

UNIT 1 : THE MAN-MADE ENVIRONMENT

C. LISTENING

Exercise 1 :

In this unit, you will practise the skills you need to predict the type of information required for multiple-choice and short-answered questions.

Read the information about Section 2 of the IELTS Listening test. Choose two answers for each question.

In Section 2 of the IELTS Listening test, you will hear a single speaker talking. He or she will be speaking in a general situation, giving general information to other people. You will hear the speaker only once. You will have 30–45 seconds before listening to look at the questions. Use this time to try and predict what you might hear.

1 What might you hear in Section 2 of the listening test?

- ☐ An academic lecture by a university professor.
- ☐ A talk by a manager to new staff members, explaining some company rules.
- ☐ A conversation between two friends.
- ☐ A speech by a counsellor, giving advice about dealing with stress.

2 What will you need to do in this part of the test?

- ☐ Give your opinion on a topic.
- ☐ Understand the general context of what you hear.
- ☐ Listen and find the specific information you need.
- ☐ Write an essay about the topic you hear.

3 What should you do before listening?

- ☐ Read the questions carefully.
- ☐ Answer all the questions.
- ☐ Decide what type of information you need to listen for.

Exercise 2:

You will listen to extracts from a talk about customer satisfaction. *Track 1.1*

Read the information. Then look at questions 1–5. Listen and match the underlined words with the words and phrases the speaker uses.



It's important to decide what key information you need to listen for as this will help you to focus your attention while listening. However, the speaker probably won't use the same words which appear in the questions. Instead, he or she will paraphrase them (use other words or phrases with a similar meaning).

crucial

give tips

main challenge

main reasons

overall theme

remind you

rude

the basics

the most important aspect

uninterested

- 1 What is the **general focus** of Giles Watson's training session?
- 2 What does Giles think is the **key part** of making customers feel happy?
- 3 In another session, Giles will **offer** some **advice** in ...
- 4 What does Giles say is the **most difficult thing** to achieve?
- 5 What experience has Giles had of **unpleasant** customers?

1 Instead of 'general focus', Giles says:

2 Instead of 'the key part', he says:

3 Instead of 'offer advice', he says:

4 Instead of 'most difficult thing', he says:

5 Instead of 'unpleasant', he says:

Exercise 3:

You are going to complete Section 2 of an IELTS Listening test. Then listen and choose the correct answers. Track 1.2

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.

Exercise 4 :

Look at the questions, with the key words underlined.

Listen and decide what phrases Anne Smith uses instead of the underlined words. Choose the correct answers. Track 1.3

- 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?
- 5 The person now in charge of paying wages is ...

1 Instead of 'principal role', she says:

- ☐ main responsibility ☐ mainly deals with

2 Instead of 'best thing', she says:

- ☐ isn't bad ☐ what I like most

3 Instead of 'provide', she says:

- ☐ explain ☐ show

4 Instead of 'the most important', she says:

- ☐ the main one ☐ you need

5 Instead of 'in charge of paying wages', she says:

- ☐ the correct amount ☐ responsible for making sure you get paid

Exercise 5:

You are going to hear one speaker talk about a topic related to tourism. This is a common topic in IELTS so it's a good idea to familiarise yourself with vocabulary related to tourism.

1 an agreement in which you pay a company money and they pay for your costs if you have an accident:

2 someone who has a lot of experience, knowledge, or skill in a particular subject:

3 something that you must do:

4 to make a meeting or arrangement certain, often by phone, email or in person:

5 a business that represents one group of people, e.g. tourists, when dealing with another group, e.g. hotels:

6 the place where someone is going or where something is being taken:

7 a time of year when the demand for a service, e.g. a travel agency, is at its highest:

8 an arrangement you make to have something, e.g. a hotel room, at a particular time in the future:

Match the words in the box with the correct definitions.

agency

booking

confirm

destination

insurance

obligation

peak season

specialist

Exercise 6 :

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



In the short time you have before listening, it is always useful to look at the questions and decide what you need to listen for. It will help if you know you need to listen for a specific action, a time, a place or a person.

