**CELPIP-General Practice Tests, Set 1-A**

Part 1: Listening to Problem Solving

You will hear a conversation between two people at a hair salon. One is a customer, and the other is a hair stylist.

Section 1:

MAN: Hello, how are you today?

WOMAN: Fine, thanks. I’m wondering if you take walk-in customers. Do you have any hair stylists available right now without an appointment?

MAN: Hey, you’re talking to a stylist right now! My name’s Tim. I’m just filling in at the front desk while the receptionist is on her break. What are you looking for? Just a quick wash and blow dry?

WOMAN: No, I was thinking about putting in some colour to cover the grey. But I need to talk it over with a stylist first.

MAN: Sounds like you’ll need a longer appointment. I don’t have one available right now, but I can fit you in tomorrow morning at 9:00 a.m.

WOMAN: Sorry, I can’t make it then. Do you have anything in the afternoon? Maybe around one o’clock?

MAN: I’m available at 1:30 p.m. Does that work?

WOMAN: Yes, that’s great. Will we be done by 3:30 p.m.? I have to meet a friend.

MAN: Yes, it’ll only take about an hour. Okay, so you’re booked in with me, Tim, for 1:30 p.m. tomorrow afternoon. See you then!

Now answer questions 1-3.

Why did the woman go to the salon?

Why does the woman have to return tomorrow?

What time is the woman’s appointment?

Section 2:

WOMAN: Okay, Tim. You have an hour to make me look like a movie star!

MAN: [Laughs.] So tell me again, what are we doing today?

WOMAN: Well I need to get a haircut—just a trim—but at the same time, I think it’d be good to cover my grey. What do you think?

MAN: You don’t have much grey, but we can add a little dark brown that matches your natural colour.

WOMAN: That sounds great. And I’ll just keep the same style I have now.

MAN: Are you sure? If you like, I could cut some layers into the top to give it more volume.

WOMAN: No, I’m not looking for a change, thanks. This style has worked for me for years.

MAN: Okay then, that’s great. Let’s get right to it, then.

Now answer questions 4-5.

What does the woman’s hairstyle suggest about her?

What do the speakers disagree on?

Section 3:

MAN: So, let me show you with a mirror. What do you think?

WOMAN: Wow, you did a good job. The colour looks totally natural. And . . . yeah, it feels very comfortable. Next time I’ll give you free rein to choose a new hairstyle!

MAN: Excellent! Well, in the meantime, can I recommend this shampoo? It's made of all natural ingredients, and it’ll help you keep the colour for a couple of months. Use it about once a week instead of your regular shampoo.

WOMAN: Oh, thanks. That looks good, but I think I’ll stick with my regular shampoo.

MAN: Okay. It’s here if you want it. There you go; we’re all done. I’ll meet you at the front desk in a few minutes, okay?

WOMAN: Thank you.

Now answer questions 6-8.

How does the woman feel about the final result?

What advice does the man give the woman?

Why will the woman give the stylist more control next time?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation. The conversation is between two journalists. The man is telling the woman about a problem with an interview.

WOMAN: Hey Stan, how's it going?

MAN: Oh hi, Emily. Ah . . . I’m okay. Not great. You know how I was supposed to interview that young violinist, Michelle Reid, for the music article?

WOMAN: Yeah, she's amazing! I actually saw her in concert last year. I can't believe she's only ten years old.

MAN: She's really talented. Anyways, I was supposed to interview her tomorrow, but it just got canceled. Apparently there's been a sudden illness in her family, so she flew back to New York today. Now I don't have an article for next week's magazine!

WOMAN: Oh no! That’s unfortunate. Can you interview Michelle over the phone?

MAN: I asked her manager about that, but apparently Michelle won't do phone interviews. I have no idea why.

WOMAN: Maybe she’s a bit young for that. Well, I have an idea. I'm actually heading to New York on Thursday. My sister Carol just had a baby girl, and I’m taking time off to go visit! While I’m there, how about I contact Michelle Reid’s manager and see if I can get a short interview with her? I could write the article over the weekend and get it to you by Monday morning.

MAN: That would be wonderful! But you really don't have to do that! Isn't that going to take time away from seeing your sister and your new niece?

WOMAN: Don’t worry. I'll be there for the whole week, and besides, an interview doesn't take that long.

MAN: Well, thank you. I'll repay the favour sometime!

WOMAN: No problem. In fact, I know just how you can repay me! My best friend is getting married in Mexico in the spring. Could you cover my workload when I go? It would just be for five days.

MAN: Absolutely. That sounds like a fair deal. I'm glad this worked out. Thanks.

Now answer questions 1-5.

1. Why is the man disappointed?

2. What happened to the young artist?

3. Why can’t the man get a hold of Michelle?

4. What does the woman offer to do?

5. What is the man going to do in return?

Part 3: Listening for Information

You will hear a conversation. A woman is calling a garden store about her problems with garden pests.

MAN: Hello, welcome to the Garden Centre. You look like you're looking for something. Can I help you?

WOMAN: Yes! Could you show me where the pest control section is?

MAN: Right this way. What exactly do you have in mind?

WOMAN: I have a terrible slug problem. This is my first year vegetable gardening and I didn't expect it to be this bad! The slugs have already eaten through almost my entire row of lettuce, and half of my peas have holes in them.

MAN: Yes, slugs can be really awful, especially because we get so much rain here. I used to live in Saskatchewan and they weren't nearly as prominent there, even when the season was wet. However, I have some bad news for you. We're all sold out of slug bait and repellent products at the moment.

WOMAN: Oh no! That's too bad. When will you be getting more in?

MAN: Should be next week. But you know what, there's plenty of homemade solutions to get rid of those pests. As a salesman I should be encouraging you to wait for our products, but hey, I don't want you to lose your whole vegetable garden in the meantime!

WOMAN: That's really kind of you. What can I do, then?

MAN: You can crush up eggshells into small pieces and sprinkle them around the plants you want to protect. Slugs don't like the texture of gritty eggshells. Another thing they don't like is copper. You can put a line of pennies around your plants and they won't cross it. It gives their skin an unpleasant shock.

WOMAN: Really! That is neat. Just ordinary coins, you mean?

MAN: Yes, just ordinary penny coins. We also sell rolls of copper coil that work a lot better, but, like I mentioned, we're all out of stock right now. I'd try the coins and eggshells first. Then come back next week for the copper coil. I could put some rolls on hold for you, and you could pick them up when you come in.

WOMAN: That is great! I'll give you my contact details. Thanks for all your helpful advice!

Now answer questions 1-6.

1. What kind of problem is the woman having?

2. According to the man, why is the problem so bad?

3. Why are eggshells used to tackle this problem?

4. Why does the man suggest copper coils?

5. What is an alternative to copper coil?

6. Why is the woman coming back next week?

Part 4: Listening to a News Item

You will hear a news item about a very talented bird.

A parrot that went missing a week ago was found at an outdoor swimming pool yesterday. Henry Lang, an opera student, said he was enjoying an afternoon swim in the campus pool when he saw a bright flash of colour in a nearby tree. "Next thing I knew, a large parrot flew down right next to me at the edge of the pool," Lang said. "I was pretty surprised. It didn't seem afraid of me at all. It actually said ‘hello’ to me. I think it was thirsty and wanted a drink of water."

Lang said the bird hopped onto his arm and happily came home with him, where he called the local animal shelter. He was surprised to learn from the shelter that the friendly animal was not someone’s pet, but was actually a research parrot named Popcorn from the same university he attends. Lang kept the bird for a weekend before he was picked up by his owner, Professor Anna Grey. Grey studies language cognition in birds and said that Popcorn is her most mischievous research subject. Popcorn had escaped four times. The gifted parrot, who is named for his favorite food, knows over 200 words and can count to 10.

After being reunited with Popcorn, his owner, Grey, was astonished to hear the parrot doing something he’d never done before - sing. When she learned Lang was an opera student, she realized Popcorn had picked up a new skill on his adventure. “I guess he heard me practicing at my house,” Lang said, laughing. In an interesting turn of events, Lang now has a new part-time summer job - coaching Popcorn in opera singing twice a week.

Part 5: Listening to a Discussion

You will watch a discussion between three people having a meeting. They are parents who volunteer to help run their children’s elementary school.

WOMAN: Okay, next item. It’s November. Our annual guests have arrived. Snow Geese have taken up residence on our sports field again. Looks like a few thousand of them.

MAN 1: Not again! Last year they stayed ‘till April. I guess that’s when they migrate back to Siberia?

MAN 2: Yeah. My four-year-old nephew said that he saw them grazing on the school grounds. He said it wasn’t a bad thing though. They’re actually eating the grass . . . and the maintenance workers don’t have to cut it!

WOMAN: Huh. Those birds are not helping the janitors, I can tell you. They pull out huge chunks of grass, dirt and all. Now, with all the rain, our sports field is mostly mud . . . and then the mud gets on the classroom carpets.

MAN 2: But what about carpet cleaning? Aren’t the carpets the janitor’s responsibility?

WOMAN: Ugh. That’ll be the day. There’s no money in the budget for carpet cleaning. Even if there were, the carpets would get muddy again the next day.

MAN 1: Apparently in some provinces you can hunt snow geese. Here it’s against city bylaws. You can hunt wildlife only outside city limits. Even then, you need the . . . you need the permission of a landowner. But up north, they’re considered food—it’s like wild turkey, only free.

MAN 2: Yeah, I heard that, too. I also heard they taste terrible. Anyway, didn’t the city have a . . . what do you call it? . . . a hazing program where they were hiring contractors to take dogs to chase the geese off. What happened to that?

MAN 1: From what I gather, the response time was too slow. It takes a couple of hours for the contractors to show up with the dogs. Sounds to me like a labour shortage. I mean, I doubt there’s a large population of dog owners out there who want to be available to work 24/7 as . . . professional goose chasers.

MAN 2: Maybe not, but wasn’t there an ad in the paper asking for volunteers? They were hoping people would let their dogs off leash in trouble areas after school and on weekends. Half the families in our school have dogs. How come no one’s volunteering?

WOMAN: Probably because they haven’t heard of the program. It’s news to me. I have two Siberian huskies that would love a chance to run around chasing geese.

MAN 1: So let’s get a commitment from the parents. You know, get a schedule together, and make sure that there’s a canine patrol from 4:00 p.m. until dusk every day.

MAN 2: First, let’s get the word out, shall we? I’ll draft a memo to send home with the students for the parents, and maybe get a little blog post together. We’ll get everything approved by administration. And, Rachel, are you okay with being the primary contact?

WOMAN: Woof, woof.

Part 6: Listening to Viewpoints

You will hear a report about fish farming in Canada. The environmental impact of fish farming is discussed in detail.

Quite possibly, when hiking or sailing on the Canadian coast, you have seen small rectangular enclosures in the sea. These enclosures are fish farms, where tens of thousands of salmon are raised and sold on domestic and international markets. Many of these farms are run by James Olson, the owner of a successful Canadian fish farming business that has been active since the 1960's. Recently, however, he has been criticized by several groups that oppose ocean fish farming, arguing that the practice should be banned or severely restricted.

One of these groups, EarthFirst, contends that ocean fish farming is harmful to wild fish. A farm of 100,000 fish produces the same amount of waste as 31,000 humans. This waste leads to toxic algae blooms, which kill wild fish. Additionally, fish often escape from fish farms, competing with wild fish for food and thereby reducing native fish populations. In the northern Pacific, it is estimated that over 1 million farmed Atlantic salmon have escaped. The Atlantic salmon have interbred with Pacific salmon, and this has weakened the wild Pacific salmon population. Another major issue is the spread of diseases from fish farmed in ocean cages to wild fish. EarthFirst is pushing for governmental regulations on fish farming, either banning them entirely or subjecting them to stricter environmental controls.

Should fish farming be banned? Olson thinks such a move would be a disaster. Research has shown that fish farms actually do more to protect wild fish than to harm them. Fish farming greatly reduces the need to hunt wild fish, thereby preventing overfishing. This helps to prevent the depletion of natural stocks, such as the North Sea cod, a species that almost faced extinction within the last decade. Also, fishing with large nets often results in the killing of unwanted species, such as dolphins or seabirds. Fish farms are an excellent way to prevent such unnecessary deaths from occurring.

Another group, FoodAware, is concerned that farmed fish cause human health problems. Farmed fish are fed antibiotics to fend off disease. There is evidence that feeding fish antibiotics leads to the growth of antibiotic-resistant bacteria, which live in the fish and are eventually consumed by humans. The long-term effects of these substances on humans have not been fully researched.

However, as fish farmer Olson points out, there is no conclusive research or governmental data proving that farmed fish are bad for human health. He believes this is simply a marketing scare tactic to get people to support wild fishing.

The world demand for fishing is increasing and wild fish stocks are decreasing. And yet, it is still not clear whether fish farming is a solution or an additional environmental problem. It would appear that the jury is still out.

**SAMPLE-TEST-SET1-A**

**Practice Test 1 - Listening Part 1: Listening to Problem Solving**

You will hear a conversation between two people at a hair salon. One is a customer, and the other is a hair stylist.

Listen to the conversation. You will hear the conversation only once. It is about 1 to 1.5 minutes long.

**Question 1 of 8**

**Choose the best answer to each question.**

* to inquire if Tim is available
* to change her hair colour
* to get a wash and blow dry
* to change her appointment

**Question 2 of 8**

**Choose the best answer to each question.**

* She lets only Tim do her hair.
* The salon is closing shortly.
* A friend is meeting her soon.
* Her visit will take a full hour.

**Question 3 of 8**

**Choose the best answer to each question.**

* 9:00 a.m.
* 1:00 p.m.
* 1:30 p.m.
* 3:30 p.m.

You will hear the second section of the conversation shortly.

Listen to the conversation. You will hear the conversation only once. It is about 1 to 1.5 minutes long.

**Question 4 of 8**

**Choose the best answer to each question.**

* She is cautious.
* She is a risk taker.
* She is a professional.
* She is an actress.

**Question 5 of 8**

**Choose the best answer to each question.**

* when the next trim will be needed
* whether to change the hairstyle
* where to add the desired layers
* which shade of hair colour to use

You will hear the third section of the conversation shortly.

Listen to the conversation. You will hear the conversation only once. It is about 1 to 1.5 minutes long.

**Question 6 of 8**

**Choose the best answer to each question.**

* disappointed
* grateful
* impressed
* overjoyed

**Question 7 of 8**

**Choose the best answer to each question.**

* Come back for a touch-up in a month.
* Protect the colour with a special product.
* Regular shampoo will damage her hair.
* Try to use only all-natural hair products.

**Question 8 of 8**

**Choose the best answer to each question.**

* She now has more confidence in his abilities.
* He will have gained experience by then.
* She now is comfortable with his personality.
* He will need to do a full haircut next time.

**Practice Test 1 - Listening Part 2: Listening to a Daily Life Conversation**

You will hear a conversation. The conversation is between two journalists. The man is telling the woman about a problem with an interview.

Listen to the conversation. You will hear the conversation only once. It is about 1.5 to 2 minutes long.

**Question 1 of 5**

**Choose the best answer.**

* His magazine article was cancelled.
* He will miss a music concert tomorrow.
* He missed an interview opportunity.
* His interview got postponed to next week.

**Question 2 of 5**

**Choose the best answer.**

* She changed managers.
* She has fallen ill unexpectedly.
* She moved to New York.
* She had a family emergency.

**Question 3 of 5**

**Choose the best answer.**

* She never left a contact number.
* She only meets journalists face to face.
* She is too sick to speak to the press.
* She’s visiting her sister in New York.

**Question 4 of 5**

**Choose the best answer.**

* try to interview the artist while she’s in New York
* contact another artist who is friends with her sister
* arrange a phone interview with the artist
* write his articles so he can go to New York

**Question 5 of 5**

**Choose the best answer.**

* pay her for the article
* fill in for her for five days
* take her on vacation
* cover her ticket costs

**Practice Test 1 - Listening Part 3: Listening for Information**

You will hear a conversation. A woman is calling a garden store about her problems with garden pests.

Listen to the conversation. You will hear the conversation only once. It is about 2 to 2.5 minutes long.

