

**ESB Level 3 Certificate in ESOL  
International All Modes – (C2)  
500/3655/5**

## **C2 – 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.**

## TRACK 1

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 3 Certificate in ESOL Examination C2.**

### 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.

Listen to the first section of a radio programme in which a radio presenter talks to David Thomas about bottled water. 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]**

## TRACK 2

**[BLEEP]**

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

**Presenter:**  
**(female)** Welcome to this evening's edition of "The Big Discussion". Today we'll be talking about concerns surrounding the growth of the multi-billion-pound bottled water industry. First, let me welcome David Thomas from the environmental group, "Act Now".

**David:** Hello.

**Presenter:** David, I believe your group is urging people to give up their bottled water habits and go back to drinking tap water. Why is that?

**David:** **[assertive]** Well, it's the greatest marketing swindle of all time, because these companies have created a totally false demand for this product, **but [stress]** until this marketing campaign, we all got our water from the good old tap. It wasn't so long ago we'd watch intelligent people buying water and think why do that? How wasteful! We've now reached an absurd level of consumer gullibility. We have tasty, potable water on tap. Why on earth do we need to ship water to our shops all the way from Fiji and Norway? Unbelievable when you can just walk to the sink and pour yourself a glass!

**Presenter:** A lot of people listening who care about the environment might say with all the things going wrong in the world, why worry so much about some water in a plastic bottle, David?

**David:** There are vast implications surrounding bottled water, there are economic **and [stress]** environmental ramifications. 90% of bottles are **not [stress]** recycled; we use millions of gallons of oil to manufacture these plastic bottles, not to mention the emissions produced in transporting this stuff all over the globe. It's an economic disaster for a product most of us don't need. We are so lucky in this country with our natural resources and we need to start recognising that. Maybe it's time our tap water suppliers got some tips from the marketing wizards at these giant bottling companies.

**Presenter:** In spite of your environmental qualms, people are now drinking a lot more water, as a result of bottled water, and this can't be a bad thing, can it?

**David:** It's not the water itself, more the issues around it, the main ones being marketing **and [stress]** the fact that these giant companies are saying our tap water is not pure. Tap water is so highly regulated. It is tested **continuously, [stress]** whereas bottled water doesn't have to be tested nearly as often. Every time the drinks companies say their product is a better, cleaner, fresher solution, they're implying that municipal water is not clean. These strategies put ideas into people's minds that their bottled water is the **only [stress]** clean version. The facts, however, prove otherwise.

**Presenter:** Ok, but why not go after the big soft drink manufacturers instead? Their products are in bottles and full of sugar and lead to obesity and tooth decay. Why single out bottled **water? [stress]**

**David:** Well, I mean it's not a case of one or the other. There's always a choice of having tap water, it's not **either [stress]** you drink fizzy drinks **or [stress]** bottled water, it's about having infrastructure so people can still have the option of water, but from a tap. Bottled water is the world's best-selling non-alcoholic drink and it leaves a hefty environmental footprint. We simply cannot ignore that.

**Presenter:** So what do you suggest we do about it, David?

**David:** **[forcefully]** It's simple; you should stop buying it now! There is no evidence it's better for you and, it may even be **less [stress]** safe than tap water. Look, you're paying for something that you can get for **free; [stress]** it's costing you and it's costing the planet. Marketing made it successful and now our laziness stops us buying a reusable bottle and filling it with tap water. We sustain this fraudulent, avaricious monster. It's madness! Give up the bottle and go back to the tap!

**Presenter:** Thank you, David. Well, a clear message there from the environmentalists. In the next part of the programme, we'll be talking to Bill Johnson to hear what the bottled water industry has to say about all this. **[fade]**

**[Pause three seconds]**

### TRACK 3

**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]**

### TRACK 4

**Female Narrator:** **Listening Part One Section B.**  
**Listen to the second section of the radio programme in which the presenter talks to Bill Johnson about the bottled water industry. 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]**

**Presenter:** **(female)** Joining me now is Bill Johnson from “The Institute of Bottled Water Manufacturers”. Welcome to the programme, Bill. Let me start by asking, is your industry beginning to feel the impact of what seems to be something of a growing movement to limit the amount of **bottled [stress]** water people are drinking?

**Bill:** Well, that’s obviously been going on, but I would say any efforts that discourage people from drinking water, bottled **or [stress]** tap, are not in the public interest. Bottled water is a healthy product, people drink it because of what it **doesn’t [stress]** have in it ‘cos they want to moderate or limit certain things in their diet. We respond to need and we offer choice. Criticising a whole industry for selling a healthy product seems of no value at all to me. People should have better things to do with their time!

