

Listening sample task – Form completion (to be used with IELTS Listening Record)

### SECTION 1

Questions 1 – 8

Complete the form below.

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

#### PACKHAM'S SHIPPING AGENCY – customer quotation form

*Example*  
Country of destination: **Kenya**.....

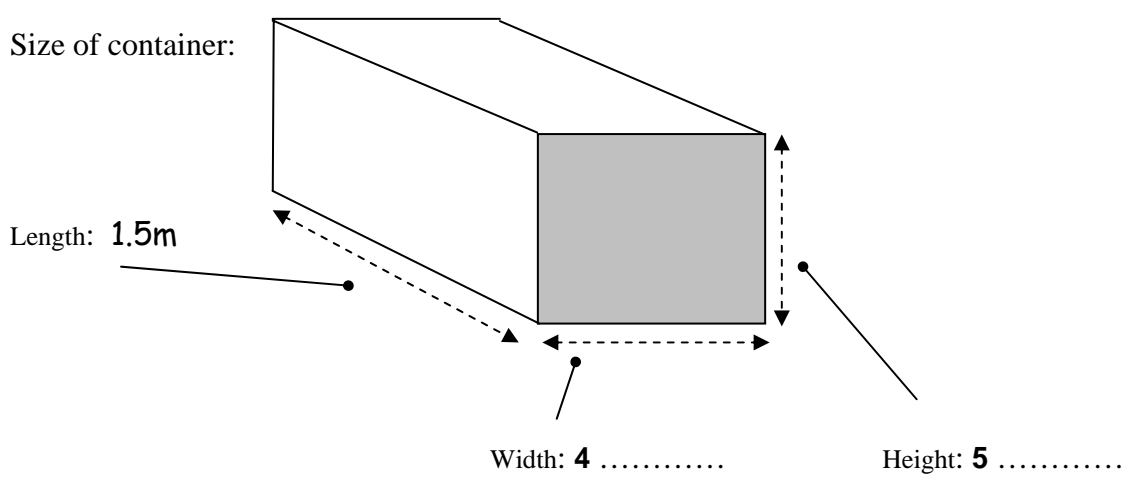
Name: **Jacob 1** .....

Address to be collected from: **2** ..... College, Downlands Rd

Town: **Bristol**

Postcode: **3** .....

Size of container:



Contents: clothes  
**6** .....  
**7** .....

Total estimated value: **8** £.....

### Tapescript for IELTS Listening Recording 1

You will hear a telephone conversation between a customer and an agent at a company which ships large boxes overseas.

- A** Good morning Packham's Shipping Agents. Can I help you?
- B** Oh yes, I'm ringing to make enquiries about sending a large box, a container, back home to Kenya from the UK.
- A** Yes, of course. Would you like me to try and find some quotations for you?
- B** Yes, that'd be great. Thank you.
- A** Well first of all, I need a few details from you.
- B** Fine.
- A** Can I take your name?
- B** It's Jacob Mkere.
- A** Can you spell your surname, please?
- B** Yes, it's M-K-E-R-E.
- A** Is that 'M' for mother?
- B** Yes.
- A** Thank you, and you say that you will be sending the box to Kenya?
- B** That's right.
- A** And where would you like the box picked up from?
- B** From college, if possible.
- A** Yes, of course. I'll take down the address now.
- B** It's Westall College.
- A** Is that W-E-S-T-A-L-L?
- B** Yes, ... college.
- A** Westall College. And where's that?

- B** It's Downlands Road, in Bristol.
- A** Oh yes, I know it. And the postcode?
- B** It's BS8 9PU.
- A** Right ... and I need to know the size.
- B** Yes, I've measured it carefully and it's 1.5m long ...
- A** Right.
- B** 0.75m wide ...
- A** OK.
- B** And it's 0.5m high or deep.
- A** Great. So I'll calculate the volume in a moment and get some quotes for that. But first can you tell me, you know, very generally, what will be in the box?
- B** Yes there's mostly clothes.
- A** OK. [writing down]
- B** And there's some books.
- A** OK. Good. Um ... Anything else?
- B** Yes, there's also some toys.
- A** OK and what is the total value, do you think, of the contents?
- B** Well the main costs are the clothes and the books – they'll be about £1500 but then the toys are about another two hundred – so I'd put down £1700.

**Answers:**

- 1 Mkere
- 2 Westall
- 3 BS8 9PU
- 4 0.75 m/metre(s)/meter(s) (wide) / three(-)quarter(s) (of) (a) metre/meter (wide) /  $\frac{3}{4}$  m (wide) / 75 cm(s) (wide)
- 5 0.5 m/metre(s)/meter(s) (high/deep) / (a) half (a) metre/meter (high/deep) /  $\frac{1}{2}$  m (high/deep) / 50 cm(s) (high/deep)
- 6 & 7 *in either order*  
(some) books  
(some) toys
- 8 1,700

*Words in brackets are optional - they are correct, but not necessary. Alternative answers are separated by a slash (/).*