

# IELTS Listening Lesson 5

Setting statement:

*You will hear a conversation between a pet owner and an employee at a pet grooming salon. The pet owner is calling to schedule an appointment and ask some questions.*

Questions 1–8

Complete the sentences below.

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

1. The pet owner recently moved to the \_\_\_\_\_.
  2. The full grooming package includes ear cleaning and \_\_\_\_\_ trimming.
  3. De-shedding costs an extra \_\_\_\_\_ dollars.
  4. The pet owner chooses an appointment time of \_\_\_\_\_.
  5. The receptionist says the grooming will take up to \_\_\_\_\_ hours.
  6. To avoid crowding, dogs should be picked up within \_\_\_\_\_ of finishing.
  7. The receptionist makes a note to use a \_\_\_\_\_ dryer for Max.
  8. Max will bring his favorite \_\_\_\_\_ to the appointment.
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Questions 9–10

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

9. What does the receptionist say about vaccination proof?
- A. It must be emailed at least 24 hours in advance
  - B. It can be brought in on the morning of the appointment
  - C. It is not required for first-time visits
10. How does the receptionist suggest paying for the service?
- A. Cash only
  - B. Credit or debit cards
  - C. Online pre-payment
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Script

Receptionist:

Good afternoon! You've reached Fluffy Tails Grooming, this is Madison speaking. How can I help you?

Pet Owner:

Hi, yeah—I'm hoping to schedule a grooming appointment for my dog. And I had a few questions before I book anything.

Receptionist:

Of course! I'd be happy to help. Can I start by getting your name?

Pet Owner:

Sure, it's Alan Chu.

Receptionist:

Thanks, Alan. And what's your dog's name?

Pet Owner:

His name's Max. He's a two-year-old border collie.

Receptionist:

Aw, border collies are such smart dogs. Has Max been groomed with us before?

Pet Owner:

No, this would be our first time. I just moved to the area, actually.

Receptionist:

Welcome to the neighborhood! We'd love to take care of Max. Are you looking for a full grooming session or something more basic like just a bath and brush?

Pet Owner:

I think full grooming. He's gotten pretty shaggy after a few hikes, and his nails are definitely too long.

Receptionist:

Understood. So our full package includes a bath, brush, blow-dry, nail trimming, ear cleaning, and a sanitary trim. We also offer de-shedding or flea treatments if needed.

Pet Owner:

Hmm, I don't think he has fleas, but he does shed a lot. What's the cost for that?

Receptionist:

For a medium-sized dog like a border collie, full grooming is \$60. The de-shedding treatment is an extra \$15. That includes a special shampoo and about 15 minutes of extra brushing with a de-shedding tool.

Pet Owner:

Let's do that. He's got hair all over my apartment at the moment.

Receptionist:

No problem. Now, when were you hoping to bring him in?

Pet Owner:

Sometime next week. Do you have anything on Thursday morning?

Receptionist:

Let me check... we have openings at 9:30 and 11:15 on Thursday. Would either of those work?

Pet Owner:

I'll take the 9:30. That way I can drop him off before work.

Receptionist:

Sounds good. Just a heads-up—we'll need proof of up-to-date vaccinations. Specifically rabies and distemper. Have those been taken care of recently?

Pet Owner:

Yes, I think so, but I might have to call the vet and get the paperwork. Is it okay if I bring it in the morning of the appointment?

Receptionist:

Yes, as long as we receive it before we start grooming. You can also email it ahead of time if that's easier.

Pet Owner:

I'll try to email it. Oh, and how long should I expect the appointment to take?

Receptionist:

Usually about two to two-and-a-half hours for full grooming, especially with the de-shedding treatment.

Pet Owner:

Okay. Will you call me when he's ready?

Receptionist:

Yes, we'll give you a ring as soon as he's finished. We also ask that dogs are picked up within an hour of being ready, just so we don't fill up the kennel space too quickly.

Pet Owner:

That's fine. I work nearby so I can come on my lunch break if needed.

Receptionist:

Perfect. Oh, and does Max have any behavior quirks we should know about? Anxiety, aggression, anything like that?

Pet Owner:

He's a bit nervous around loud dryers, actually. At his old groomer, they said they had to use a quieter one.

Receptionist:

We do have low-noise dryers available. I'll make a note in his file to use that setting.

Pet Owner:

Thanks. Also, do you guys do teeth brushing?

Receptionist:

Yes, we do. That's a \$10 add-on. Would you like to include it?

Pet Owner:

Sure, why not?

Receptionist:

Alright, that brings your total to \$85: \$60 for grooming, \$15 for de-shedding, and \$10 for teeth brushing.

Pet Owner:

Got it. Do you take credit cards?

Receptionist:

We do. All major cards, plus contactless payment options like Apple Pay.

Pet Owner:

Great. Oh—do I need to bring anything? Like his leash, or maybe a towel?

Receptionist:

Just bring him on a leash, and maybe his favorite treats or toy if he gets anxious. That can help keep him calm while he waits.

Pet Owner:

I'll bring his stuffed duck. He loves that thing.

Receptionist:

Excellent choice. So just to confirm: you and Max will be in at 9:30 Thursday morning, for full grooming, de-shedding, and teeth brushing. You'll email the vaccination records before then or bring them on the day.

Pet Owner:

Yep, that's all correct.

Receptionist:

Wonderful. We look forward to meeting Max!

Pet Owner:

Thanks for all your help. See you Thursday.

Receptionist:

You're welcome! See you then.

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## Answer Key

1. neighborhood
2. sanitary
3. 15
4. 9:30
5. two-and-a-half / 2.5
6. an hour

7. low-noise

8. duck

9. B

10. B