

Test 3

Section 1

Roger: Kiwi Air, good morning. You're speaking with Roger. How may I help you?

Janet: Yes, hi, my name's Janet.

I've just been trying to make a booking on the Internet, and I'm having a problem that I'd like to complain about.

Roger: So let me just take down your full name.

Janet: It's Janet Quigley. That's Q-U-I-G-L-E-Y.

Roger: Thank you. And what's the problem exactly?

Janet: Well, yes, I'm trying to book myself and three children, so four tickets to fly within New Zealand.

We're wanting to fly from Wellington to Christchurch, not one way, I mean, but return. So it's just a simple booking.

Roger: Yes. And you've put your dates in, have you?

Janet: Yes, the dates are...What are we in now? It's September, isn't it? So I'm booking for October.

Oh, sorry, I mean November the 10th till the 15th.

Roger: Right, let me just get that down on the form. And what time would that be?

Janet: We'd be leaving at 11.45 in the morning, arriving into Christchurch at 12.30.

Roger: Hmm.

Janet: I know that it's cheaper to not make the reservation in person.

So to save paying the fee, I've been trying to do it through your homepage.

Roger: Yes, So what's the problem exactly?

Janet: Well, every time I put in a number of adults and children travelling, the website automatically alters the rate for one of the children to what you'd pay for an adult.

It's very annoying.

I'm getting so frustrated with it, and each time I change it back I've been getting error messages telling me to call you directly.

I really can't understand it.

Before you hear the rest of the conversation, you have some time to look at questions 5 to 10. Now listen and answer questions 5 to 10.

Roger: Alright. Well, yes, there is a reason for why that's happening.

It's Kiwi air policy, I'm afraid to allow a maximum of two children to travel on child fares with just the one adult accompanying them.

Janet: So, because there's three of them and just me, do you mean I have to pay an adult fee for one of my children?

Roger: Yes, that's right.

Janet: But I've flown to Australia before on my own with the children, and we didn't have to pay extra.

Roger: It's the policy that we've just introduced for domestic air travel.

It may be extended later for international travel as well.

Janet: But an adult fare is for someone over the age of 12.

My children are only 11, 8 and 5. It's not fair to charge them for an adult rate.

Besides, they actually eat less than an adult, so they wouldn't consume as much food on the plane.

I just don't think it's right.

Roger: Well, I'm sorry, but that's how we charge.

We do look after children well on our flights, you know.

We give them little packs of games and coloured pencils so they have something to do, you know.

Janet: Well, still, the difference to pay between the fares is a lot of extra money that I hadn't budgeted for.

It seems to me that your rules discriminate against a parent travelling on their own with the children and also families with lots of children.

And what about school groups? That wouldn't be fair.

Roger: Well, Madam, yes, I can see your point.

You're welcome to put your complaint in writing, if that's what you'd like to do.

Janet: Well, I certainly would.

I'll be writing a letter to your customer services officer, Is it?

Roger: I just address it to the manager, then it will reach the right person.

That's fine that that's your right to do that.

Janet: And how soon do you think they'll get back to me?

I must say, I've really am shocked at this. I'm not happy about it at all.

Roger: Well, at busy times it sometimes takes a month. But it's low season now so you should expect to receive a response probably inside a week.

You need to take down this reference number.

I'll just give it to you. It's GBK 8422.

Janet: Alright, then I'll put that in the letter. Well, thanks for your help.

Roger: Thank you for calling Kiwi Air.

Section 2

Man: I have in the studio with me, Mary Smith from Yorktown Tourism, who is here to tell us about some of the events happening in our state capital over the next three weeks at the Spring Festival.

So Mary, what can we expect to see?

Woman: Well, it's such an exciting time to be in Yorktown.

To kick off the Spring Festival, there'll be a huge firework display down by the lake starting at 9:00 p.m. this Saturday, the 4th of September.

Over 10,000 fireworks will be set off.

All choreographed to music and broadcast simultaneously here on Radio Yorkie.

You should get there early if you want to get close to the action, so bring along a picnic and a blanket as it could get chilly in the evening.

One of the things that attracts visitors to the festival from all over the country is the amazing collection of flowers on show in Central Park throughout the festival.

Special buses will run from the town centre to the show at 20 minute intervals for those of you who prefer to take public transport.

If you're interested in seeing the latest in cars, from the fastest to the most expensive, then head over to the Motor Show at the Exhibition Center from the 10th to the 15th of September.

It'll be open daily from 9:00 a.m. until 10:00 p.m., so you can even pop there after work.

