

AMES ENGLISH

Full name:.....

Worksheet 3	**Topic: The man – made environment**		**WID:** IELTS5.0_03_L **QR code:**
Skills	**Listening:** - predict the type of information required for short-answer questions - listen for specific information and write it down correctly - answer multiple-choice questions correctly by eliminating distractors.	**..... pts/10**	
	Listening exam skills: Multiple choice and short answer questions	**..... pts/10**	

<u>Exercise 1.</u> [Identify the keywords and paraphrases]

A. Quickly read the questions from Section 2 of an IELTS Listening test and decide what the most important words are in each question. Choose the correct answers.

1. What is the general focus of Giles Watson's training session?

2. What does Giles think is the key part of making customers feels happy?

3. In another session, Giles will offer advice about...

4. What does Giles say is the most difficult thing to achieve?

5. What experience has Giles had of unpleasant customers?

Underline the correct answer.

- The key words in Question 1 are (general focus/training session).
- The key words in Question 2 are (feel happy/key part).
- The key words in Question 3 are (another session/offer advice).
- The key words in Question 4 are (the most difficult thing/to achieve).
- The key word in Question 5 is (experience/unpleasant).

B. You will listen to extracts from a talk about customer satisfaction. Match the underlined words in Part A with the words and phrases the speaker uses (provided in the box below).

crucial	give tips	main challenge	main reasons	overall theme
remind you	rude	the basics	the most important aspect	uninterested

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Exercise 2. [IELTS Reading: Multiple choice questions – Paraphrases]

A. Read the information. Then listen and choose the correct answers.

1. What is Anne Smith's principal role at Star Travel Agency?

   A. She is in charge of new staff.

   B. She is responsible for big tour groups.

   C. She hires people to work for the agency.

2. What does Anne find is the best thing about working for Star Travel Agency?

   A. the opportunity to travel

   B. the good wages that are paid

   C. the friendliness of the other staff

3. Later in the morning, Anne will provide some training in

   A. using the company computers

   B. recommending places to visit

   C. dealing with telephone bookings

4. What skill does Anne say is the most important for working in a travel agency?

   A. You should be able to deal calmly with annoyed customers.

   B. You must be able to speak several languages.

   C. You have to be a good listener.

5. The person now in charge of paying wages is

   A. Andrew Brown B. Julia Summers C. Joe Ramsay

B. Listen to the extracts taken from the listening recording in Part A, decide what phrases Anne Smith uses instead of the underlined words. Choose the correct answers.

1. What is Anne Smith's ***principal role*** at Star Travel Agency?

2. What does Anne find is the ***best thing*** about working for Star Travel Agency?

3. Later in the morning, Anne will ***provide*** some ***training*** in...

4. What skill does Anne say is the ***most important*** for working in a travel agency?

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5. The person now ***in charge of paying wages*** is...

a. Instead of 'principal role', she says: _____

b. Instead of 'best thing', she says: _____

c. Instead of 'provide', she says: _____

d. Instead of 'the most important', she says: _____

e. Instead of 'in charge of paying wages', she says: _____

Exercise 3. [IELTS Listening: Multiple choice questions] Listen and choose the correct letter, A, B or C.

24. Why does Marco's tutor advise him to avoid the Team Management course?

A. It will repeat work that Marco has already done.

B. It is intended for students at a lower level than Marco.

C. It may take too much time to do well.

25. Why does Marco want to do a dissertation?

A. He thinks it will help his future career.

B. He would like to do a detailed study.

C. He has already done some work for it.

26. What does Marco's tutor think about the dissertation outline?

A. The topic is too narrow to be useful.

B. The available data may be unsuitable.

C. The research plan is too complicated.

27. What does Marco decide to do about his dissertation?

A. contact potential interviewees

B. change to another topic

C. discuss it with Professor Briggs

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Exercise 4. [IELTS Listening: Multiple choice questions] Listen and choose the correct letter A, B or C.

Research project on attitudes towards study

21. Phoebe's main reason for choosing her topic was that

A. her classmates had been very interested in it.

B. it would help prepare her for her first teaching post

C. she had been inspired by a particular book

22. Phoebe's main research question related to

A. the effect of teacher discipline

B. the variety of learning activities

C. levels of pupil confidence

23. Phoebe was most surprised by her finding that

A. gender did not influence behaviour significantly

B. girls were more negative about school than boys

C. boys were more talkative than girls in class

24. Regarding teaching, Phoebe says she has learned that

A. teachers should be flexible in their lesson planning

B. brighter children learn from supporting weaker ones

C. children vary from each other in unpredictable ways

25. Tony is particularly impressed by Phoebe's ability to

A. recognize the limitations of such small-scale research

B. reflect on her own research experience in an interesting way

C. design her research in such a way as to minimise difficulties

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Exercise 5. [IELTS Listening: Multiple choice questions] Listen and choose the correct letter A, B or C

Tamerton Centre

11. The Tamerton Centre was set up in order to encourage people

A. to enjoy being in the countryside

B. to help conserve the countryside

C. to learn more about the countryside

12. Last year's group said that the course

A. built their self esteem

B. taught them lots of new skills

C. made them filter and stronger

13. For the speaker, what's the most special feature of the course?

A. You can choose which activities you do

B. There's such a wide variety of activities

C. You can become an expert in new activities

14. The speaker advises people to bring

A. their own board games

B. extra table tennis equipment

C. a selection of films on DVD

15. Bed-time is strictly enforced because

A. it's a way to reduce bad behaviour

B. tiredness can lead to accidents

C. it makes it easy to check everyone's in.

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Exercise 6. [Identify the type of information – Short answer questions]

A. Read the information. Then, look at the underlined key words in the questions. Match the information you need to listen for with the questions.

a month	an action	an object	the name of a person	the name of a place

1. What should staff do when they first arrive at work? _____
2. When is the busiest time of year for Star Travel Agency? _____
3. Where in Fiji do people like to go to at this time of year? _____
4. What must staff see before confirming a booking? _____
5. Who should staff contact if they have a problem with the computer? _____

B. Listen and answer the questions above. Write NO MORE THAN TWO WORDS for each answer.

- *Before listening, look at the questions quickly and remember the key information you need to listen for.*
- *Listen, and pay special attention when the speaker begins to talk about the key information.*
- *Think about how each question can be answered in just one or two words. Use the same words that the speaker uses. Do not change them in any way.*
- *Check your spelling carefully at the end.*

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Exercise 7. [IELTS Listening: Short answer questions] Listen and answer the questions below. Write NO MORE THAN THREE WORDS for each answer.

Sea Life Centre – Information

11. What was the Sea Life Centre previously called? .....
12. What is the newest attraction called? .....
13. When is the main feeding time? .....
14. What can you do with a VIP ticket? .....
15. What special event will the Sea Life Centre arrange for you? .....
16. Where will the petition for animal conversation be sent to? .....
17. What can you use to test what you have learnt? .....

Exercise 8. [IELTS Listening: Short answer questions] Listen and answer questions. Write NO MORE THAN TWO WORDS for each answer.

26. What part of the assignment is Alan going to start working on? .....
27. Where will Melanie get more information on used paper collection? .....
28. What will they add to the assignment to make it more interesting? .....
29. What do they agree to complete by the end of the month? .....
30. Who will they ask to review their work? .....

Exercise 9. [IELTS Listening: Short answer questions] Listen and complete the gap. Write ONE WORD ONLY for each answer.

What **TWO** images drawn by Aboriginal people show their contact with Europeans?

- 37.....
- 38.....

What human activities does the lecturer say are the main threats to Aboriginal rock art?

- 39.....
- vandalism
- 40.....

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