

January

Listening Practice Test 2

HOW TO USE

You have 2 ways to access the listening audio

1. Open this URL <http://link.intergreat.com/90Kql> on your computer
2. Use your mobile device to scan the QR code attached



Questions 1-5

Complete the form below.

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

Southern Rental Car – booking

Name:	William	1	
Address:	10	2	Nelson
Contact number:	07	3	
Payment by credit card type:	4		card.
Card No.	4550 1392 8309 3221		
Card expiry date:	July 20XX		
Rental period:	5		days

Questions 6-10

Answer the following questions **USING NO MORE THAN TWO WORDS OR A NUMBER**

How much is the car per day?

6

What does the price include?

7

Who will he be visiting?

8

What kind of car does the agent recommend?

9

What does he need to collect the car?

10

Questions 11-15

Complete the tables below. **If there is no information given, write X.**

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

Overlander	
Distance / km	11 <input type="text"/>
Highlight	3 volcanoes
Time / hours	11
Transalpine	
Distance / km	223
Highlight	16 12 <input type="text"/>
Time / hours	13 <input type="text"/>
Transcoastal	
Distance / km	14 <input type="text"/>
Highlight	15 <input type="text"/>
Time / hours	5

Questions 16-20

Complete the summary below **USING NO MORE THAN TWO WORDS OR A NUMBER**.

Taking three days to complete, the 16 is one of the world's longest train journeys. The Ghan is shorter, passing through towns built by the 17 There is also a sculpture designed to mark the laying of the 18 concrete sleeper. The Overland was the first train to travel between the capital cities in two 19 and it is also the oldest journey of its kind on 20 .

Questions 21-25

Circle the correct letter A–C.

21 Lyn is having difficulty completing her project because

- ☐ A she doesn't have enough information.
- ☐ B she can't organise her presentation.
- ☐ C she doesn't have enough time.

22 Her presentation is going to focus on

- ☐ A solar power in America.
- ☐ B solar-powered water heaters.
- ☐ C alternative energy technology.

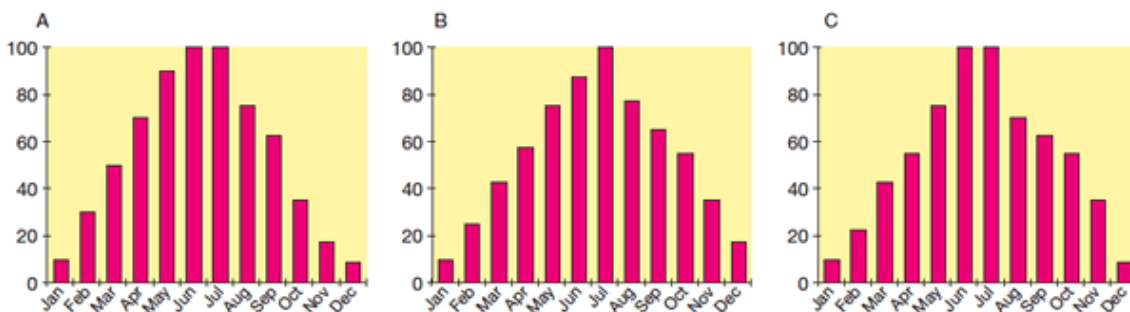
23 Why does Lyn think we should be looking for alternative sources of energy?

- ☐ A Fossil fuels are expensive.
- ☐ B Fossil fuels have an impact on the environment.
- ☐ C Fossil fuels are limited.

24 Solar power is a good form of alternative energy because

- ☐ A it can be harnessed with simple technology
- ☐ B it is infinite
- ☐ C it can be applied equally well in any country.

