## LISTENING SCRIPT

**Exercise 5.**

*You will hear a telephone conversation between a volunteer and an agent at a volunteering organisation. Before you listen, you have some time to look at questions 1 to 5. [pause] Now listen and answer questions 1 to 5. On this occasion only, an example has been done for you.*

**Agent:** Good morning ... World Care Volunteering ... can I help you?
**Volunteer:** Yes. I was wondering if you have any volunteering opportunities available?
**Agent:** Absolutely. Where are you interested in going?
**Volunteer:** Well, I'm particularly keen on Africa, but I also like the sound of China and Brazil. I've always wanted to go to China.
**Agent:** Hmmm, well, we were running projects in China last year, and our Brazilian projects are all fully booked, I'm afraid. We do have a number available in Africa though?
**Volunteer:** OK, Africa it is! I'll have to visit China another time.
*The correct location is Africa, so that has been written in the space. Now listen and answer questions 1 to 5.*
**Agent:** Excellent. I just need to take some details so I can send you an information pack. [pause] Right. So, what's your full name?
**Volunteer:** It's Hannah Browne.
**Agent:** Brown as in the colour?
**Volunteer:** No. Browne with an e.
**Agent:** Date of birth?
**Volunteer:** It's the 9th of December 1987.
**Agent:** Right, and your address?
**Volunteer:** Garden Flat, 15 Hotwell Road.
**Agent:** Is Hot Well two words?
**Volunteer:** No, it's one word. [pause] Bristol, BS10 5RQ. No, hang on. That was my old postcode – I've moved recently. It's BS8 4UP.
**Agent:** Got it. And your telephone number?
**Volunteer:** It's oh-seven-nine-seven, three-five-six-seven, double seven-two.
**Agent:** Three-five-three-seven, double seven-two?
**Volunteer:** No. Three-five-six-seven, double seven-two.
**Agent:** OK. And, when would you like to volunteer?
**Volunteer:** Hmmm, well, it's March now. I was free in June, but I've been invited to a wedding now. I have work commitments in July, so I guess it'd have to be August. Hmmm, although I'm not sure about the weather in August, and … I could probably take some annual leave in July – I'm owed a few weeks. Let's say July.
*Before you hear the rest of the conversation you have some time to look at questions 6 to 10. [pause] Now listen and answer questions 6 to 10.*
**Agent:** OK. So, we have a few volunteering packages. Which are you interested in?
**Volunteer:** Hmmm, what do you have?
**Agent:** Group volunteering, community volunteering and conservation volunteering. Oh, and there are internship programmes, too. I almost forgot those.
**Volunteer:** Oh, I see. Well, I'm not looking for a new career, so I don't think the latter will we suitable. What's group volunteering?


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**Agent:** That's for people travelling with friends or family. We put together an itinerary tailored to your interests. We call it 'voluntourism'. It's very popular.
**Volunteer:** That sounds great, but I'll be travelling alone, so that's no good.
**Agent:** How about community volunteering? That's about getting involved with the local people.
**Volunteer:** Yes, that sounds more like it.
**Agent:** Right. So, your current experience. You're working at the moment you said?
**Volunteer:** Yes. I went to art school – I always wanted to be a photographer – but in the end, I became a project manager.
**Agent:** That's great. How many years have you been doing that?
**Volunteer:** Hmmm, well, I started as a project administrator – that must've been eight years ago. No, it was more like ten. Now I think about it, I did that for four years, maybe five. I started managing projects after that. So, six years.
**Agent:** Great. Right, I think I have everything I need.
**Volunteer:** What about the cost?
**Agent:** Oh, yes, of course. Well, it depends on how long you'd be volunteering. A week starts at £300, and a fortnight package can be as little as 450. That doesn't include flights, of course, which cost anywhere between 200 and £575. A month-long package is £600. No, that was for last year – sorry, there's been a slight increase since then. £650.
**Volunteer:** OK, that's about what I thought.
**Agent:** Great! I'll get a pack to you in the post.

