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IELTS HELP NOW listening practice tests. Test 2. In the IELTS test you hear some recordings and you have to answer questions on them. You have time to read the instructions and questions and check your work. All recordings are played only once. Now turn to Section 1.

Section 1. You will hear a telephone conversation between a man and a woman discussing a hotel reservation.

First you have some time to look at questions 1 – 6.

(20 second gap)

You will see that there is an example. This time only, the conversation relating to this will be played first.

Barbara Sunrise Hotel. Good Morning. Barbara speaking.

John Hello. My name is John Griffin. I'd like to make a booking for tonight please. Are there any rooms still available?

Barbara Yes, there are a few left. What were you wanting?

John Well, I'm on a business trip so I only need a single room.

Mr. Griffin is on a business trip so B is the correct answer.

Now we begin. You should answer the questions as you listen, as the recording is not played twice. Listen carefully to the conversation and answer questions 1 to 6.

Barbara Sunrise Hotel. Good Morning. Barbara speaking.

Man Hello. My name is John Griffin. I'd like to make a booking for tonight please. Are there any rooms still available?

Barbara Yes, there are a few left. What were you wanting?

John Well, I'm on a business trip so I only need a single room.

Barbara I don't think that will be a problem. Let's look. Yes.... There's 1 single room left. Shall I book it for you?

John Yes please. That would be great.

Barbara Right then. Let me get a pen. So, what's your name again please?

John John Griffin. That's J-O-H-N G-R-I-F-F-I-N.

Barbara OK. I've got that down. Wait a minute. You've been here before, haven't you?

John Yes, that's right. **I've stayed with you twice before.**

Barbara Well, we should have your details already. Let's look at the cards. Here we are. So, John Griffin... **from Sydney**, right?

John Yes, that's right.

Barbara So, tell me if I'm wrong. John Griffin, passport number **87637489**. Age 30.

John Yes, that's right.

Barbara So, it's **a single room for 2 nights**. Is your credit card number the same to confirm the booking?

John Yes, it's the same, but I'll want you to forward the bill to my company again, if that's OK?

Barbara Oh yes, Mr. Griffin. That's no problem at all. Your company have always settled very promptly in the past. And, what time can we expect you tonight Mr. Griffin?

John Well, the plane lands at 9.15pm so by the time I get through the formalities... that should take about 20 minutes... **I should be at your place at 10.00**. Will the restaurant still be open at that time as I'll be hungry – I hate plane food!

Barbara I'm afraid it'll be closed by then Mr. Griffin. Can I organize some snacks to be left in your room? A burger? Fries? Sandwiches?

John Yes, that would be great. How about **a cheese sandwich with fries**?

Barbara No problem sir. I'll see to that. Oh the fries might be cold when you get in.

John Ah yes. **Just the sandwich then.**

Barbara No problem. Anything else Mr. Griffin.

John No, that's all. Thank you. See you tonight.

Barbara See you tonight Mr. Griffin. Goodbye.

John Goodbye.

Now you will hear a conversation between Barbara and another man, Mark. Before you hear this, you have some time to look at questions 7 to 10.

(20 second gap)

Now listen carefully and answer questions 7 to 10.

Barbara Oh, Mark, That was Mr. Griffin. You know that nice man from Sydney who's been here a couple of times before. He's booked a single room for 2 nights from tonight.

Mark Ah good. Wait a moment which room have you put him in?

Barbara Err... I put him in number 22. Is that OK?

Mark I think so. Let me just check. Oh blast. There was a booking earlier this morning. All the singles are now gone.

Barbara Oh dear. I'm so sorry. I didn't realize.

Mark Don't worry it's not a problem. We'll stick him in number 34. It's a double room but it shouldn't matter.

Barbara What about the price? The double is \$150 a night and **he's going to be expecting \$100 a night for the single.**

Mark **Well, we don't want to upset him. We want him to come back. Make a note that we'll give him the single rate and he's got a free upgrade.**

Barbara I'm so sorry Mark. I should have let him know that there weren't any singles left.

Mark No, it's not your fault. I took the booking earlier but the computers were down. I should have made a note of the booking so that everyone knew. It's my fault.

Barbara Mr. Griffin has ordered a cheese sandwich to be left in his room too as the restaurant will be closed when he gets in.

Mark That's no problem. Just leave a message for my wife in the order book there. She'll make sure that it's prepared by the kitchen staff and **then room service can take it to his room** just before he arrives.

Barbara How much shall I charge him for the sandwich?

Mark What is it again. Ah yes cheese. Erm... well beef and chicken are both \$10 and salad is \$8. **Just make it \$9.** That should be OK.

Barbara OK. Thanks Mark.

That is the end of section 1. You will now have half a minute to check your answers.

(30 second gap)

Now turn to section 2.

Section 2. You will hear a news broadcast on a radio station. First you have some time to look at questions 11 to 15.

(20 second gap)

Now listen carefully to the news broadcast and answer questions 11 to 15.