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**?

Exercise 7 :

Listen and answer the questions. *Track 1.4*

Write **NO MORE THAN TWO WORDS** for each answer.

- 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 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? _____

Exercise 8 :

Listen to the final conversation again and choose the correct letter, A, B or C.

- 1 At the moment, Caroline lives in
 - A Prendergast Road.
 - B Lanchester Road.
 - C Riverside Road.
- 2 Caroline wants to make a first offer of
 - A £300,000.
 - B £350,000.
 - C £340,000.

- 3 Caroline and her family
- A have sold their house.
 - B are selling their house now.
 - C will sell their house in two months' time.
- 4 It may take longer to sell the house if
- A the bank does not check the house quickly.
 - B there are plans to do some building near the house.
 - C her husband has problems at work.
- 5 If the sellers do not accept her first offer, Caroline will need to
- A increase her offer.
 - B come to an agreement in a week.
 - C contact her bank and ask for more money.

D. SPEAKING

Exercise 1 :

What do you know about IELTS Speaking Part 2? Choose the correct answers.

- 1 How long does IELTS Speaking Part 2 last?
☐ 3–4 minutes ☐ 5–6 minutes
- 2 How much preparation time do candidates have?
☐ 1 minute ☐ 2 minutes
- 3 What does the candidate do during the preparation time?
☐ ask questions ☐ make notes
- 4 Does the candidate ask questions during the preparation time?
☐ Yes ☐ No
- 5 Does the examiner ask questions during the long turn?
☐ Yes ☐ No

Exercise 2 :

In IELTS Speaking Part 2 you are given a task card on a particular topic. This will include key points that you should talk about. Then you have one minute to make notes and prepare your talk.

Read the task card and the statements about note-taking. Then choose the correct answers.

Describe your perfect home.

You should say:

what it looks like

where it is located

what it contains

and explain if your real home is similar to this.

	Yes	No
1 You should write down every word you want to say.	☐	☐
2 You should write your notes as full sentences.	☐	☐
3 You should only talk about the points on the task card.	☐	☐
4 You should always give examples or extra information about each point.	☐	☐
5 You can ask the examiner for a different task card if you don't like the topic.	☐	☐

Exercise 3 :

In IELTS Speaking Part 2, you have one minute to make some notes and prepare your talk.

Read the task card, and then complete the table with words that you can use in your talk. Use the words in the box. The first one has been done for you.

private drive	identical	open-plan lounge	dissimilar	on the waterfront	
traditional	residential	much the same	central	simple	large terrace

what your home looks like: *It looks ...*

modern

where your home is located: *It's somewhere ...*

what your home contains: *It has a/an ...*

and explain if your real home is similar to this: *It's ...*

Exercise 4 :

Read the task card again. Then watch the video and complete the student's notes. ·Video 1.1

Your perfect home

what it looks like: big _____ / big windows / _____

where it is located: _____ / small town / _____

what it contains: family / _____

and explain if your real home is similar to this: Yes: small town, quite a big _____, _____ but
no _____

Exercise 5 :

In order to have enough to say in IELTS Speaking Part 2, you should always give examples or extra information about each point.

Read the task card again and the student's answers. Then complete the table with the words in the box. Watch the video and check your answers. ·Video 1.2

difference	dog	family	guard	missing	one	only
part	situated	town	wake up			

	Answers	Examples and/or extra information
what it looks like	A big house with big windows and a balcony.	My bedroom is at the top of the house. I can with the sunshine.
where it is located	In the forest or in a small town or village.	I don't like busy places so I prefer to live in a quiet .
what it contains	My family and animals.	They are the most important of my life. I would like to have a which would my home.
and explain if your real home is similar to this	Yes: small town, big house, family.	I live in a small in quite a big house where all my lives. The main is that I don't have a dog. So this is the thing that is in my perfect home.

