

IELTS Listening Lesson 17

Setting statement:

A customer is calling a local bakery to order a custom birthday cake.

Questions 1–8

Complete the sentences below.

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

1. The birthday party will take place on the _____ of the month.
 2. The customer chooses to have the cake _____ to her home.
 3. The medium cake being ordered will serve approximately _____ people.
 4. The cake will be chocolate with a _____ filling.
 5. The chosen frosting is _____ rather than fondant.
 6. The design theme for the cake will be _____.
 7. The bakery will prepare the cake in a _____ area to avoid allergens.
 8. The customer plans to make the payment on the following _____.
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Questions 9–10

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

9. What color will the cake be decorated in?
A. Dark blue

B. Light purple

C. White with stars

10. What does the total price of \$68 include?

A. Delivery and allergy-safe preparation

B. A large cake and fondant design

C. Custom design, filling, and delivery

Script

Bakery Assistant: Good afternoon, Sugar Haven Bakery. How can I help you today?

Customer: Hi there. I'd like to place an order for a custom birthday cake for my daughter's birthday next weekend.

Bakery Assistant: Absolutely! We'd be happy to help with that. First off, what date is the party?

Customer: It's next Saturday, so that would be the 22nd.

Bakery Assistant: Got it—Saturday the 22nd. Would you be picking it up or would you like it delivered?

Customer: Delivery, please. The party is at our home, and it'll just be easier that way.

Bakery Assistant: No problem. What's the delivery address?

Customer: It's 47 Glenbrook Crescent. That's in the Oakridge area.

Bakery Assistant: Okay, Glenbrook Crescent in Oakridge. We do deliver to that area, and delivery on weekends is a flat fee of \$10. Does that work for you?

Customer: Yes, that's fine.

Bakery Assistant: Great. Now, let's talk about the cake itself. How many people are you expecting?

Customer: About twenty, maybe a few more. I'd rather have a bit extra than not enough.

Bakery Assistant: For twenty people, I'd recommend a medium round cake, which serves around 25. That way you'll have a few extra slices if needed.

Customer: Sounds perfect.

Bakery Assistant: Do you have a particular flavor in mind? Our most popular ones are vanilla, chocolate, red velvet, and lemon. We also do marble if you want a combination.

Customer: Actually, she loves chocolate, so let's go with that.

Bakery Assistant: Great choice. Would you like a filling between the layers? We have chocolate ganache, raspberry jam, vanilla cream, or cookies and cream.

Customer: Hmm... I think the cookies and cream sounds fun. Let's do that.

Bakery Assistant: Noted. Now, about the frosting—would you prefer buttercream or fondant?

Customer: Buttercream, please. I find fondant too sweet.

Bakery Assistant: Sure thing. Do you want it colored or just classic white?

Customer: Maybe a light purple? That's her favorite color.

Bakery Assistant: Absolutely. We can do a lavender shade that's really pretty. Any particular design or theme?

Customer: She's really into space right now—planets, stars, rockets, that kind of thing.

Bakery Assistant: We can definitely do a space-themed cake. We have edible images of planets and stars we can add, or we could do a galaxy swirl effect in the icing.

Customer: Oh wow, the galaxy swirl sounds amazing. Let's do that!

Bakery Assistant: Excellent. And would you like us to write a birthday message on it?

Customer: Yes, please. Can it say "Happy 8th Birthday, Mia!"?

Bakery Assistant: Of course. Now, are there any allergies or dietary restrictions we should know about?

Customer: Yes, actually. One of her friends has a nut allergy, so it's really important the cake doesn't contain any nuts or come into contact with them.

Bakery Assistant: Absolutely. We take allergies very seriously. We'll make the cake in our nut-free prep area and ensure all ingredients are nut-free.

Customer: Thank you, I appreciate that.

Bakery Assistant: Do you need the cake to be gluten-free or dairy-free by any chance?

Customer: No, that's not necessary.

Bakery Assistant: Alright. Now, the total cost for a medium custom cake with delivery comes to \$68. That includes the design, filling, and delivery fee.

Customer: That sounds reasonable. When do you need payment?

Bakery Assistant: We ask for full payment at least three days in advance. You can pay online or over the phone.

Customer: Okay, I'll call back on Tuesday to pay, if that's alright?

Bakery Assistant: That's perfectly fine. Just mention your name or order number when you call. Speaking of which—can I have your full name and phone number to place the order?

Customer: Sure. It's Jenna Park, and my number is 555-239-8641.

Bakery Assistant: Jenna Park... 555-239-8641. Got it. Let me read back your order just to confirm: One medium chocolate cake with cookies and cream filling, buttercream frosting in lavender with a galaxy swirl, space-themed decorations, and the message "Happy 8th Birthday, Mia!"—nut-free, for delivery to 47 Glenbrook Crescent in Oakridge on Saturday the 22nd. Total is \$68, to be paid by Tuesday.

Customer: That all sounds perfect!

Bakery Assistant: Excellent. We'll also send you a confirmation message later today with all the details.

Customer: Great, thank you so much for your help!

Bakery Assistant: My pleasure! We look forward to baking for Mia's special day. Have a great afternoon!

Customer: You too. Bye!

Bakery Assistant: Goodbye!

Answer Key

1. 22nd
2. delivered
3. 25
4. cookies and cream
5. buttercream

6. space
7. nut-free
8. Tuesday
9. B
10. C