25 Which graph best indicates what Lyn is describing?

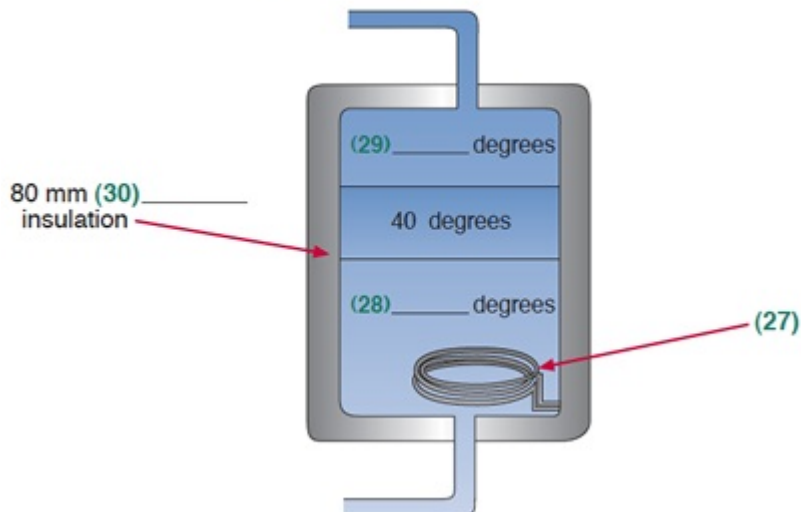


- ☐ A A
- ☐ B B
- ☐ C C

Questions 26-30

Label the following diagram **USING NO MORE THAN TWO WORDS AND / OR A NUMBER**

minimum tank capacity: (26) _____



26 _____

27 _____

28 _____

29 _____

30 _____

Questions 31-40

Complete the sentences below using **NO MORE THAN TWO WORDS OR A NUMBER**

Lecture on 31 _____

Examples: tourism and 32 _____

Common misconception is that marketing points to 33 _____ in what is being provided.

Marketing is actually essential in maintaining 34 _____

Selling a product is easier because it is 35 _____ and customers do not have such different 36 _____

Aim: offer service beyond hopes of 37 _____

Important to: (a) keep informed & (b) 38 _____

One way to achieve this: 39 _____

40 _____ must always be available for any queries or problems.



Solution:

- | | |
|---------------------------|--------------------------------------|
| 1 Waddell | 2 Robyn Place |
| 3 263 8666 | 4 Visa |
| 5 10 | 6 \$35 |
| 7 Unlimited kilometres | 8 Relatives |
| 9 (An) automatic | 10 Driving license / Drivers license |
| 11 X | 12 Tunnels |
| 13 5 | 14 X |
| 15 Whale watching | 16 Indian Pacific |
| 17 Earlier/early settlers | 18 1 Millionth |
| 19 States | 20 The continent |

21 B

23 C

25 A

27 Solar coil

29 65

31 Services marketing

33 Weakness

35 Tangible

37 Clients

39 (Conduct) surveys

22 B

24 A

26 40 litres (or liters)

28 20

30 Rigid foam

32 Legal advice

34 Customer numbers

36 Expectations

38 Constantly improve

40 A representative

Part 1

You will hear a conversation between a customer and receptionist at a car rental agency. First you have some time to look at questions 1 to 5. Now listen and answer the questions 1 to 5.

Woman: Good morning. How can I help you?

Man: Hello. is this a Southern rental car?

Woman: Yes, it is.

Man: I wonder if you can help me. I am ringing from Nelson, but I am coming over to Auckland for 12 days and I'd like to hire a car.

Woman: Ok, I'll fill in a booking for you now. First, can I take your name ?

Man: Yes, its William **Q1 Waddell**.

Woman: I sorry, Could you spell your surname?

Man: Ah, yeah it is W-A-D-D-E-L-L.

Woman: Thanks, now can I have an address and phone number

Man: Sure, I live at 10 **Q2 Robyn place**, that is R-O-B-Y-N place.

Woman: And that is Nelson, isn't it?

Man: That's right. Do you want my home number or my mobile

Woman: Home number will be fine.

Man: Ok, it's 07 **Q3 263 8666**.

Woman: Great, now can I also have a credit card number?

Man:Do I have to pay by credit card?

Woman: Well, we need a credit card number as a guarantee. It is a standard policy for car rentals.

Man: Ok, Well. I'll pay by **Q4 Visa** then the card number is 4550 1392 8309 3221.

Woman: And the expiry date?

Man: Sorry?

Woman: Your card, When does it expiry?

Man: Oh, next July.

Woman: Right, now how long did you want the car for? 12 days did you say?

