



English Speaking Board

**ESB Level 2 Certificate in ESOL
International All Modes - (C1)
500/3648/8**

C1 - Listening Test Transcript

In the unlikely event that both the Listening CD and the spare CD should fail, this transcript may be read out to the candidates.

Narrator's text is in boxes.

Highlighted words in *italics* with square brackets *[example]* should not be spoken.

Female Narrator: **This is the ESB Level 2 Certificate in ESOL Examination C1. Section One Listening.**
I am going to give you the instructions for this part of the test. You will hear this sound [BLEEP] at the start of each piece. Remember to transfer your answers to the Optical Mark Form before the end of the exam. Now open your question paper and look at Part One Section A.

Listening Part One Section A.
You will hear Craig Smith, a radio presenter and Jonathan Day, a university lecturer, talking about blogging. For questions 1 – 5, choose the correct answer A, B or C. You will hear Section A TWICE. You have one minute to read the questions for Section A.

[Wait one minute]
[BLEEP]

Female Narrator: **Part One. Section A.**

Craig: I've come to Manchester today to meet up with Jonathan Day, an expert on internet communication, to find out a bit more about blogging.

Blogging is becoming ever more popular in our work and personal lives, mainly because blogs are a fantastic way to share information with the world. So, Jonathan, what exactly is a blog?

Jonathan: Well, Craig, blogs, or web logs, are online journals that are updated frequently, sometimes even daily. An update, which we also call an entry or a post, is usually quite short, perhaps just a few sentences.

Craig: Okay, well, I can see that blogs are useful for keeping in touch with friends who live abroad without running up huge phone bills, but what else would a blog be useful for?

Jonathan: Well, y'know, you can simply read updates to find out the latest news but some blogs are used to post photographs, and that can be a great way to keep track of a baby growing up, a long trip, or how wedding plans are progressing. It's a chance to write about the important things that are happening in your life.

Craig: So, you can keep up-to-date with family, and find out how it feels to be a writer?

Jonathan: **[laughs]** That's one way of looking at it, yes, but professional writers tend to look down on bloggers because they don't usually check their information properly, so we're not always sure where the data have come from.

Craig: If that's the case, Jonathan, why are they so popular?

Jonathan: Well, Craig, regular postings attract readers. If you encourage

Craig: readers to add their own comments, they'll keep coming back to see if anyone has replied to them. It creates a sort of community. Hmm.... but there are some blogs which just seem to ramble on and can be quite confusing to read. Not everyone's a good writer. How do you keep your readers interested?

Jonathan: That's a good question. I think you need to do your research first, so you can give information which the reader feels is useful. Then, focus on the content and make it entertaining.

Craig: I think I can guess what the final stage is: actually publishing your blog, online or through a social media site such as Facebook?

Jonathan: You've got it! As long as your blog post has enough information in it to amuse your readers and keep them updated, then the only thing missing is publicity! Publishing your blog online couldn't be easier. It's a great way to share your life!

Craig: Thank you, Jonathan, you've given us a lot to think about.

[Pause three seconds]

Female Narrator: **Now Listen Again.**

[Replay Part One Section A]

[Pause three seconds]

Female Narrator: **That is the end of Part One Section A of the Listening test. Now turn to Part One Section B.**

[Pause five seconds]

Female Narrator: **Listening Part One Section B.**
You will hear Craig Smith, the radio presenter, talking to the author Janice Daly. For questions 6 – 10, choose the correct answer A, B or C. You will hear Section B TWICE. You have one minute to read the questions for Section B.

