

VOCAB REVIEW

Speaking Test: Question 10

In Question 10, you will hear a telephone voice message. The caller will make either a complaint or a request or both. You will then be given 30 seconds to prepare a response to the message. You will only hear the message once, and it does not appear as text on the screen. You have 60 seconds to give your spoken response. In your response, you must show you recognize the problem and propose a way of dealing with it.

This question evaluates pronunciation, intonation, stress, grammar, vocabulary, cohesion, relevance of content and completeness of content. And you will be scored on dealing with the task in a suitable way, using the correct level of formality, and providing an answer that is clear and well-organized.

SAMPLE QUESTION

Directions: In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

In your response, be sure to

- show that you recognize the problem, and
- propose a way of dealing with the problem.

You will hear: Hi, this is Mark Casino. Um, I went to the bank yesterday, to the Rose Street branch, to collect my new bank card, and, I didn't check it there, but when I got home, I noticed that there is a spelling mistake in my name on the card. So, I know I need to change it ... but I wanted to withdraw some money out before the weekend so I plan to use the card today or tomorrow. Please can you let me know as soon as possible if I can do so, if it is ok for me to use the card even though I want to change it? Thanks. My phone number is 0790-344-7344.

RESPONSE TIME

00:00:30

RESPONSE TIME

00:00:60

Ⓢ **STRATEGY 1** : Analyzing the telephone voice message

Since the request or complaint is spoken and not written, good listening skills are vital to prepare yourself to answer this question. While you are listening, you need to pick out the key information you need to make a complete response.

Ⓢ **STRATEGY 2** : Playing the role

When you respond, remember that you will be playing the role of somebody in a responsible position. Accordingly, the language and structures you use should match the situation.

Exercise 1

Listen to the above voice message three times and answer the following questions.

1. Who is calling?
2. What is your role?
3. What is the problem?
4. What are the details, any special conditions that need to be dealt with (time, deadlines, etc.)?
5. What does the caller want?
6. What should you do next?

Ⓢ STRATEGY 3 : Giving your response

During the rather short 30 second preparation time, you need to have a clear strategy in responding to the task, based on the most relevant information: 1. Who is calling? 2. What is your role? 3. What is the problem? 4. What are the details, any special conditions that need to be dealt with (time, deadlines, etc.)? 5. What does the caller want? 6. What should you do next? 7. What explanation should you give? 8. What solution will you suggest?

In giving your response to complaints, you should use the following structure:

Step 1: Give a polite greeting at the beginning. Greet the person using their name and introduce yourself and your position (if appropriate).

Step 2: Reason why you are calling. Say that you got their message and give a short summary of the problem.

Step 3: Apology or Sympathetic response. Say you are sorry to hear the problem.

Step 4: Explanation of problem and its cause. Use your imagination to think of a possible explanation of what happened and why.

Step 5: Your solution. Use your imagination to think of a way to fix the problem and say when it will be fixed. Or offer financial benefit as compensation.

Step 6: Ending comment. Finish the response with an apology phrase.

Exercise 2

Listen to the above voice message again and give your response to each step.

Step 1:

Step 2:

Step 3:

Step 4:

Step 5:

Step 6:

Ⓢ DICTATION

1. The simple past form of the verb 'ride' is '.....'.
2. His main is to be able to provide for his family.
3. The authors their views in the introduction.
4. Consumers are prepared to pay a for organically grown vegetables
5. They refused to give me a