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Passions and interests

1 Work in pairs. Think about a passion or interest you have, such as gaming, extreme sports, or posting photos on social media. Discuss ...

- what first attracted you to your interest.
- the skills or knowledge you've acquired.
- why you would recommend this interest to others.



2a Look at the phrases in the box which are used to request information. Which phrases can only be used on the phone?

Requesting information

- | | | | |
|------------------------------------------|--------------------------|---------------------------------------|--------------------------|
| Could / Can you tell me ... ? | <input type="checkbox"/> | Do you think you could find out ... ? | <input type="checkbox"/> |
| I wonder if ... | <input type="checkbox"/> | I'd like some information (about) ... | <input type="checkbox"/> |
| Do you know ... ? | <input type="checkbox"/> | I'm interested in ... | <input type="checkbox"/> |
| I'm calling (about) ... | <input type="checkbox"/> | I'm phoning (about) ... | <input type="checkbox"/> |
| I'd like to find out / enquire about ... | <input type="checkbox"/> | Do you happen to know ... ? | <input type="checkbox"/> |

2b Listen and number some of the phrases in exercise 2a in the order you hear them. What is the purpose of the woman's call?

3a Read the instructions for a note completion task. Which statement(s) A–D about the task is/are true? Choose all that apply.

- A You should always write a word and a number in each space.
- B You will sometimes need to write a word and a number.
- C Sometimes you will only need to write a number.
- D Sometimes you will only need to write a word.

Complete the notes below.

Write ONE WORD AND/OR A NUMBER for each answer.

Sefton Surf Club information

Example

Instructor's name: (0) *John*

Surfing classes for (1) are available



Exam tip

Section 1 of the IELTS Listening test includes ten questions. Three common task types are note completion, form completion and table completion. For each task, you will first hear an introduction. Listen to this carefully, as it sets the context and helps you to prepare for who and what you're about to hear.

3b Listen and complete the note in exercise 3a.

4 Listen to the introduction to a note completion task. Answer the questions.

- a) Who is calling who?
- b) Why is he/she calling?

5a Look at the task. What kind of information do you think is missing from each sentence?

Write ONE WORD AND/OR A NUMBER for each answer.

Circle dance course details

Example

Teacher's name: (0) *Jane*

New course starts on (1)

Classes are held above the (2)

First class will be about the (3) dance

Can wear (4) to classes


Will also learn about (5) on the course

Exam tip

In Section 1 of the IELTS Listening test, you will hear two speakers having a conversation. Listen carefully to what both speakers say, as the answers may be given by either speaker.

5b  Listen and complete the notes in exercise 5a.

 **EXAM TASK: Section 1 (long dialogue with note completion task)**

6  Listen to the introduction to a Section 1 task. What does the woman want information about? What do you think this is?

7  Listen and complete the notes below. Write ONE WORD AND/OR A NUMBER for each answer.

Ice diving – information about course

Example

Type of certificate needed: (0) *open* water diving

Level of certificate needed: (1)

Start date of next course: (2) June

Dive centre address: (3) Street

What to bring to the first class: diving certificate and (4)

Subject of the first class: (5)

Subject of the second class: equipment

Subject of the third class: what happens to the body in the (6)

What ice divers wear: (7)

Place of practice dives: the (8) in Stanley

Transport for practice dives: travel by (9)

Free for students on the course: a (10)

There's no place like home

1 Work in pairs. Discuss the questions.

- Is it more common for people in your country to buy or rent a property?
- What do you think are the advantages of buying and the advantages of renting?



2a Which of the phrases in the box are related to renting, which to buying, and which to both?

contract deposit for sale furnished landlord/lady property tenant to let

2b Complete the definitions with words from exercise 2a.

- a) A is a person who you rent a room or house from.
- b) If something is, it is available to buy.
- c) A is someone who pays rent to live in a room, house etc.
- d) A is a payment you make immediately when you decide to buy something, as proof that you will really buy it. It is also an amount of money that you pay when you rent something, and that is given back to you when you return it without damage.
- e) If a property is, it is available to rent.
- f) If a room or building is, it means that there is furniture in it.
- g) A is a building or an area of land.
- h) A is a legal agreement between two people or organisations, or a person and an organisation.

3 Listen to a conversation and answer the questions.

- a) Who are the speakers?
- b) What does the woman want?
- c) What does the man suggest?

4a Read the Exam tip and look at the form. Can you predict the missing words?