**Exercise 6.**
*You will hear a man who run a recruitment agency talking to a young woman looking for a job. First you have some time to look at question 1 to 6*
*(Pause the recording for 30 seconds.)*
*You will see that there is an example that has been done for you. On this occasion only, the conversation relating to this will be played first.*

**Clive**: Hello, Edwina. Thanks. I'm looking for a job as a nanny. I like working with children. I talked to you yesterday?
**Clive**: Oh, yes. Well, we coverd the most of the ground on the phone yesterday. I've got a form I need to complete for my records. So, (Example) you're Edwine Riley, and how should we contact you?
*The woman's name is Edwina Riley, so 'Riley' has been written in the space. Now we shall begin. You should answer the question as you listen, because you will hear the recording a second time. Listen carefully and answer 1 to 6*
*(repeat)*
**Edwina**: By email, I check it regularly.
**Clive**: What's the address?.
**Edwina**: (1) It's Edwina like my name then R I, the first two letter of my surname, at worldnet dot com.
**Clive**: E-D-W-I-N-A-R-I at the worldnet dot com?
**Edwina**: Yes.
**Clive**: Good. And you're from Australia?
**Edwina**: (2) Actually, I'm from New Zelander.
**Clive**: Oh, I'm sorry. I bet it's really irritating being told you're an Australian. Like Canadians being asked what part of the States they're from.
**Edwina**: I'm used to it. It happened to us all the time.


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**Clive**: And now, you said on the phone that you could bring me some references? One from someone who's known you in a professional capacity and one personal one?.
**Edwina**: Ah, yeah. Here's one from (3) John Keen, who was the manager at the play centre in Wellington where I worked for three years after I left school, It's got all his contact details on.
**Clive**: Thank you. So this was your last employer?
**Edwina**: Yes, apart from a bit of waitressing recently, but that was just temporary. I'm sure John will answer any question if you contact him.
**Clive**: We do run checks, yes. A personal reference?
**Edwina**: Ah, you can contact the friend of my mother's I'm staying with here in London: (4) Eileen Dorsini, She's a professor. She's known me all my life because she used to be our neighbour back home when she was a primary school teacher there. Now she's working here at the Institute of Education.
**Clive**: Oh good!
**Edwina**: I've got her contact details here for you.
**Clive**: Thanks. I think I have some jobs to suit you. Oh, do you have any practical qualifications, by the way? Life-saving, music, anything?
**Edwina**: Um, (5) I've got an up-to-date first aid certificate, I did a course when I was working.
**Clive**: That's good. First aid. Anything else?
**Edwina**: Well, I've got a driving licence, as I told you on the phone. But that's not special, you said, almost everyone needs that really. (6) I've got a sailing qualification. It's a certificate of competence.
**Clive**: So you're a yatchswoman?
**Edwina**: I love sailing.
**Clive**: Well, I'll note you have a certificate. Hmm

*Before you hear the rest of the conversation, you have some time to look at the questions 7 to 10 (Pause the recording for 30 seconds.)*
*Now listen and answer question from 7 to 10.*

**Clive**: Now as I mentioned yesterday, there are three families and the job description is much the same 'for all of them, as I explained. There are few other things you need to know. Anywya, the first family's here in London.
**Edwina**: Yes, I did make a few notes. London, er, that's the Bentons? With two children?
**Clive**: Yes. That's right, a girl of three and her brother who's eight. The little boy has quite serious food allergy. Did you learn about things like that on the courses?
**Edwina**: Oh, well, I know what to do if someone has an allergic reaction.
**Clive**: Good, but (7) what they mainly want is someone with an interest in sport, as that's the kind of family they are.
**Edwina**: Oh that's OK. I'll enjoy that.
**Clive**: Good. Now you 're the next people in the country, near Oxford.
**Edwina**: Oh yeah, the Grangers?
**Clive**: So, (8) they have twin boys of five, who are a bit of handful, I suspect, but it's a lovely place, quite a grand house, and the family is extremely welcoming. They keep hourses. Do you ride?
**Edwina**:I did when I was younger. I like animals gennerally.
**Clive**: Well, ' animal-lover" was the special request, so you'd fine there. The last family…
**Edwina**: Yes?
**Clive**: I don't think I told you (9) they live in Scotland.
**Edwina**: Really? What's their name?


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**Clive**: Campbeli.
**Edwina**: Oh, yes. And they have four girls under ten?
**Clive**: That's it. They have lovely city flat, and they own a small island.
**Edwina**: Wow!
**Clive**: Actually, you might get on with them very well. (10) They particularly wanted someone who would be prepared to cook when they go camping on the island.
**Edwina**: Camping would really suit me and I'm used to taking my turn doing the food. But it is a long way from London.
**Clive**: Mm. Yeah, well, you can think about it. Um, then as soon as I've checked your references, we can arrange for you to talk to all of the families.
**Edwina**: Right. Thanks very much!
**Clive**: Thank you! I'll email you as soon as I can.
*That is the end of section 1. You now have half a minute to check your answers.*
*(Pause the recording for 30 seconds.)*

**Exercise 7.**
*Section 1. You will hear a woman talking to a man about joining a drama club. First you have some time to look at questions 1 to 6.*

*( Pause the recording for 30 seconds.)*

*You will see that there is an example that has been done for you. On this occasion only, the conversation relating to this will be played first.*

**Man**: Hello. Robert Gladwell speaking.

**Woman**: Oh hi. My name's Chloe Martin. I was given your name and phone number by Ben Winters. I work with him and he said you're a member of Midbury Drama lub.

