

IELTS Listening Lesson 13

Setting statement:

A newcomer to the town is calling the reception desk of the local community gym to inquire about memberships, fitness classes, childcare services, and available discounts.

Questions 1–8

Complete the sentences below.

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

1. The standard monthly membership fee is £_____.
 2. A _____ membership costs £12 and can be renewed weekly.
 3. Fitness classes such as yoga and spinning are _____ in the membership.
 4. The gym's class schedule is updated every _____.
 5. The supervised crèche is available until _____ each day it operates.
 6. Children must be between _____ years old to use the crèche.
 7. To receive a discount, the newcomer must show proof of _____.
 8. Locker padlocks can be rented for £_____ per day.
-

Questions 9–10

Choose the correct letter, A, B, or C.

9. What information does the receptionist give about the crèche staff?
- A. They are volunteers from the community
 - B. They are trained in early childhood education and first aid
 - C. They are certified gym instructors with basic childcare experience
10. What advice does the receptionist give about gym tours?
- A. Drop in anytime during staffed hours
 - B. Tours are only available in the afternoon
 - C. It's better to arrange a visit in advance
-

Script

Receptionist: Good morning, Riverview Community Gym, how can I help you?

Newcomer: Hi, I've just moved to the area and I'm interested in joining your gym. I was hoping you could tell me a bit about your membership options?

Receptionist: Of course! We have several plans. Our standard monthly membership is £38, but if you sign up for a full year, it drops to £400 total, which saves you a bit.

Newcomer: That's good to know. Do you offer any trial period or short-term membership?

Receptionist: Yes, we have a one-week free trial you can sign up for online. Also, we offer a rolling weekly membership at £12 if you're not ready to commit.

Newcomer: Excellent. And what about classes? Are those included?

Receptionist: Many of them are. Our general fitness classes—like aerobics, spinning, and yoga—are included with all memberships. But for specialist courses like Pilates Reformer or personal training bootcamps, there's an extra charge.

Newcomer: Got it. Is there a schedule posted somewhere?

Receptionist: Yes, we post our weekly schedule every Friday on the gym's website. We also have printed copies at the front desk if you prefer that.

Newcomer: Perfect. I've got two small children—do you have any childcare options available while I'm working out?

Receptionist: Yes, we do! We have a supervised crèche that's open from 9 a.m. to 1 p.m., Monday through Saturday. It's free with any adult membership.

Newcomer: That's fantastic. Are there any age restrictions?

Receptionist: Children must be between 12 months and 5 years old, and they can stay for a maximum of two hours per day.

Newcomer: My youngest just turned one, so that works. What about safety—are the staff trained?

Receptionist: Absolutely. All staff are certified in early childhood care and first aid, and we keep a strict one-to-four staff-to-child ratio.

Newcomer: Good to hear. Now, I heard that you might offer some discounts for certain groups?

Receptionist: Yes, we offer a 20% discount for students, seniors over 65, and low-income residents. You just need to provide proof of eligibility when signing up.

Newcomer: I might qualify under low-income—what would I need to bring?

Receptionist: A recent council tax letter or benefit award letter usually works. Or if you have a current income support certificate, that'll do too.

Newcomer: Okay, thanks. Oh, do you have any family memberships?

Receptionist: We do. A family membership covers two adults and up to three children under 16. It's £85 a month or £900 for the year.

Newcomer: That might be a better option for us. I'll discuss it with my partner. One other thing—do you require any sort of health clearance or forms?

Receptionist: Yes, we ask all new members to fill out a short health questionnaire. If you have any medical conditions, we might request a doctor's note before starting certain activities.

Newcomer: Makes sense. Are there any special COVID precautions still in place?

Receptionist: Masks are optional now, but we still ask members to wipe down equipment after use. And we have hand sanitizing stations throughout the facility.

Newcomer: That's reasonable. When would be the best time to come in and register?

Receptionist: Anytime during staffed hours—Monday to Friday, 8 a.m. to 8 p.m., and Saturdays until 4. If you want a tour, it's best to call ahead.

Newcomer: I'll try to come by tomorrow morning then. Should I bring ID?

Receptionist: Yes, please bring a photo ID, and if you're applying for a discount, bring the relevant documents too.

Newcomer: Will do. One last thing—do you have locker facilities?

Receptionist: Yes, we have secure lockers. You can bring your own padlock or rent one from the front desk for £1 a day.

Newcomer: Great. And are towels included?

Receptionist: Towels aren't included in the basic membership, but you can rent one for £2 per visit or purchase a towel package add-on for £15 a month.

Newcomer: Hmm, I might just bring my own then. Thanks so much for all the info.

Receptionist: My pleasure. Let us know if you have any more questions.
Hope to see you soon!

Answer Key

1. 38
2. rolling
3. included
4. Friday
5. 1 p.m.
6. 1 and 5
7. eligibility
8. 1
9. B
10. C