

A

Strategy: Be aware of same word distractors

In this part of the test, the recording can often use words that are the same or have the same meaning as words in the answer choices. Usually this is to distract you to choose an incorrect answer. Be careful not to choose an answer simply because you heard something similar in the listening.

Test tip

Part 3 commonly uses the same words in the recording and answer choices, but with the wrong meaning

If you hear the same words in a conversation answer choice, be careful. It will often be the wrong answer.

1 Test tactic: Be aware of same word distractors

A Quickly skim Question 1 below and underline the key words. The question and 1A have been done for you.

1. Why didn't George attend the meeting?
- (A) He was in the Human Resources section.
 - (B) He doesn't get along with Mr. Stubbs.
 - (C) He had to go to Anaheim.
 - (D) He was in New York.

B Now quickly skim the tapescript below to find sentences with the key words. For each one decide if it answers the question or not. Cross out the wrong answer choices. When you think you have found the answer, circle the correct answer choice. Compare your answer with a partner.

Tapescript

Man A: Hey, Taylor. How did the Human Resources meeting go? I couldn't make it because I was on a visit to the Anaheim office.

Man B: Oh, hi George. You're lucky you missed it. It turned into a major argument between Mr. Stubbs and the New York team over employee numbers.

Man A: Really? What was the problem?

Man B: Mr. Stubbs wants to drastically cut back on the sales staff on the East Coast. Jameson and the New York team were strongly in favor of increasing staff to increase sales.

C Continue as above, with the remaining two questions.

2. What was the meeting about?
- (A) To discuss a recent argument with employees
 - (B) The purchase of a Major league team in New York
 - (C) It was a seminar on natural resources
 - (D) Changes in the number of workers
3. What happened during the meeting?
- (A) They discussed an increase in the number of bargain sales.
 - (B) There was a disagreement between staff members.
 - (C) They talked about the increase in the sales figures.
 - (D) Taylor was lucky to draw the winning number.

Test tip

Answers to Part 3 questions often use different words from the recording

The correct answer choice often uses different words to say the same thing as the recording.



D Underline the key words in the following questions and answer choices. Then listen to one short conversation for each question and cross out the answer choices with similar word distractors.

1. What is the man looking for?
(A) The stove
(B) The coffee maker
(C) The CD player
(D) The kitchen
2. What happened to Dave?
(A) He was injured.
(B) He was given a lot of money.
(C) He had a traffic accident.
(D) He won the lottery.
3. What is the man complaining about?
(A) He hates filing documents.
(B) He was given directions to the wrong place.
(C) His work is always the same.
(D) A worker's carelessness



Follow up: Listen again and choose the correct answer. Compare your answers with your partner.

Test tip

Listen to who says what

Often the answer choice will have key words used by one of the speakers, but it may not be the speaker specified in the question. Noticing this can help you spot distractors.

1	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)

2 Test tactic: Listen for who says what

A Quickly skim Question 1 below and underline the key words.

1. What is the man planning to do?
(A) To work in Chicago Woman Man
(B) To get a new job Woman Man
(C) To move away from his family Woman Man
(D) To move closer to his dad Woman Man



B Listen to the sample conversation and tick who says each of the key words (the man or the woman). Because the question is asking about the man's plans, the words the woman says can be ignored. Choose the best answer from the things the man says. Check your answer with your partner.



C Continue as above, with the question below. This time it's important what the woman says.

2. What does the woman want?
(A) A red sweater Woman Man
(B) A discount Woman Man
(C) Free shipping Woman Man
(D) A green sweater Woman Man

Tactics checklist

- Be careful if you hear the same words in the conversation as in the answer choices.
- Listen to who says what.

Understanding natural English

In natural spoken English, sounds are changed, combined and dropped. Listen to these sentences spoken naturally and write in the missing words.

..... be some time before he can run again.


..... get us there in five minutes.

3 Tactic practice

Use the tactics you have practiced for the next six questions. Before each passage begins use the time to a) predict the context and b) think of other ways to say the answer choices with your partner.

1. What is the woman unhappy about?
(A) She made a mistake at work.
(B) The people she works with are inexperienced.
(C) She doesn't like her new boss.
(D) She dislikes working in the advertising field.
2. What does the man suggest?
(A) Talking to her boss
(B) Changing to a job in advertising
(C) Looking for another job
(D) Talking with her co-workers
3. Why does she suspect she got the job?
(A) The supervisor liked her.
(B) She has a lot of experience.
(C) Her company has high employee turnover.
(D) She had worked there a year previously.
4. What does the woman request?
(A) Her money back
(B) To get a receipt
(C) A new coffee machine
(D) A discount
5. What does she say is the problem?
(A) The machine is broken.
(B) The cups are too small.
(C) She comes from a very large family.
(D) The unit doesn't make enough coffee.
6. What does the man say?
(A) The woman can have a refund.
(B) She can change to a different one.
(C) He needs to see the receipt.
(D) Replacing the unit will take a week.