Man: No, I only need a car for **Q5 10** days, from the second to the eleventh of next month.

Before you hear the rest of the recording, you will have some time to look at questions 6 to 10. Now listen and answer the question 6 to 10.

Woman: Now what type of car are you looking for hire?

Man: Well, I am not too worried about the model of the car, but I understand that you have rental cars for just 25 dollars a day. Is that correct?

Woman: We do sometimes to have 25 dollar deals but only in the low season, but the period you're looking at the cheapest we have at **Q6 35 dollars**. However that prices includes **Q7 unlimited kilometers**.

Man: Sorry. Did you say unlimited kilometers? What does that mean exactly?

Woman: That means that no matter how far you go, the cost is the same. Some company charge for rental and then charge again for every kilometer you actually drive.

Man: Well, I am going to travel quite long distances. I am visiting **Q8 relatives** and they look quite far apart from each others, so unlimited kilometers are probably good idea.

Woman: If you're traveling long distances, you would be better off with **Q9 an automatic**. Changing gears and a manual can make it more expensive on petrol.

Man: Ok, I'll take the automatic thing.

Woman: Right, so that's an automatic car for 10 days from the second to the eleventh. That's all but is there anything else I can help you with?

Man: No, That's fine. Oh, sorry. What do I need to bring with me when I pick up the car?

Woman: All you need is your **Q10 driving licence**.

Man: Fine, Well. Thanks very much, bye.

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

Part 2

You will hear someone talking about traveling around New Zealand first you have some time to look at questions 11 to 15.

Now listen and answer questions 11 to 15.

When thinking about beautiful countryside or stunning views and has long been accepted that Australia and New Zealand have few equals. What is perhaps slightly less well-known is what these countries can offer to the avid train enthusiast. Both countries have railways which pass

through breathtaking scenery in the utmost of comfort. **Q11** In New Zealand you can travel from the country's biggest city Auckland to where a third of the population lives, its capital Wellington, on the longest passenger rail service in the country, the Overlander. Crossing 681 kilometres, the Train rides through the lush farmland of the Waikato and up around remove spiral onto an amazing volcanic plateau surrounded by native bush.

On a clear day, you will be able to see three of New Zealand's most famous volcanoes. Mount Ruapehu went Ngauruhoe and linked Tongariro. The whole journey can be completed in 11 hours but for those keen to see a little more of the country, the trip can be extended over three or four days.

This gives travelers the opportunity of seeing the famous Waitomo caves, relaxing in the mud pools of Rotorua or skydiving over Lake Taupo. Moving on to the South Island, you can take the Tranz Alpine through the Southern Alps travelling from the South Pacific Ocean to the Tasman Sea. Climbing from Christchurch right into the Alps, this 223 kilometer trip is particularly impressive as the train passes through sixteen **Q12** tunnels before descending to Greymouth at the end of the line. Taking only **Q13** five hours, this is a relatively short trip. But it is worth noting that this journey has been listed as the sixth most scenic rail route in the world.

Q14 For those that are not so keen on mountains, the South Island has a second option, the traincoastal.

With the sea on one side and the mountains on the other, it again shows some of the best scenery New Zealand has to offer.

Also taking five hours, one of the highlights of this journey is the opportunities for **Q15** whale watching.

The fortunate few that see whales are well rewarded, but there are more common sites which are just as enjoyable such as penguins and seals.

Before you hear the rest of the recording you have some time to look at questions 16 to 20. Now listen and answer questions 16 to 20.

Although these three train journeys are undeniably breathtaking, some travelers prefer the longer journeys on offer in Australia. The **Q16** Indian Pacific for example which travels from Sydney through to Perth and has been dubbed the adventure that spans Australia.

With three nights on board, the train takes in the Blue Mountains and the Nullarbor Plains and as the name implies the Indian Pacific shows you two oceans. This train journey holds two world records covering 4352 kilometres.

It is one of the world's longest train journeys. It also travels the world's longest straight stretch of railway track: 478 kilometers.

For those who find these distances a little daunting, passengers can stretch their legs at a

number of different stops such as Kalgoorlie famous for gold and Broken Hill first founded is a silver mine.

