



National  
Qualifications  
2023

**X827/75/11**

**ESOL  
Listening Transcript**

TUESDAY, 23 MAY

9:00 AM – 9:35 AM (approx)

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**Instructions to reader(s):**

**Recording 1**

The conversation below should be read clearly and naturally. After reading the introduction you should pause for 1 minute to allow candidates to read the questions. On completion of the first reading pause for 10 seconds, then read the conversation a second time. On completion of the second reading pause for 1 minute to allow candidates to write their answers.

Where special arrangements have been agreed in advance to allow the reading of the material, it should be read by either one male and two female speakers or one female and two male speakers. The section marked **(t)** should be read by the teacher.

- (t) Recording 1.** Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 1 before the recording begins.

*(1 minute pause)*

**TONE**

- Female Shopper:** I take shopping very, very seriously. I've got loads of items that I've never even used. Take this silver necklace — I've had it for over a year, but I've only used it for the first time today.
- Presenter:** That was the voice of a young woman who told us she spends at least 3 hours a day shopping online. She then goes to the High Street to do even more shopping at the weekends.
- Female Shopper:** I'd say I do have a bit of a problem when it comes to shopping. But I'd like to think that I could stop if I wanted to. *(pause)* Oh no, that's exactly what an addict would say, isn't it?
- Presenter:** Here in the studio is George Smith, an expert in consumer psychology. George, is this young woman typical?
- George Smith:** It's common for some people to spend too much time shopping in this day and age — because it's so easy. We look online or around the high-street stores and see lots and lots of stuff. It's all very tempting. But the most interesting thing about consumption and buying is what's going on in our minds. Marketing departments are aware of this. The story of buying stuff begins in our imagination and in our fantasies. That's the space where we dream about all the things that we'd really love to have — and what a wonderful life we'd have, if only we could have that item!
- Presenter:** So George, why do we want to have so much stuff?
- George Smith:** What we buy is an expression of our identity and who we are. That's because our identity consists of a number of different aspects. We have an actual self, who actually we are most of the time, but then we also have a social self. We buy products that express who we want to be at different times. People sometimes feel like certain products help them to take on a different character, to be someone else. Buying something new also makes you feel excited and full of adrenaline.

**Presenter:** People in marketing are very good at speaking to the part of your mind that makes your heart beat faster. We don't seem to be able to do anything about this. But is that such a bad thing?

**George Smith:** Having too many things makes us feel perhaps not *bad*, but certainly not good. Recent research has shown that when we have too many things we're never satisfied. There's also research showing that people who place high value on material possessions may actually be the most depressed in our society.

**Presenter:** So can you have *too* much stuff?

**George Smith:** There's something really interesting happening with consumers. People are actually beginning to become *fed up* with stuff. We did research with three generations of grandmothers, mothers and daughters. For the grandmother generation, there was a much greater emphasis on being careful with their money. The mothers' generation wanted to welcome new technologies like the freezer and the microwave. The daughters saw themselves as being experimental: attempting different styles of cooking, buying organic products. So, these generations of women were all the same in wanting to be *different*.

**Presenter:** Interesting. But today we have so much stuff, we don't know what to do with it.

**George Smith:** Absolutely. In fact, we spend too much time trying to figure out how to get *rid* of our possessions. Now, we might say, well maybe we should stop buying all this stuff.

**Presenter:** Thanks for that, George. Now, we have a self-confessed 'hoarder' with us here in the studio . . . (*fade*)

*(10 second pause after first reading)*

**TONE**

*(1 minute pause after second reading)*

**TONE**

**[Turn over**

**Instructions to reader(s):**

**Recording 2**

The conversation below should be read clearly and naturally. After reading the introduction you should pause for 1 minute to allow candidates to read the questions. On completion of the first reading pause for 10 seconds, then read the conversation a second time. On completion of the second reading pause for 1 minute to allow candidates to write their answers.

