# **Listening Test 7: Telephone Conversation between Rebecca and Carlos**

## **Part 1**

You are going to listen to a telephone conversation between a caller and a call center operator. As you listen, complete the numbered spaces in the identification form in the book. First, you have some time to look at questions 1 to 5.

You should answer the questions as you listen, because you will not hear the recording a second time. Listen carefully and answer questions one to five.

Rebecca: Platinum Card Service. Rebecca speaking. How may I help you?

Carlos: I've got a few problems with my credit card account.

Rebecca: Okay. What is your credit card number?

Carlos: Let's see. It's here somewhere. Ah, here it is.

Rebecca: Can I just take the card number, please?

Carlos: Yes, it's 6992.

Rebecca: 6992.

Carlos: 3443.

Rebecca: 3443.

Carlos: 1147.

Rebecca: 1147.

Carlos: 8921.

Rebecca: 8921. Right. Can I just check that? Umm, 6992 3443 1147 8921.

Carlos: That's it.

Rebecca: And your name?

Carlos: Carlos da Silva.

Rebecca: I just need to check a few details for identification and security, if you'll bear with me.

Carlos: That's okay.

Rebecca: And what's your postcode?

Carlos: SE1 8PB.

Rebecca: SE1 8PB.

Carlos: That's it.

Rebecca: Vauxhall Close, London?

Carlos: Yes. That's right.

Rebecca: And the house number?

Carlos: Ahm, 43.

Rebecca: And can you give me your date of birth?

Carlos: 13th of the 7th,'63.

Rebecca: And one further check, if I may? Can you give me your mother's maiden name?

Carlos: Yes. It's Moore.

Rebecca: Is that M. O.O. R. E.?

Carlos: Yes. That's it.

Before the caller and operator continue their telephone conversation, look at questions 6-10.

Now listen to the next part of the conversation and answer questions 6 to 10. For these questions, there are three alternatives: A, B, and C. Decide which alternative is the most suitable answer and circle the correct letter.

Carlos: Yes. Now, can we get on with this?

Rebecca: Yes, Sir. Certainly. I'm sure you'll appreciate that all these checks are necessary for security reasons. So, what exactly is the problem?

Carlos: Problems.

Rebecca: Okay.

Carlos: Well, first, mmm, your computer seems to have gone mad. I sent you £500 and on the statement for the account it shows that I only paid £300.

Rebecca: Yes. The account does only show £300 was paid.

Carlos: Well, I paid the £500 in at the bank and I have my receipt. And my bank statement shows that £500 has been taken from my account.

Rebecca: Oh, I see. What I'll do is check with the bank and see what they say.

Carlos: Okay.

Rebecca: You said there was something else?

Carlos: Yes; as if that wasn't enough. My account shows that £107.27 was paid to a company called Pan Express. I don't know who this is.

Rebecca: Let's have a look. Well, ... it is genuine.

Carlos: I can assure you, it's not mine.

Rebecca: It was made on the evening of the 12th of May. Maybe it's a restaurant bill you forgot about?

Carlos: There's no way that .... Oh wait, hold on ...

Rebecca: Yes?

Carlos: It's okay. I've just realized what it is. It is a restaurant bill. Mmm ... the name of the company is different from the name of the restaurant. My mistake. I'm sorry.

Rebecca: That's okay. Was there anything else?

Carlos: I don't know if I dare ...

Rebecca: What is it anyway?

Carlos: Mmm. Well, it's mmm ... the amount of interest seems to have gone up.

Rebecca: Mmmm. If you look at your statement for April, you'll see that the rate went down from 16.27% to 14.99% that month.

Carlos: Oh, yes, you're right.

Rebecca: Was that everything?

Carlos: Yes. Basically, it is.

Rebecca: Okay.

Carlos: And can you check my payment?

Rebecca: Oh yes. I'll do it. Can I phone you back?

Carlos: I'll be at home for the next two hours. I have to leave at 11.

Rebecca: Right. What's your number?

Carlos: 020 7989 7182.

Rebecca: Hold on … 020 7979.

Carlos: No, it's 7989 and then 7182.

Rebecca: So, it's 020 7989 7182.

Carlos: Yes. That's it.