1	(A)	(B)	(C)	(D)	4	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	5	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	6	(A)	(B)	(C)	(D)

 Understanding natural English

B

Mini-test

Now apply the *Test tactics* at the actual test speed with questions 1–12.



You will have 30 seconds to skim the questions and answer choices before the first listening starts. After that you will have exactly 8 seconds between each question to mark your answer and focus on the next question.

1. How long has the man been working?
(A) One year
(B) Two years
(C) Since he graduated
(D) Since the summer
2. What does the man plan for the future?
(A) To continue his education
(B) To open his own business
(C) To move to a new city
(D) To change careers

3. How does the man feel about the company?

- (A) Unsatisfied
- (B) Content
- (C) Unappreciated
- (D) Over-worked

4. Where are the speakers?

- (A) A bus stop
- (B) A garage
- (C) A power plant
- (D) A used car lot

5. What is the woman unhappy about?

- (A) She can hear a strange noise.
- (B) She can't get a ride home.
- (C) Her electricity has been cut off.
- (D) She doesn't want to wait.

6. What does the man suggest?

- (A) Having it looked at
- (B) Going home
- (C) Waiting a few hours
- (D) Making a cup of coffee

7. What is the man's job?

- (A) Baseball player
- (B) Insurance agent
- (C) Farmer
- (D) Cab driver

8. Why is the woman upset?

- (A) She doesn't want to be late.
- (B) The game was terrible.
- (C) She doesn't have insurance.
- (D) The market closed five minutes before.

9. What will the man do?

- (A) Get to the game on time
- (B) Drive to the market
- (C) Exceed the speed limit
- (D) Take a special route

10. What is the woman doing?

- (A) Discussing a sports event
- (B) Talking about her accident
- (C) Inquiring about the man's relative
- (D) Trying to borrow a motorcycle

11. What does the woman think is unfortunate?

- (A) The insurance company won't pay.
- (B) The man will miss the race.
- (C) She needs to have an operation.
- (D) She will miss a lot of work.

12. Who will pay the expenses?

- (A) Brandon
- (B) The man's parents
- (C) The insurance company
- (D) The other driver

1	(A)	(B)	(C)	(D)	7	(A)	(B)	(C)	(D)
2	(A)	(B)	(C)	(D)	8	(A)	(B)	(C)	(D)
3	(A)	(B)	(C)	(D)	9	(A)	(B)	(C)	(D)
4	(A)	(B)	(C)	(D)	10	(A)	(B)	(C)	(D)
5	(A)	(B)	(C)	(D)	11	(A)	(B)	(C)	(D)
6	(A)	(B)	(C)	(D)	12	(A)	(B)	(C)	(D)

C

Learn by doing: Complaining

A Conversations complaining about goods and services or about other things are common in Part 3. Practice the following complaints with your partner. Then change the underlined words in the conversations using the phrases from the box.

Complaints about goods and services

Staff: Good Afternoon. May I help you?

Customer: Yes, I bought this wallet, but the zipper is broken. Could you replace it?

Staff: Yes, that should be fine. May I see your receipt?

Customer: Here you are.

Staff: Thank you, just let me see if we have the same make and color.

Complaints about other things

A: How is your work these days?

B: I'm afraid I'm not very happy.

A: Why, what's the matter?

B: Well, my boss is very demanding. He is never satisfied.

A: What are you going to do?

B: I think I may try to find a new job.

Can I help you?
How can I help?

Can I see ...
Could I have ...

jacket
CD player

Here you go.
Here it is.

it's the wrong size.
it doesn't work properly.

I'd like my money back.
Could you fix it?

... is/new car?
... is/new apartment?
... are/classes going?

Well, there are a few problems.
Not great, I'm afraid.
Not very well.

... the gas mileage/low.
It is quite expensive.
... the rent/high. I can't afford it.
... my teacher/tough. He gives so much homework.
... sell it and get a smaller one.
... look for a new place.
... have to work harder!

B Now make another conversation using your own ideas.

Follow up: Write three Part 3 type questions (no answer choices) for your conversation to test other students.

Culture note

When making a complaint, it is important to state what the problem is and how you would like it resolved, in a polite way.

D

Further study

Think of something you were unhappy with recently, and write a conversation complaining about it. Write three questions (no answer choices) to test your classmates in the next lesson.

Go to word list and quiz page 166.