**Question 1 of 6**

**Choose the best answer.**

* The vegetables in her garden won’t grow from seeds.
* She can’t afford the products she needs to buy.
* Slugs have attacked part of her vegetable garden.
* Chemicals used for pests destroyed her vegetables.

**Question 2 of 6**

**Choose the best answer.**

* The woman is using the wrong product.
* The woman is not watering the soil enough.
* The woman is planting in the wrong season.
* There has been an excessive amount of rain.

**Question 3 of 6**

**Choose the best answer.**

* They make the environment unpleasant for slugs.
* They absorb toxic chemicals from the soil.
* They aerate the soil for better water absorption.
* They enrich the soil with calcium particles.

**Question 4 of 6**

**Choose the best answer.**

* They provide protection against flooding.
* The pests cannot cross over the coils.
* They release nutrients into the earth.
* They release chemicals that kill pests.

**Question 5 of 6**

**Choose the best answer.**

* The woman can use 1 cent coins.
* The woman can purchase plant food.
* The woman can use steel wire.
* The woman can plant more vegetables.

**Question 6 of 6**

**Choose the best answer.**

* to purchase an item that is currently out of stock
* to pick up an eggshell soil mixture that will be on sale
* to attend a workshop on how to prepare soil
* to see another sales associate who is an expert

**Practice Test 1 - Listening Part 4: Listening to a News Item**

You will hear a news item about a very talented bird.

Listen to the following news item. You will hear the news item only once. It is about 1.5 minutes long.

**Choose the best way to complete each statement from the drop-down menu (  ).**

1. When Lang found the bird

▾

2. Lang learned that the bird

▾

3. Anna Grey

▾

4. The parrot

▾

5. Henry Lang

**Practice Test 1 - Listening Part 5: Listening to a Discussion**

You will watch a discussion between three people having a meeting. They are parents who volunteer to help run their children’s elementary school.

Watch the discussion. You will watch the discussion only once. It is about 1.5 to 2 minutes long.

**Choose the best answer to each question from the drop-down menu (  ).**

1. What is the main problem for the speakers?

▾

2. What must be true of the younger man?

▾

3. What must be true of the school?

▾

4. Within city boundaries, which statement is true?

▾

5. What does the older man say about goose?

▾

6. What’s the problem with the paid contractors?

▾

7. Why aren’t the parents volunteering?

▾

8. What does the committee decide to do?

▾

**Practice Test 1 - Listening Part 6: Listening to Viewpoints**

You will hear a report about fish farming in Canada. The environmental impact of fish farming is discussed in detail.

Listen to the following report. You will hear the report only once. It is about 3 minutes long.

**Choose the best way to complete each statement from the drop-down menu (  ).**

1. Fish farming on the Canadian coast

▾

2. EarthFirst claims that fish farms

▾

3. Native fish populations are endangered due to

▾

4. Research findings suggest fish farming

▾

5. FoodAware claims that farmed fish

▾

6. According to Olson, criticisms about fish farming originate from

▾

**SAMPLE-SET1-A-ANSWER**:

Question Answer Key Your Answer

Listening Practice Task I didn’t attend the concert. I didn’t attend the concert.

Return to Practice Test

Listening Part 1: Listening to Problem Solving - Q1 to change her hair colour

Listening Part 1: Listening to Problem Solving - Q2 Her visit will take a full hour.

Listening Part 1: Listening to Problem Solving - Q3 1:30 p.m.

Listening Part 1: Listening to Problem Solving - Q4 She is cautious.

Listening Part 1: Listening to Problem Solving - Q5 whether to change the hairstyle

Listening Part 1: Listening to Problem Solving - Q6 impressed

Listening Part 1: Listening to Problem Solving - Q7 Protect the colour with a special product.

Listening Part 1: Listening to Problem Solving - Q8 She now has more confidence in his abilities.

Return to the beginning of Part 1

Listening Part 2: Listening to a Daily Life Conversation - Q1 He missed an interview opportunity.

Listening Part 2: Listening to a Daily Life Conversation - Q2 She had a family emergency.

Listening Part 2: Listening to a Daily Life Conversation - Q3 She only meets journalists face to face.

Listening Part 2: Listening to a Daily Life Conversation - Q4 try to interview the artist while she’s in New York

Listening Part 2: Listening to a Daily Life Conversation - Q5 fill in for her for five days

Return to the beginning of Part 2

Listening Part 3: Listening for Information - Q1 Slugs have attacked part of her vegetable garden.

Listening Part 3: Listening for Information - Q2 There has been an excessive amount of rain.

Listening Part 3: Listening for Information - Q3 They make the environment unpleasant for slugs.

Listening Part 3: Listening for Information - Q4 The pests cannot cross over the coils.

Listening Part 3: Listening for Information - Q5 The woman can use 1 cent coins.

Listening Part 3: Listening for Information - Q6 to purchase an item that is currently out of stock

Return to the beginning of Part 3

Listening Part 4: Listening to a News Item - Q1 it jumped onto him.

Listening Part 4: Listening to a News Item - Q2 was part of a research project.

Listening Part 4: Listening to a News Item - Q3 is studying animal language.

Listening Part 4: Listening to a News Item - Q4 stayed at Henry Lang’s house for a couple of days.

Listening Part 4: Listening to a News Item - Q5 now teaches the parrot opera singing.

Return to the beginning of Part 4

Listening Part 5: Listening to a Discussion - Q1 Birds are ruining school property.

Listening Part 5: Listening to a Discussion - Q2 He has a brother or sister.

Listening Part 5: Listening to a Discussion - Q3 It lacks sufficient operating funds.

Listening Part 5: Listening to a Discussion - Q4 Shooting wildlife is prohibited by local bylaws.

Listening Part 5: Listening to a Discussion - Q5 It serves as food in some regions.

Listening Part 5: Listening to a Discussion - Q6 They take too long to arrive.

Listening Part 5: Listening to a Discussion - Q7 They are not aware of the program.

Listening Part 5: Listening to a Discussion - Q8 ask the parents to help out

Return to the beginning of Part 5

Listening Part 6: Listening to Viewpoints - Q1 has received a lot of opposition.

Listening Part 6: Listening to Viewpoints - Q2 lead to the growth of toxic organisms in the sea.

Listening Part 6: Listening to Viewpoints - Q3 competition between farmed and native species.

Listening Part 6: Listening to Viewpoints - Q4 positively impacts bird and dolphin populations.

Listening Part 6: Listening to Viewpoints - Q5 contain organisms that can be harmful for humans.

Listening Part 6: Listening to Viewpoints - Q6 marketing maneuvers to dissuade consumption of farmed fish.

**CELPIP-General Practice Tests, Set 1-B**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman in a health club. The woman provides customer service; the man is a customer.

Section 1:

MAN: Excuse me, before I leave, could you take a look at my account and see how many cardio classes I have left?

WOMAN: Sure. Do you have your membership card?

MAN: Here it is. I joined this health club a couple of months ago, but haven’t been keeping track of how often I come.

WOMAN: No worries, I can look it up. Let’s see . . . You have 5 classes left. Did you know we have a special promotion this month? If you buy a 20-class package, you get a 10% discount.

MAN: Hmm. I already get a 15% student discount. Can I add it on to that?

WOMAN: Oh, no, sorry, the current promotion can’t be combined with any other discounts.

MAN: Oh, well. Thanks and have a great day!

Now answer questions 1-2.

What does the man want?

What discount does the woman offer the man?

Section 2:

MAN: Hi again. Hey, I must be having bad luck. I was on my way home and once it started raining I discovered that I’d forgotten my umbrella. Do you have a lost and found bin? I think I might have left my umbrella in the locker room.

WOMAN: Sure, we have a lost and found. What does your umbrella look like?

MAN: It’s black, the kind where the stem collapses and it becomes really small. The handle is wooden. It’s the Bay brand. It might have the brand logo on the handle, I don’t remember.

WOMAN: Let me check . . . Wow, umbrellas seem to be a commonly forgotten item! But I think I found yours!

MAN: Oh that’s great! Thank you!

WOMAN: You’re welcome! See you next time!

Now answer questions 3-5.

Why does the man return to the health club?

What does the umbrella look like?

Which statement is most likely true?

Section 3:

MAN: Hey, it’s me again. Sorry, I see you’re closing in a few minutes!

WOMAN: No worries. It always takes a while for the last class to leave, and it takes an hour to clean-up after that. What can I do for you?

MAN: Sorry, but I think I took the wrong umbrella!

WOMAN: What? Really?

MAN: Yeah! Are you sure there weren’t two black Bay umbrellas in the lost and found? Mine has a rip in the fabric, near the top. But the one you gave me doesn’t have a rip. Here, see? I don’t feel right taking it.

WOMAN: Wow, what are the chances of that happening? Okay, let me go check the lost and found again. I didn’t really look that carefully because I thought for sure that one was yours.

MAN: Yeah, if you could check that would be fantastic.

WOMAN: One second . . . [Pause] Wow, you’re right! I can’t believe there were two umbrellas exactly the same. Let’s open this one. Yep, it’s got a rip at the top!

MAN: That’s the one! Here, I’ll trade you.

WOMAN: It’s a deal. See you next time! Just press the buzzer to unlock the door on your way out.

Now answer questions 6-8.

Why does the man apologize to the woman?

Why does the man return the item?

What will most likely happen next?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation. The conversation is between two servers at a restaurant. The woman is having a problem at work.

MAN: Hey, I haven't seen you before! You must be new here. My name's Jonathan. How do you like it here so far?

WOMAN: I'm Anna, nice to meet you. Yes, I just started this afternoon. It’s . . . it’s okay.. Have you worked at this restaurant long?

MAN: Two years now, but I only work 4 days a week. I really enjoy it. But you . . . you don’t sound like you’re having much fun.

WOMAN: This is my first time waitressing and I'm afraid I'm not very good. I just spilled wine on a customer a couple of minutes ago! The guy was really upset, and I didn't know what to do, so I just ran off! What do I do now?

MAN: Aww, that's okay, everyone makes mistakes, even experienced servers! Don't be so hard on yourself. Don't worry! Just go back and apologize and bring him another glass of wine, and tell him dessert will be free.

WOMAN: What about his shirt? It's got a huge red wine stain on the arm. I heard him tell his date that he can't go to the opera with a ruined shirt.

MAN: Hmm. I'll tell you what, I'll go talk to him with you. We’ll tell him the restaurant will reimburse him for his shirt. But first, we should tell Laura, the manager, what happened.

WOMAN: Oh no . . . I’ll get fired! She's going to think I'm the worst waitress ever.

MAN: Laura's very understanding. Trust me, you won't get fired! She will make you practice carrying wine glasses, though. Actually, if this is your first time waitressing, I'm surprised she let you carry wine glasses at all! Usually they train you for at least a week first.

WOMAN: Another waitress just passed me a tray with wine glasses on it and asked me to take it to table five. She said she was too busy.

MAN: Oh, I see. She must not have known it was your first day! Anyways, let's go solve this situation. You’ll feel much better. It’ll be fine, you'll see!

Now answer questions 1-5.

1. How long has the woman been a waitress?

2. Why is the waitress apprehensive?

3. Why was the customer upset?

4. How does the man suggest they fix the problem?

5. What does the man think the manager will do?

Part 3: Listening for Information

You will hear a conversation. A man is interested in painting and is at an art supply store.

WOMAN: Hi there! What brings you into Art Land today?

MAN: Hi! I'm looking to take up painting as a hobby and my grandson just gave me a gift certificate to this store. The problem is, I really have no idea where to start. I'm wondering if you could give me some advice.

WOMAN: Of course! That's what I'm here for. Well, let me start by asking you a few questions. Were you looking to enroll in our classes?

MAN: I have a lot of free time, so I figured I would try it on my own.

WOMAN: Certainly. Do you have ideas about what subjects you want to paint?

MAN: I think landscapes. We were looking at some old photographs on my birthday, and I thought it would be nice to recreate the rolling hills of the beautiful farm I grew up on in Manitoba. I’ve been living in Toronto for 5 decades now, and though I love city life and the downtown skyline, the memories of sunsets on the farm are still with me.

WOMAN: Wonderful! Well, the three basic types of paints are watercolour, acrylic, and oil. They are all suitable for landscapes. I would say watercolour is the hardest for a beginner to start with, even though it is the most affordable of them all.

MAN: I don’t think watercolour will be the one for me then. What’s the main difference between acrylics and oils?

WOMAN: The amount of time it takes for the paint to dry. Acrylic paints dry very quickly, within a matter of hours, whereas oil paints can take up to several days, even weeks to dry. A lot of our beginner students like acrylics because if they make a mistake they don't have to wait long to paint over it. However, that can also be frustrating, because it's hard to mix the colours you want when they dry so fast.

MAN: I see. Well, I don't think I'll mind fast-drying paints. I'll go for acrylics, then. What other kind of supplies will I need?

WOMAN: Do you think you’ll be painting indoors or outdoors?

MAN: Definitely outdoors. I’d like to paint landscapes while immersed fully in nature myself. I'm a big wilderness explorer.

WOMAN: Sounds lovely! And if you ever feel you need some extra help, we have painting workshops at a local farm not too far from the city, every last Saturday of the month. The workshop goes from 9:00 a.m. to 5:00 p.m., and participants enjoy a nice farm-style lunch meal.

MAN: Thank you. I’ll go at my own pace, but I’ll definitely consider it. It might be a nice way to learn, socialize, make new friends, and reminisce about my mother’s cooking.

Now answer questions 1-6.

1. Why is the man at the art store?

2. What is the man interested in doing?

3. Why does the woman advise against watercolour?

4. According to the woman, why is acrylic better than oil paint?

5. Why does the woman suggest the workshop?

6. What is the man planning to do?

Part 4: Listening to a News Item

You will hear a news item about an unexpected event during a family trip.

A family driving near Banff, British Columbia, on a camping trip last weekend narrowly avoided crashing into a deer, only to hit a large pheasant instead. Banff is a nature reserve, home to thousands of wild animals including bears, deer, and countless game birds such as pheasant. Michael Jansen, who was driving at the time, said they were heading back to their campsite around dusk when they came around a bend of the highway and saw a deer trotting across the road. Jansen swerved successfully around the animal, but only a few seconds later a pheasant flew across the road in the opposite direction and hit the windshield. He pulled over to the side of the road as the deer ran into the forest unharmed. Unfortunately for the pheasant, the impact of the windshield killed it immediately. However, Jansen's daughter, Emily, who took a wilderness survival course last year, decided to make the best of the situation. She took the bird back to the campsite and roasted it with garlic and onions. "It's completely legal to eat roadkill in British Columbia," she explained. "Why waste perfectly good food? It's sad that we hit it, but at least it didn't go to waste."

Part 5: Listening to a Discussion

You will watch a discussion between three people who work together for the same company. They are members of the organizing committee and they’re meeting to discuss an important company event.

MAN 1: Well, thanks for being on time, folks. Our agenda today is pretty short: We’re just trying to decide on the venue for our company’s 20th anniversary celebration. Any ideas?

WOMAN: I’ve got a couple of places in mind. One’s smaller and one’s larger. It depends how many people we’re talking about. How many are coming?

MAN 1: Well, we’re up to a hundred maximum. Everyone’s allowed to invite their spouse or partner. Here’s the program as we know it: Starting at 7:00 p.m. wine, speeches, and maybe award presentations, followed at 8:00 p.m. by a buffet dinner. Starting at 9:30, there’ll be entertainment . . . ideally, a live band, if we can afford one.

MAN 2: Up to a hundred people . . . That’s quite a crowd. Obviously, we need space for everyone, but we don’t want to go over budget.

WOMAN: Well, I have got a few penny-pinching tricks up my sleeve. We could find a venue on a weekday . . . Monday through Thursday is cheaper. We can also find a place that’s out of town. Maybe even out in the suburbs. And, if worse comes to worst, we could always hire a DJ instead of a live band.

MAN 2: Also, we don’t need to go overboard on the menu. We could just order reasonably priced food that everyone will enjoy.

MAN 1: And we can always tweak the menu a bit, assuming the caterer will let us.

WOMAN: Yeah, I know a place called Griffin's that might be perfect. It’s in Wimberton.