Angland Letting Agency: Customer details form

Example

Customer name: Sara (0) Jenkins

Property type required: (1) flat

Location preferred: in the (2)
(must have (3) space)

Maximum rent: (4) £ per month

Start date of rental: (5)

Exam tip

In all Section 1 tasks there is an example which shows you what to do. You will hear the section which contains the example answer twice, but you will hear the rest of the conversation only once. When you read through the notes before listening, try to predict the kind of information that is missing.

4b  Listen and complete the form in exercise 4a.

5 Which of the following possible Section 1 rubrics fits the task in exercise 4a? Choose A, B or C.

A

Complete the form below.
Write ONE WORD ONLY for each answer.

B


Complete the form below.
Write ONE WORD AND/OR A NUMBER for each answer.

C

Complete the form below.
Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

 **EXAM TASK: Section 1 (long dialogue with form completion task)**

6  Listen to the introduction to a Section 1 task. Why do you think the customer might be calling?

7  Listen and complete the form below. Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Exam tip

The information provided in the form you have to complete will focus on the main ideas and facts from the recording. The information is in the same order as what you hear in the recording. Read this information carefully before and while you listen to make sure you're in the right place.

Hunton lettings: Customer complaint form

Example

Property address: (0) 11 King Square

Problem 1: the (1) isn't working
 Repair date: (2)
 Problem 2: the (3) for the building has broken down
 Action decided: (4) will call tomorrow
 Problem 3: Tenant had to buy some (5)
 Refund for the item: (6) €.....
 Problem 4: Tenant can hear loud (7) at night (may be from the (8) downstairs)
 Other possible accommodation: Flat on (9) Street
 Customer phone number: (10)

All aboard!

1 Work in pairs. Discuss the questions.

- What form of transport do you use most often?
- What do you think are the advantages and disadvantages of using public transport instead of driving your own vehicle?



2 Match the definitions with the correct word, a or b. What do the other words mean?

1 A comfortable vehicle used to take people on journeys is called a ...

- a) bus.
- b) coach.

2 When you travel between two places, you make a ...

- a) holiday.
- b) journey.

3 The money you pay for a journey on a vehicle such as a bus or train is the ...

- a) fare.
- b) fine.

4 A boat which carries passengers regularly across an area of water is a ...

- a) ferry.
- b) ship.

5 This is the verb you use to describe going on a visit to and around a place.

- a) tour
- b) travel

6 The extra money you give to a taxi driver after you've paid for your journey is called ...

- a) cash.
- b) a tip.

7 A passage under a road or railway for people to walk through is ...

- a) the underground.
- b) a subway.

8 This is the lowest class of seating on a plane or train.

- a) economy class
- b) first class

3 Which two of the following are not correct ways to write the dates, times and prices in bold?

24/03	7.45 pm	£6.50
the twenty-fourth of March	seven forty-five	six and fifty pounds
24 th March	quarter to eight	six pounds fifty
March the 24 th	19.45	six pounds, fifty pence
March twenty-fourth	7 and three quarters	six-fifty

Exam tip

In a table completion task, the table summarises the information you hear. It can contain information such as names, places, dates, times, prices and phone numbers. Make sure you know the correct ways to write this kind of information.

4 Listen to the dates, times and prices. Write down what you hear.

- a)
- b)
- c)
- d)
- e)
- f)

5 How do you say the numbers and prices in English? Say them aloud, then listen and check.

- a) 0
- b) 10%
- c) £3
- d) \$18
- e) 0.2

6 Listen and write the long numbers and phone numbers you hear.

- a)
- b)
- c)
- d)
- e)
- f)

Exam tip

If you have to write a date, time or price, remember that you can write them in different ways. As long as you use a correct form, it doesn't matter which one you use. Both British and American styles are accepted.

EXAM TASK: Section 1 (long dialogue with table completion task)

7 Look at the table in 8. Which of the missing pieces of information include numbers?

8 Listen and complete the table below. Write **NO MORE THAN ONE WORD AND/OR A NUMBER** for each answer.

Bookings for train journeys

Where to	Date/time of journey	Price	Other information
Cantermere	Example travelling on (0) <i>Thursday</i> , 9th June	£23.17	cannot travel during (1) hours
the (2)	at (3) am	£40.00 for two adults	it is free to take (4)
(5) lakes	Saturday (6)	£75.00 total	have to change trains (7)
Niskey Museum and (8)	Wednesday, 8 th June	(9) £ per person	no discount with over-65's (10)

Time to shape up

1 Work in pairs. Discuss the questions.

- What efforts do you make to stay fit and healthy?
- Who do you think has the main responsibility for our health – food companies, ourselves, the government or someone else? Why?

