

IELTS Listening Lesson 1

Setting:

A Tourist calls a National Park to book a guided hiking tour.

Questions 1–8

Complete the sentences below.

Write ONE WORD OR A NUMBER for each answer.

1. The Wild Horizon Trail hike lasts for a total of _____ days.
 2. Hikers reach Ridgepoint Lookout on the _____ day of the hike.
 3. The agent says the hiking pace is adjusted based on the _____.
 4. Lunches during the hike are eaten while on the _____.
 5. The tourist mentions being a _____, and the agent records this detail.
 6. The lodges on the trail have hot water and _____.
 7. Hikers are advised to wear boots that offer good _____ support.
 8. The deposit required to secure a place on the hike is _____ dollars.
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Questions 9–10

Choose the correct letter, A, B or C.

9. What does the tour cost include?
A. Meals and accommodation only

B. Meals, lodging, and hiking gear

C. Guide, meals, transport, and lodges

10. What will the agent do next?

A. Process the payment immediately

B. Send a confirmation email with instructions

C. Add the tourist to the waiting list

Tourist: Hi, I'm calling about the guided hiking tours you offer. I saw something about a three-day trek on your website?

Agent: Yes, that would be our Wild Horizon Trail hike. It's a popular option. It covers about 40 kilometers over three days, with overnight stays in eco-lodges. Would you like more details about that one?

Tourist: Yes, please. I'm trying to figure out if it's suitable for me. What's the difficulty level?

Agent: Good question. We classify it as moderate. You'll be walking between 12 to 16 kilometers a day, mostly along well-marked trails. There are some steep parts, especially on day two, when we climb up to Ridgepoint Lookout.

Tourist: Hmm, I'm fairly fit but not used to steep climbs. Is there a lot of uphill hiking?

Agent: Day two is the most challenging, yes, but we take it slow, and the guide adjusts the pace depending on the group. We've had participants in their sixties complete it without any issues.

Tourist: That's reassuring. And what about meals? Are those included?

Agent: Yes, all meals are included—three per day. Breakfasts and dinners are served at the lodges, and lunches are packed and eaten on the trail. We can accommodate most dietary restrictions if you let us know in advance.

Tourist: Great. I'm vegetarian—should I mention that now or later?

Agent: You can mention it now, and I'll note it in the system. That way, the kitchen staff will be informed ahead of time.

Tourist: Perfect. Now, what kind of gear would I need to bring? Do I need to carry a tent or sleeping bag?

Agent: No, not for this tour. Since you'll be staying in lodges, you just need a daypack with essentials—water, snacks, sun protection, and a rain jacket. We provide bedding, and there's hot water and electricity at each lodge.

Tourist: So I don't need to bring anything for overnight?

Agent: Just personal items—like a toothbrush and any medications. But nothing heavy, no sleeping bags or mats.

Tourist: Got it. What about footwear? Would regular running shoes be okay?

Agent: We really recommend hiking boots. The terrain can be uneven, and it sometimes gets muddy, especially if it's rained recently. Ankle support is important.

Tourist: Okay, I'll see if I can borrow a pair from a friend. Now, how much does the tour cost?

Agent: The standard rate is \$395 per person, which includes the guide, accommodation, all meals, and transport from the main office to the trailhead and back.

Tourist: Do I have to pay it all up front?

Agent: We require a \$100 deposit to reserve your spot, and the balance is due one week before the departure date.

Tourist: That's manageable. Are there any extra fees I should know about?

Agent: Only if you rent gear from us—like trekking poles or a rain poncho. But everything else is included. Oh, and tipping the guide is optional but appreciated.

Tourist: Right. And what are the available dates for June?

Agent: Let me check... We have tours departing on June 3rd, 10th, 17th, and 24th. Each group is limited to ten hikers.

Tourist: Hmm... I'll be arriving on the 5th, so the 10th works best. Is that one still available?

Agent: Yes, there are four spots left on the June 10th departure.

Tourist: Excellent. Please put me down for that one. Can I pay the deposit over the phone?

Agent: Absolutely. I'll just need your name and a few details first.

Tourist: Sure. My full name is Emily Raines. That's R-A-I-N-E-S.

Agent: Got it. And your email address?

Tourist: emily.raines17@gmail.com

Agent: Thanks. Now, I'll send you a confirmation email with all the trip details and a packing checklist. Once you receive that, you can call back with your card details to make the deposit.

Tourist: Oh, I can't pay the deposit now?

Agent: For security reasons, we process payments only through a separate line. But I'll send you that number in the email too.

Tourist: Understood. And just one last question—what if the weather is bad? Does the tour get canceled?

Agent: Only in severe conditions, like dangerous storms. A bit of rain won't stop us. If we do have to cancel for safety reasons, we offer a full refund or the chance to rebook.

Tourist: That's fair. Thanks so much. You've been very helpful.

Agent: My pleasure. You'll get that email within the next ten minutes. Let us know if you have any other questions.

Tourist: Will do. I'm looking forward to the hike!

Agent: We'll see you on June 10th, then. Have a great day!

1. five
2. third
3. group
4. trail
5. vegetarian
6. heating
7. ankle
8. 200
9. C (Guide, meals, transport, and lodges)
10. B (Send a confirmation email with instructions)