Rebecca: Okay. I'll phone you straight back.

Carlos: Thanks. Bye.

That is the end of Part 1.

You now have half a minute to check your answers.

Now turn to Part 2

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## **Part 2**

You are going to hear a teacher helping high school students visiting from an overseas school to fill in a school excursion permission note. First, you have some time to look at questions 11 to 17.

Now, listen carefully and answer questions 11 to 17.

Teacher: Good morning, students. My name is Mrs. Brown and I'm in charge of the school excursion next week. Please take out your School Excursion Permission Note, so you can fill it in. For insurance purposes, this note must be signed by your guardian or the group leader. First of all, fill in the name of your class. Everyone here is in 3A aren't they? . So write 3A, where it says class. We're going to the Blue Mountains, which is great. So, this is a School Excursion to the Blue Mountains. The day we leave is Monday; that's Monday, June 10. We are travelling by bus all the way, so we don't have to worry about changing trains or anything like that. The bus will leave from the front gate at 8 a.m. I know, we usually use a side gate but because of the road works, we will be using the front gate when we leave. However, when we return, the road work will be complete. So we'll use the side gate. We expect to be back at 6 p.m. It's going to be a lovely day. Your teachers will give you tasks to do when we arrive. We'll provide fruit and fruit juice on the bus, but you must bring your own lunch. While we're on the excursion, we will be moving around a lot in some fairly rough country. Be very careful to wear strong shoes. It's very important that you look after your feet very well. Now, does anyone have any questions they want to ask?

Before you hear the rest of the talk, you have some time to look at questions, 18 to 20.

Now, listen and answer questions 18 to 20.

Teacher: No questions? Okay. I'd just like to fill in a few more details. The bus should arrive in the Blue Mountains at 11:00 a.m. We'll have time to do the first of our tasks before lunch. The bus is not a new one, but it does carry one piece of special equipment. A first aid kit. I certainly hope we won't have to use it. But it's nice to know it's there, in case we have a medical emergency. The other class on this excursion is 3B. So I know it'll be a good day. The last time 3A and 3B went out together was a thoroughly successful excursion.

That is the end of Part 2. You now have half a minute to check your answers.

Now turn to Part 3.

## **Part 3**

You will hear a business study student called Sam talking to his tutor about an IT project he is going to do for a local company called Turner's. First, you have some time to look at questions, 21 to 26.

Now listen and answer questions 21 to 26.

Tutor: Hello Sam. Come in and sit down.

Sam: Thanks.

Tutor: You're here to discuss your company based IT project, aren't you?

Sam: Yes. I've been to see the manager and he's given me a lot of ideas about projects that the company would find useful. But I wanted to ask your opinion about them before I choose one.

Tutor: Yes, that's fine. Now, this company is called Turner's, isn't it?

Sam: That's right. It's a small engineering company. They make machine components for trade use. They're well-established. They started in 1976, but they're a bit old-fashioned.

Tutor: Okay, and what kind of projects did Turner suggest you could do for the company?

Sam: Well, they want some improvements made to their customer database. Uh.. The one that they've got at the moment isn't very useful in some ways. I had a quick look at it.

Tutor: Umm. That would be a very straightforward project and it'd be simple enough to evaluate but I don't think you'd get enough out of a project like that. You wouldn't learn anything new.

Sam: Well, another project they suggested is to do with their online sales catalog. At the moment, customers can look at their products, but they can't actually order them online, which must affect their competitiveness. But I said, I thought it would take too long. It's quite a big task.

Tutor: You're right. It's too much for the time you've got. It's a pity though.

Sam: Then they want some help with their payroll system. At the moment, the way they calculate pay involves a lot of manual accounting. I suggested they could have a system where employees register electronically when they arrive and leave work. So, the hours they do could be transferred automatically.

Tutor: I think you get a lot out of a project like that. It would extend your skills, but it would be too much to take on. A student did something similar a couple of years ago, but this is slightly different.

Sam: Well, then they need help with their stock inventory. They do everything manually.

Tutor: Really?

Sam: Haha.. Yes, and it takes so much time.

Tutor: Ah..it's probably very inaccurate too; an electronic inventory would probably be the biggest single benefit for the company. I'm surprised they haven't had it done before.