MAN 2: Where’s Wimberton?

WOMAN: About 30 minutes east by car on Highway 18. Anyway, Griffin's is family owned, has great ambience, and fairly reasonable prices. They do group bookings as well. I know the manager. I might be able to talk him into giving us a discount.

MAN 1: Yeah, my concern would be the location. My brother retired and moved to Wimberton, and it’s impossible to get there by public transit. You know, we don’t want to say farewell to people as they’re getting behind the wheel after a few drinks. You know, we’d want to get them all to take taxis home, and then we’d have to reimburse them for the ride.

MAN 2: We don’t want to incur that expense!

WOMAN & MAN 1: Ditto here. Jinx!

MAN 2: Hey, how about The Red Door? It’s just two blocks north of here. It’s right on the subway line. I know their dining area seats over a hundred people. I’m pretty sure the owner can accommodate us price-wise . . . and he just hired the top chef in the city.

MAN 1: Sounds well worth checking out! Brian, could you contact the manager and get an estimate? Oh, better yet, get two: one for a Thursday and one for a Saturday. So, we’ll meet again next week and we’ll take it from there.

Part 6: Listening to Viewpoints

You will hear a report about the use of uniforms in schools in Canada.

Asha Miller is a grade 11 student at Giles Secondary, a private school. She is pushing for her school to change their school uniform policy. Asha has recently started a petition protesting the school's mandatory attire. Her cause has attracted a large number of supporters within the student body, and also from some parents and school staff. At the same time, many among the student body, faculty, and parents are in favour of continuing the school tradition.

The debate about whether or not students should wear a uniform to school or not is quite common in Canadian private schools. Although a few public schools also require students to wear a school uniform, most public schools don’t require this.

One of the most common arguments for uniforms is that students will not be as distracted from their studies by fashion choices or peer pressure. Consequently, students focus on better grades and they are also easier to discipline. Uniforms are also thought to play a role in creating a sense of belonging and school culture that is important for cooperation and unity.

Critics, such as child psychologist Dr. Jason Ferguson, say there is no concrete evidence that links school uniforms to improved educational results. In fact, academic performance scores in schools that adopt uniforms and those that do not often average the same. Moreover, dissenters point out that students required to wear uniforms typically manage to fight the rules, and "individualize" their uniforms by wearing unique shoes or accessories. But perhaps the most damaging argument against uniforms is that they can discriminate against certain religions or cultures.

The school’s administration advocates that there is a middle ground. Uniforms can work with students' diverse cultural needs, if the school authorities consult parents about what is acceptable. Exceptions could be made, such as, for example, allowing Muslim girls to wear long loose trousers instead of skirts that might not provide adequate coverage.

Asha Miller thinks such accommodations don’t quite suffice, and she advances a different alternative. She is suggesting that uniforms be abolished in favour of a dress code that specifies the kinds of clothes that can be worn, including the length of dresses, amount of exposed skin, cleanliness, and so on. She argues this solution would address the concerns of all parties. Students wouldn’t feel constrained in how they express their identity and cultural beliefs; meanwhile, appropriate school attire and discipline would be maintained. She adds that adolescence is a particularly critical phase in a person’s life in which they are trying to figure out who they are and where they fit, and clothing choice is a way to truly express one’s interests and personality.

**CELPIP-General Practice Tests, Set 2-A**

Part 1: Listening to Problem Solving

You will hear a conversation between a woman and a man at a veterinary clinic. The woman is a veterinarian, and the man is a pet owner.

Section 1:

MAN: Hi, Dr. Anderson. This is my cat, Tiger. Tiger, meet Dr. Anderson.

WOMAN: Hello, Tiger. Aren’t you a lovely cat.

MAN: I’m really worried about her. She’s usually so playful, but this past week all she’s been doing is scratching herself. Her claws are sharp, and she’s hurting herself. Look, here.

WOMAN: I see what you mean. Is Tiger an indoor or an outdoor cat?

MAN: Mostly outdoors. I let her stay outside at night.

WOMAN: These marks look like flea bites. If Tiger’s going outdoors, it’s almost certain that she’s picked up fleas. I’ll give you some medication to kill them. Apply it to her skin—right here—once a month for three months.

MAN: Okay. Will the fleas get into my house?

WOMAN: Well . . . fleas only live on animals. After Tiger receives the medication, they can’t live on her anymore, so they’ll die. But you should vacuum and clean every day to get rid of any flea eggs. If need be, I can always give you a product to apply to your rugs and furniture.

Now answer questions 1-2.

What is the main problem with Tiger?

What advice did the veterinarian give the man?

Section 2:

MAN: We’re back! So I used the medication, but Tiger’s still been scratching a lot since her last appointment. At first, she started getting better, but now she’s getting worse.

WOMAN: Hmm. [Pause] Ooh . . . yes, I see what you mean. That must hurt. Did you give her the medication once a month, for three months?

MAN: Yes . . . [Pause] Well . . . okay, maybe I missed the last dose. It just slipped my mind. And I guess I only got around to vacuuming once.

WOMAN: You really have to give her three doses of the medication over three months . . . and you need to vacuum every day. Here are another three doses. You can pay the receptionist.

MAN: Okay, thanks. I promise I’ll be more on top of things this time. Sorry about that.

WOMAN: Okay. And think about keeping her inside at night.

Now answer questions 3-5.

Why did the man have to come back?

Which statement best describes Tiger’s owner?

Why did the owner apologize to the vet?

Section 3:

WOMAN: How’s Tiger today? Still scratching? [Pause] I see you trimmed her claws.

MAN: No more fleas! But it’s weird . . . she’s gaining a lot of weight, even though she’s eating more or less the same amount as usual.

WOMAN: Hmm. She hasn’t been spayed yet, has she?

MAN: Right, no surgery yet. She’s too young to get pregnant.

WOMAN: Where’d you hear that? Actually, cats can get pregnant even at six months of age. [Pause] From the way her abdomen feels, I’d say Tiger’s going to be a mother soon.

MAN: You’re kidding! That’s the last thing I expected.

WOMAN: If she’s going to keep going outdoors, you really need to get her spayed. It’s a simple operation; I can do it after she gives birth. In the meantime, you have some things to do.

Now answer questions 6-8.

Why did the man bring Tiger back?

How did the man react to the vet’s new information?

What should the man do next?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation about donating items to a thrift store.

MAN: Julie, is that you? We’re going to be late to Susan and Anthony’s housewarming party!

WOMAN: Yes, it’s me, who else would it be? I was just getting groceries on the way home. You sound upset. Is something wrong?

MAN: I can’t find my favorite grey shirt, the one with the stripes. Did you put it somewhere? It’s not in the laundry or the closet.

WOMAN: Uh oh… I think I donated that one to the thrift store last week. You said you didn’t wear it anymore!

MAN: No, that was the solid grey one with the stained collar that I don’t wear anymore; the one with the stripes, I just bought recently, and it was on sale, too!

WOMAN: I’m sorry! We should make an agreement to always check with each other before we give things away or sell them. Remember last fall when you sold my tennis rackets at the garage sale and didn’t tell me?

MAN: Well, you never play tennis. You haven’t played tennis since Mary was born. That striped shirt, I’ve been wearing all the time!

WOMAN: That’s not true. I played tennis at least three times last summer, thank you very much! I played with your sister when she came to visit from London. Anyways, let’s not fight.

MAN: You’re right, fighting gets us nowhere. Okay, it’s a deal. We’ll make an effort to ask each other from now on. I guess I’ll just wear a different shirt today… I’ll wear my old blue one.

WOMAN: That blue one looks great on you, anyways. You look so handsome.

MAN: Well, you have to say that, since you gave the other one away!

WOMAN: No, it really does bring out the color of your eyes! Anyways, I need to have a shower and get ready. Were we supposed to be there at 7:00? That doesn’t leave me much time. Do you mind unpacking the groceries while I shower?

MAN: Yes, of course. Here, pass me the bags. You go get ready.

Now answer questions 1-5.

What is the relationship of the speakers?

How is the man feeling at the start of the conversation?

What are they going to do that evening?

What were the speakers talking about?

Why does the woman like the man’s shirt?

Part 3: Listening for Information

You will hear a conversation about renting an apartment.

WOMAN: Oh, hello. I saw a sign on the front door about apartments available in this building.

MAN: Uh huh.

WOMAN: It said to speak to the building manager in the administration office. The front door was open, so I thought I’d just come in and ask.

MAN: Well, you’re talking to the right person. Which one are you interested in?

WOMAN: I’m not sure which would be better. The sign said Apartments 1 and 2 are both 850 square feet, but one’s a one bedroom and the other’s a two bedroom, so I’m a bit confused.

MAN: Apartment 2 has two separate bedrooms, each with its own door—a sort of closed floor plan if you will. Apartment 1 has what we call an open floor plan. The living room and one big bedroom are adjoined like they’re one big room.

WOMAN: That type of layout sounds like a bachelor apartment to me.

MAN: Yeah, except that the bedroom area is really big, and there’s sort of an archway between the living room area and the bedroom area. It’s easy to separate them with a curtain or room divider.

WOMAN: I see. Well, the apartment is just for me, and I like open spaces I can use in a flexible way. However, having a second bedroom might also be useful. And the move-in date would be July 1st with a one-year lease?

MAN: Yup. Everything’s newly renovated. New carpets, new paint, and all the appliances—fridge, stove, washer/dryer—are brand new. But it’s a walk-up—there’s no elevator. Apartment 1 is on the ground floor and Apartment 2 is on the top floor.

WOMAN: I think I’d prefer to be on the ground floor, as long as there aren’t any tap dance rehearsals going on right above me. Who’s the upstairs tenant?

MAN: The lady in the apartment above you is retired—really quiet and is hardly ever home. I can show you Apartment 1 around 3:00 p.m. if you’d like. Can you wait an hour?

WOMAN: Sure. I’ll go for coffee and come back. See you at 3:00.

Now answer questions 1-6.

Where does the conversation occur?

Who is the woman talking to?

What is the man’s plan for the apartment?

What is the difference between the two apartments?

What does the man say about the upstairs tenant?

On what basis does the woman make her choice?

Part 4: Listening to a News Item

You will hear a news item about a stolen wallet.

A tourist in downtown Vancouver got the last laugh yesterday when pickpockets stole his wallet. Gregory Willis was about to rent bikes to tour Stanley Park with his wife when he noticed his wallet was missing. He recalled he’d been in a jostling crowd earlier that day watching a street magician performance when someone had bumped into him, but he’d taken little notice of the incident. Undaunted, Mr. Willis headed to the nearest police station and said he knew exactly where his wallet was. He’d attached a GPS chip, a small tracking device that uses the global positioning system to pinpoint location, on the inside of the wallet. Willis explained he had initially bought the chip to track their dog on their 20-acre ranch in Washington state, but had decided to take it on vacation as a precautionary measure against loss or theft. The GPS chip certainly did come in handy as the Willises, in the company of two policemen, were able to locate the wallet 30 blocks away where a group of teenagers were loitering at a park. The young thief was more than surprised when the officers showed up to arrest him.

Part 5: Listening to a Discussion

You will watch a discussion between three co-workers in a business office. They are talking about something unusual that is happening outside.

MAN 1: So Jeanette, looks like you bought yourself a nice present. It’s a pretty shiny new set of wheels in your parking spot. Is that a custom paint job?

WOMAN: Yeah! I love my new car, but I hate what’s happening to it in the parking lot! You know that tree that hangs over my parking space? It’s dropping this weird sticky stuff all over the hood of my car.

MAN 1: That’s an ash tree. I could tell by the shape of the leaves. There’s these little bugs called aphids. They suck the nectar from the leaves, and produce this sticky stuff. It’s called honeydew.

WOMAN: Ugh, those things are so gross. It dries and hardens in the sun, and it’s almost impossible to get off my car. It’s wrecking the paint job! I’m going to ask the maintenance crew if they can just get rid of that tree.

MAN 1: Yeah, they would need a permit first though, or else the City can fine up to ten thousand dollars. It’s actually illegal to remove a tree unless it poses a hazard. It could fall on a house of a power line. The City says, usually just treat it with insecticides.

MAN 2: If I were you, I wouldn’t want to park where they’re spraying chemicals. If it’s toxic for the aphids, it’s probably toxic for you too, not to mention ladybugs, birds, fish. . . .

WOMAN: Argh, maybe we could just find a way to kill the tree. Then at least they can chop it down.

MAN 2: Whoa, that’s extreme. All they need to do is wash the aphids off the leaves. You know, they just need a hose that shoots a powerful stream of water. The aphids will fall off onto the ground and die. There’s no food for them on the lawn.

MAN 1: Yeah, but that tree looks a little tall for a garden hose. It’s got to be at least 50 feet. And I don’t think the maintenance department usually deals with that kind of stuff. They’d probably want to call in a tree care company. They can decide what to do.

WOMAN: Well, I’ve thought about parking on the street. But I’d have to come in at like 6:00 a.m.

MAN 2: Look, just send an email to Charlie in the maintenance department. He’s very accommodating. Maybe he can arrange for an eco-friendly contractor to deal with the aphids. In the meantime, I’m sure he can find you a different parking space.

Part 6: Listening to Viewpoints

You will hear a report about the use of electronic textbooks within post-secondary institutions.

Welcome, and thank you for attending this week’s lunchtime lecture. I am Professor Menendez, and our discussion today will be exploring the use of electronic textbooks within post-secondary institutions. To start, I will present the views of three professors at Riverbridge University.

Law professor Maria Bloomfield is one of several professors who has decided to completely eliminate print textbooks from her courses, arguing that their exorbitant cost adds an unnecessary financial burden on students who are already under heavy financial strain. While Bloomfield recognizes that certain costs, such as those associated with copyright, are unavoidable, she asserts that there are ways to cut corners. She proposes that professors create their own electronic textbooks; a move which, by avoiding the intermediary of a publishing company, could significantly reduce costs. Currently she is collaborating with several colleagues in order to create an e-textbook for an introductory course in law; something which she contends will save students thousands of dollars.

However, Ellen Bowler, a sociology professor at Riverbridge, has stated that she has no intention of tossing her print textbooks anytime soon. She argues that, although Bloomfield’s motives are honourable, requesting professors to produce their own textbooks is unrealistic. Between teaching, research, and administrative obligations, the workload of any university professor is already extremely demanding. To request that professors develop a course textbook, in addition to their regular duties, is simply not feasible. The development of a textbook, albeit digital, involves extensive research, writing and reviewing - tasks which are time consuming and should result in compensation. However, Bowler does not expect that professors would see any increase in salary if they developed their own textbooks.

While Bloomfield acknowledges that her proposal would lead to extra work, she asserts that the effort is worth it. In this digital age, the manner in which knowledge is communicated is rapidly changing, and universities, she argues, must keep up. Publishing a print textbook takes a significant amount of time from start to finish, often resulting in the inclusion of out-of-date information. However, with the speed in which information can be updated in an electronic text, professors are better able to provide students with current and accurate information.

Although history professor Marty Brown sees the potential of e-textbooks, he disagrees with professors teaching from texts that they have written themselves, arguing that, by doing such, there is a risk of students not being exposed to the multitude of perspectives in their field. Furthermore, he insists that many students actually prefer printed textbooks to electronic ones. Accordingly, he suggests that professors assign course readings that are available in both print and electronic form, leaving the choice to the students.

**CELPIP-General Practice Tests, Set 2-B**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman in a clothing store. The man is a salesperson, and the woman is a shopper.

Section 1:

WOMAN: Can I ask your opinion? Both these shirts fit me . . . but which one suits me better?

MAN: I think they’d both look great on you.

WOMAN: Mmmm. But I’m going to buy only one of them. I can’t decide. On this one, the neckline really suits my height, and the light colour goes well with my hair. But this other one’s darker and more formal, which I like, too.

MAN: Hmm. Where will you be wearing the shirt?

WOMAN: The office. I’ve been promoted and I’ll need some clothes for meetings with clients.

MAN: Then maybe . . . dress to fit the situation and go with the more formal one?

WOMAN: Yes . . . but I want to make an impression. I need something that looks really good on me.

MAN: Hmm. Tough decision. They’re both good picks.

