

IELTS Listening Lesson 10

Setting statement:

A hostel staff member gives an orientation talk to a group of newly arrived guests.

Questions 1–5: Complete the sentences below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

1. Reception is open daily from 7:00 a.m. until _____.
 2. The luggage room can be used for free only on the _____.
 3. Guests are not permitted to use _____ in the dormitories.
 4. The hostel provides free _____ in both common rooms at any time.
 5. The cost to rent a bicycle for a day is _____.
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Questions 6–10: Choose the correct letter A, B, or C.

6. What is true about the hostel's laundry facilities?
 - A. Detergent is free.
 - B. Machines operate all night.
 - C. They are located in the basement.
7. What does the hostel do to manage noise at night?
 - A. It locks the dormitories.
 - B. It enforces quiet hours.
 - C. It provides earplugs to guests.

8. Where is smoking allowed?
- A. In the back garden.
 - B. On the front porch.
 - C. In private rooms only.
9. What should guests do to join the hike to Greenridge Falls?
- A. Ask a staff member for directions.
 - B. Sign up on the whiteboard.
 - C. Purchase a hiking pass.
10. What are guests advised to use for storing valuables?
- A. The laundry lockers
 - B. The fridge shelves
 - C. The drawer under their bed
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Script

Hello everyone, and welcome to Greenridge Youth Hostel! I'm Sarah, the guest services coordinator here, and I'll be giving you a brief orientation to help you settle in and make the most of your stay. Whether you're here for a night or a week, we want to ensure you feel right at home.

First, let me start with some practical information about the hostel itself. Our building has three levels. The reception area, where you checked in, is located on the ground floor and is open daily from 7:00 a.m. to 11:00 p.m. If you need any assistance outside those hours, there's always a night staff member on duty—you can reach them by pressing the red emergency button next to the entrance.

Check-out time is strictly 10:00 a.m., so please plan accordingly. If you need to store your bags after checking out, we have a secure luggage room just past the dining hall. It's free to use on the day of departure, but for overnight storage, there's a small fee of two pounds per item.

Your rooms are located on the first and second floors. Each dormitory has between four and eight beds, and bedding is provided, but please remember that sleeping bags are not allowed for hygiene reasons. If you didn't bring a towel, you can rent one from reception for a pound. We also have private rooms available for an upgrade, if you decide you'd like a little more privacy.

Let's talk a bit about the facilities. The kitchen is self-service and fully equipped. You'll find cooking utensils, pots, pans, and basic condiments like salt and pepper. There's also a labeled shelf in the fridge for each room. Please label your food with your name and check-out date. Any

unmarked food will be cleared out every morning. There are free tea and coffee stations available 24 hours a day in both common rooms.

Speaking of common areas, we have two lounge spaces. The main one is located just off the lobby and has comfy seating, board games, and a small library. The second, quieter lounge is upstairs and is often used for reading or remote work. Both have Wi-Fi, which is free and doesn't require a password—just connect to "Greenridge Guest Wi-Fi."

Laundry facilities are available on the basement level. Washers and dryers are coin-operated—three pounds per wash, two per dry cycle. Detergent can be purchased at the front desk. Machines are available from 7 a.m. to 9 p.m., but please try to avoid peak times in the evening if possible.

Now, let me mention a few important rules to help keep everything running smoothly. Quiet hours are from 10:30 p.m. to 7:00 a.m. This means no loud music, shouting, or gathering in the hallways during these times. If you return late, please be mindful of others who may already be asleep.

We also have a strict no-smoking policy inside the building. If you smoke, please use the designated area in the back garden. It's clearly marked and has ashtrays provided.

Another rule we take seriously is alcohol use. You're welcome to bring your own, but please drink responsibly and keep all consumption within the kitchen or common areas. Drinking in the dorms is not allowed under any circumstances, and any guest found violating this rule may be asked to leave.

Now for the fun part—what to do while you're here! Greenridge is located just a ten-minute walk from the historic town center, where you'll find

cafés, museums, and the local market. If you're interested in outdoor activities, there are hiking and cycling trails just beyond the riverbank. We have trail maps at reception and even rent out bicycles for five pounds a day.

Every Tuesday and Saturday, we organize a group walk to the nearby Greenridge Falls, which is about an hour's trek through scenic woodland. It's free to join and suitable for all fitness levels. Just sign up on the whiteboard in the lobby if you'd like to come along.

For those interested in local culture, the town museum offers free entry to hostel guests—just show your key card at the door. And don't miss the evening folk music session at The Old Elm pub, just down the road. It's a favorite among guests and starts around 8:00 p.m. every Friday night.

We also have in-house events. On Mondays and Thursdays, there's a movie night in the main lounge starting at 7:30 p.m., and on Sundays we offer a community dinner where guests can sign up to cook and share meals from their home countries. It's a great way to meet fellow travelers and try new foods.

Finally, a word about safety. We ask that you don't leave valuables unattended. Each bed comes with a lockable storage drawer underneath—just use your own padlock or borrow one from reception. There's also a safe at the front desk for small items like passports or electronics.

If you have any allergies or medical conditions we should know about, please let us know confidentially at the desk. We're here to help and want to ensure everyone has a safe and pleasant experience.

That's about everything for now. You'll find all this information and more in the welcome pack you received at check-in. If you have any questions, don't hesitate to come and ask. We're always happy to help.

Enjoy your stay, explore the area, and make some new friends. Thanks for listening and once again—welcome to Greenridge!

Answer Key

1. 11:00 p.m.
2. day of departure
3. sleeping bags
4. tea and coffee
5. five pounds
6. C
7. B
8. A
9. B
10. C