

# TEST 3

## SECTION 1

MAN: Greek Island Holidays, can I help you?

WOMAN: Yes, I hope so. I have a friend who's just come back from Corfu and she's recommended some apartments in Arilas. She thought they might be on your list.

MAN: Arilas, Arilas, let me see. Can you give me the names?

WOMAN: Yes, the first's Rose Garden Apartments. I'd like to go with another friend in the last week of October.

MAN: Well, we've got a lovely studio flat available at that time. I'm sure you'd enjoy the entertainment programme there too, with Greek dancing in the restaurant.

WOMAN: And the cost for each of us?

MAN: £219.

WOMAN: That sounds very reasonable! I'm just jotting down some notes. Now the second one she mentioned was called Blue Bay.

MAN: Blue Bay? Yes, in fact that's very popular and it has some special features.

WOMAN: Really?

MAN: The main attraction is the large swimming pool with salt water.

WOMAN: Much healthier, I understand.

MAN: That's right. And it isn't far from the beach, either – only 300 metres, and only around half a kilometre to some shops, so you don't have to be too energetic.

WOMAN: Is it much more expensive than the first one?

MAN: Let me just check. I think at the time you want to go it's around £260 – no £275 to be exact.

WOMAN: Right, I've got that. Now there are just two more apartments to ask you about. Um, I can't read my own writing! Something to do with sun ... Sunshine, is it?

MAN: I think you meant the Sunshade Apartments. They're on a mountainside.

WOMAN: Any special features?

MAN: Yes, each room has its own sun terrace and there are shared barbecue facilities.

WOMAN: Sounds lovely!

MAN: Yes, it is rather well-equipped. It also provides water sports – it has its own beach. There are facilities for water-skiing.

WOMAN: Any kite-surfing? My friend's quite keen.

MAN: Not at the hotel but I'm sure you'll find some in Arilas. There's also satellite TV in the apartments.

WOMAN: And how much is that one?

MAN: £490 with two sharing.

WOMAN: You mean £245 each?

MAN: I'm afraid not! Each person has to pay that amount and there must be at least two in an apartment.

WOMAN: I don't think that would be within our budget, unfortunately. And the last one sounds a bit expensive too – the Grand!

Example

Q1

Q2

## Tapescripts

MAN:	Actually it's quite reasonable. It's an older style house with Greek paintings in every room, and <u>a balcony</u> outside.	Q3
WOMAN:	Sounds nice. What are the views like?	
MAN:	Well, <u>there are forests all round</u> and they hide a supermarket just down the road, so that's very useful for all your shopping needs. There's a disco in the area too.	Q4
WOMAN:	And the price?	
MAN:	<u>£319 at that time</u> , but if you leave it till November it goes down by 40%.	Q5
WOMAN:	Too late, I'm afraid.	
MAN:	Well, why don't I send you a brochure with full details, Ms ... ?	
WOMAN:	Nash. But don't worry about that. I'm coming to Upminster soon and I'll call and get one. I just wanted to get an idea first.	
MAN:	Well, that's fine. We've got plenty here when you come.	
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WOMAN:	If you've got a minute, could I just check a couple of points about insurance? I got one policy through the post but I'd like to see if yours is better.	
MAN:	Fine. What would you like to know?	
WOMAN:	Well, the one I've got has benefits and then the maximum amount you can claim. Is that like yours?	
MAN:	Yes, that's how most of them are.	
WOMAN:	Well, the first thing is cancellation. If the holiday's cancelled on the policy I've got, you can claim £8,000.	
MAN:	We can improve on that, Ms Nash. <u>For Greek Island holidays, our maximum is £10,000.</u>	Q6
WOMAN:	That's good – of course our holiday won't even cost £1,000 together!	
MAN:	It's still sensible to have good cover. Now, if you go to hospital, we allow £600.	
WOMAN:	Yes, mine's similar.	
MAN:	And <u>we also allow a relative to travel to your holiday resort.</u>	Q7
WOMAN:	My policy just says their representative will help you.	
MAN:	You can see there's another difference there. And what happens if you don't get on the plane?	
WOMAN:	Nothing, as far as I can see on this form.	
MAN:	Don't you have <u>missed departure?</u>	Q8
WOMAN:	No, I'll just jot that down.	
MAN:	We pay up to £1,000 for that, depending on the reason. And we're particularly generous about loss of personal belongings – up to £3,000, but not more than <u>£500 for a single item.</u>	Q9
WOMAN:	Then I'd better not take my laptop!	
MAN:	Not unless you insure it separately.	
WOMAN:	OK – thanks very much for your time – you've really been helpful. Can I get back to you? Your name is?	
MAN:	<u>Ben – Ludlow. That's L-U-D-L-O-W.</u> I'm the Assistant Manager here. I'll give you my number. It's 081260 543216.	Q10
WOMAN:	But didn't I phone 081260 567294? That's what I've got on the paper.	
MAN:	That's the main switchboard. I've given you my direct line.	
WOMAN:	Right, thank you ...	