Sam: I know, then they want to improve their internal security. The manager has visited other companies where the staff use swipe cards to access various areas of the building. Sounded useful, but the trouble is I'm not really sure how to do it.

Tutor: Well, I think you're right in that assessment. At the moment, it's probably a bit beyond your level of knowledge. Is that all?

Sam: Just one more, customer service. They want to be able to collect feedback from their customers in a more systematic way. At the moment, it's a bit of a mess and they probably lose business as a result.

Tutor: Would that involve you going to see customers at their own premises? Because in that case, you might have to do a fair amount of traveling and that would incur expenses that haven't been agreed with these companies.

Sam: I never thought of that.

Tutor: Well, it might not be a problem, but it's something that needs clarifying. Well, I hope that's been helpful in narrowing down the options.

Sam: Yes. It has. Thanks. I'll be able to make a decision now, but while I'm here, can I talk to you about coursework?

Tutor: Sure

Now you have some time to look at questions, 27 to 30.

Now, listen and answer questions, 27 to 30.

Sam: Not very happy about the way our group assignment is working. There are some problems.

Tutor: Oh, dear! Are people just not getting on with each other? That's the worst thing.

Sam: Actually, we're all friends. It's not that. But when we're having a discussion about the assignment one or two people end up doing all the talking and the rest don't say anything. It's a bit frustrating because we need plenty of debate.

Tutor: Well, that's a common observation. You're studying in a group with people from all over the world and you all have your own ways of participating. In some places, students are more used to listening than talking and vice versa.

Sam: I suppose you're right. I'll try to remember that.

Tutor: Does everyone pull their weight as far as sharing workload is concerned?

Sam: I'd say they do, yes. And our group elected a leader. She's very good at making sure no one's overloaded. But personally, I feel that there's too many of us in the group. Whenever we try to arrange a meeting, there's always at least one person who cannot make it. It's not anyone's fault. It's just that we've all got slightly different timetables.

Tutor: Well, I'm glad you talked to me about it. Feedback is always useful. Is there anything else you are concerned about?

Sam: There are a couple of problems with lecturers that all students are talking about.

Tutor: Last semester, we had negative feedback about the way lectures were organized. There were several occasions when the wrong room had been booked or the same room had been booked twice, that sort of thing. Is that still a problem?

Sam: That hasn't happened yet at all as far as I know.

Tutor: Oh good. It's sorted out then.

Sam: But I don't know the reason, but some of the staff often turn up late. So we missed 10 or 15 minutes of our lecture time. It might be because they've been copying handouts for students. I think there's a cue for the machine sometimes.

Tutor: Well, I'll look into that. Thank you for telling me. Anything else?

Sam: The other thing is that it can be very difficult to get to see a lecturer individually. They're all very supportive and friendly when you do manage to find them. But often, they're not in their office even at the times when they're meant to be available for consultation.

Tutor: Okay, that's helpful. Now, before you leave…

That is the end of Part 3. You now have half a minute to check your answers.

Now, turn to Part four.

## **Part 4**

We'll hear a speech by the Student Union Vice President for finance. First, you have some time to look at questions, 31 to 4.

Now, listen carefully and answer questions31 to 40.

Now you'll hear the speech.

Hello, as VP finance, my job is to oversee the spending of our grant to ensure that all areas of Student Union activity run efficiently and smoothly without any financial headaches. I have a thoroughly efficient Finance team: Ursula, Ella,and Heinrik. We are all here to help you as best as we can. Remember that, even though I administer the Union's finances, it is ultimately you who has the final say in expenditure policy, either directly through the Democratic process of the general meetings, or by voicing your opinions for the executive finance committee. I would like to take this opportunity to thank last year's VP Finance, Martin Curry, for his excellent work in improving the financial running of the Union to what it is today. Finally, remember to enjoy yourself and to use the union facilities and services to the full. And if you're still not satisfied, come and let us know why. Extra note: in order to maximize my time as VP Finance and to give a more efficient service to students, the Finance Office will only be open to students from 11:00 a.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m. The cashier's office will be open from 12:00 noon to 2:00 p.m. daily.

That is the end of Part 4.

You now have half a minute to check your answers.