WEEK 1
LISTENING TASK:

SECTION 1 Questions 1-10

Questions 1-3

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Cianfanelli Property Loss/Damage Report Form	
Example Name	*Answer* *....Cirilla Fionna....*
Phone number	**1.** .....
Address	**2.** ....., Toussaint
Shipping company	EA Merchant Marine
Date of arrival	**3.** .....
Shipment code	GTX-1060

Questions 4-10

Complete the table below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Items	Problems	Estimated cost
4.	a lot of **5.** ..... are missing	$40
Violin	a huge crack on the body the **6.** ..... is detached	no less than **7.** .....
8.	broken **9.**	$30
Electric pressure cooker	the **10.** ..... needs replacing	unknown

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TRANSCRIPT

Dunny	Good afternoon. This is Cianfanelli Insurance. My name's Dunny and I am an insurance claims handler. How may I help you?
Cirilla	I took out insurance with your company when I shipped my stuff from Skellige back here to Toussaint, and there is a bit of a problem unfortunately. A lot of my things are broken and I'm pretty sure all the damage occurred during the shipping, so I'm calling to make a claim.
Dunny	I'm sorry to hear that. First let me get some of your details and I'll see what we can do about it. Can you give me your full name, please?
Cirilla	Yes, my name's Cirilla Fionna. It's F-I-O-N-N-A.
Dunny	OK Ms. Fionna, now I need your contact details ... First of all...your phone number, please?
Cirilla	Hang on a second... I've got it written down here somewhere..It's 0432.. Oh no sorry, I can't even read my own hand-writing. It's 0423-683-7996.
Dunny	9-9-6..Ok great. How about your current address?
Cirilla	Current address? You mean the one in Toussaint
Dunny	Yes.
Cirilla	It's 50A Beauclair Drive.
Dunny	Er..sorry I didn't really catch that. What was the street name again?
Cirilla	Beauclair. It's spelt B-E-A-U-C-L-A-I-R.
Dunny	Ok got it. So now we need to know the company which did all the packing and shipping of your belongings.
Cirilla	I don't exactly remember the full name, but it has something to do with EA ..EA marine something or other...
Dunny	Is it EA Marine Merchants?

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Cirilla Yeah that's it.

Dunny Alright. Now Ms. Fionna, do you happen to remember the date on which your belongings arrived?

Cirilla Just let me check the shipment form they gave me....it says the shipment arrived here on the 16th of August...oh no sorry, that's when it left... the shipment got here on the 26th!

Dunny Okay ... now that you've got the form with you, can you see a small code in the bottom right-hand corner? A 7-digit code that contains 2 or 3 letters ...followed by some numbers

Cirilla I think I've got it here ... it's the ... "shipment code" right?

Dunny Yeah, that's the one. Can you read it to me please? We need that for reference.

Cirilla Sure. It's GTX 1060.

Dunny Thank you.

... ...

Dunny Ok Ms. Fionna, now could you please describe for me as accurately as possible what damage was done to your items?

Cirilla Yes, well there are four things in total and I'm really quite frustrated about it because they were all very important to me. The first one is a computer keyboard that I recently bought and the problem is that many of the key caps were dislodged and are nowhere to be found. Currently I have to use another keyboard, but it's just temporary. I think I'll need a new set to replace the broken ones.

Dunny I see. Any idea how much it would cost?

Cirilla The set I'm using was specifically designed for me so it probably won't be cheap. I had to spend about $40 for the whole thing.

Dunny Ok, got that. What's next?

Cirilla My violin, which was a gift from my Mom, is now almost unrecognizable. Firstly, the fingerboard has completely detached. I guess it must be really hot in the container so the glue must have melted or something...anyway I can fix that myself, but there's also a huge crack in the body, near the adjusters. The sound is now completely ruined! I swear if I can get my hands on those who did this ...

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Dunny I'm very sorry to hear that Ms Fionna, but please stay calm, I assume that will need to be completely replaced. You said it was a gift from your mom, so do you know how much it cost?

Cirilla Judging by the brand, the material and the sound quality... I'm pretty sure it is worth about $180, at the very least!

Dunny I see...Right, so how about the third item?

Cirilla It's a travel suitcase. It's very durable so I really don't understand how on earth it could've gotten so damaged... The front wheels are broken and I think it would cost about $30 to replace them, from what I have read on the website of the shop where I bought it.

Dunny Alright... anything else?

Cirilla The last thing is my electric pressure cooker. Everything looked fine when I got it back, but when I plugged it in, I couldn't turn on the control panel. There must be something wrong with the electrical circuit... I think it needs to be replaced.

Dunny And do you know how much would it be?

Cirilla I really have no idea, I haven't been in this situation before. The cooker itself costs $70 though.

Dunny I see. Is that everything?

Cirilla Yup. So what do I have to do next?

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