

IELTS Listening Practice Test 47

IELTS Listening Section 1

Man: Smart Electricals. Mike speaking. How may I help you today?

Woman: Ah, good morning. I'm calling to complain about an item I recently purchased from your company. I'm not happy with it.

Man: Oh, I'm really sorry to hear that. I'll take you through the company's complaints procedure. I'll need to retrieve your files from our records so that we can discuss the problem properly and find a solution. I'll need to take some details from you first. Is that okay?

Woman: Okay, but I don't have a lot of time. Will it take long?

Man: Not long, madam. Can I first take your name?

Woman: Yes. it's Susan Yorke. Y-O-R-K-E.

Man: Okay. Can I have the address, please?

Woman: Yes. it's Flat 1,25 Alpine Avenue – that's A-L-P-I-N-E Avenue. [1] Harchester. The postcode is HA6 5LD.

Man: Okay, next, could you give me your telephone number? Preferably one that we can call you on during normal working hours.

Woman: Well, the home one is 01734 525268 but you're only likely to catch me on that number in the evenings. I usually have my mobile phone with me during the day, though.

Man: Its probably best to take that number, then.

Woman: All right, my mobile number is 0781 2-double-3 452.

Man: And do you have the order reference number on you, by any chance?

Woman: Well, I have the receipt that the camera came with in front of me.

Man: Ah, good.

Woman: Which number is it? Its a bit confusing...

Man: It should be the 7 digit number on the top left corner of your invoice.

Woman: Let me have a look. I need my glasses...Found it. Its D-M-X-8-double 4-3. [2]

Man: Thanks. Now, when did you purchase the item?

Woman: Well, the camera was delivered last Monday, on the first of February. I ordered it online about two weeks before that but I can't remember the exact date.

Man: If you have another look on the invoice receipt, the date should be there.

Woman: Oh yes. Here it is. January the fifteenth.

Man: Okay, I'll make a note of that. So, the item is a digital camera?

Woman: Yes. Its the Aqua Powershot model in silver. [3]

Man: Thank you. Did you take out any kind of insurance when you bought it?

Woman: Well no, it was on special offer. I didn't need to pay any extra for the insurance because it came with a special Four Star policy. [4]

Man: Well, it means you're fully covered for at least another three years. Right, what is the problem?

Woman: Yes. The first thing is that it came with one memory card in the box when there were supposed to be two. [5]

Man: Oh, dear. I'm terribly sorry about that. It must have been an oversight in the packing department. I can do something about that straightaway and get one sent out to you.

Woman: Well, that's not the only thing. I bought it as a present for my niece because she loves swimming. It said on the website that it was waterproof. But when she took it on holiday and tried to use it under water, it got ruined because water got into the lens. You can imagine how disappointed my niece was. [6]

Man: I certainly can. Were those the only problems?

Woman: No. There was one other thing. It came with a case to protect it. When I opened the box to take the case out, I saw that it had a big scratch on it. [7]

Man: We're really sorry about that. I can offer to have the camera repaired for you. In the event that it can't be repaired, we'll send you a replacement.

Woman: Erm, I don't think so. [8] Seeing as it was faulty in the first place, I wouldn't want another one. I think I'd rather have my money back. Can I get a refund? [9]

Man: Yes. Of course. If you send it back to Customer Services, I'll make sure it's dealt with.

Woman: Thank you very much. [10]

Questions 1-10

Complete the form below.

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

COMPLAINT RECORD FORM	
Name	Susan Yoke
Address	Flat 1 1 _____ Harchester, HA6 5LD
Daytime phone number	0781 233 452

Purchase reference number	2 _____ 8443
Date of purchase	15th January
Item description	Aqua Powershot digital camera in a 3 _____ colour
Insurance	Yes, has a 4 _____ policy
Details of complaint	5 _____ missing should be 6 _____, but isn't 7 _____ on case
Action to be taken	If repair is possible, offered to provide a 8 _____, but customer requests a 9 _____ Asked customer to send item to 10 _____

IELTS Listening Section 2

Guide: Male guide: Welcome to Bestley Castle. It's nice to see so many of you here today. Before we go in, I'd like to tell you some information about the castle, the things to see and do and the facilities available to you in the grounds. We'll do our best to make this a truly memorable visit.

Now. the castle grounds are quite big, and we don't want you to get lost, so I'm going to give you an idea of the layout. At the moment we are at the entrance, and immediately to our left is the tourist information office. [11] Go here if you need any questions answered. They'll be happy to help. And, of course, behind the tourist office is the car park where the coach dropped you off and it'll also pick you up from the same spot, at 5 p.m. today. [12] In front of us are the water gardens. If you stroll through you'll get to the North

Bridge, which is the entrance to Bestley Castle. Take your time and enjoy looking around the castle. There is a lot of history steeped in those walls. As you leave the castle via the South Bridge, you'll be greeted with the sight of roaming deer. During the day, there will be scheduled feeding opportunities where visitors can get involved. However, we do request that you do not feed the deer outside these times. To the right of the deer park is the castle museum and behind that is our award-winning restaurant. [13] It's a relatively new addition to the castle grounds but is fast gaining a reputation for its food.