Good morning and welcome to 2RC, your local radio news service for the Westley area. And here are your headlines for this morning.

More news from the police into the jewellery robbery that occurred last Tuesday in the centre of town.

CompTec, the local computer hardware manufacturer has announced that it must cut 40 jobs.

New routes open up at the Westley International Airport.

Plans for the redevelopment of the Oakley Woods have been shelved.

A local cricket team make it to the regional finals.

And, get set for a heat wave.

First of all, police have released 2 descriptions for the two men wanted in connection with the robbery at the local jewellery store, Nicholls, in the centre of town last Tuesday. At 9am, just when the store was opening, 2 men burst through the door and demanded bags to be filled up with jewellery. Although the 2 men were armed with baseball bats, the shopkeepers bravely attacked them and beat them off. Although the 2 men had motorcycle helmets on, these were knocked off during the scuffle and the shopkeepers were able to get a good look at them.

The first man is said to be **about 6 foot** in height, slight build, dark hair and a small moustache. He was wearing blue jeans, a white T-shirt and **a black leather jacket**. The 2nd man is much shorter – around 5 foot 8 - **with a fat build** and red hair and **clean-shaven**. He was wearing a dark blue sweater and black jeans. **They are both probably in their early 20s**. The police hope to issue photo fit pictures later today. The public are urged to call Westley police if they think they recognise either of the 2 men.

You now have some time to look at questions 16 to 20.

(20 second gap)

Now listen to the rest of the news broadcast and answer questions 16 to 20.

CompTec last night announced that they must release 40 workers. **This was blamed on a downturn in sales and increased competition**. The jobs to be lost will be a mixture of early retirement offerings and a spread from all departments in the company.

Westley International Airport has been awarded by CheapAir, the new low cost carrier, 4 new

routes into Europe. The new routes will be into 4 European countries though the details have not yet been released. When the deals have been finalised, **this will lead to a significant number of jobs.**

Environmentalists were delighted this morning by the news that plans by the local council to develop the Oakley Woods area have been shelved. The Woods were to have been developed into a shopping area but **opposition from local residents and local environmental groups** has led to a turn around by the local council and they will now look for an alternative site. Westley Green, a local pressure group, says they are ecstatic that the council has bowed to the wishes of people in the area. **Mr. George Finchly, mayor of Westley**, made the announcement and said that the committee responsible took all available information into account before taking the decision and he hopes that Westley residents are happy that the local council are sensitive to their wishes when making decisions.

East Moors CC, a local league cricket club has made it to the finals of the Sunday league knockout cricket competition. **They will play the final at home on Sunday 30th August** against Newbury CC. Go along and support if you're around that day, as you'll be assured a great Sunday afternoon's sport.

And finally, get set for a heat wave for the remainder of the month of August. Weather experts have assured us that we will have 3 weeks of unbroken sunshine till the end of the month. Great news, but those of us who are experienced with the British weather will most likely greet this news with, "let's wait and see!"

That is the end of section 2. You will now have half a minute to check your answers.

(30 second gap)

Now turn to section 3.

Section 3. You will hear an admissions tutor at a university interviewing a prospective student. First you have some time to look at questions 21 to 26.

(20 second gap)

Now listen carefully and answer questions 21 to 26.

Interviewer Hello there. It's Robert Johnson, isn't it?

Robert Yes, that's right.

Interviewer First of all, thanks for coming to this interview and thanks for applying to the engineering department of Westley University. This is a fairly informal interview where I just get to know you and find out what kind of person you are. There won't be any technical questions as we've got all your education background from your application form.

Robert Oh that's good. (laughs)

Interviewer **Now I know you have applied to us to study Civil Engineering** so can you tell me

why you chose this field?

Robert It's a mixture of reasons really. First of all I've always been fascinated by building things. Whenever the family was on holiday, I would always be interested in the local bridge and all that. My father is a civil engineer too so he'd always be able to explain things, and it was he, I suppose, who really fostered my interest in these things. I'm lucky as well because **my best subjects at school were maths and physics**, which are the ones that are of particular use for engineering.

Interviewer So, you'll be keeping it in the family then?

Robert Yes. My brother wants to do the same thing as well so you'll probably get an application from him in another two years!

Interviewer Great! Now then. I notice from your application form that you took a year off between school and university. What did you do during this year?

Robert Well, I'd like to say that I got plenty of work experience but what I did was travel. I went over to Australia for the year and spent the time travelling and working all around the country. At the end I went to New Zealand and travelled around there for a couple of months.

Interviewer What kind of work did you do out there?

Robert It was fairly menial stuff. **I delivered furniture, worked in a pub, worked in a hotel and worked on a building site** for a couple of months too.

Interviewer Working on a building site must have been some good experience for engineering?

Robert I suppose so. I mean it was interesting to see the brass tacks side of things and a good engineer has to get his hands dirty my father says.

Interviewer He's absolutely right as well. Now, why did you choose Westley University to study Civil Engineering?