Where special arrangements have been agreed in advance to allow the reading of the material, it should be read by one male and two female speakers. The section marked (t) should be read by the teacher.

- (t) **Recording 2.** Listen to the recording and attempt the questions which follow. You will hear the recording twice. You now have one minute to read the questions in Recording 2 before the recording begins.

(1 minute pause)

**TONE**

- Darren:** Hello, I'm Darren Hepburn. Welcome to The PM Show on Radio West. Coming up, Janice Trent, the best-selling author of *The Cheese Shop*. And we've got music and conversation with the brilliant Dylan Brown of the Celtic and Country band Woodenheart. All that and more, but first, Melinda Gates says she's jealous of British women who wear trainers to work. She was wearing high heels when she was interviewed by a journalist who was wearing a pair of white trainers. So is it possible to climb the career ladder in your trainers? Let's talk about it this morning with Teresa Harding, who runs her own advertising agency. Morning Teresa.
- Teresa:** Hi Darren.
- Darren:** Good to have you with me on this — and June Bowden, on the phone from London, is a fashion expert. Hi June.
- June:** Good morning Darren.
- Darren:** Now Teresa, you've made the move from high heels to trainers. Why?
- Teresa:** You know, when I started my business, I always felt it was correct to wear high heels. I loved them — I mean, the higher the better. I think a more relaxed attitude comes with confidence, being a bit older, a bit wiser, and also there's been a big shift in trends. Trainers are no longer something you throw in the back of your car to go for a walk on the beach. They've become fashionable. So for me, you know, they're a part of my style. I wear regular black suits and I've now got a wide selection of nice trainers.
- Darren:** Wasn't there a case — I think it was some time ago now — where a woman — she was a receptionist, I believe — was sent home for refusing to wear high heels at work? June — I think you know a bit about this . . .

- June:** Yes, it happened in May 2016. Nicola Thorp said she was laughed at when she told her bosses on her first day at work that she didn't want to wear high heels. She said she was expected to do a nine-hour shift on her feet escorting clients to meeting rooms and she just wouldn't be able to do that in high heels.
- Darren:** Quite right. So, Teresa, do you have a dress code in your company?
- Teresa:** I think it's a question of balance — and sometimes it's difficult to get things right. It also depends on what people do. The ones on the creative side, the artists and writers, well, most of the time they're out of sight so they can wear pretty much whatever they like. But others, who have to meet with clients, I expect them to be reasonably smart. I wouldn't want a client to come in and be met by someone in ripped jeans. Obviously, though, if I'm going around wearing trainers, I'm not demanding that they all turn up in full formal outfits.
- Darren:** Of course, some companies have dress-down Fridays, meaning that everyone can turn up wearing casual clothes. June, have you any thoughts on that?
- June:** Well, they can be a good thing for the company because they cost it nothing and are generally seen to have a positive effect on staff. But some employees might take things too far by wearing outrageous stuff, and this can reflect badly on the company. Also, although there are many reports that wearing casual clothes can make employees happier there are others that say when employees feel relaxed and casual, they can have a too relaxed attitude to their work.
- Darren:** Well, we have to leave it there. My many thanks to Teresa and June and I'll leave you with this thought. When BBC radio started, way back in the 1920s, the men who read the news — and it was all men in those days — had to wear a dinner suit and a bow tie. This was apparently a mark of respect to performers, who also had to wear formal clothes. Things have changed a bit since then. *(begin fade)* Now, we're going to have some music, and after that I'll be talking to Dylan Brown of the band Woodenheart.

*(10 second pause after first reading)*

**TONE**

*(1 minute pause after second reading)*

**TONE**

**[Turn over**

### Recording 3

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Recording 1 — Mock radio interview is adapted from “BBC Ideas (2019) Why do we have so much stuff?” taken from BBC website, 2 August 2019, <https://www.bbc.com/ideas/videos/why-do-we-have-so-much-stuff/p07jm4xc>.

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