2 Which phrases in the box do people use when they want to correct themselves? When are the other phrases used?

- I mean ...
- OK, I'll do that.
- I'm sorry, that's not what I wanted to say ...
- I'll do that then.
- What I mean is ...
- What I meant to say was ...
- That's a good idea – why not.
- Actually, I think the first idea's the one I'll go for.



3  **Listen to a man calling his local health centre and answer the questions.**

- a) Why is the man ringing?
- b) What does he decide to do?

4  **Listen to another conversation and answer the questions.**

- a) What does the woman want to do?
- b) Can she do this by phone?

5 Look at the extracts from the conversation in exercise 4 and answer the questions. Underline the parts of the text which support your answers.

- 1**
- M** You can come into the health centre and order what you need at the desk. The other thing you can do is order it online using our website.
 - F** I'll do that then, please. I don't have enough time to come in. What's the address?

How does the woman decide to order her prescription?

- a) She will visit the health centre.
- b) She will order it online.

- 2**
- M** But you'll need a username and ID number from us first.
 - F** OK – can I get those, please?
 - M** Yes. I can put a letter in the post today with the details if you like. Otherwise I can send you an email.
 - F** Well, that'll be quicker than the first option – yes, do that, please. My address is mandysmith@mailme.com

How will she receive her username and ID number?

- a) by post
- b) by email

Exam tip

Listen carefully to all the information connected to the question before you decide what to write – the first information you hear may not be the right answer.

6a Look at the form. What kind of form do you think it is?

Example

Patient name: Lesley (0) *Norton*

Date of birth: 12/08/74

Address: (1) Rd, Parkside

Telephone number: (2)


Occupation: (3)

Health questions:



6b  Listen and complete the form in exercise 6a.

 EXAM TASK: Section 1 (long dialogue with form completion task)

7  Listen to the introduction to a Section 1 task. Who is the man calling? What kind of information do you think he wants?

8  Complete the form below. Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Benson's Gyms

Customer enquiries and comments form

Example

Name: Mick (0) *Priorby*

Gym address: (1) Street

Enquiry 1: wants to know about (2) talks
(will come to the talks on (3) evenings)

Enquiry 2: would like the (4) membership
(including use of the (5)

Enquiry 3: wants more information about (6) classes
(send (7) by email)

Other comments: appointment with instructor at (8) on Thursday
customer will use the gym mainly at (9)
would like some (10) for friends

Exam tip

Read all the instructions carefully. You will lose marks if you write more words in the spaces than the rubric tells you to.

Retail therapy

1 Work in pairs. Discuss the questions.

- Where do you prefer to go shopping?
- Why do you think some people enjoy shopping a lot and others don't enjoy it at all?
- What do you think would make shopping a more enjoyable experience for people who don't like it?



2 Match the shopping words in the box with the definitions below.

clearance closing down sale get a bargain good value for money
 out of stock retail outlet special offer take something back

- a) = return something
- b) = buy something cheaper than it usually is
- c) = something which is good quality and the right price is paid for it
- d) = when things are sold cheaply because the shop is going to stop operating
- e) = not available
- f) = a price which is lower than usual
- g) = a sale to get rid of extra stock or because the shop is closing down
- h) = a store that sells good to the public

3a Read the conversation. Which word(s) in each section do you think might be the words you have to write in a note completion activity? Why?

Shopkeeper: Good morning, Hadley's Toys.

Customer: Hello there, I wonder if you can help me. I'm trying to find a game called *Shout!* but I can't find it anywhere. Everyone seems to have *Say it!*, which is similar but not the same. Do you have it?

Shopkeeper: I'm sorry, I don't know that game. Let me see if I can find some more information about it online.

Customer: Thank you!

.....

Shopkeeper: OK, here it is. We can order it for you if you like, and you can come and collect it at the shop. We can't get it sent to your home because it'll be a lot more expensive for you.

.....

Customer: Well, yes, that would be great! How much is the game?

Shopkeeper: It's 19.99. That's euros of course.

Customer: Oh, that's quite a lot more expensive than I thought. I thought it would be about €15, like most games.

3b Look at the notes and check your ideas for exercise 3a.


Hadley's toy store – telephone notes

The customer is looking for a game called (1)

It is possible to order it online and send it to the (2) for the customer

The game costs (3) €.....

4 Underline the sections of the conversation in exercise 3a which mean the same as the notes in exercise 3b. How are they different?