Alternatively, you can choose to dine in the picnic area on the other side of the deci paik. [14] It's perfect for the family as it's next to the kid's play area and home-made ice-cream hut. We hope that on your way out, you'll pop into the gift shop by the exit for something to remember us by. [15]

Admission to the grounds is free for all. That includes the museum, gardens and picnic area. There is an admission fee for the castle, which is £6.50 for adults [16-18], with a 10% discount for students and retired people. Children under the age of 16 pay half adult price and under-8s go in free.

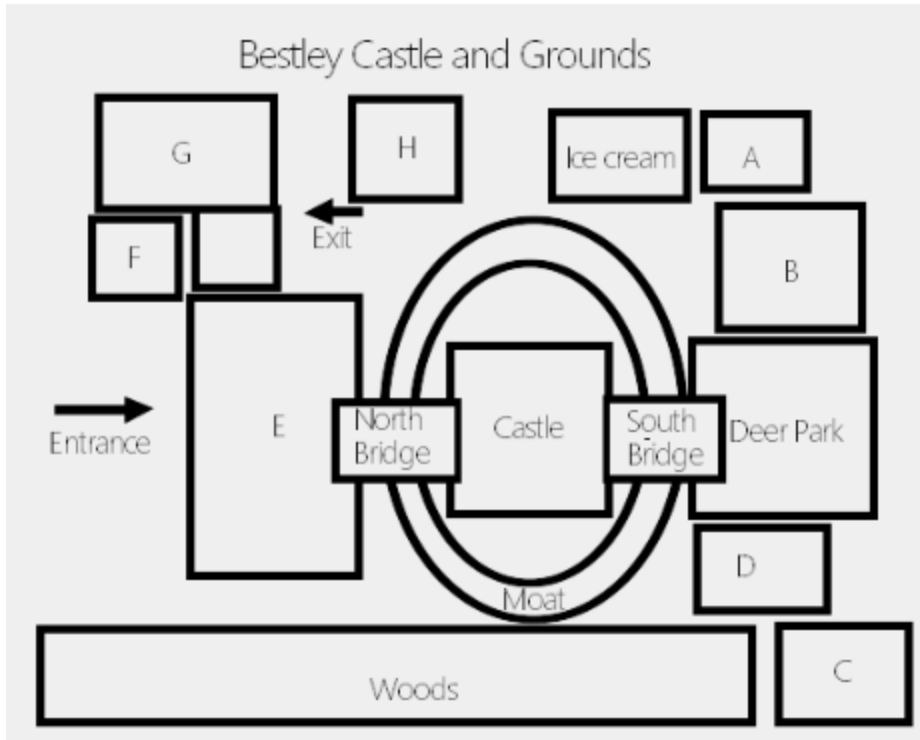
There are many spectacular events throughout the year, and for most of them there's also an admission fee. As these events are in high demand, it's a good idea to book well in advance. Some of the exciting events planned for this year are the summer medieval festival, where you can watch old-fashioned knights and experience a feast in the halls of the castle, as if you were a guest of King Henry VIII himself. There are several concerts planned this year too, including a rock concert, at an admission price of £10 per person [16-18], and a special jazz concert, which is free to the public. I'm sure you'll agree that all tastes and ages will be satisfied. One scary but extremely popular event is the annual haunted castle event at the end of October, where the castle comes alive at night. Why don't you come along, if you're brave enough? Another sight to see is the fantastic firework display on November 5th, and the cost of that includes refreshments [16-18]. We also have a long tradition of raising money for charity. The charity event held every year on the first day of May [19] will, this year, be an archery contest. Entrance is free but donations are certainly welcome. This year we'll be collecting money on behalf of a charity for elderly people, Age Concern. [20]

Just in case you can't remember all of that, you can pick up a leaflet showing the timetable and prices for all events from the tourist information desk. You can also go online to get this information from our website.

Questions 11-15

Match the places.

Write the correct letter A – H next to the Questions 11-15.



- 11 tourist information __
- 12 carpark __
- 13 museum __
- 14 picnic area __
- 15 gift shop __

Questions 16-18

Which **THREE** activities or events do you need to pay to get in?
 Choose **THREE** letters A-F.

- A museum
- B castle
- C fireworks
- D gardens
- E rock concert
- F jazz concert

Questions 19, 20

Answer the questions below.

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

- 19 How often is the charity event held? _____
- 20 Who does Age Concern help _____