If three days on board a train seems a little excessive there are alternatives.

The gun for example which travels from Adelaide in the south to Alice Springs in the center of the continent, taking twenty hours.

Passing through Crystal Brook Port Augusta to Woomera, this journey gives an indication of what life was like for the **Q17 earlier settlers** as they discovered the country.

Along the way you can also see the Iron Man sculpture which was constructed by railway workers to commemorate the one **Q18 millionth** concrete sleeper laid during the construction of the line.

Finally just a quick word about the overland which runs between Melbourne and Adelaide.

As the first train to travel between the capitals of two **Q19 states**, it is historic as well as relaxing way to travel and is famous for being the oldest long-distance train journey on **Q20 the continent**.

With so many memorable journeys to choose from the only problem you will have is knowing which one to do first.

That is the end of Part 2. You now have half a minute to check your answers. Now turn to Part 3.

Part 3

You will hear two students talking about a school project. First, you have some time to look at questions 21 to 25. Now listen and answer questions 21 to 25.

Man Hi Lin. How's your project coming along?

Woman Oh! Not very well. I've got all the information but **Q21 I can't seem to organize it into a presentation**.

Man Well, you'd better hurry. You only have one more week.

Woman Yes, that's okay. It's just that, oh.

Man Well, why don't you try your presentation on me? Maybe I can help.

Woman Oh really, great. Okay, well! I've chosen solar power for my subject and **Q22 I'm going to talk specifically about domestic water heating**. You know like the ones popular in America, I've got some facts here.

Man That's good. But just start your presentation from the beginning.

Woman Oh right, well. Here we go then. **Q23 There are many reasons why we should be**
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looking elsewhere for energy sources, as most people are aware fossil fuels and other such non-renewable sources are by definition finite, so something needs to be in operation soon.

Currently, there are a number of alternative energy sources available which can with a little preparation be used to provide for a significant part of our domestic energy requirements.

Q24 In this presentation I am focusing on solar power and its application as a domestic water heater as a renewable energy source solar power is in many ways ideal. The amount of the sun's energy which reaches the earth every minute, exceeds the energy that the global population consumes in a year. Although scientists argue that it is not finite, sunlight is certainly a long-lasting resource which is not depleted through use and solar power converters use this energy without needing any complex moving parts. Once collected and stored, solar energy can be used for many purposes but it is becoming increasingly popular as a domestic heating source. Generally a building that is heated by solar power will have its water heated by solar power as well and this has even worked in areas. That are not exposed to long hours of direct sunlight such as the United Kingdom, although not so well as in warmer climates.

Man Why have you stopped?

Woman Well, that's all I've got so far.

Man Well, let's start by talking about how effective it is.

Woman Oh, okay. Well, there are a number of factors that influence how efficient solar power can be. The first, obviously is the amount of sunlight and this is dependent on season time of day and climate. Although the UK has something of a bad reputation for sunshine. It is actually quite productive during some parts of the year, given a sufficient size of solar panel and water storage tank solar power can provide all of our water heating requirements in June and July and even **Q25** provide the majority until October. From October to the end of the year this figure falls dramatically. December is the least productive being able to supply less than 5% of the average household's hot water requirement. It is at this point that solar power needs to be supplemented with a more traditional form of heating. From January solar power becomes more effective at a rate of about 20 percent per month, although this rise decelerates to around 18 percent by May.

Before you hear the rest of the recording you have some time to look at questions 26 to 30. Now listen and answer questions 26 to 30.

Man Now say something about this water heater. Did you have any information about that?

Woman Oh yes. I've got an illustration of a water tank here.

Man That's good. But you'll have to describe it.

Woman Right well. The ideal water tank in the UK has a capacity of 45 to 50 litres. But must be at least **Q26** 40 litres to be effective the **Q27** solar coil is put in the bottom of the tank to heat the water. Now remember that solar heated water will not get quite as hot as fossil fuel water

heaters. The bottom half of the tank is normally **Q28 20** degrees and this is why it is important not to have a tank that is too large, as that would take too much energy to heat in this illustration it rises to 40 degrees from halfway up don't forget that hot water rises so the top third of the tank is the hottest and reaches an average temperature of **Q29 65** degrees.

