

# Tapescripts

## TEST 1

### SECTION 1

- MAN: Hello, this is Land Transport Information at Toronto Airport.  
How may I help you?
- WOMAN: Oh, good morning. Um, I'm flying to Toronto Airport next week, and I need to get to a town called um, Milton. Could you tell me how I can get there?
- MAN: Milton, did you say? Let me see. I think that's about 150 miles south-west of here. In fact it's 147 miles to be exact, so it'll take you at least – say, three to four hours by road. *Example*
- WOMAN: Wow! Is it as far as that?
- MAN: Yes, I'm afraid so. But you have a number of options to get you there and you can always rent a car right here at the airport, of course.
- WOMAN: Right. Well, I don't really want to drive myself, so I'd like more information about public transport.
- MAN: OK. In that case the quickest and most comfortable is a cab and of course there are always plenty available. But it'll cost you. You can also take a Greyhound bus or there's an Airport Shuttle Service to Milton. *Q1*
- WOMAN: Hmm, I think for that kind of distance a cab would be way beyond my budget. But the bus sounds OK. Can you tell me how much that would cost?
- MAN: Sure. Let's see, that would be \$15 one way, or \$27.50 return. . . that's on the Greyhound.
- WOMAN: Oh, that's quite cheap – great! But whereabouts does it stop in Milton?
- MAN: It goes directly from the airport here to the City Centre and it's pretty fast. But you have to bear in mind that there is only one departure a day, so it depends what time your flight gets in. *Q2*
- WOMAN: Oh, of course. Hang on, we're due to get there at 11.30 am.
- MAN: Hmm, too bad, the bus leaves at 3.45, so you would have quite a wait – more than 4 hours. *Q3*
- WOMAN: Oh, I see. Well, what about the Shuttle you mentioned?
- MAN: OK. That's the Airport Shuttle that will take you from the airport right to your hotel or private address. It's a door-to-door service and it would suit you much better, because there's one every two hours. *Q4*
- WOMAN: So how much does that cost?
- MAN: Let's see. Yeah, that's \$35 one way, \$65 return, so I guess it's a bit more expensive than the Greyhound.

*Tapescripts*

- WOMAN: Oh, that doesn't sound too bad, especially if it'll take me straight to the hotel.
- MAN: But you do need to reserve a seat. Q5
- WOMAN: OK, is it possible to make a booking right now? Through you?
- MAN: Sure.
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- MAN: OK, I just have to fill this form out for you. So what date do you want to book this for?
- WOMAN: The 16th of October – oh, no, sorry, that's my departure date. I arrive on the 17th, so book it for then, please. Q6
- MAN: So, that's the Toronto Airport Shuttle to Milton. And this is for just one person or . . . ?
- WOMAN: Yes, just me, please.
- MAN: Right. And you said your expected time of arrival was 11.30? So if I book your Shuttle for after 12.00 – let's say, 12.30; that should give you plenty of time to, you know, collect your baggage, maybe grab a coffee? Q7
- WOMAN: Yeah, that sounds fine, as long as we land on time!
- MAN: Well, we'll take your flight details so you don't need to worry too much about that. Now, what about the fare? What sort of ticket do you want? One way or . . . ?
- WOMAN: Yes, that'll be fine, provided I can book the return trip once I'm there.
- MAN: No problem – just allow a couple of days in advance to make sure you get a seat. And what's your name, please?
- WOMAN: Janet, Janet Thomson.
- MAN: Is that Thompson spelt with a 'p'?
- WOMAN: No, it's T-H-O-M-S-O-N. Q8
- MAN: OK. And you'll be coming from the UK? What flight will you be travelling on?
- WOMAN: Oh, it's Air Canada flight number AC936, from London Heathrow. Q9
- WOMAN: Right. Now, do you know where you'll be staying? We need to give the driver an address.
- WOMAN: Yes, it's called the Vacation Motel – and I think it's near the town centre. Anyway, the address is 24, Kitchener Street – that's KITCHENER Street.
- MAN: That's fine. Right, so that's \$35 to pay please. Have you got your credit card number there?
- WOMAN: Yes, it's a VISA card, and the number is 3303 8450 2045 6837. Q10
- MAN: OK. Well, that seems to be everything. Have a good trip and we'll see you in Toronto next week!
- WOMAN: Yes, bye – oh, thanks for your help!