

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).

- 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?

crucial give tips main challenge main reasons overall theme

remind you rude the basics the most important aspect uninterested

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.

Match the words in the box with the correct definitions.

agency

booking

confirm

destination

insurance

obligation

peak season

specialist

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:

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 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? _____