**Man**: Yes, I am.

**Woman**: Well, I've just moved to the area and I'm keen to join a drama club.

**Man**: Great! Yes, I can give you some information. We're one of the oldest drama clubs in the area as (***Example***) the club started in 1957. We now have about 60 members. Our youngest member is ten and our oldest member is 78.

*The year the drama club started was 1957, so '1957' has been written in the space. Now we shall begin. You should answer the questions as you listen because you will not hear the recording a second time. Listen carefully and answer questions 1 to 6.*

(Repeat)

**Woman**: I think I saw a picture in the newspaper the other day of some of your members being presented with a prize.


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**Man**: Yes, (**1**), the youth section did very well in a competition and won £100 which will help with their next production. Anyway, tell me a bit more about yourself.

**Woman**: Well, I've done a bit of actlng. I was in a couple of musicals when I was at university and a historical play more recently.
**Man**: (**2**) Mm…we mainly do comedy plays. We get good audiences for that kind of thing. We haven't attempted a musical yet, but we might do one soon.

**Woman**: Oh! When do you usually meet?

**Man**: On Tuesdays.

**Woman**: Presumably I'll need to do an audition ?

**Man**: Yes, there were a few auditions last Tuesday and we'll be doing more at our next meeting which is in two weeks' time, **(3)** that's on Tuesday the 12th of March. There'll be another opportunity two weeks after that which will be on the 26th of March.

**Woman**: Oh, well I can come to your next meeting. And if I don't get an acting part in a play. I'd be happy to help with something else. **(4)** I've designed publicity before.

**Man**: Great! We're very short of people who can do that, so that would be really good. There are a lot of people who like making scenery so we get plenty of help with that, but we haven't got enough people to do the lights at the moment so if you think you can do that or you have any friends who would like to, do bring them along. We can show you what to do if you haven't got any experience.

**Woman**:Mm…I'll have to think about it. So do you meet in the theatre?

**Man**: We do our performances in The Manor Theatre but we only hire that for the nights of the actual performances. **(5)** We meet to rehearse every Tuesday evening in the community hall. We rent a room there.

**Woman**: Oh, I'm not sure where that is. I'll be coming by car because I don't live in the town centre.

**Man**: It's in Ashburon Road. As you're coming towards the centre down Regent Street, you need to turn left at the crossroads.

**Woman**: Oh, I know, there's a big car park down there, just before you get to the hotel. **(6)** It's on the other side of the road from the sports centre.

**Man**: That's it. That's the closet place to leave your car and you don't have to pay in the evening to park there. We meet at 7:30 and we usually finish by 9.30 or 10.

**Woman**: OK!


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*Before you hear the rest of the conversation, you have sometimes to look at questions 7 to 10.*

*(Pause the recording for 30 seconds.)*

*Now listen and answer questions 7 to 10.*

**Man**: I haven't mentioned that we have to make a charge. **(7)** Everyone pays a subscription of £180 to be a member for a year. You can pay for the whole year at once or you can pay £15 every month. It works out the same. There are reductions for retired people and under-18s but I don't think you come into either category?

**Woman**: No. I'm 26.

**Man**: Oh! That fee covers all the costs like photocopying of scripts and producing the posters but **(8)** it excluded the costumes for the performances. We ask people to pay for the hire of those themselves. It does mean they look after them properly as they know they won't get their deposit back otherwise.

**Woman**: Mm… can I come along to the next meeting then?

**Man**: Of course. We'd love to see you. And if you want to know more about how we run the auditions or the next play we're doing, why don't you give our secretary a ring? She'll be really pleased to help you.

**Woman**: What's her name?

**Man**: It's Sarah Sawdicott. **(9)** That's S-A-W-D-I-C-O double T.

**Woman**: Got that. And her phone number?

**Man**: I've only got a mobile number for her. Um….just a minute ….let me find it. Ah **(10)** It's 07955 240063.

**Woman**: Great. Thanks for your help.


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