WOMAN: I think I’ll take the lighter one. I like it better. I like the price better, too.

MAN: I’ll ring it up for you.

Now answer questions 1-3.

What did the shopper buy?

What best sums up the salesperson’s advice?

Which style did the shopper choose?

Section 2:

WOMAN: Excuse me, I bought this shirt here recently, but I’m bringing it back. Here’s the receipt.

MAN: Thanks . . . [pause] I’m sorry, this receipt is from last month. You bought the shirt almost two weeks ago. I’m afraid we give refunds only within one week of the date of purchase. But we could still give you store credit.

WOMAN: No, actually, all I want is to swap this shirt for one I like better.

MAN: Oh! You want to exchange it. In that case, by all means. You can exchange the shirt for an item of equal or lesser value.

WOMAN: Well that works out well. I know exactly which one I’m after. I think it was a bit more expensive, though.

MAN: Which shirt was it? Was it over here?

WOMAN: That dark one over there. Size 32, please.

Now answer questions 4-6.

Why did the shopper come back?

What is one of the store’s policies on returned items?

What did the salesperson do?

Section 3:

MAN: Here you go. Oh, look, this shirt’s on sale. Now it costs less than the one you’re bringing back!

WOMAN: Really?! That’s a good deal.

MAN: But remember, it’s an exchange, so I can’t give you any money back. You may as well pick up something else, too. How about a belt?

WOMAN: Uh, let me think . . . I really don’t need anything else.

MAN: Earrings, perhaps? Or a scarf?

WOMAN: I think I’ll just get . . . these socks here. You can never have too many socks.

MAN: All right then. With the socks, the difference is $3.45. How would you like to pay?

WOMAN: By cash: toonies and quarters.

Now answer questions 7-8.

What did the shopper buy?

Which statement is true of the shopper?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation about a very busy weekend.

MAN: Good morning, Sue. How was your weekend?

WOMAN: Ugh, it’s all a blur. It started on Friday night with my younger son’s baseball award ceremony. It was nice to see him get his trophy, but I have to confess it was tough sitting through 3 hours of trophy presentations.

MAN: I’ll bet. Did you get to relax a bit after that?

WOMAN: Saturday morning, I was up at 6:00 a.m. to take my other son and his friends to hockey practice. It was my weekend for carpool duty. Hockey’s not really my thing, you know, but we have to show our support for the kids.

MAN: Well, at least the arena’s indoors. My wife and I used to freeze to death on the soccer field watching our kids’ matches in the rain or snow. How was the rest of your weekend?

WOMAN: We spent what was left of Saturday getting ready for my daughter’s birthday party—baking the cake, preparing the games, stuffing the pinata, filling up loot bags, blowing up a zillion balloons, decorating the living room... So Sunday was utter chaos. It took 3 hours to have the party... and 6 hours to clean up the mess!

MAN: When my kids were little, I always felt lucky they were born in summer. Their birthday parties were always outdoors—the park, the carnival, the beach, the go-cart track, the campground... That way, the kids never wrecked my house.

WOMAN: Lucky you! My kids’ birthdays are in January and February. Maybe next year instead of letting them wreck my house, I should send them outside to play in the snow.

MAN: Or the ice arena... Maybe you should learn to play hockey with them. Anyway, here you are back at the sweat shop to do some “real” work, eh?

WOMAN: Trust me, coming here feels like play compared to what I do at home.

Now answer questions 1-5.

How are the speakers related?

How was the woman’s weekend?

What do the woman and the man agree on?

What does the woman say about her job?

Overall, what is the woman expressing?

Part 3: Listening for Information

You will hear a conversation about a massage service for office workers.

WOMAN: Hi there! Welcome to Wellness Massage and Spa. How are you today?

MAN: Very well, thank you. I’m organizing a corporate event for my company and my boss has requested something a little different this time. A co-worker said she gets massages here, and she recalled that you offer on-site workplace massage therapy. Is that right?

WOMAN: Absolutely! You’ve come to the right place. We specialize in providing mobile effective stress relief and therapeutic chair massages. Studies of ongoing office massage programs have shown that regular massage sessions result in better performance and decreased job stress and anxiety.

MAN: Sounds like what every workplace needs! I’ve always thought that massage would be a good component of a company’s success strategy. It’s good to keep workers happy. Is it like a normal spa massage?

WOMAN: No, it’s quite different. Our practitioners come to your workplace with portable ergonomic massage chairs. You stay fully dressed, but of course you can remove your suit jacket and tie to be more comfortable. We never use oils. We do, however, bring music to set a soothing atmosphere for relieving tension.

MAN: What’s an ergonomic chair?

WOMAN: It’s designed so that the client’s chest and head rest on support cushions, which reduces pressure on the hips and spinal column. One of the biggest complaintsof office workers is tension in the neck and shoulders. Our practitioners work on these areas to relieve stress symptoms.

MAN: Great. Now, I should inquire, is office chair massage covered by an extended health care plan, and are your practitioners fully insured?

WOMAN: Yes, our practitioners are fully certified and insured. However, unless your health care plan includes individual discretionary funds, which usually cover things such as fitness memberships, it won’t be covered by your plan. We are certified massage practitioners, but not massage therapists. We focus on relaxation and stress reduction, rather than treatment of specific injuries.

MAN: I see. Well, that’s not a problem. I’d like to book your company. Anything else I need to know?

WOMAN: Wonderful! Fees and prices are listed in our booklet right here. There’s quite a range of options, depending on how many practitioners you would like to hire. Let me show you.

Now answer questions 1-6.

What does the man want from the woman?

How did the man meet the woman?

How will the man’s company use the massage services?

What will workers need to do for the massage?

Why does the man ask about health plan coverage?

What does the man expect to result from massage services?

Part 4: Listening to a News Item

You will hear a news item about a lost ring.

Sarah Hunter is smiling again, now that her engagement ring is back on her finger where it belongs. Last Saturday, Sarah was attending an art class when she decided to remove her engagement ring and put it in her jacket pocket. After her class, she took a box of old clothing, including the jacket, to be sold in the local second-hand store. Later that day, Sarah suddenly realized her mistake. She immediately called the thrift store only to discover that her jacket had just been sold. “I honestly never expected to see my engagement ring again,” said Sarah. Surprisingly, the young girl who purchased the jacket soon discovered the ring and promptly brought it back to the thrift store. Sarah was astonished and thrilled at the return of the ring, which is valued at five thousand dollars. Sarah immediately contacted the young girl, a music student at Fairmont College, and thanked her for being so honest. The young girl quietly explained, “I knew that I’d feel devastated if something like this had happened to me, so I had to return it.” Fortunately for the young girl, Sarah’s fiancé performs in a popular rock group and has given her front row tickets to his sold out concert scheduled for next month.

Part 5: Listening to a Discussion

You will watch a discussion between three people who belong to a singles’ social club. They are planning a group trip to Montreal.

WOMAN: So, as of today we have six members signed up for our Montreal trip. I’m still waiting to hear back from four others. Everyone wants to keep round-trip travel costs to $100 a person.

MAN 1: The cheapest weekend train fare you can get this time of year is $300 a person, round trip. And that’s the seniors’ rate for ages 55 and up! Only some of us fall into that age group.

MAN 2: Well, $300 is a lot more than I intended to pay. Is that a group rate?

MAN 1: No, that’s the individual rate for up to six seniors . . . We only have six people signed up so far. If ten or more people sign up, we qualify for the group rate.

WOMAN: Now, the problem with the train is that it leaves from Central Station. And with all the downtown traffic congestion, it can be hard for people to get to, especially if they’re not one of the few urban dwellers among us . . . or unless they live near public transit. Is it possible that we can catch the train somewhere near our homes?

MAN 1: I’ll have to get back to you on that. I do know that in order to qualify for the group discount, we’d all have to board and disembark at the same station!

WOMAN: Hmm. That’s not so great. Would we be able to rent a van? That way, we can pick up and drop off people right at their doorsteps.

MAN 2: Well, for seven to fifteen people, we could rent a passenger van. You wouldn’t have to pay me to drive it. But I would have to get back to you with a quote about the rental cost. But if we had, say, sixteen to twenty-four people, we could charter a small tour bus and hire a driver.

MAN 1: But wouldn’t a bus take longer than the train? We’ve only got a three-day weekend!

MAN 2: Well, a nonstop train gets you there in five hours; we know this for sure. The bus would only take longer if we decided to take breaks along the way. But sightseeing breaks are a bonus. We all agreed on that. I mean, that’s one reason we chose not to go by air in the first place.

MAN 1: One of the downside of chartering a bus is it would cost thousands of dollars, and we’d have to pay the driver. We’d have to fill every seat to make it cost effective.

WOMAN: Okay, so . . . highway or railway? In terms of price, it sounds to me like six of one, half a dozen of the other. It really depends on how many people we can get. Once we know that, we can firm up pricing.

Part 6: Listening to Viewpoints

You will hear a report about urban chicken bylaws.

Sarah Chang, manager of the Vancouver Animal Shelter, says it’s time for the feathers to fly at City Hall over the issue of backyard chicken farming. Chang is petitioning the city to revoke a two-year-old bylaw allowing city residents to raise poultry. The law was initially brought before city council by ecologically-minded Vancouverites ultimately seeking to help the environment by producing a homegrown alternative to factory-farmed eggs. While most residents supported the initiative, critics were concerned about the potential for excessive noise, predatory wildlife, poor sanitation, and even bird flu. But Chang’s primary concern was the birds themselves. She feared backyard poultry farming would cause an influx of abandoned chickens on animal shelter doorsteps—a prediction which she confirms has come to pass.

But Bruce Webster, an activist and poultry expert who spent 5 years battling city council to allow urban chickens, has no intention of seeing the bylaw overturned and his own pair of hens exiled from the city. While Webster admits the city has seen some predatory coyotes and abandoned hens, he stresses larger food issues. Ensuring access to food is a major concern throughout the world, and even Canada is not invulnerable to hunger and food supply problems. Webster points to the growing need for food banks in urban centres. One solution, says Webster, is local food production, and backyard chicken coops are a part of it.

Also a supporter of local food production, Chang argues that it shouldn’t come at the cost of animal welfare. Many well-intentioned city dwellers start raising chickens, only to discover they’re far more work than expected. Most chickens lay eggs for just two of their ten year lifespan, which, for many urbanites, amounts to too much work for too little payoff. The result, says Chang, is that hundreds of chickens end their lives in crowded, underfunded animal shelters. Many are euthanized. Chang also questions whether urban chicken farming actually aids those in genuine need of access to affordable food. After all, raising fowl generally requires a backyard. Vancouverites lucky enough to have one tend to be upper middle class homeowners who could afford to buy—and don’t really need to raise—organic free-range poultry products.

So, should the urban chicken bylaw be revoked? City councillor Rita Jones thinks the bylaw just needs more teeth. In addition to the existing limit of 4 hens and the ban on noisy roosters, Jones wants routine government inspections, fines for abandonment, and a requirement that wannabes first receive training. Educating prospective chicken owners about what’s involved, says Jones, would weed out negligent ones before their livestock meet the same demise as the city’s unwanted pets.

**CELPIP-General Practice Tests, Set 3-A**

Part 1: Listening to Problem Solving

You will hear a conversation between two people in a university office. The woman is about to start university, and the man is a Student Advisor.

Section 1:

MAN: Hello, how can I help you?

WOMAN: I’m registered for the Honours Psychology program, and for the foreign language requirement, I’d like to take Latin, but it’s offered at the same time as the first year Honours Psychology course.

MAN: You could take French instead.

WOMAN: But I took French in high school. Every single year.

MAN: Well, you could take the first year General Psychology course, and then just switch to the Honours courses in your second year. That way you could take Latin.

WOMAN: The first year Honours Psychology course isn’t a prerequisite? For me?

MAN: Not really. We have so many students wanting first year Psychology, we just created two sections. And it makes sense to put all the Honours students in the one section and the General students in the other. You’re already accepted into the Honours program, so there’s no problem just registering for the Honours courses in your second year.

WOMAN: Okay, thank you.

Now answer questions 1-3.

What is the woman’s problem?

What does the woman think about taking French?

What does the man imply about the first year Psychology courses?

Section 2:

MAN: Hello again!

WOMAN: I was talking to a friend about what you advised, and she actually did that. But she said that once she was in second year, she never got anything higher than an A minus. Her professors thought she was just a General student trying to step up to the Honours level. Even though, like me, she was an A plus student all through high school.

MAN: I’m sorry to hear that. Many students’ grades go down once they’re in university. Perhaps your friends’ high school teachers graded easy. I really don’t think our professors would be so prejudiced. I’m sure they grade assignments fairly.

WOMAN: I hope you’re right. Even so, I’d like to be considered an Honours student from the beginning. She also said that by second year, everyone’s formed their groups. So she felt like an outsider in the Honours program for the rest of her degree.

MAN: I see. Well, there might be another solution. If you took a language course at the other university, you might get credit for it here. I’d have to look into that. In the meantime, why don’t you see if they offer a Latin course, and bring back the course outline, in case the decision here is made on a case by case basis.

WOMAN: Okay, I’ll do that.

Now answer questions 4-6.

What grades did the woman’s friend get in high school?

What is the woman concerned about?

What is the man’s response to the woman’s implication about professors?

Section 3:

MAN: Hello, I have good news—we give transfer credit for all language courses at the other university. Even English.

WOMAN: Oh, that is good news. They don’t have Latin, but they do offer Chinese, which I’d like to take. And it doesn’t conflict with any other of my first year courses.

MAN: Not even the Honours Psych?

WOMAN: No!

MAN: Then you’re all set!

WOMAN: Yes!

Now answer questions 7-8.

What language course will the woman take?

How would you describe the ending?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation that takes place at a bus stop.

WOMAN: Hi! I'm waiting for the number #87 bus that goes by Main Street. Do you know if this is the right stop?

MAN: Yes, it is the right stop, but apparently we both just missed the bus! I'm just checking the transit schedule on my phone and it came by five minutes ago, even though it says it should be here right now. I guess it came early. The next one comes in half an hour.

WOMAN: Oh, darn. I'm going to be late to my business meeting. I would have driven to work today, but my car got a flat tire last night. I think I drove over a nail or something.

MAN: That's too bad. Is your car the red Honda parked on the side of Wordsworth Avenue?

WOMAN: Yes, it is!

MAN: We're neighbours then! I noticed a red Honda with a flat tire outside my house this morning.

WOMAN: I live up the street on the next block, but the tire rim was scraping on the ground and I didn’t want to damage it. Is it okay if I park it in front of your house until I get it fixed?

MAN: Leave it as long as you like! Did you move here recently? I don’t think I’ve seen you before.

WOMAN: One month exactly today! I used to live downtown, but I prefer it out here, where there's more nature.

MAN: I like living out here as well. The only real drawback is that commuting to the city takes a lot longer.

WOMAN: It would be okay, if only transit was reliable! I'm really late. Maybe I should just take a cab. Are you going to Main Street as well? Did you want to split a cab there?

MAN: That would be great, actually. I'm meeting a friend for lunch and I don't want to keep him waiting.

WOMAN: That works out perfectly then. I'll just call a cab now!

Now answer questions 1-5.

How long have the man and woman known each other?

Why is the woman worried?

Where do the man and woman live?

Why is the woman taking the bus to work?

How do they get to Main Street?

Part 3: Listening for Information

You will hear a conversation where a woman arranges an event.

WOMAN: Hi there, I saw that the Green Butler company won the award for best catering on bestweddings.com, so I thought I’d drop by. My family and I are planning my sister’s wedding for July 9th.

MAN: We can certainly cater your event! We provide a comprehensive range of wedding services from location rentals to floral arrangements, and custom menu choices.

WOMAN: Well, I’m actually a florist myself, so we won’t need flowers, thanks! And my sister has already picked Clearwater Park as her location, so that’s covered too. But everything else we will need.

MAN: Excellent. How many people will be coming to your event?

WOMAN: We’ve invited seventy, and so far fifty have confirmed. Could I let you know the exact number by the end of next week?

MAN: Oh, no rush! As long as we know a week in advance to the actual day of the event, that’ll be fine . . . Now, what sort of meal service would you prefer? We offer full multi-course dinners, buffet-style food, or appetizers on platters.