Do you like photography?

Then go along to grow your imagination.

An exhibition of photographs of famous gardens which will be held at the art gallery from the 11th to the 19th of September.

Come and be inspired by some of the world's most beautiful gardens.

I've had a sneak preview of some of the photographs and they are magnificent.

If music is more your scene, then you should come and hear the Australian Philharmonic Orchestra performing Swing in Spring at the Concert Hall on Friday the 17th and Saturday the 18th of September.

It's a celebration of dance music from the 1940s and 50s.

There'll be 3 performances, both evenings start at 7:00 p.m. and a matinee performance at 2:30 on the Saturday. So get your dancing shoes on and head there. It's guaranteed to get your feet tapping.

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Before you hear the rest of the program, you have some time to look at questions 19 and 20. Now listen and answer questions 19 and 20.

Woman: Those are just a few of the attractions on offer, but for something a little different, you could try Balloons Down Under, which is the largest gathering of hot air balloons in the southern hemisphere.

It's well worth it because they'll be over 25 balloons of all shapes and sizes, which is a truly amazing sight.

I'm also happy to announce that one lucky person will get the chance to go up in one of these balloons absolutely free.

That's the prize in our special Spring Festival competition.

It'd normally cost you \$200, so it's not a bad prize.

I'm sure you all want a chance to win, so you'll need to fill out the entry form in today's edition of the Yorktown News.

Don't forget to include your phone number and send it to Radio Yorkie.

Make sure your entry reaches us by 5:00 p.m. on Thursday the 9th of September.

Then to see if you've won, just check out the festival's website on Saturday the 11th of September, where we'll publish the name of the lucky winner.

It's such a fantastic prize, so hurry up and get your entry in.

So there you have it, just a few of the special events happening here in Yorktown over the Spring Festival.

And if you'd like any more details about the festival....

Section 3

Andrew: Hi Sarah. It's great that we've got some free time this afternoon to decide what advice to give when we talk to the students on the geology field trip to Iceland.

Sarah: Hi, Andrew. Yes, I've already jotted down a few ideas about the issues that come up on these trips.

Andrew: We should include something about existing rules and laws that apply, like the Country Code.

Sarah: Or the Mountain Code.

Andrew: Yes, the Country Code is mainly just common sense, so let's include the mountain one.

That's what they need to know about for geology.

Then there are similar guidelines for caving, but they won't need those in the part of Iceland we're going to.

Sarah: OK.

Andrew: Right, let's think about when they're on site and looking after the environment.

I don't mean not dropping litter. That's obvious, all like closing gates.

But what about not scaring birds or damaging rare plant life.

Actually, what I think happens is that they all become so focused on what they're doing that they forget about other things around them.

It's not intentional damage.

Sarah: And we have to include something about collecting samples.

That's vital for geology students.

Andrew: Yeah, there's quite a list of rules about that.

For example, only take minute samples and only if necessary.

Sarah: Yes, that's the golden rule. That has to come first.

And then I guess, never take a fossil away from the area.

Andrew: And when you do disturb an area to take a sample, make sure you leave it as you found it.

Sarah: OK

Andrew: And there's something we still have to find out about. Isn't there something about how you could never take a sample from a wall?

Sarah: You mean a man-made wall or something like a natural rock face?

Andrew: A wall, like of a building.

Sarah: Don't you just have to get permission from the owner?

But I'm not sure to be honest, so we need to check that.

Another really important thing is advice on safety, especially as a lot of our trips are along the coast.

Andrew: Yes, well, you can usually hear if any large boulders start to tumble down a cliff.

Sarah: And you realize you're on soft sand when you start sinking.

But when people are working on the seashore, they often fail to notice that the tides come in and they're cut off by water.

That's what we should make a point about.

Andrew: OK.

Before you hear the rest of the discussion, you have some time to look at questions

26 to 30. Now listen and answer questions 26 to 30.

Sarah: Before we do anything else, could we just talk about the reading packs we put together for the students to read before they go on the field trip to Iceland?

Andrew: Absolutely. They'll need to do most of the reading beforehand because there won't be time while we're away and there's a lot of technical data.

That's certainly the case in the pack called geothermal fields.

Sarah: Does that cover industrial uses of geothermal energy?

Andrew: No. It deals with harnessing the heat generated from the earth in geothermal areas to grow vegetables for local consumption.

They'll need to understand the geological characteristics that make this possible, right?