Robert Well, first of all I know that **the department has a very good reputation in this field** and, before applying, I checked out the stats and saw that the percentage of graduates going straight into industry was very good.

Interviewer Yes, we're very proud of that.

Robert **I'm also very interested in mountaineering and your campus here in the Midlands is within reasonable distance of Snowdonia so I'll be able to go hiking at weekends when work allows it.**

Interviewer That's good. It's very important for students to have interests outside of their studies. It helps deal with the stress.

Robert I also play a lot of football and the University runs quite a few teams in the local

leagues so I'd like to get into that.

You now have some time to look at questions 27 to 30.

(20 second gap)

Now listen to the rest of the interview and answer questions 27 to 30.

Interviewer Is there anything you'd like to ask me about the course?

Robert Yes. The information in the prospectus wasn't very clear about assessment. How will I be assessed over the four years of the course?

Interviewer **Well, as it's a sandwich course** you will be working in industry for the third year and there won't be any exams for that year. In the first year you will have exams at the end of May. **You'll probably have 5 papers to sit then. The second year is identical to the first year.** You have to pass the exams in these years but they won't actually be part of your degree. In the fourth year you will have to write **a dissertation of a minimum of 15 000 words** and most people use their time in the 3rd year when they're working to use as a basis for their dissertation. So, the 3rd year can be spent doing the hard work for the dissertation, leaving the fourth year to polish it, and study for your finals.

Robert **What will I have to do for the finals?**

Interviewer **There will be eight papers in all during June** and these will be based on work done throughout the entire course. It's hard and a stressful time but students usually cope with it. Anything else?

Robert Yes, I'd like to ask about ...

That is the end of section 3. You will now have half a minute to check your answers.

(30 second gap)

Now turn to section 4.

Section 4. You will hear part of a research methods lecture. First you have some time to look at questions 31 to 40.

(20 second gap)

Now listen carefully and answer questions 31 to 40.

Good afternoon ladies and gentlemen. Welcome to this auxiliary lecture on research methods. This lecture is not aimed specifically at one particular course but is a general lecture that will be relevant to any student who must conduct research into a topic for his or her course. **For most of you, this will be the research that you need to do in order to write your dissertations and theses.**

It has been said that first world societies are no longer industrial societies but information

societies. That is, our major problems and tasks no longer mainly centre on the production of goods and services necessary for survival and comfort, but rather require a prompt and accurate flow of information on preferences, needs and behaviour. This is why surveys today are regarded with so much importance.

What, then, is a survey? Today the word survey is used most often to describe a method of gathering information from a sample of individuals. This way, the results can be projected from the sample to the larger population.

An important consideration to take at the start is to decide how large a survey to perform. **The sample size required for a survey partly depends on the statistical quality needed** and the size of the total population of the area in question. Even so, there is no simple rule for sample size that can be used for all surveys. Analysts, though, often find that a moderate sample size is sufficient statistically and operationally. A properly selected sample of only 1,000 individuals can reflect various characteristics of the total population but it is not always needed to sample the entire population for your needs.

I'd like now to look at some of the types of survey available to us and the focus here will be on methods for surveying individuals and companies. Mail, telephone interview, and in-person interview surveys are the most common ways for doing this. The latter can be in offices, homes or on the street.

Mail surveys can be relatively low in cost. A decent response rate though is the major problem. Mail surveys can be most effective when directed at particular groups, such as subscribers to a specialized magazine or members of a professional association.

Telephone interviews are an efficient method of collecting some types of data and are being used increasingly. They lend themselves particularly well to situations where timeliness is a factor and the length of the survey is limited. **For students such as you though, cost will be an issue.**

In-person interviews in a respondent's home or office are good when complex information is to be collected. **It could involve a great deal of travelling around though.** Street interviews could also be useful **as they are easy** but the sampling is not very scientific.

We also need to look at the content of our surveys. Surveys can focus on opinions and attitudes or on factual characteristics or behaviour. Many surveys combine types of question.

Questions may be open-ended such as: "Why do you feel that way?" or closed such as: "Do you approve or disapprove?" The questionnaire may be very brief -- a few questions, taking five minutes or fewer -- or it can be quite long -- requiring an hour or more of the respondent's time. Also because changes in attitudes or behaviour cannot be reliably ascertained from a single interview, **some surveys employ a "panel design," in which the same respondents are interviewed on two or more occasions.**

There are also certain ethics to be looked at in conducting surveys. Some of you will see that the information that you will compile is of value to companies operating in that particular sector. Therefore you must always bear in mind a few guidelines.

Surveys should be carried out solely to develop statistical information about a subject. They should not be designed to produce predetermined results or as a ruse for marketing and similar activities. The industry standard for all reputable survey organizations is that individual respondents should never be identified in reporting survey findings. **All of the survey's results should be presented**

in completely anonymous summaries, such as statistical tables and charts.

That is the end of section 4. You will now have half a minute to check your answers.

(30 second gap)

That is the end of listening test 2. In the IELTS test you would now have 10 minutes to transfer your answers to the listening answer sheet.