WOMAN: I think buffet-style would be best. It will be outdoors in the park, and we don’t want to have to set up too many tables or chairs.

MAN: Great! We have four basic options for buffet menus. One is vegetarian, one is seafood, one is meat, and one is continental, which is basically a mix of the other three. Of course, we can modify them if needed.

WOMAN: Sophia and her fiancé are both vegetarian, but the rest of our families are not, so I think the continental menu would work best.

MAN: Sounds good! Would you like to book this today? We take a 25% deposit at the time of booking, and the rest of the payment no less than ten days before the event. If you should need to cancel, the pre-payments and deposits are forfeited.

WOMAN: That all sounds great. Send us a quote with full pricing details laid out, and we’ll get back to you in a few days.

Now answer questions 1-6.

Why is the woman interested in this company?

What does the woman say about flowers?

Why does the woman want a buffet-style meal?

Why does the woman choose the continental menu?

What is the woman’s final decision?

What kind of event is the woman planning?

Part 4: News Item

You will hear a news item about two people who got lost.

Two hikers lost on Mount Gibson for the past three days were finally found and rescued today. Ron and Sally Jackson left their home in Calgary, Alberta last Saturday and drove north to Mount Gibson. The couple had planned to spend the afternoon hiking the mountain trails and carried a small backpack containing only sandwiches and water. An hour into their hike, they decided to leave the designated trail and soon became lost in the dense forest. Fortunately, a local resident noticed that their car had been parked at the base of the mountain for a few days. He notified the police, and a Search and Rescue helicopter was sent to look for the pair.

When asked how they had managed to survive, Sally Jackson, who was uninjured but very dehydrated, answered, “We ate berries and drank water from the creek.” Search and Rescue official Frank Smith said, “People should always carry extra food, water, and clothing when hiking, and they should also inform someone as to where they plan to hike and approximately when they expect to return.”

Grateful for his rescue, Ron Jackson said, “We wouldn’t be alive today without the help of the man who reported our car to the police and the experienced Rescue Crew that found us. And next time, we’ll stick to the marked trails!”

Part 5: Listening to a Discussion

You will watch a discussion among three colleagues at work. The man works in the company’s Legal department, and the women work in the company’s Human Resources department.

Beatrice: Thank you for meeting with us, Ted. We know how busy you are.

Ted: Yeah, too busy for this! Is this meeting even necessary? Every year we present the “Hostile Workplace” lecture. I talk about the legal issues; you guys talk about the personnel issues. What’s to discuss? We could’ve picked a time, you could’ve booked the room . . . we wouldn’t have to have this meeting.

Rosa: Hey, I’m short on time, too. But I want to make some changes to this year’s event, so let’s talk. First of all, no more standing on the stage while people just sit and listen.

Beatrice: We thought that the staff could be more actively involved . . . maybe do some roleplaying games.

Ted: There’s over a hundred staff, and they all have to attend! Doing some kind of . . . participatory drama games . . . it’s gonna be kind of chaotic, isn’t it?

Beatrice: Well, I’m no expert, but roleplaying is a widely-used learning activity. People can learn a lot from it. And isn’t that our goal? To help our employees learn? Teach them what to do and not to do on the job? This affects you directly, you know.

Ted: Well, when you put it that way, I do want to reduce the number of grievances and prevent lawsuits.

Rosa: And we could do it in small groups. And in a cozier place than the cafeteria. Obviously, this room would be too small. But maybe we could book a conference room.

Ted: Look. I’ve got a lot on my plate. I can put aside maybe one day a week to do this . . . I don’t want to do Marketing one day, Accounting the next day . . . If we could just book, say, every Monday at 10 o’clock, and do a different department each week?

Rosa: Actually, I was thinking we could get units to mix and mingle. Have you ever noticed that at the annual winter party, people just tend to stick to their own departments? I think it would be good for the company if people weren’t so . . . attached to their tribes. We should warm up to other people . . . become more aware of what they do.

Ted: You know, that might go a ways towards creating a less hostile work environment. If people learned some respect for those in other departments . . . If everyone didn’t think they were the only ones with important work to do . . . If everyone weren’t so . . .

Part 6: Viewpoints

You will hear a presentation about city planning.

Back in the 1980’s, Roger Wang lived in Surrey, British Columbia and commuted to work in Vancouver. The journey took him forty minutes. Over the last thirty years, city planners have been designing and investing in road improvements and transit systems. Now, thirty years later, Roger’s son lives in Surrey and commutes to Vancouver just as his father did. The journey by car takes close to an hour. Despite the changes, traffic congestion has not improved.

City planners across Canada have been unsuccessfully fighting commuter congestion for decades. Despite wider freeways, computerized management systems and more transportation corridors, most cities are worse off than they were three decades ago. Experience has shown that building more roads simply leads to more traffic. Moreover, most Canadian cities cover a huge area and demand a lot of roads. The cost of developing such an infrastructure in the low density suburbs of our cities is immense. What can we do to defeat traffic congestion once and for all? The short answer is that we need to get people out of their cars. City planning policies need to consider alternatives to roads. As long as most commuters travel alone in a car, traffic congestion will remain a problem.

Change will not be easy. Opposition to changes in city planning policies are overwhelming. In Vancouver, closing down a single lane of a bridge for a bicycle lane met with furious opposition from motorists. Proposals for a gasoline tax to raise funds for public transportation also met with protest from motorists. Curiously, the one form of commuter infrastructure investment that meets with general approval is more road bridges and wider roads—precisely the policies that have consistently failed over the last few decades.

In short, we have a society that seems determined to persist with failed policies. There are four reasons why this might be the case. First, for most commuters, private vehicles are usually faster than public transportation. Second, there is the problem of getting to the workplace from the train station which may involve an additional ten-minute walk. Third, fatigue also discourages utilization of our public networks. Few people wish to start and end their day with an hour of standing in cramped conditions. Fourth, grocery shopping or other errands after work might be difficult.

It seems that people will continue to rely on private vehicles until this mode of transportation proves less pleasant than the alternatives. City planners, however, continue to invest hundreds of millions of dollars in a road infrastructure that makes the motorists’ method of commuting marginally more tolerable than the alternatives.

**CELPIP-General Practice Tests, Set 3-B**

Part 1: Listening to Problem Solving

You will hear a conversation that takes place in an eyeglass store. The woman has questions about buying glasses. The man, a salesperson, tries to help her.

Section 1:

MAN: Good morning. Can I help you?

WOMAN: Hi. My husband is convinced I need a pair of glasses for reading. I've never had glasses, so I’m not sure what to do.

MAN: Well, you've come to the right place. Have you had your eyes checked recently?

WOMAN: No, not recently. I get regular check-ups from my doctor, but I don't remember him checking my eyes.

MAN: OK, so the first step is to see an eye doctor and get your eyes tested. If your vision needs correcting, the doctor will give you a prescription.

WOMAN: Do you do this testing here?

MAN: Actually, there's an eye clinic right next door. It’s on the left. You can go there and make an appointment. If they give you a prescription, bring it here and we can help you.

WOMAN: Thanks. I'll do that right now.

Now answer questions 1-2.

Why is the woman visiting the store?

does the man suggest going to an eye doctor?

Section 2:

WOMAN: Hi. I was here last week. I did as you suggested and got my eyes tested. I have my prescription.

MAN: Oh yes. Can I see your prescription? . . . Well, Mrs. Mackie, this shows you certainly do need glasses!

WOMAN: Yes, so the doctor said. He was surprised I’d managed to wait so long.

MAN: OK, so first you need to decide which frames you like.

WOMAN: I don’t want anything too pricey. Just regular inexpensive glasses to help me see better will be fine.

MAN: Here’s what we have in the lower price range. These are plastic frames, and they usually last a long time. I think these would look nice on you. Why don’t you try these on and see what you think?

WOMAN: Oh my, they make me look like a different person! The blue frame looks great with my blue eyes. What do you think?

MAN: I agree, and they are a good price. I’ll take some measurements so we can prepare the glasses for you. It’ll take a couple of weeks for them to be ready.

Now answer questions 3-5.

Why was the doctor surprised she had waited so long?

What is most important for the woman in choosing glasses?

What does the woman think of the frames he suggests?

Section 3:

WOMAN: I’m here to pick up my new glasses.

MAN: Mrs. Mackie, please have a seat and I’ll get them for you . . . Here we are. Try them on.

WOMAN: Oh my goodness, these are awesome! I can see! And the text on my cellphone is so much clearer! I won’t text the wrong person now! This is wonderful.

MAN: Here’s a special cloth and cleaning solution. If you always use this, the lenses won’t get scratched. Just wet the glasses, spray on some solution, then dry them with the cloth. I’d do that every morning.

WOMAN: This is wonderful! My husband will be delighted that I can see now, and that this whole experience didn’t cost as much as he feared. Thanks so much!

Now answer questions 6-8.

What did the woman come back to the store for?

Why does the man talk about cleaning her glasses?

What will the woman probably do next?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation between a man and a woman. They are trying to make some choices for a work event.

WOMAN: Andrew, do you have a minute? We need to discuss who should get the Top Employee Award.

MAN: Sure, Irene. I guess you and I are this year’s selection committee.

WOMAN: I don’t know anything about this award. What is it for?

MAN: Well, the selection guidelines are very broad, and there’s really no definition for “top.” It used to be called Office Choice Award, but that was a popularity contest. Some people even paid friends to vote for them, if you can believe it.

WOMAN: Wow, the award is that important? There are around 70 employees here, but only one person can get the award, right? Unless they make 70 mini-awards, or just give up on the award entirely.

MAN: These ideas were discussed, too. But the award is given during the summer office picnic, and it’s part of the fun. The Top Employee Award has been given for three years now. We can only choose 5 recipients, you know.

WOMAN: Really? This is getting interesting. So who got it last year?

MAN: I think Ginette got it because she decorated her office space so well, and because she made the best cheesecake for the picnic. George also won it because of the spectacular entertainment he lined up for our Open House last Christmas.

WOMAN: Oh, so the criteria are that relaxed? It sounds like we could just draw names out of a hat and then justify our choices afterwards!

MAN: Well, to tell you the truth, that is how Ginette and George and the others were chosen last year! We put everyone’s names into a box and drew 5. Then we came up with reasons for why they are top employees. Oh, and we don’t choose the same people each year, and you and I are not eligible. It’s very democratic.

WOMAN: I’ll say! And everyone’s OK with this system?

MAN: Oh yeah. The award is a highlight of the picnic. Let’s get started. This won’t take long.

Now answer questions 1-5.

Why are the woman and the man meeting together?

What is the man’s opinion of the award?

How are the award winners chosen?

When is the award given?

Which statement is probably true about the woman?

Part 3: Listening for Information

You will hear a conversation where a man is trying to arrange his upcoming wedding.

MAN: Hello! I'm getting married this July and I'm looking for a wedding photographer. My friend John referred you to me. He got married last September and said you were excellent. I saw your photos and they were beautiful. He also showed me your online portfolio, and I have to say I was really impressed with your sense of design.

WOMAN: Oh thanks, that's nice to hear. Yes, I remember John’s wedding. I love garden ceremonies. Well, I'd be very interested in photographing your wedding. Could you first tell me the date and location, so I can check my calendar and see if I'm available?

MAN: Sure! It's July 2nd, and it will be at my parents' property in Halifax. It won't be as fancy as John’s wedding, but they have a beautiful backyard overlooking the ocean. My fiancée Sarah and I wanted something outdoors.

WOMAN: Hmmmmm . . . it looks like I am unavailable on that day. I'm flying away to shoot another wedding. Now, when you checked my online portfolio, you must have seen my colleague, Cindy Shin’s work. Would you be interested in having her shoot your wedding?

MAN: Oh, that’s such a pity. I guess I should have called earlier. Yes, I’ve seen her work, and I liked it as well. Her work bears a lot of similarities to yours.

WOMAN: It certainly does, and that’s because she was my mentor. I’m looking at her schedule and she happens to be available that day.

MAN: That is really lucky! Would prices be comparable?

WOMAN: We charge the same rates, and we offer three different packages. The basic package starts at $3000. It includes an engagement portrait session and complete wedding day coverage, which covers everything from getting ready, to cutting of the cake, dancing, and guest portraits. In addition, we charge travel costs, food, and lodging when the ceremony is out of town.

MAN: Basic is fine with me. That's already slightly over my budget, so I'd rather not be tempted by the other packages! Do I choose which photos I want printed? Is printing included?

WOMAN: Of course. You'll receive a link to an online photo gallery of the best 200 photos within 3 weeks. You can pick out the 50 you like.

MAN: That sounds great. I’ll talk it over with my fiancée and get back to you in a few days. Thank you very much!

Now answer questions 1-6.

How did the man find out about the photographer?

What will the man’s wedding be like?

Why does the woman suggest another photographer?

Why does the man consider the woman’s partner?

What is the man prepared to pay for?

How will the photographer present the photos?

Part 4: Listening to a News Item

You will hear a news item about protesters complaining about a sign.

A group of protesters gathered at the local racetrack yesterday, asking people to sign a petition they intended to take to city hall. The petition requested that a newly erected billboard advertising the racetrack be removed. Protesters claim that the sign, with its blinking lights and animation of a racing horse, is highly distracting. Jillian Smith, spokesperson for the group, pointed out that the human eye is naturally attracted to bright lights and movement. She said that, when you’re driving on the highway, that’s a very bad thing.

Smith went on to say that using a cellphone while driving is now illegal because of the distraction factor. Therefore, she said, roadside billboard advertising should also be illegal, especially when it is designed to take our attention off the road.

The owner of the racetrack initially refused to comment, but, when pressed, he insisted there was nothing wrong with his sign. He pointed out that there’s no law against it, so he sees no obligation to take it down.

Police could neither confirm nor disconfirm that roadside billboards are a contributing factor in highway accidents.

Part 5: Listening to a Discussion

You will watch a discussion between three people who work at a college. The two women work as writing skills tutors, and the man is their supervisor.

Max: OK, I’ve been getting emails that you two are refusing to help students with their writing assignments. It’s my understanding—and I thought that you two understood this as well—that that is exactly what your job is. You are the Writing Skills Tutors.

Robin: Yes, but it’s the end of the year, and students are coming to us for help with the end-of-the-year assignments worth half their grade! We both think it’s cheating and—

Max: Cheating? How so?

Claire: Well, by the time we’re through with their essay, we’ve turned a D essay into a B essay. We’ve done that. With our comments, our suggestions, our corrections, our questions . . .

Robin: Getting that level of help with a major year-end essay? It isn’t fair to the students that have done the work on their own.

Max: Isn’t there some way you can, I don’t know, lead the students to make the improvements themselves? Show them what to do without doing it for them?

Robin: Normally, yes. But it’s March, and the students that are coming to our door now—for the first time—they’re not interested in doing the work themselves. They come in, throw their rough notes on the desk, and expect us to do the rest of the work.

Claire: We make suggestions and demonstrate how to use them, but the students just pretend to listen—they didn’t come here to learn; they came here for free editing.

Max: So how do you help? I mean, what did we hire you for?

Robin: Well, the way I see it is that we’re here to help the students with their homework—the day-to-day assignments. And those students that have gotten help with the practice work are then prepared to do the graded assignments on their own. The others—I assume they don’t even do their homework. Like Claire said, they’re just here to get their corrections done for free.

Max: What if you helped them with the final assignments only with the teacher’s authorization? That way the instructor would know which essays have had the benefit of your help and which ones the students have done on their own. And they can take that into account when they’re doing the grading.

Claire: I don’t know . . . I guess we could try. As long as the teachers know that what they’re grading is partly our work, I guess that would be fair. But—I’m telling you—as soon as word gets out that we’re willing to help with final essays, you’re going to have to hire another half dozen Writing Skills Tutors.

Robin: At least.

Part 6: Listening to Viewpoints

You will hear a presentation about working from home.

Harold is a sales executive at an export company. Every day he spends two hours on the road getting to and from work. At work, Harold spends his day talking and texting with his clients in China and India. Every week Harold uses a hundred dollars of gas and spends 10 hours stuck in traffic in order to talk to people who are in another country. Surely he could do his work from home.

