

## Listening

1.- You will hear a man telephoning a vehicle hire company for a quotation.

You will hear the recording twice.

Fill in the gaps with missing information

- a. Cost of van hire: \_\_\_\_\_ a month
- b. Length of contract: \_\_\_\_\_ months
- c. Maintenance charge: around \_\_\_\_\_ a month
- d. Delivery charge: \_\_\_\_\_ .
- e. The company requires a deposit of 3 \_\_\_\_\_ \_\_\_\_\_ in advance.
- f. After they receive the contract, the company will deliver the van within \_\_\_\_\_.
- g. The company does not arrange \_\_\_\_\_.
- h. The customer's name is \_\_\_\_\_.
- i. The address is \_\_\_\_\_, London, \_\_\_\_\_.
- j. If the man is happy with the quotation, he should \_\_\_\_\_ \_\_\_\_\_.

\_\_\_\_ / 10

2.- You will hear a conversation arranging a journey twice. Answer these questions.

1. What is the man's destination?
2. When is the man's departure date?
3. Is this the date he wanted? Why (not)?
4. Is it a direct flight? Give details.
5. What is the flight number for the second half of his journey?
6. How long is the man's layover (delay) between flights?
7. What request did the man make regarding his flight?

\_\_\_\_ / 14

Total : \_\_\_\_\_ / 24 Grade: \_\_\_\_\_

## AUDIOSCRIPT

- Woman:** Premier Vehicle Contracts. Can I help you?
- Man:** Yes, I'm looking into the possibility of hiring a van long term. I looked at the models on your website last night and I was wondering if you could give me a quotation for the Peugeot.
- Woman:** Well, we have the Peugeot Expert at £219 a month or the Boxer at £249 a month. Both of those are in stock.
- Man:** OK, I'll go for the Peugeot. £219 a month, yes?
- Woman:** That's right. And what length of contract?
- Man:** Well maybe six months at first.
- Woman:** Ah. Well for vans it's usually either 12 or 36 months. If you want less than that, that's a short-term rental which we don't usually do for vans. We could negotiate something for you, but there might not be much choice of vehicle.
- Man:** OK then. Could you do the quotation for a year please? Does the price include maintenance?
- Woman:** Well, it can do. You can pay a fixed monthly charge to cover any maintenance bills. It can be anything between £40 and £60 but it's likely to be around £55 for the Peugeot. Would you like that included in the quotation?
- Man:** Yes, please. Are there any other costs?
- Woman:** Well, we will require a deposit, which is usually three months' rent in advance. And there is also a small delivery charge. That's £22 if you're in the London area and can be anything up to £45 outside London.
- Man:** No, I'm in South London. How soon can you deliver?
- Woman:** Well, the Peugeot Expert is in stock, so it shouldn't be a problem. It could even be just one or two days after we receive the contract. We guarantee you won't have to wait longer than seven working days.
- Man:** OK. What about insurance?
- Woman:** No, we don't do that. That's something you need to organise yourself. You'll be the registered driver, you see.
- Man:** Right.
- Woman:** So, shall we make up this quotation for you?
- Man:** Yes, please.
- Woman:** Could I take your name please?
- Man:** It's Abbot. A double-B-O-T. Initial G.
- Woman:** OK. And your address?
- Man:** It's 180 Spruce Road. That's S-P-R-U-C-E Road, London, SE1 2QX.
- Woman:** OK. We'll make this up for you. You should receive it within the next two or three days. If you're happy with it, give us a call and we'll draw up a contract for you.
- Man:** Fine.
- Woman:** And if there's anything you want to discuss, do get in touch.
- Man:** Thanks very much.
- Woman:** Goodbye now.
- Man:** Bye.

Travel Agent: Freedom Travel. How may I help you?

Caller: Yes, I'd like to make a flight reservation for the twenty-third of this month.

Travel Agent: Okay. What is your destination?

Caller: Well, I'm flying to Helsinki, Finland.

Travel Agent: Okay. Let me check what flights are available?. [Okay] And when will you be returning?

Caller: Uh, well, I'd like to catch a return flight on the twenty-ninth. Oh, and I'd like the cheapest flight available.

Travel Agent: Okay. Let me see. Um, hmm . . .

Caller: Yeah?

Travel Agent: Well, the price for the flight is almost double the price you would pay if you leave the day before.

Caller: Whoa. Let's go with the cheaper flight. By the way, how much is it?

Travel Agent: It's only \$980.

Caller: Alright. Well, let's go with that.

Travel Agent: Okay. That's flight 1070 from Salt Lake City to New York, Kennedy Airport, transferring to flight 90 from Kennedy to Helsinki.

Caller: And what are the departure and arrival times for each of those flights?

Travel Agent: It leaves Salt Lake City at 10:00 AM, arriving in New York at 4:35 PM, then transferring to flight 90 at 5:55 PM, and arriving in Helsinki at 8:30 AM the next day.

Caller: Alright. And, uh, I'd like to request a vegetarian meal.

Travel Agent: Sure, no problem. And could I have your name please?

**Key**

1.- You will hear a man telephoning a vehicle hire company for a quotation.

You will hear the recording twice.

Fill in the gaps with missing information

- a. Cost of van hire: 219 pounds a month
- b. Length of contract: 12 months
- c. Maintenance charge: around 55 pounds a month
- d. Delivery charge: 22 pounds .
- e. The company requires a deposit of 3 month's rent in advance.
- f. After they receive the contract, the company will deliver the van within 7 working days .
- g. The company does not arrange insurance .
- h. The customer's name is G. Abbot .
- i. The address is 180 Spruce Road , London, SE1 2QX .
- j. If the man is happy with the quotation, he should call again .

1 MARK PER CORRECT ANSWER

2.- You will hear a conversation arranging a journey twice. Answer these questions.

1. What is the man's destination?

Helsinki, Finland

2. When is the man's departure date?

22<sup>nd</sup> this month

3. Is this the date he wanted? Why (not)?

No, he wanted the 23<sup>rd</sup> , but it is almost double the price

4. Is it a direct flight? Give details.

No, there is a stopover in New York (Kennedy Airport)

5. What is the flight number for the second half of his journey?

90

6. How long is the man's layover (delay) between flights?

Less than two hours

7. What request did the man make regarding his flight?

A vegetarian meal

2 MARKS PER CORRECT ANSWER