[Wait one minute]
[BLEEP]

- Craig:** We're now back in the studio with Janice Daly. Janice, you've published your first book on blogging and you're currently working on a second. How did you first become involved in blogging?
- Janice:** Well, I started my first blog as a way of directing people to my website which was set up to promote my book.
- Craig:** Is that the usual way of getting a book noticed?
- Janice:** Well, actually, it's becoming more and more popular. Blogs are really useful for getting readers to review a product and that encourages other readers to look at it and then hopefully they'll decide to buy it.
- Craig:** So what you're talking about is a sales blog to advertise something?
- Janice:** It is, and, to be honest, I'm not really a fan of sales blogs because generally speaking, they don't encourage any kind of loyal following. As soon as they've bought the product, customers usually leave the site and forget about you.
- Craig:** So, is there an alternative?
- Janice:** Absolutely! There are professional blogs, where experts give useful information and there are individual blogs which let people really get to know the writers on a personal level and this is the route I took.
- Craig:** So, can you tell us why you think your current blog has become so successful? I think you had over 300,000 followers on your blog earlier this week.
- Janice:** I know. It's amazing! I'd like to think that it's because I really try to give constructive answers to readers' questions. I do make an effort to keep to the point and of course, it's so important to use the right style.
- Craig:** Can you explain that to us, Janice?
- Janice:** Yes, well... it's all about writing in a more personal way so it feels, well, as if we're having a real chat, just like a face- to -face conversation.
- Craig:** Right. I can see that if personal writing works, you build up a group of followers who keep coming back, but how do you get so many people interested?
- Janice:** Well, it's all about writing for your audience, and changing your style to attract different readers. For example, if I'm writing as an expert in a particular subject, I can give instructions, or information, or offer advice to help readers with problems. I also invite them to give me feedback and that encourages them to stay involved.

Craig: Do you ever get negative feedback?
Janice: Fortunately, no, although you have to be prepared to be challenged sometimes but that's what makes the relationship between the blogger and the reader so valuable. You have to let your readers take the lead sometimes.
Craig: So, Janice, what you're saying is... be flexible and you'll be successful.
Janice: That's exactly what I'm saying, Craig. It's worked for me!
Craig: Janice Daly, that's all we have time for. Thank you.

[Pause three seconds]

Female Narrator: **Now Listen Again.**

[Replay Part One Section B]
[Pause three seconds]

Female Narrator: **That is the end of Part One Section B of the Listening test.
Now turn to Part Two.**

[Pause five seconds]

Female Narrator: **Listening Part Two.**
Listen to three conversations and for questions 11 – 20, choose the correct answer A, B or C. You will hear each conversation TWICE. You have two minutes to read the questions for Part Two.

[Wait two minute]
[BLEEP]

Female Narrator: **Conversation One.**

[knock on the door]

Mr Hall: Come in, Marianne, and sit down. I'd just like to discuss your career prospects with you. It's all quite informal, so ask if there's anything you aren't sure about.

Marianne: Thank you, Mr Hall. Well, I'm toying with the idea of going to university in September to study for a degree in Design, but I'm a bit worried about the number of graduates coming out of university with huge debts and not able to find a job.

Mr Hall: Hmm, it's not an easy decision to make. There's always been debate over whether or not young people are better off learning the skills required by employers by going to university or by hands-on practical experience in the workplace itself.

Marianne: Yes, I know. I've met some professionals who have worked for years in the design industry who tell me they didn't really learn anything at university.

Mr Hall: Well, I certainly wouldn't go along with that.

Marianne: It's true. In fact, some of them even say that their education really only began when they were thrown into the job at the deep end and had to sink or swim!

Mr Hall: Actually, Marianne, I don't think that's true. Y'know, university teaches you a whole range of skills which you might not actually recognise...

Marianne: Such as?

Mr Hall: such as how to approach problems and how to think as a designer. Now in the workplace, you learn about the job from your boss and colleagues. That helps you build up a set of skills which is backed up by the creative thinking that you learned at university.

Marianne: I see. So, what you're saying is that if I want to succeed in the design business, I need both!

Mr Hall: That's really the best way of looking at it. Higher education teaches you how to think, whilst on the job experience teaches you how to put that into practice. Does that make sense?

Marianne: It does, thank you, Mr Hall. I'm off to complete my university application form.

Mr Hall: That's a wise choice. Goodbye, Marianne, and good luck!

[Pause three seconds]

Female Narrator: **Now Listen Again.**

[Replay Conversation One]

[Pause three seconds]

[BLEEP]

Female Narrator: **Conversation Two.**

[phone conversation]

Jeff: Hello?