The question is: Why are we still commuting? Why not allow people like Harold to commute online rather than through our often-clogged transportation systems? If we did allow people to work from home, other economic benefits would follow. We would spend less on gas and more on leisure, education, and other consumer goods. Community restaurants and coffee shops would thrive. More importantly, there would be benefits to the environment with a decrease in gas consumption, especially in urban centres.

Perhaps we are still commuting because corporations still associate productivity with physical presence and hours spent in the office. Clearly, though, corporations could also benefit from employees working at home. With staff working from home, corporate offices could be smaller and hence cheaper to run. Productivity per employee might also increase. Employees would be more able to work at times that might otherwise have been spent commuting. They could also tailor their work schedule to fit their family lives, which would improve their mental health and wellbeing.

It seems that online commuting would have a positive impact on families, corporations, and our society as a whole. We might well wonder, then, why we still encounter traffic gridlock in almost every major city.

Experts say there are four key difficulties with working from home. First, corporations fear offsite employees will be more easily distracted and work less. Second, many managers are concerned that they will not be able to manage staff when their staff are not present in the corporate workplace. A third issue is that the office is not simply a physical location. It is also a psychological space in which a team can develop a sharp, shared focus on the tasks at hand. People who work in the same space can think together and share ideas. Finally, the collective workspace helps staff to feel they belong to a community or culture. They will care more about their company’s product or service.

**CELPIP-General Practice Tests, Set 4-A**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman. It takes place in the house that the man is renting from the woman.

Section 1:

WOMAN: Hello, Mr. Adler, you asked me to come over?

MAN: Yes, thanks, please come in.

WOMAN: What seems to be the problem?

MAN: Well, I know it’s sunny outside, but inside it’s so cold! I have both heaters turned on, but I’m still freezing. The house is small and I thought it would be easy to heat, but I see now that the ceilings are high. I turned the ceiling fan on, to push the hot air down, but it’s pulling the hot air up. I can’t figure out how to make it change direction.

WOMAN: You can’t. The fan is only for the summer. But this cold weather is very unusual. Normally, it’s warmer than this.

MAN: Do you know how long it will last?

WOMAN: They say only for a few days. Unfortunately, they’re calling for rain after that. But I can have some firewood delivered, if you like.

MAN: Um . . . Could you show me how to use the woodstove first?

WOMAN: Of course!

MAN: Okay . . . then, yes, I’d like some firewood delivered.

WOMAN: All right, but it probably won’t get here until tomorrow. In the meantime, I’ll bring over another heater for you.

Now answer questions 1-3.

What is the man’s main complaint?

Which word best describes the woman?

What is the weather normally like?

Section 2:

WOMAN: Hello?

MAN: Oh, come in.

WOMAN: Here’s the extra heater. Where would you like it?

MAN: Right here in the living room is perfect. In the corner so I don’t trip over it.

WOMAN: Okay, this is the button to turn it on. And this—

MAN: —is the button to turn it off, yes, yes. And I see that I can set the temperature. And then it will shut off by itself, right?

WOMAN: Yes. Afterwards, when you don’t need it anymore, just put it away in the closet or something. It’ll be good to have an extra heater here.

MAN: Okay—and thanks for bringing it over so quickly.

Now answer questions 4-5.

What should the man do with the heater later?

What is likely true of the man?

Section 3:

WOMAN: The wood has been delivered, I see.

MAN: Yes, thank you. I asked them to stack it near the door.

WOMAN: Good. Okay, now before you light the fire, slide the damper—this handle—to the right to open the chimney. Otherwise, the house will fill with smoke.

MAN: Like this?

WOMAN: No, to the right.

MAN: Ah. And then I put some wood into the stove?

WOMAN: No, first, crumple up some newspaper . . . next you put in some small pieces of wood . . . and then you light it. Once there is a nice, small fire, you can put in bigger pieces of wood, one at a time, carefully. Make sure you always close the door though.

MAN: And when the fire is completely out, I turn the handle to close the chimney? To the left?

WOMAN: Yes, but just in case, I’ll come back later.

Now answer questions 6-8.

What is the purpose of the woman’s visit?

What did the man do wrong when he opened the chimney?

Why does the woman say she’ll come back later?

Part 2: Listening to a Daily Life Conversation

You will hear a phone conversation between a man and a woman.

MAN: Hi, can I help you?

WOMAN: Hi, this is Charlene at CableTron calling. We have an installation date for you.

MAN: CableTron! Great, finally! I’ve survived three weeks in my apartment without the internet, and I’m starting to lose my mind. Let me just log into my calendar here . . . hmm . . . Sorry, the internet is a little slow in this coffee shop.

WOMAN: It’ll be a lot faster in your home with CableTron. When you placed your service order, you said you were available in the mornings. Our installation technician will come to your house between 7:30 am and 12:00 noon on Thursday, April 10.

MAN: Oh no . . . that’s the day I’m supposed to bring my car to the auto shop for a mechanical check. I’m new to this province, and my car needs a safety inspection before I can register it in Ontario. Both have to be done by the 15th.

WOMAN: If you can’t take our April 10th appointment, the next available one will be April 18th. I’m sorry, but we’re unbelievably busy this time of year. Can you change your car appointment, by any chance?

MAN: Good question. Well, what do you think . . . Which do I need more urgently right now: the internet or my car?

WOMAN: I’m afraid you’re asking the wrong person! I’m a computer geek who doesn’t drive and rides her bike everywhere, so I know which one I’d pick. But I’m biased.

MAN: I’m guessing the mechanics have a bit more flexibility in their schedule than CableTron, so I’ll go for the internet installation. I’ll call the garage when I get off the phone. I’m pretty sure they can accommodate.

WOMAN: I hope so. But if you need to reschedule your CableTron installation, please call us 48 hours in advance. And by the way, welcome to the province of Ontario.

MAN: Thank you! I’ll see your technician on the 10th.

Now answer questions 1-5.

Who is the woman?

Why does the man have difficulty logging in?

What did the woman intend to do with this phone call?

Why does the phone conversation frustrate the man?

What does the man do in the end?

Part 3: Listening for Information

You will hear a conversation where a woman gets information about student clubs.

WOMAN: Hi! I’m looking to start a college club and I was told that the Student Society office was the right place to ask.

MAN: I can definitely help you out with that. What kind of club are you interested in starting?

WOMAN: Well, I found a brochure of clubs around campus and I noticed there wasn’t a music club! I play guitar and I sing, and I thought maybe it would be fun to start a club so students could get together and make some music!

MAN: That’s awesome! Okay, let’s get you started. You will need ten students who support your club and will sign a petition to launch your club. There’s a special day next week . . . club day . . . where you can set up a table with posters or signs to gain students’ interest in your club.

WOMAN: That sounds fun! I’m sure I can get at least ten people interested. Is there funding for the club?

MAN: Yes, if you get ten signatures and start your club, the Student Society budgets $40 to new clubs and that money can be used towards anything, such as event planning or food. If you’re looking for additional funding, you could apply for a grant of up to $300.

WOMAN: Wow! Maybe in the future we could even put on a concert at the college pub or something. And where do clubs usually meet? Do they book rooms?

MAN: Clubs get the privilege of accessing a lot of college space, like any of the rooms or lecture halls. You could even hold club meetings outdoors! The only thing you’d have to be careful about is the noise level, as you’re going to be a music club. I’d recommend the Couch Lounge next to the college pub. You can be loud, and there’s even a piano there.

WOMAN: Great! Is there a form I need to fill out?

MAN: Ah yes. Are you going to be the president of the club? There can be up to three executives.

WOMAN: Just me for now!

MAN: Perfect. Fill out the form and get your ten signatures, then we can process your application.

Now answer questions 1-6.

Why does the woman want to start a music club?

What must the woman think about when planning their sessions?

What does the woman need to start a club?

What kind of event is the woman thinking of organizing?

Where do clubs usually meet?

Who will lead the club?

Part 4: News Item

You will hear a news item about urban wildlife.

A resident of Lethbridge, Alberta, has lost the use of his backyard due to a family of unexpected guests. Henry Chang says a pair of raccoons gave birth to a litter of baby raccoons in his storage shed, a wooden structure where he keeps his tools. Chang said that he hadn’t renovated the shed yet because it’s old and has a hole in the side. He guessed the raccoons thought it was a good place to raise a family. Chang soon discovered he could not enter his backyard at all, as parent raccoons are fiercely protective and aggressive when raising their young. On the bright side, however, Chang joked that he doesn’t have to tell his children to stop watching T.V. because they’re too busy watching the raccoon family from the living room.

Even so, Chang plans to fix the shed after the raccoons leave so that the same problem doesn't happen again next year. Local wildlife expert James Wade reminds residents that urban raccoons are very common, but certain steps can be taken to keep them out of our houses and backyards. Wade said the best approach was to block holes in places where raccoons may nest.

Part 5: Listening to a Discussion

You will watch a discussion among three people—one woman and two men. They are discussing a situation that is happening in the hospital gift shop.

Janet: Thanks for getting together today. We need to talk about the situation at the hospital gift shop. We need to understand exactly what's going on so we can report at the Hospital Auxiliary meeting next week.

Jason: What situation? I haven't heard anything.

Alec: Haven't you noticed that some of the stock has been disappearing more quickly than usual? If you check the sales records, sales haven’t been going up, if anything they’ve been going down lately.

Jason: How can that be? Doesn't everybody know that we’re a volunteer organization and that all the money we raise there goes to buying medical supplies?

Alec: Well, you'd think so! I mean certainly, the staff appreciate the work that we do. I'm positive it’s no one from staff involved.

Jason: So are you saying that somebody has stolen the stock? One of the volunteers? Or a customer? And that someone is stealing money from the cash register? That would have to be one of the gift shop volunteers, right?

Alec: It's just too dreadful to think about. But we have to decide what we’re going to do about the situation.

Janet: I think first we should compare the computer inventory with what we actually have in the store. That way, we can identify what's missing and how much money has actually been lost.

Alec: That's a good idea. You know, maybe it’s someone from staff who’s just taken something home on approval and forgot to pay for it. I mean, maybe that’s all that’s happening.

Jason: Well, there should be a record so that we can tell at a glance what hasn't been paid for yet and by whom.

Janet: There is—there’s a notebook. Maybe people have forgotten about it. You know what, we should just get rid of on-approval privilege. It’s always been a nuisance.

Jason: Maybe we should install a security camera. That way, if the problem continues, we can know exactly what’s happening, and we can involve the police. I could price some different cameras and then bring up the idea at the next meeting.

Alec: I can call all the volunteers who work in the gift shop and let them know to be more to watchful. That way, they’ll know that we are aware there’s a theft problem going on. If it is a volunteer involved, maybe that will resolve the issue.

Janet: First, let’s get the inventory done and see how serious the situation actually is. Maybe the shelves just look empty and it’s not as bad as we think it is. I can do it tomorrow morning.

Part 6: Viewpoints

You will hear a presentation about options for acquiring a car.

Welcome, everyone, to today’s community centre workshop on purchasing a vehicle. Buying a car can certainly seem like a daunting task, but it’s not actually as complicated as it seems. The fact of the matter is, what you need really depends on why you need it. This morning we will explore three options to help you make your decision: buying a used car, buying a new car, and leasing a new car.

Business owner Jane Repton prefers to buy a used car because it’s the cheapest option. Not only is the vehicle itself cheap, but insurance for the vehicle will also be low-cost since you’d probably just get the minimum—the insurance required by law. Presumably you wouldn’t get replacement insurance: if the car is damaged beyond repair in an accident, you just get rid of it and buy another one. That being said, buying a used car can be risky because there’s no warranty: you’ll have to pay for any repairs yourself. And even Repton admits that used cars can be unreliable. She admits that she takes the bus to work more often than she’d like.

Car salesperson Ron McNab says that if you depend heavily on your vehicle, you should go with a new car. If you lease, there’s a limit of 20,000 kilometers annually; more than that and it’ll cost you. So McNab prefers to buy. Another advantage of buying new is that you know the vehicle’s history from day one, and you’ll be the one managing its long-term condition. McNab always chooses a new car. Yes, they’re more expensive than used cars, but it’s possible to get a car loan with no interest—‘zero-percent financing,’ they call it. Plus, with a new car, you can get up-to-date safety features and the best fuel economy.

On the other hand, lawyer Tom Purdy prefers to lease cars. He pays the monthly fee, and when the lease is up, he turns the car in and leases a new one. The reason he prefers to lease is because the company leasing the car looks after everything, including maintenance and repairs. All the driver has to do is get gas and pay the monthly premium. According to Purdy, it’s hassle-free driving. However, Repton and McNab agree that they would never lease, claiming that it takes a lawyer to understand all the legal jargon in the contract.

**CELPIP-General Practice Tests, Set 4-B**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman in a pharmacy. The man is asking about eye drops. The pharmacist shows him different types of non-prescription drops.

Section 1:

WOMAN: Good morning. Can I help you?

MAN: I’m having a problem with my eyes. They are red and really itchy and driving me crazy. I’m wondering if you can recommend something.

WOMAN: I can see your eyes look really sore. Have you gone to your doctor?

MAN: No, not yet. I thought I’d get some drops to make the problem go away as quick as possible.

WOMAN: Well, we have over-the-counter eye drops that might help.

MAN: What does over-the-counter mean?

WOMAN: It means that the product doesn't require a prescription. Usually an over-the-counter product is much less expensive, but it can be just as good as the prescription.

MAN: That’s what I want. Which eye drops should I get?

WOMAN: Well, this brand is usually effective. But, it depends on what’s wrong with your eyes. If you have an infection, for example, you really should see your doctor.

MAN: OK. I’ll get these, but if they don’t help in a few days, I’ll see the doctor.

Now answer questions 1-3.

Why does the woman explain about over-the-counter products?

What advice did the woman give the man?

Why does the man buy over-the-counter eye drops?

Section 2:

MAN: Hi. I was here a few days ago and got some eye drops.

WOMAN: Yes, I remember. Did the drops help?

MAN: Not as much as I hoped, so I took your advice and went to the doctor. He gave me this prescription.

WOMAN: Do you have a health plan that covers your prescriptions?

MAN: No, I don't. So how much will these drops cost?

WOMAN: $30. These are really good eye drops. They should take care of your problem quite quickly.

MAN: Yeah, but $30 is a lot. The other eye drops were only $10 and they made my eyes feel a little better. Why is this prescription so much more expensive?

WOMAN: Well, I think it’s just the way pharmaceutical companies set their prices. However, your doctor knows the best medicine to solve your problem, so you can trust that these are excellent eye drops. I’ll have them ready for you in ten minutes.

Now answer questions 4-5.

Why does the man return to the pharmacy?

Why is the man upset about the price?

Section 3:

WOMAN: Your eye drops are ready. Use the drops every day for the next seven days. Put two drops in each eye three times a day. Try to space the time out evenly over the course of the day.

MAN: I can do that, no problem.

WOMAN: The easiest way to get the drops into your eye is to pull out the bottom eyelid and squeeze in the two drops. Then close the eye and rub very gently to move the drops around. Then do the other eye.

MAN: That sounds really hard, but I’ll give it a try. I don’t like anything getting near my eyes.

WOMAN: You should see a lot of improvement in two or three days. These are really good drops.

MAN: Great. Thanks for your help.

Now answer questions 6-8.

Which picture best fits the woman’s instructions?

Why does the man think the instructions are difficult?

Why does the woman tell the man how to use the eye drops?

Part 2: Listening to a Daily Life Conversation

You will hear a conversation between a man and a woman at a department store.

WOMAN: Wow, that was quite the lineup for Customer Service. I’d like to return this purchase and get my money back.

MAN: Sorry you had to wait so long. We’re short-staffed today, and the manager is off sick. Is there anything wrong with the printer?

WOMAN: No, it’s a great machine, and a really good deal too—an all-in-one printer, scanner, copier, and fax for about $90. What’s not to like? The thing is, I won’t really use it because my son just bought me one exactly like it.

MAN: So it’s not needed any more. Okay, our return policy is that we refund the purchase price of returned electronic devices if they’re brought back in new condition within 30 days. Do you have your receipt with you?