5  Look at the notes in exercise 3b again and listen. Write down any key words or phrases which help you to decide when to move on to the next question.

Exam tip

Try to look at two gaps while you listen – the one you are answering and the next one. This will help you to keep your place and make sure you don't miss an answer.

 **EXAM TASK: Section 1 (long dialogue with note completion task)**

6 Look at the notes in exercise 7. Which keywords will you listen for to help you complete the notes? Underline them.

7  Listen and complete the notes below. Write ONE WORD AND/OR A NUMBER for each answer.

Johnson & Rigby Clothing Store

Example

Customer name – (0) Jo Twigley

Problem

The (1) Jo's grandmother bought is too small

The item was bought on (2)

Customer will return the item to the shop

Skirt order

Item number of the skirt is AZ (3)

Customer would like the skirt in the (4) colour, size 38

Lost purse

Made of (5)

There is an important (6) inside

Call the customer on (7) if it is in lost property

Gift for customer's grandmother

Would like to buy a (8)

It is made from small (9)

Customer wants to spend a maximum of (10) £.....

Customer will order the item online

Exam tip

When you are listening and writing, don't worry too much about your spelling as this can waste time. Write down words that you know you will recognise later, and then make sure your spelling is correct when you transfer your answers to the answer sheet.

What's on the menu?

1 Work in pairs. Discuss the questions.

- How common is it for people to eat out in your country? Where do they go?
- What do you think some people enjoy about cooking for friends and family?
- Look at the box in exercise 2 below. Talk about your eating habits using the ideas.



2 What do the food phrases mean? Complete the sentences with phrases from the box.

balanced diet healthy diet home-cooked food main meal
 processed food quick snack ready meals take-aways

- a) I'd say I've got a pretty – I eat a lot of fresh fruit and vegetables, though I do often tend to eat the same kinds of meals.
- b) My parents make really delicious It's better than going out to a restaurant!
- c) If I'm really busy, I'll grab a rather than sit down and eat a proper meal.
- d) When's the of the day in your country? We usually have ours in the evening.
- e) I'm really not into the you can buy in supermarkets – they're usually full of salt and fat, even though they're quick to cook in a microwave oven.
- f) My brother lives on which he gets delivered straight to his door.
- g) isn't in its natural state. Often sugar or salt is added to make it last longer.
- h) You should try to eat a That means eating a variety of different food groups every day.

3 **Some letters are often confused in English because they sound similar. Listen and write down the first and second letter in each case.**

- | | |
|---------|---------|
| 1 | 5 |
| 2 | 6 |
| 3 | 7 |
| 4 | 8 |

4 **Listen and circle the letter you hear.**

- | | |
|-------------|-------------|
| 1 A/E/I/O/U | 3 A/E/I/O/U |
| 2 A/E/I/O/U | 4 A/E/I/O/U |

Exam tip

You may hear a word being spelled out which you need to write down as one of the answers. Listen carefully to the spelling – don't just try to write the word you hear, as names and places are often spelled in unusual ways. There is usually only one spelling question in Section 1.

5 Listen and write down the names and addresses you hear.

- a) c)
 b) d)

6a Look at the table. What do you think the information is about?

WHAT?	WHERE?	WHEN?
Italian cooking	Hambley College	(1) 6.30 pm – 8.00 pm
(2)	Kayt's Cookery School	Mondays 7.00 pm – 9.00 pm
Everyday (3)	(4) Restaurant	Wednesdays 10.00 am – 11.45 am

6b Look at the gaps in the table in exercise 6a. What kind of information is missing from each one?

6c Listen and complete the table in exercise 6a.

EXAM TASK: Section 1
(long dialogue with table completion task)

- 7 Listen to the introduction to a Section 1 task. Who are the speakers? What does the woman want to do?
- 8 Listen and complete the table below. Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Exam tip

The order of the information and questions in the table usually goes from right to left, not down in columns. Look carefully at the numbers to make sure you're answering the right question. The headings will help you decide what kind of information is missing.

Tino's Hotel: Birthday party ideas

FOOD	WHERE	SPECIAL OFFER	OTHER COMMENTS
Example (0) <i>barbecue</i>	on the (1) garden	free (2) for groups of 10	\$7.50 per person
sandwiches	in the (3)	(4) on arrival	only at (5)
(6)	main bar area	(7) for large groups	(8) \$ per person
order from the main menu	(9) restaurant	(10) on each table	no shorts or t-shirts