

IELTS Listening Lesson 9

Setting statement:

A man is calling a moving company to arrange his upcoming move to a new city.

Questions 1–8

Complete the sentences below.

Write ONE WORD OR A NUMBER for each answer.

1. The customer is moving from Hamilton to _____.
 2. He wants to move on June 14th or _____.
 3. The customer requests help with _____ because he's short on time.
 4. The moving company will send a team of _____ people.
 5. All necessary _____ are included in the full packing service.
 6. Full-value protection insurance for the move will cost _____ dollars.
 7. The new home in Kingston is a _____.
 8. The customer plans to pay the deposit using his _____ card.
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Questions 9–10

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

9. What time does the packing crew usually arrive?
A. Between 8 and 9 a.m.

B. Between 9 and 10 a.m.

C. At exactly 10 a.m.

10. What is the cancellation policy for the moving service?

A. Cancel anytime without penalty

B. Cancel at least 48 hours before to avoid a fee

C. Cancellations are not allowed once booked

Script

Representative: Good afternoon, Maple Movers. How can I help you today?

Customer: Hi there. I'm planning a move from Hamilton to Kingston in about three weeks, and I'd like to get some information about your services.

Representative: Absolutely, I'd be happy to help. Just to start, can I take your name, please?

Customer: Sure, it's David Linton. That's L-I-N-T-O-N.

Representative: Thanks, David. So you're moving from Hamilton to Kingston—do you already have a move-in date?

Customer: Yes, I'm scheduled to get the keys on June 14th, so I'd like to move either that day or the day after, depending on your availability.

Representative: Got it. We do have availability on both June 14th and 15th at the moment. Just to clarify, is this for a full household move?

Customer: Yes, it's a two-bedroom apartment—kitchen, living room, and all that.

Representative: All right. Would you like help with packing, or will you be doing that yourself?

Customer: I was actually going to ask about that. I'm a bit short on time, so I'd prefer to have your team handle the packing if possible.

Representative: No problem. We offer both full packing and partial packing services. Full packing means we handle everything, while partial lets you pack some items yourself and we do the rest. Which do you prefer?

Customer: Let's go with full packing. I'd rather not risk breaking anything.

Representative: Understood. For a two-bedroom apartment with full packing, we usually send a crew of three. That includes packing the day before and moving the next day. Does that work for you?

Customer: That sounds perfect. Do you also provide boxes and packing materials?

Representative: Yes, all packing supplies—boxes, bubble wrap, tape, and labels—are included in the full packing service.

Customer: Great. Now, what about insurance? Is there basic coverage, or do I need to purchase something extra?

Representative: Good question. Our standard service includes limited liability coverage, which compensates based on weight—about 60 cents per pound. For full replacement value coverage, we offer additional insurance at a small premium. I can give you a quote for that if you'd like.

Customer: I'd appreciate that. I have some electronics and furniture I'd rather not take a risk on.

Representative: Sure. Based on what you've told me, full-value protection would cost around \$75 for your move. That covers up to \$25,000 worth of belongings.

Customer: Okay, I'll take the full coverage then. Better safe than sorry.

Representative: Good call. Now, about scheduling. If we pack on June 13th and move on the 14th, would you be available during the day?

Customer: Yes, I can take both days off work.

Representative: Excellent. We usually begin packing between 9 and 10 a.m. Does that suit you?

Customer: That works fine.

Representative: Great. On the moving day, we aim to arrive in Kingston before evening. The drive is around four hours, plus loading and unloading time.

Customer: Do I need to be there in person during unloading?

Representative: Ideally, yes. It helps with placing furniture and signing off on the checklist.

Customer: Makes sense. I'll make sure I'm there.

Representative: Perfect. Before we finalize the booking, can I confirm whether there's elevator access in your current building and the new one?

Customer: My current apartment is on the third floor, and there's an elevator. In Kingston, it's a house, so just stairs.

Representative: Noted. That won't be a problem. Now, regarding payment—would you prefer to pay in advance, or on the day of the move?

Customer: Can I do a deposit now and pay the rest on moving day?

Representative: Certainly. A 20% deposit is standard, and the remainder is due after delivery. We accept credit, debit, or e-transfer.

Customer: I'll use my credit card for the deposit.

Representative: All right. I'll send you a confirmation email with the full estimate and a secure link to pay the deposit.

Customer: Sounds good. Just to double-check—will someone call me the day before packing?

Representative: Yes, one of our team leads will call to confirm arrival time and go over final details.

Customer: Excellent. And if I need to cancel or reschedule, what's your policy?

Representative: As long as you give us 48 hours' notice, there's no penalty. After that, we charge a small fee.

Customer: Got it. Thanks so much. This has been really helpful.

Representative: My pleasure, David. I'll go ahead and book you in for June 13th and 14th, with full packing and full insurance. You'll get the confirmation shortly.

Customer: Perfect. Have a good day!

Representative: You too. Thanks for choosing Maple Movers.

Answer Key

1. Kingston
2. 15th
3. packing
4. three
5. supplies
6. 75
7. house
8. credit
9. B
10. B