WOMAN: Right here—sorry, it got a bit crumpled in my wallet. I bought the printer on August 9th, just ten days ago. So it’s covered under your return policy, right?

MAN: Let’s take a look inside and see. All the original packaging is here . . . the serial number on the printer matches the one on the box . . . you’ve brought the instruction manual, USB cable, telephone line cord. Where are the ink cartridges?

WOMAN: They’re inside the printer. I installed them already. They work just great, and there’s still lots of ink in them.

MAN: No worries. We’ll take this printer back for you. If you give me your Visa card, I can reimburse you.

WOMAN: I see on the receipt that I was also persuaded to buy a one-year warranty for $10. And there was also some sort of $9 charge called an “Eco-Fee.” What’s that?

MAN: It’s a fee the government collects at all stores, province-wide, to help pay for recycling and safe disposal of electronic items. We’ll refund your Eco-Fee as well as the warranty. The $14 in sales tax will also be credited back to your account.

WOMAN: Wow, $90 for the printer . . . plus $33 in warranties, eco-fees, and taxes. That’s a lot of hidden fees. Now that I think about it, that purchase wasn’t such a bargain after all.

Now answer questions 1-5.

Who is the woman talking to?

What happened in this conversation?

Why does the man open the box?

What does the woman get?

What should the woman have done differently?

Part 3: Listening for Information

You will hear a conversation where a man gets information about landscaping.

WOMAN: Hi. Welcome to King's Landscaping. What can I do for you?

MAN: Hi there! I'm having a problem with a tree in my backyard. I thought maybe I should ask an expert.

WOMAN: You’ve come to the right place! Our landscapers have over 20 years of experience. What seems to be the problem?

MAN: I have a very large maple tree, and I think it’s rotting. It has fungus growth all over the trunk and it has recently started to bend a little, like it’s falling over. It blocks a lot of light to my living room windows anyways, so I thought maybe now is the time to remove it.

WOMAN: Large fungus growth sounds like heart rot disease. That’s common in maple trees. It will decay maples from the inside out, often causing a hollow inside. I would recommend getting one of our tree removal experts to come look at it and give you a price estimate.

MAN: That's what I think, too. I have a neighbour who offered to remove it for free, but the tree is very close to a power line, so I don’t want any accidents. Also, there might be some difficulty with removing the tree. I live on a steep hillside overlooking a lake, and my backyard is quite small.

WOMAN: I agree with you. Removing trees around power lines can be dangerous and should only be handled by professionals. The space of the property shouldn't be a problem, though. We have several ways that we can remove a tree if there is limited space. We can saw it into many pieces, or if your property is close to the water, we can bring in a boat to haul the tree.

MAN: Oh, great. Now, what about the remaining stump of the tree? The tree is pretty big—I would say the stump is at least 3 feet in diameter.

WOMAN: We grind it down to the ground, and then you can just let lawn grow over it. Are you or any of your neighbours gardeners? We usually leave the wood chips from the stump to place around flowerbeds.

MAN: I'm not, but some of my neighbours are and I'm sure they would love that. Wonderful! Let's book a time this week for someone to come out and take a look.

Now answer questions 1-6.

Why did the man call the woman?

Why won’t the man allow his neighbour to help?

Which of the woman’s suggestions is the man most pleased with?

Why does the woman ask if the man and his neighbours are gardeners?

Why is the man happy that the tree will be cut down?

What decision do they make at the end of the conversation?

Part 4: Listening to a News Item

You will hear a news item about a surprising book.

Recently, at a neighborhood yard sale, book enthusiast Dale Mackenzie discovered a literary treasure. At the yard sale, Mackenzie bought several books for just $5.00. When he returned home, he noticed that one of the books, an old copy of Emma by the famous English novelist Jane Austen, was a rare first edition of the novel. Curious about the value of the book, Mackenzie looked up an antique book dealer on the internet. “I thought the book might be worth about fifty dollars,” said Mackenzie. But, much to his surprise, he found out that a first edition of Emma, like the one he bought at the yard sale, was valued at approximately ten thousand dollars. Mackenzie plans to sell the novel through an internet auction site. He wants to donate half of the profits to the public library—which is in need of a new reading room. “I love books,” said Mackenzie, “and would really like to improve our public library so that other booklovers can have a quiet place to go and read.” With the remaining money, Mackenzie plans to take a vacation to Germany to visit one of the world’s largest annual book fairs.

Part 5: Listening to a Discussion

You will watch a conversation among three employees, two men and one woman, in a company’s break room. They are discussing an issue at work.

Jake: Hey guys, have you seen next month’s schedule? It was posted last night.

Gene: Yeah, and I noticed that I’m scheduled for three weekends in a row. Same thing happened to me last month. I didn’t say anything about it because I didn’t want to rock the boat, but I really need a weekend off next month.

Jill: That doesn’t seem very fair. I wonder what’s going on with scheduling.

Jake: Well, maybe it’s because most of us and the other supervisors have children and you’re single, Gene. I mean, it can be really hard to work weekends when you have family responsibilities. My wife works most weekends—I have to be home.

Jill: But Jake, that’s not really fair. I mean, he probably has other responsibilities too. Just because he doesn’t have kids doesn’t mean he should work almost every weekend.

Jake: Listen, I wouldn’t be happy either. Have you talked to the boss about it, Gene?

Gene: Yes, but he said he can’t do much about it because it’s already been posted. It’s up to me to find someone to change with. He also said that because I have the most seniority, he likes to have me there on busy weekends. There’s a lot of sports equipment rentals and special orders and stuff, but you guys could totally handle that.

Jill: Yeah, I think any of us could cover the weekends. I actually think it would be good for us to get used to the busy weekend rush. It can’t be any busier than the mornings that we get stock. I mean, it took us hours to put away the hockey equipment and the snowboards last Wednesday!

Gene: I wanted to get away for a ski weekend with some friends next month. I wanted test out the downhill skis I bought here last week. Would someone be able to switch shifts with me? I would very happily do two evening shifts in exchange for a weekend shift.

Jake: I’m sorry, Gene. I would if I could, but I have family coming in, visiting next weekend and my wife’s working. And my son has a hockey tournament the weekend after that. I actually reserved these weekends off months ago.

Jill: I could switch shifts with you next weekend. Would you be willing to take two day shifts for me at the end of the month, though? My son has a field trip, and my daughter has a school play, and I’d really like to go!

Gene: Oh, thanks a million, Jill! I’ll go talk to Mr. Smith right now.

Part 6: Listening to Viewpoints

You will hear a presentation about a city compost initiative.

Welcome to Chat Radio. On today’s agenda is the topic of green bins: are they a success or a failure? Started two years ago, the green bin program is a waste management strategy implemented to reduce the amount of garbage sent to municipal landfills. As part of the program, individuals are asked to separate their compostable waste, such as food and yard waste, into green bins provided by the city. The bins are collected on a weekly basis and, rather than taken to a landfill, are brought to a facility that turns the waste into compost. Although generally well received, the program has had its share of criticism

For example, for Judith Knightley, a busy mother of three, the green bins are a nightmare. Knightley complains that, not only is it time consuming to sort the copious amount of garbage produced by a large family, but the bins are also unsanitary, attracting both animals and bugs. Although the green bin is not obligatory, since the program began, regular garbage pick-up has been reduced to bi-monthly, leaving many, like Knightly, feeling forced into its use.

In contrast, Kirk Beauregard, an avid gardener, is thrilled with the city’s initiative. Beauregard, who, for many years, has composted his own garbage in a backyard composter, is glad to see the city catching up. He insists that composting is an easy way to turn waste into a valuable product, a product used by many farmers and gardeners in place of chemical fertilizers. While Beauregard acknowledges that backyard composting might not be enjoyed by everyone, he sees the green bin program as a way to make the composting of one’s own garbage accessible to everyone.

Councillor Trudy Volkov, on the other hand, argues, regardless of like or dislike, that the program was necessary. With the city’s rapid population growth, finding an economical way to manage the incredible amount of garbage being produced was essential. According to Volkov, city council was faced with two choices: either build a new landfill, or decrease the amount of waste brought to the current landfill. For Volkov, the green bin is a win-win solution. Not only is the waste diverted from the landfill, but it is converted into a useful product whose sale can help defray some of the costs of running the program.

**CELPIP-General Practice Tests, Set5-A**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman on a tour bus. The man is part of the tour group, and the woman is the bus tour guide.

Section 1:

MAN: Excuse me, are we stopping at the art museum next? For an hour?

WOMAN: Yes, it has a wonderful collection of eighteenth-century furniture. I think you’ll find it very interesting.

MAN: Yes, I think you’re right, which is why I wanted to ask if we could stay longer. I doubt an hour will be enough time.

WOMAN: I’m afraid we’re on a tight schedule. If we stay longer, we won’t be able to get to the rest of our stops.

MAN: But couldn’t I stay longer? I don’t mind missing the next stop. I really don’t like wine—not really into tasting and drinking. Perhaps you can come back and get me?

WOMAN: Sorry, I’m afraid we can’t do that either. If I approve such a thing for you, everyone will want to be staying longer here and there.

Now answer questions 1-3.

Why does the man approach the woman?

What exhibit is at the museum?

What is true of the bus tour?

Section 2:

WOMAN: Is everyone ready for lunch? We’ll be stopping at a popular vegetarian restaurant shortly.

MAN: Couldn’t we stop somewhere else instead? I’m not sure I like vegetarian food. Maybe we could go to a place that sells burgers and fries?

WOMAN: I’m afraid we’ve already booked a restaurant. With a group this size, it’s hard to find enough tables at the last minute. We also want quick service since we’re on a schedule.

MAN: Yes, but we haven’t paid yet. There are probably other restaurants nearby. Couldn’t we all just go where we want and meet back at the bus at, say, one o’clock?

WOMAN: I’d rather the group stay together, sir. If anyone gets lost or into some kind of trouble—

MAN: I’m sure we can manage. We’re all adults here.

WOMAN: I’m sorry, sir—I didn’t mean to imply you couldn’t manage on your own. But accidents can happen, and I’d like to be able to provide help in that case.

Now answer questions 4-5.

Why does the man want to change the lunch plan?

What is likely the reason for the woman’s response?

Section 3:

MAN: Excuse me, could we go back? I forgot my umbrella at the restaurant.

WOMAN: Oh dear, it’s quite a way back. We wouldn’t be able to keep to our schedule.

MAN: But it is looking like rain, and I’d really like to have my umbrella.

WOMAN: The rest of our stops are indoors, and I’d be happy to lend you my umbrella, sir.

MAN: But I’d really like to go back and get my own umbrella. It’s an expensive one.

WOMAN: What I’ll do right now is call the restaurant and ask them to keep it safe until you can go back on your own. Would that be okay? Or perhaps they’ll send it to you, if you’d give them your address.

MAN: That’s a great idea—thank you! I’d be able to pick it up after the tour. I suppose I can use my raincoat in the meantime.

Now answer questions 6-8.

What is likely true about the man?

How does the woman help the man?

What is the man’s reaction to the woman’s response?

Part 2: Listening to a Daily Life Conversation

You are about to hear a conversation between two people, a man and a woman, who know each other. The conversation takes place in a park while they are watching their kids play.

MAN: It’s a hot one today, isn’t it?

WOMAN: Yes, it is very hot. Our apartment doesn’t have air conditioning, so I really look forward to being here in the park in the middle of the day!

MAN: Same here, and for the same reason! It’s nice that these benches are in the shade and still close enough to the playground equipment. Minji doesn’t look very happy today—is your daughter ill?

WOMAN: No, Minji’s fine. She wanted to go to the swimming pool, but I said ‘no.’ It’s just too long a bus ride on a hot day like today.

MAN: I know what you mean. You know, I was thinking, before you came, that they should have some sprinklers or fountains here, for the kids to play in. There’s an open space right over there that’s not being used.

WOMAN: They say we’ll be having more hot spells like this . . .

MAN: It could be a lot of fun—there could be water shooting out of different spouts, some stationary and some spinning around . . . We could call it a sprinkler playground! It should be free, of course!

WOMAN: Of course, and you know, letting kids run through sprinklers would probably be a lot more hygienic than letting them swim in a communal pool. I confess I worry about what Minji might catch when she goes swimming at the pool—ear infections, eye infections . . .

MAN: You might be right. The water would continuously wash away. The kids could still wear their bathing suits, but also sneakers or special water shoes.

WOMAN: I suspect a sprinkler playground would use less water than a swimming pool. Did you know that they’re talking about rationing the water again this summer, at least for watering lawns?

MAN: Yes, I heard that. Perhaps I should send my suggestion to the City Parks and Recreation Department.

WOMAN: I think you should! On a day like today, even I’d use it. Just as I am!

Now answer questions 1-5.

What is the main topic of discussion?

What is true of the man’s apartment?

Why does the man ask if Minji is sick?

Why is the woman reluctant to take Minji to swimming pools?

What does the woman think of the man’s suggestion?

Part 3: Listening for Information

You will hear a conversation where a woman needs information about musical instruments.

MAN: Hi, welcome to Music And More. Can I help you?

WOMAN: Hi! Yes, I'm looking for either a guitar or a drum set. It's for my son, for his birthday. He's always wanted either of those two instruments. Could you tell me a little bit about both?

MAN: Has your son played either instrument before?

WOMAN: Well, he had a toy drum set when he was five and loved it so much that he broke it. He's thirteen now. His friends all play guitar and sometimes he tries playing on their guitars, but he's never taken lessons. I'd prefer if he played the guitar. I think drums would be too noisy; our house has very poor sound insulation.

MAN: Well, we have options that will make both you and your son happy. We sell regular drum sets, but if soundproofing is a concern we do sell electronic drums that you can plug headphones into, so then you won’t hear a thing.

WOMAN: Wow! That certainly would be nice. What about guitars?

MAN: You could get a classical acoustic guitar, or an electric guitar. For a beginner, I'd recommend a classical acoustic with nylon strings. Nylon strings are softer on the fingers and are much easier to learn on.

WOMAN: All his friends have electric guitars, so he'd probably want an electric one too.

MAN: The good thing about the electric guitar is that, like electronic drums, he can plug headphones in and you won't hear him practice. However, electric guitars have steel strings. They can be quite painful on the fingers for beginners, and he may get frustrated and give up quickly.

WOMAN: I see. Well there’s quite a few options. Which is the most affordable?

MAN: An electronic drum set would set you back the most. They start at around $700. A beginner electric guitar would be a lot cheaper and a regular acoustic guitar would be the cheapest. We have some nice quality ones that are on sale right now.

WOMAN: I think an electric guitar might be the way to go. I know it has steel strings, but I think he'd get used to it. Could you show me some?

MAN: Certainly! We have a great variety of styles. Please follow me!

Now answer questions 1-6.

What musical experience does the woman’s son have?

Why does the woman want to buy her son a musical instrument?

What was the man trying to do?

What solution does the man offer for the drums?

Why does the man say the acoustic guitar might be better?

Why does the woman think her son will prefer the electric guitar?

Part 4: Listening to a News Item

You will hear a news story about a couple who started a community garden.

Recently arrived residents Mike and Paula Hendricks are delighted that the community garden they started this spring in their townhouse complex in Arnprior, Ontario, has turned out to be a big hit. The couple have been avid gardeners for years. Mike said they were disappointed that there weren’t any nearby community gardens to join. They decided to start their own.

They soon found that almost everyone in the area was enthusiastic about the idea. A team of thirty residents converted a large unused patch of grass into gardening plots. They filled the beds with soil and compost. They also dug a pond to collect rainwater for watering plants.

Now the garden is packed with vegetables, flowers, and people. One resident, Atsuko Tanaka, said that it’s a great place to hang out and socialize with the neighbours. Another man said he was delighted to find that growing his own vegetables cut down his grocery bill. The local wildlife seem to benefit as well. Gardener and biologist John Cheney, who is researching frog populations in the area, is thrilled that the pond is now home to a species of endangered frogs. Paula said there’s something for everyone in the community garden.

Part 5: Listening to a Discussion

You will watch a conversation among three co-workers—two men and one woman. They get together in a meeting room to discuss a new work assignment for one of them.

Larry: Tom! Brenda and I want to talk to you about presentations.

