_\_\_\_\_, before you move away from the machine, put your card and your money away.

**Exercise 5: Listen and complete the diagram. Write the correct letters, A–F, for answers 1–4. (🔊 Track 4.5)**



**Exercise 6:** Listen and answer questions 5–7. Write **NO MORE THAN TWO WORDS** for each answer. (🔊 Track 4.6)

- 5 How should you behave if you receive an unexpected phone call? \_\_\_\_\_
- 6 What should you do if you are not sure about a caller? \_\_\_\_\_
- 7 What can you use to protect your electronic devices? \_\_\_\_\_

**Exercise 7:** Listen and complete sentences 8–10. Write **NO MORE THAN TWO WORDS** for each answer. (🔊 Track 4.7)

- 8 Always remove \_\_\_\_\_ from social media sites.
- 9 Don't accept friend requests from \_\_\_\_\_.
- 10 Only share information about your life, work and interests with people you \_\_\_\_\_.