Sarah: The reading pack, called the Hot Spot, will help them understand how Iceland differs from other islands formed at the same time, like Bermuda and the Canary Islands.

It's the existence of the hotspot that explains the rock formations of this island and makes it unlike any of the others.

Andrew: Now I definitely think they should read the pack about Glaciers.

They need to be aware that although the ice and glaciers up in the mountains can stay frozen for thousands of years.

If anything happens to make the glaciers melt suddenly, the water produced pours down the valleys and it can mean that whole villages suddenly have to be evacuated.

Sarah: Right, then the Basalt Rock pack shows how Iceland's landscape like many other island has been molded over millions of years by lava flows from volcanic eruptions, especially the area in the northwest of the island.

Andrew: And lastly, reading about Geothermal Power Plants will inform the Iceland's plan to stop using energy derived from carbon in the future.

Heating and electricity will come from sustainable sources which won't cause any pollution.

Sarah: I think that'll be all the reading they'll have time for.

Section 4

Good afternoon. I'm the Managing director of Molecular Technologies and we are involved in recycling tyres from vehicles such as cars and trucks.

This might not sound new or exciting, but the method we use is quite radical, compared to traditional tyre recycling methods.

We strongly believe that the business of recycling tyres is crucial.

As amazingly, every month in Australia alone the number of old tyres that are discarded exceeds 1.5 million.

And when you look at the figure globally, it is a staggering 1.2 billion each year.

For decades, various recycling methods have been trialled, with varying degrees of success.

In some cases the solution was as bad as the problem.

Incinerating tyres, for example, generates toxic fumes which are harmful to the environment.

Breaking up whole tyres is energy intensive and produces a contaminated product with very little value.

As a result, there was little incentive to get into the business because there was no profit in it.

And yet a tyre is made-up of so many valuable components, and it is for this reason that we started trying out new recycling methods.

In the end, our factory came up with a much improved system for recycling old tyres.

The molecular process is different for a number of reasons.

Firstly, it is a lot cheaper to run because our machines are much more compact in comparison to traditional systems.

this in turn reduces energy consumption.

The wear and tear on the shredding equipment which cuts up the tyres is also reduced, as the tyres fed through them have already been softened.

Costs are reduced by over 30% using our system.

And significantly, our machines can handle a tire of any size, from the smallest bicycle or wheelbarrow right up to the largest earth moving truck.

Most other processes can only handle car tyres.

Our technology has proven to work and we have won many awards including the Australian Museums Eureka Award.

And last year, on a national TV programme we were chosen as the invention of the year.

Winning that certainly opened many doors for us, with interest coming from 27 countries around the world, including the United States and China.

To cope with the demand, we will soon have 10 more factories which will operate 24 hours a day just to stabilise the current stockpile.

We are passionate about taking this process further, and so we have chosen to dedicate 5% of every dollar we make to research.

In this way we can ensure we are always the best in the business.

So. Let's look at the process we use, what we extract from the tyre and each stage of the process and the uses that those materials can be put to.

The first step of the process mechanically extracts the steel wires from the rim of the tire.

This high quality wire can be cut into small pellets suitable for sandblasting shots.

Next, after the tyres have been sliced into a number of segments depending on tyre diameter, they are chemically treated.

This chemical treatment is essential as it removes dirt from the rubber prior to the rest of the process.

The cleaning process also softens the tyres, making them easier to chop up.

In the next stage, the fibre cords contained in the tyre segments are separated from the rubber using rollers.

The fibres, which can include nylon and rayon, can be used as a reinforcement for concrete, or they can be used to form plastic panels.

Then the rubber is cut up into very small pieces known as crumb rubber.

For a tire weighing 10 kilograms, Malecha can recover 7.5 kilograms of crumb rubber that can be used to manufacture a range of rubber products, such as asphalt, used in road making.

It is also used as insulation in buildings or something simple like tiles for the floor.

Alternatively, any or all of this crumb rubber can continue through to the final stage.

This final stage involves a patented Molecra vac machine which uses industrial microwave energy.

This changes the remaining rubber into hydrocarbon, which can be used to make three different products.

We can cheaply produce activated carbon, which is usually quite expensive to make from new materials.

It's used for treating water as well as being an integral part of air filters.

Secondly, as the carbon produced is very pure. In fact it's over 97.4% pure.

We can crush it to form something called carbon black, which is used in the manufacture of batteries and also ink.

Our process is very flexible and we can alter the quantity of each of the three products depending on demand.

Finally, we can even use the hydrocarbon to make oil.