Tom: Presentations? What about them?

Brenda: Well, we’re the sales force. We do all the sales pitches. We meet with potential clients on a regular basis and show them our products in hopes to acquire new accounts. And . . . we think that you should come on board.

Tom: You want me to start doing sales pitches? Look, I don’t have the skills or the experience.

Larry: Tom, why would you say that? You started with the company, what, about a year ago as a sales assistant? Since then, you’ve worked in three different departments and you’ve done very well in all three.

Brenda: Absolutely. We’ve been talking with your past and current co-workers to get references, and they all speak very highly of you. You do beautiful charts, top-notch reports, and everybody really seems to like you! How did you manage that, by the way?

Tom: I don’t know, I just help them out when they ask me for things. I try to give them what they need.

Brenda: See? That is the mark of a great salesperson! Identifying the individual’s needs and delivering to their expectations!

Larry: Hold on, Brenda. Tom didn’t seem particularly excited when we offered him the opportunity to start pitching. Now I think it’s important that Tom tell us exactly what it is that’s bothering him.

Tom: Well, it’s a couple of things, really. I don’t feel like I’m competent. What if they ask me questions about our product that I can’t answer? Technical questions?

Larry: I’m sure you know more than you think you know. Plus you’re a great communicator. I don’t think there’s anything here that can’t be solved with a little bit of preparation.

Tom: I’m also not that keen on public speaking. I mean, I’m good one-on-one, but I remember even back at school, when I had to do presentations . . . You know, when you start to blush, and you’re breathing, and your mouth gets dry, and your palms start to get sweaty . . .

Brenda: Tom, I think that you should attend some important sales presentations with our more senior sales representatives. I think that’ll help you get some confidence and be more sure of yourself. It’ll really help you fight that stage fright.

Larry: I agree. A little observation, a little preparation, a little practice—you’d be amazed at how far it can go. You wouldn’t believe how bad I was when I first started.

Brenda: And now he’s winning awards! You mark my words, Tom, you’re gonna follow in his footsteps. Welcome aboard!

Part 6: Listening to Viewpoints

You will hear a presentation about life in the suburbs.

Suburbs: They're a curious beast. They're neither urban nor rural, and their sole purpose is to provide a space for domestic life. With their homogenous architecture and thematic subdivisions, they're often perceived as ugly. Their visual monotony stems in part from the fact they were meticulously planned—in contrast to city centres, which evolved organically and haphazardly over time, in response to changing economic influences.

But ever since the internal combustion engine revolutionized commuting, the suburbs have attracted the inhabitants of the cramped and chaotic inner city and lured them out to the periphery.

In the 1970s, essayist Narendra Bansal described how this would-be paradise evolved to embody the worst of the post-modern world. Bansal said that suburbanites had opted out of the vibrant urban communities that held society together. She predicted that suburbanites' alienation and boredom would eventually give rise to an anxiety epidemic. This anxiety, she felt, would eventually make suburbanites return to closer-knit, psychologically healthier urban neighborhoods. So in fact, the prefabricated houses and manicured lawns that gave the suburbs their initial appeal would eventually be their downfall. In 2008, suburban sprawl was curtailed by the financial crisis. It was then that Bansal went from disdain to doom-mongering. She famously declared that the death of the suburb was at hand.

This dismal view of suburbia was unwarranted, says demographer Leigh Stevanoic. She maintains that families and professionals are flocking to the suburbs—especially in the developing world, where rapid economic growth has been associated with declining urban density. Stevanoic suggests that as populations gain in wealth, they consume more goods and take up more space. This trend, she says, is proof that we are not witnessing suburbia's demise. Instead, she believes we are witnessing how a growing global middle class is affecting settlement patterns.

Sociologist and bestselling author Manuel Rubio observes that millions of people around the globe are lining up to swap urban frenzy for suburban tranquility. However, Rubio questions whether global suburbia can survive the war on global warming, since car culture is one of suburbia's most persistent features. Meanwhile, in the first world, Rubio sees the young, the bored, and the frustrated turning their collective backs on the white picket fence world they sprang from. To Rubio, this suggests that suburban life satisfies people who are willing to settle for less, but that it can't satisfy the appetites of those eager for material success. Perhaps Bansal's prophecy of mass anxiety is being realized in at least some of the population.

**CELPIP-General Practice Tests, Set5-B**

Part 1: Listening to Problem Solving

You will hear a conversation between a man and a woman. The man is an assistant at a medical clinic, and the woman wants to see a doctor.

Section 1:

WOMAN: Hi. I was hoping you could help me. I’ve never been to this walk-in clinic before. I moved here a few months ago, and I still don’t have a family doctor, but I really need to see one right away.

MAN: Sorry, but you’ll have to take a number and wait to be called. There are a couple people ahead of you. It shouldn’t be too long, though.

WOMAN: Oh, sorry! I didn’t realize I had to take a number. I assumed that since no one was at the counter when I came in, I could just walk up. Where are the number tickets?

MAN: Yeah, it happens all the time. The numbers are just to the left of the door, in the red dispenser. Like I said, it won’t be long. In the meantime, you can take a seat.

Now answer questions 1-2.

Why is the woman at this clinic?

What does the woman need?

Section 2:

MAN: Number 47 please!

WOMAN: Hi, I’m back. I’d like to see a doctor, please. I’ve been having sharp pains in my stomach for over a week now.

MAN: Okay, I’ll just need to see your provincial health card please . . . And since we don’t have your information on file, I’m going to need you to fill out this patient information form.

WOMAN: Sure. Oh darn, I don’t have a pen. Do you have one I could borrow?

MAN: Yes, here you are. Please bring the form and pen back up when you’re done.

WOMAN: Thank you. Oh wow! There are certainly a lot of questions here!

MAN: You only need to fill it out for your first appointment and then we keep it on file. You can go and sit down and complete the form. It’ll only take a few minutes.

WOMAN: Will it ever!

Now answer questions 3-5.

What does the man ask the woman for?

What does the man ask the woman to do?

How does the woman feel about the form?

Section 3:

WOMAN: Okay, I filled out all the information I could. I don’t really know my family’s history of illnesses, so I just left that section blank.

MAN: That’s all right. Oh, I see you missed this section on the back of the page—the one about your allergies and medications.

WOMAN: Oops, I didn’t realize it was two-sided. Here you go. Do you know how long the wait will be?

MAN: Well, it’s hard to say exactly. But at this point, it’s looking like at least one hour.

WOMAN: One hour! Seriously? This waiting room is practically empty!

MAN: Well, it is flu season. And sometimes people step out for a bit while they’re waiting. There are quite a few names ahead of yours, and only two doctors on duty.

WOMAN: Well, I guess I don’t really have a choice. Let’s hope some of the people who have stepped out just decided to leave.

Now answer questions 6-8.

How does the woman feel about the wait time?

Why is the wait to see a doctor so long?

What does the woman decide to do at the end?

Part 2: Listening to a Daily Life Conversation

You are about to hear a conversation between two people, a man and a woman, who are friends.

WOMAN: Hi Andy, how are you? I was wondering . . . do you have any plans for tomorrow?

MAN: Not in the morning, no. But in the afternoon, I was going to visit my grandmother at the nursing home. We spend some time together every Saturday.

WOMAN: Oh, I hope she’s not ill. You’re such a thoughtful grandson!

MAN: I suppose, but I don’t do it to be kind or anything. I genuinely enjoy spending time with her. She’s an amazing person.

WOMAN: Then I’d like to meet her some time! Well, since you don’t have plans for the morning, would you like to come with me to pick strawberries? There are two ‘pick your own’ farms nearby, but I go to the one on Carter Road because it has the best strawberries.

MAN: What, exactly, is a ‘pick your own’ farm?

WOMAN: It’s exactly what it says! You go to the farm and buy an empty basket, unless you have your own. Then they take you out into the field, show you which row is ready to be picked next, and you just make your way along the row, filling your basket. When you’ve got as much as you want, you go back, they weigh what you have, and you pay.

MAN: What an excellent idea! I imagine the fruit is cheaper when you pick your own?

WOMAN: Usually, but not always. The same goes for the health factor. I incorrectly assumed that none of the ‘pick your own’ farms used pesticides. Now I know, I only go to the farm on Carter Road.

MAN: Ah. I’ll bet people who make their own strawberry jam get their strawberries at ‘pick your own’ farms, if only because they’d be fresh.

WOMAN: That’s certainly true! Often they take their kids and make a day of it. Some farms even have a play area for the kids.

MAN: Okay, let’s do it! We can take some fresh strawberries to my grandmother in the afternoon! I’ll introduce you!

Now answer questions 1-5.

What is the main purpose of the conversation?

What does the woman describe to the man?

Why does the woman prefer the farm on Carter Road?

What is true of pick-your-own farms?

What will the woman likely be doing Saturday afternoon?

Part 3: Listening for Information

You are about to hear a conversation between a man and a woman.

MAN: Welcome to the Renters’ Legal Clinic. What brings you here?

WOMAN: Well, when I signed the lease to rent my apartment, my landlord made me pay extra, and I want that money back.

MAN: What fees did the landlord charge you, apart from the first month’s rent?

WOMAN: Well, the rent is $1,000 a month. In addition to that, he collected an equal amount for a “damage deposit,” which he said he’d repay at the end of the lease if the apartment was left in good condition. But what if he finds some excuse not to pay it back?

MAN: Exactly. It’s illegal for landlords to collect damage deposits that are more than half a month’s rent in this province. The landlord should know that. It says so right in the lease agreement. Did you read that part of the contract before you signed it?

WOMAN: No! He rushed through and turned that page really fast, so I didn’t even see where it said that! But can I just not pay the rent for the final month of the lease? The rent is $1,000 a month, so not paying for the last month would be the same as him refunding my deposit, right?

MAN: Mmm, I wouldn’t recommend withholding rent money because then your landlord might come after you for nonpayment. What you should do is write a letter to your landlord requesting that half of the deposit be returned to you.

WOMAN: Ah, so it’s better to be on the offensive?

MAN: Right. I’ll dictate a letter for you to type and sign. The letter warns the landlord that the money was collected illegally and demands that if he doesn’t repay it to you in ten days, you’ll appeal to the Rental Board to recover the money. In that case, there’ll be a hearing in court, and the government will collect the money for you.

WOMAN: Do I have to pay a lawyer?

MAN: Not me—I volunteer my time. You pay the Rental Board. It costs $70 to file a claim—if that becomes necessary. But you’ll get that money back. The landlord will have to pay your deposit, plus the $70 and 6% interest.

WOMAN: Sounds fair.

MAN: Just be sure you send the letter by Registered Mail. That way you can track the delivery online and know whether or not he actually received it.

WOMAN: Okay, let’s get started.

Now answer questions 1-6.

Why did the woman go see the man?

What was the problem with the woman’s damage deposit?

What does the man say the woman should do about her rent?

What step will the woman take next?

What does the man charge for his services?

How should the woman make her request?

Part 4: Listening to a News Item

You will hear a news story about a ring purchase.

Seventeen year old Shauna Bergman made over $1000 this weekend because of her love of thrift store shopping. Bergman was browsing second hand jewelry at her local thrift store on Friday when she found five silver rings with what looked like different shapes of pretty glass set on the top. Shauna bought the set for ten dollars, thinking she’d give them as gifts. When she returned home, however, her mother suggested the stones might not actually be glass but amber. Amber is fossilized resin from trees that are millions of years old. Shauna did some research on how to recognize genuine amber from fake amber. If real amber is rubbed vigorously on fabric, it becomes electrostatically charged and will visibly attract dust particles. Shauna discovered she’d bought six real amber rings. Because the amber had been melted and pressed, it looked like man-made glass. However, a local jeweler confirmed her conclusion, appraised them to be amber and offered her a handsome price. Shauna decided to use the proceeds to finance a trip to Peru.

Part 5: Listening to a Discussion

You will watch a conversation among three employees. Two men and one woman in a coffee shop. They are discussing something they've noticed in their workplace.

Nick: Hey guys. Thanks for coming for coffee this morning.

Ron: No problem. It's been a while since we got together. We should do this more often!

Claudia: Yeah. It’s really nice to get out of the office once in a while. We work too hard and ignore our breaks!

Nick: True enough. Actually, the reason I got us all together was there’s something I wanted to run by the two of you, something that's been bothering me. It has to do with how devoted we are to our jobs.

Claudia: Hmmm, you've got me curious. Are you going to suggest that we get raises because of our dedication? Good luck with that!

Ron: Hey, some people got raises last year, just not everyone. Didn't you hear about that?

Nick: Yeah, this is actually all connected to what I wanted to talk to you guys about. I've been noticing a lot of favouritism lately.

Claudia: I agree. Just last week the boss hand-picked two of her favourites to go to the programming conference in Montreal. The same two went last year! I mean, what about the rest of us? I’m more qualified; I even asked if I could pay my own conference fees, and just get paid for two days’ work. She still refused.

Ron: Well, we call it favouritism but, according to company policy, it’s perfectly legal. Managers can select anyone they want for any project, even if there’s extra pay or benefits, as long as the length is not more than six months. And managers can pick the same person every time.

Nick: But this policy fosters favouritism! I mean, the managers have no accountability for the decisions they make, and the decisions rarely reflect the quality of work. I had to do some revisions for one of the favourites just last week even though I was completely busy with my own work—I didn’t get any extra pay. Her work was terrible. Maybe we should start a workers’ union.

Claudia: Well, I don’t think a union is the solution. I mean, it may reduce favouritism, but it can produce a whole other set of problems. I think our communication with management is pretty good overall.

Ron: Yeah. I took a risk and talked to the HR manager —he said everything is legal, and that managers would make the best choice.

Nick: So I guess we just have to deal with favouritism then? I mean, we might as well just focus our passion and enthusiasm outside the workplace. We can collect our salary and put our heart and souls into something else.

Claudia: Actually, that’s what I do. I tutor kids that have difficulty reading at my son’s school. It’s really rewarding. Maybe we could freelance, too, add a little money to that satisfaction.

Ron: So I guess it’s decided then. To cope with all this favouritism, we are going to focus our energy outside the workplace. I mean, it’s a sad solution, but I guess it’s going to be the safest one.

Part 6: Listening to Viewpoints

You will hear a presentation about a current issue in Canadian universities.

The humanities are a group of academic disciplines that focus on human culture, including subjects like literature, history, and philosophy. A recent Statistics Canada report indicates that 30% of university graduates with a humanities degree are overqualified for the jobs they hold. Many don't even have jobs. Does this mean that students shouldn’t study the humanities—and universities shouldn't bother offering humanities degrees?

If the purpose of universities is to provide career training, then at a glance the future looks grim for the humanities. After all, university is expensive. Many students—along with their tuition-fee-paying parents—expect to eventually receive a reasonable return on their investment. Such students should probably study accounting and engineering instead of literature and philosophy. But this raises the question, "What is the purpose of university?"

Many would argue that universities exist in order to provide a broad education, not job training. That education, they'd argue, should include the humanities. Traditionally, the humanities help produce a citizenry that can distinguish between fact and propaganda, a citizenry not susceptible to the manipulative rhetoric of potential demagogues. However, not everyone considers this outcome desirable—because such a populace is cognitively well-equipped to question the distribution of power and hence potentially disrupt the status quo.

Even if it is the purpose of the university to make students job-ready, it appears that employers still want their workers to have good critical thinking skills. These skills are learned in the humanities. Most philosophy departments, for example, offer a course in critical thinking skills. They also teach ethics, a branch of philosophy that enables people to make reasoned decisions about right and wrong.

And yet, how often do we see an entry-level job ad mentioning a philosophy course as a requirement? Still, when surveyed, today’s employers say they want new hires to have critical thinking skills. However, entry-level workers say that their employers want them to think critically only about certain things. Critical thinking about cost-cutting? Probably. Critical thinking about policies and procedures? Probably not. And as for ethics—workers report that their employers want compliance with the company’s code of ethics.

Employers seem to want it both ways: workers who are job ready and who think critically; workers who think critically about some things but not all things. It seems employers want to have their cake and eat it, too—which is, to many critical thinkers, a logical impossibility. Perhaps in the end it is the employers who need the humanities courses.