Man And what's this second layer around the tank?

Woman Oh! That's insulation, because the tank is often either outside or just under the roof **Q30 rigid foam** is used as an insulation layer. It should be at least 80 millimetres thick all around.

Man That seems like a good presentation. All you need to do is to prepare some short notes and a larger illustration. So you can use it as a demonstration and you'll be fine.

Woman Oh! You think? So, well thanks very much for the help. Maybe I could do the same for you one day?

Man Maybe. Anyway, I have to go. Good luck!

Woman Thanks. Bye.

That is the end of Part 3. You now have half a minute to check your answers now turn to Part 4.

Part 4

You will hear an interview with a marketing director . First, you have some time to look at questions 31 to 40. Now listen and answer questions 31 to 34.

Woman : Continuing our theme of business marketing, I have with me today Mr. Brian Kinsella, who is here to talk about the differences between marketing a product and **Q31 marketing a service.**

Man : Good morning! Now, I understand that many of you here today are interested in a career in services marketing.

Woman : Well, I've been the marketing director for Oceania travel for nearly 11 years ,so I feel that I can present what I consider to be the most important aspects of marketing a service. However, before I begin, I want to clarify what I mean by services marketing.

Man: This not only means aspects like holiday destinations, but also professional services such as **Q32 legal advice.**

Woman: In short anyone that sells a service. Actually, a lot of the traditional services such as lawyers, accountants, etc... have not felt too comfortable marketing their services.

Man: It's almost perceived in industries such as these that the need to market indicates a **Q33 weakness** in the services provided.

Woman: However, more and more such industries are realising the importance of marketing to sustain their **Q34 customer numbers**, especially when their competitors are marketing themselves.

Man : Now, the main difference between marketing a product and a service is that the customers cannot understand exactly what the service will be.

Woman: They can see a product and can comprehend exactly what the product will do for them. A service is more in **Q35 tangible** by- that I mean whatever each customer gains from the service is often very personal. For example, with a travel agency, clients choose to travel abroad for a multitude of motives.

Man: Some people travel overseas for the experience and really want to get to know the culture of the local people.

Woman: Others wish to escape from reality, totally relax in sophisticated comfort and be waited on hand and foot. Obviously, our clients will not be judging what we offer by the same standards, and travel agents, like other such service industries, have an extremely difficult job in satisfying a range of customers from diverse backgrounds with different **Q36 expectations**.

Man: Our company has overcome this dilemma in a number of ways. First of all, our travel consultants are given extensive training in customer service and buyer behaviour. Our aim is not just to be a profit-making organization, but also to meet and exceed the expectations or dreams of our **Q37 clients**. Our mission statement, in fact, is primarily to offer a service which is above and beyond the hopes of our clients. In addition, we regularly visit the tourist destinations, we promote and inform all of our staff about any changes in specific areas.

Woman: Not only is it important to be fully informed about every possible aspect of the service you are marketing, it is also essential to **Q38 constantly improve** the service offered.

Man :At Oceania Travel, we regularly **Q39 conduct surveys** with all of the people that visit our resorts of choice. Any negative feedback, we try to remedy at once.

Woman: Our clients are met by a company **Q40 representative** during their stay, and we have a set procedure for dealing with any complaints. Our clients are not expected to have to approach the hotel reception, as we have a 24-hour contact service direct to our representatives, and this representative should always welcome any customer problems or questions.

Man: In the event of a complaint, the representative will then try to remedy the complaint with the hotel.

Woman: If the problem cannot be rectified by the hotel manager, our representative is authorised to remedy the situation him or herself. For situations beyond the representative's authority, our complaints department is contacted.

Man: The complaints department guarantees a solution within the day.

Woman: If the customer is still not satisfied, they are welcome to approach our head office on their return.

Man: So, you see that marketing a service is catering more for the clients' expectations than anything else and it is that which makes services marketing a very intricate business.

Now, that's the end of my presentation, but if there is anything you want to ask then please feel free to do so thank you.

That is the end of Part 4. You now have half a minute to check your answers. That is the end of the listening test. You now have ten minutes to transfer your answers to the answer booklet.