Susie: Hi Jeff. Its Susie here, Maggie's sister.

Jeff: Hi Susie. I was hoping you'd call.

Susie: Well, here I am! We still have to organise a few things for Maggie and George's wedding, so I was wondering if you'd had a chance to think about the music yet.

Jeff: Hmm, yes, not exactly but I know it's on my list. To be honest, I'm not sure what's expected.

Susie: Well, Maggie, our lovely bride, wants it to be sophisticated and classy so we really need to keep that in mind.

Jeff: Okay, so I take it that heavy rock music won't be first choice for when she walks into the church?

Susie: **[Laughs]** No way! I mean, you could probably put some of that into the evening celebration when all their friends come but I'm not sure that the parents and grandparents would like it in the church.

Jeff: Fair enough. It's hard to give everyone what they want, especially as there will be children, teenagers, adults, older relatives...

Susie: **[interrupts]** Yes, yes I know all that's important, but we really need to get a few things organised. So...I was thinking that we could ask the church organist to play during the service.

Jeff: That sounds a good plan. What about afterwards at the hotel?

Susie: Hmm... y'know, we have a family friend who is a classical pianist and there's a piano at the hotel, so I can probably sort something out for that.

Jeff: That would go down very well with the older members of the family!

Susie: I know! I'm a GENIUS! **[laughs]**... So...what have we decided?

Jeff: We've decided that you are going to organise the music for church service and hotel, Susie, but I'll sort out something for the evening.

Susie: That sounds great, Jeff. Just remember what Maggie said about it being classy and a bit more formal than the usual parties we go to!

Jeff: Trust me, Susie. I'll do us proud!

Susie: Cheers, Jeff. Let's stay in touch with regular updates.

Jeff: Will do! Bye Susie.

[Pause three seconds]

Female Narrator: **Now Listen Again.**

[Replay Conversation Two]

[Pause three seconds]

[BLEEP]

Female Narrator: **Conversation Three.**

Anna: Joseph, You won't believe what has happened! I've won the lottery! Our syndicate's numbers finally came up and we've won £20,000!

Joseph: But that's brilliant news!

Anna: No, no! It isn't! You don't understand! We hadn't won anything for absolutely ages, so last week I pulled out and didn't pay the money. I can't believe it! After four years of paying without fail, I leave the syndicate and we win.

Joseph: Now I see what you're so upset about, but if you were a regular, can't you suggest that the other members of the syndicate pay you something...a percentage of the winnings or ...?

Anna: **[interrupts crossly]** Don't you think I've thought of that? All I can do is wait for them to make me an offer and maybe give me a share!

Joseph: Oh dear! Didn't you have some kind of agreement of what might happen if someone was on holiday, for example, and missed a payment?

Anna: Look, Joseph, this was a group of friends who formed a syndicate to improve our chances of winning big prize money. **[irritated tone]** It wasn't a legal contract drawn up by a solicitor!

Joseph: Okay, okay! I'm just trying to help. Hang on a minute! I've just remembered something...

Anna: I hope this is going to be useful...

Joseph: It is! There was a case recently on American TV where a member of a lottery syndicate hadn't paid her contribution but I think she'd arranged with another member to put the money in for her.

Anna: **[excitedly]** So, what happened?

Joseph: Well, apparently, the syndicate has just won \$16 million. She's been in the group for eight years but the others have refused to give her any of the winnings. She's taking them to court and now no one can have any of the prize money until the case is resolved.

Anna: Oh, Joseph, I thought you were going to say she'd got her share! Anyway, it's not exactly the same because I actually withdrew from the syndicate. How stupid! Honestly, I could kick myself!

[Pause three seconds]

Female Narrator: **Now Listen Again.**

[Replay Conversation Three]

[Pause three seconds]

Female Narrator: **That is the end of the Listening test. Do not forget to transfer your answers to the Optical Mark Form before the end of the examination. You will not be given extra time to do this. You may now continue with the rest of the exam.**