Exercise 6 :

Sometimes you might have a difficult topic and can't think of anything to say. If this happens, try to think about each part of the question in more detail.

Read the IELTS Speaking Part 2 task card again. Then complete the notes. Use the words in the box.

a cellar

country

four rooms

in an apartment block

large windows

lots of things to do

lounge

on the waterfront

one

room for family

small

suburbs

town

traditional

two bedrooms

wood

Your perfect home

what it looks like:

what style it is: modern, , simple

how many storeys it has: two, etc.

what size it is: big or

how the outside of the house looks: , red front door

what materials it is made from: , brick, stone, glass, steel

where it is located:

general details: (urban) or (rural)

specific details: city centre, , village

distance to/from other places: , ten minutes from work, in the mountains, etc.

where it is in relation to other buildings: , skyscraper, on its own

why it would be located there: peaceful,

what it contains:

number of rooms: in total

number of each room: one kitchen, one bathroom,

what rooms it has: dining room, [REDACTED], kitchen, bathroom, bedroom

what other things it has: a garage, [REDACTED], a balcony, a staircase, a gym

why it would contain these things: outdoor space, [REDACTED]

and explain if your real home is similar to this:

what is similar (think about the points you listed above)?

- what looks the same?
- is the location the same?
- is what it contains the same?

what is different (think about your answers to the points above)?

- what looks different (if anything)?
- is the location different?
- is what it contains different?\

Exercise 7 :

Read the IELTS Speaking Part 2 task card again. Then choose the correct words to complete the student's answers.

Your perfect home

what it looks like:

My perfect home would be a huge/high house and it would be three storeys high. It would be simplistic but colourful/coloured.

where it is located:

It would be located at the seaside/oceanside probably somewhere on an island. You can suntan/sunbathe, rest, read a book and relax there.

what it contains:

It would contain a big swimming pool. It would also have a seating/seat area where you can look out onto the ocean.

and explain if your real home is similar to this:

It doesn't really look as/like my home. I live in a normal flat and it's not as luxury/luxurious as my perfect home would be.

Exercise 8 :

In the IELTS Speaking test, it is important to use collocations to score well for *lexical resource*, i.e. using a wide range of vocabulary.

Choose the correct nouns to complete the collocations

- 1 a tall *building/ garden/ lounge/ terrace*
- 2 a colourful *pool/ location/ picture/ drive*
- 3 a seaside *drive/ location/ building/ terrace*
- 4 a sunny *picture/ garden*
- 5 a seating *area/ location/ lounge/ terrace*
- 6 a swimming *pool/ garden/ home/ drive*
- 7 a luxurious *location/ home/ area/ picture*
- 8 a private *picture/ area/ location/ drive*
- 9 a large *terrace/ location*
- 10 an open-plan *garage/ lounge/ terrace/ garden*

Exercise 9 :

Look at the words in bold in the IELTS Speaking Part 2 task card.

Match the synonyms with the words from the task card.

Describe your **perfect** home.

You should **say**:

what it **looks like**

where it is **located**

what it **contains**

and explain if your **real** home is **similar** to this.

- | | | | |
|-------------|-----------------------|-----------------------|------------|
| 1 perfect | ☐ | ☐ | explain |
| 2 say | ☐ | ☐ | ideal |
| 3 look like | ☐ | ☐ | the same |
| 4 located | ☐ | ☐ | actual |
| 5 contains | ☐ | ☐ | appearance |
| 6 real | ☐ | ☐ | situated |
| 7 similar | ☐ | ☐ | has |

Exercise 10 :

You are going to do IELTS Speaking Part 2. You will need some paper and a pencil

Describe your **perfect** home.

You should **say**:

what it **looks like**

where it is **located**

what it **contains**

and explain if your **real** home is **similar** to this.