**Presenter:** Ok Bill, but if everyone agrees that water is the healthy choice, why this battle of bottle versus tap?

**Bill:** My point exactly. Bottled water is a healthy, convenient food product and attempting to turn this matter into a “bottled water versus tap water debate” misrepresents customer lifestyle choices and the buying motivations of customers. We aren’t competing with tap water, **and [stress]** bottled water companies have no desire to displace perfectly good municipal water systems. **Look, [stress]** spring water and purified water categories of bottled water sales have grown rapidly, because consumers value the portability and consistency of its fresh taste. Think of all the shops, cafés, and petrol stations that offer no tap water, but have plenty of bottled water. Most people drink both bottled **and [stress]** tap water. In fact, far from competing, many bottled companies rely on safe, clean tap water for use in production and as the source for their purified product.

**Presenter:** Yes indeed, Bill. I believe that 40 per cent of bottled water is actually tap water. Why should consumers be paying such a high premium on the same water they can actually get from their own kitchen sink?

**Bill:** Yes, that’s true, but it’s not just straight from the tap, that’s a misconception. Purified water goes through several processing steps before we sell it. The water that comes **into [stress]** a factory is quite different to the water that goes **out. [stress]** Our critics would have you believe we just turn a tap on and add an expensive price tag. People love our bottled water and at the end of the day, customers make choices based on lifestyle and aspirations. It’s really a case of, do you believe our annual sales figures or a load of disparaging rumours?

**Presenter:** Moving away from water, let’s talk about packaging. What about the issue of recycling, Bill? There are so many plastic bottles around. Don’t you have a responsibility to help tackle this problem?

**Bill:** Absolutely, our organisation and others are committed to doing everything we can, **but [stress]** let me say, these small bottles that contain water are such a **very [stress]** small part of the waste stream produced in this country. It’s critically important that any efforts to reduce the environmental impact of packaging have to focus on **all [stress]** consumer goods and not just target bottled water.

**Presenter:** Staying with the issue of plastics, what do you say to critics who point out that your industry’s use of them is leaving an enormous carbon footprint? Shouldn’t you be joining the fight against global warming, not adding to the problem?

**Bill:** We have **[stress]** responded to concerns and I think, like all industries, we're trying to reduce the impact we have on our world. We've reduced the amount of plastic in bottles and we're testing bio-degradables and recycled materials. However, let's be clear, these packaging issues are not **[stress]** exclusive to bottled water companies. Look, if one manufacturer stopped bottling water tomorrow, people would just buy another brand of bottled water. It's driven by consumer demand; it's driven by an on-the-go society that needs to hydrate itself. We're very happy our customers are choosing to do it in a healthy way.

**Presenter:** Thanks for that insight, Bill. It's been very informative. Next week, we'll be discussing the issue of... **[fade]**

**[Pause three seconds]**

### **TRACK 5**

**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.**

## TRACK 6

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 minutes]**

**[BLEEP]**

Female Narrator:

Conversation One.

Sam:  
(male)

So what are we thinking? My place, yours, or **[stress] [pause]** shall we talk to her parents about using their house? It's definitely bigger and their garden's amazing. It'd certainly give us a lot more possibilities. **[getting flustered]** Then there's the guest list, food, decorations. We also need to think about a cake, music, how we are going to get her there. Worst of all, the whole stress of getting it all done without letting the cat out of the bag, then...

Clare:  
(female)

**[interrupting forcefully]** Whoa, slow down, Sam! It's only a surprise party for Anna, not the Queen. Sit down, breathe, ok, let's take it one step at a time, shall we? Now, I suggest we start with the guest list, that way we'll know how big a venue we need and then the rest should fall into place. Pass my laptop. No chance of Anna looking on there for clues!

Sam:

Good plan, Clare. Well, you're only 30 once, it's definitely worth making a big deal of it. I'm sure Anna will want to share it with as many of her friends as we can get in touch with. I know she said she didn't want a big fuss, but people always say that, don't they?

Clare:

Yeah, I can't understand those people who **[sarcastically]** get all weird about birthdays and bang on about getting old and philosophise about their own sense of mortality. Boring! Live it up, I say!

Sam:

I couldn't agree more! I'm so relieved none of our friends is like that, but it takes all sorts to make the world go around, I suppose.

Clare:

True, but what's not to love about birthdays? Centre of attention for the day, free to indulge yourself, and people you love spoiling you. It makes all that getting older nonsense easier to swallow.

Sam:

**[excitedly]** Anna's going to love what we've got planned, I can't wait for her reaction when we do the big reveal. We'll definitely have to capture that moment for posterity and...

Clare: **[interrupting]** Wait a minute! I've just got an email from Anna. **[pause]**  
**[shocked]** I don't believe it! She's only gone and booked a holiday to Spain! She says, and I quote, "I'm too old for birthdays so I know you guys will understand if I disappear for a few days in the sun".

Sam: **[incredulous]** What? That's impossible! How did we get everything so wrong?

Clare: No idea Sam, but I can tell you one thing, it's definitely not the kind of surprise I was expecting to talk about today. **[laughs]**

**[Pause three seconds]**

## TRACK 7

Female Narrator: **Now Listen Again.**

**[Replay Conversation One]**  
**[Pause three seconds]**

## TRACK 8

**[BLEEP]**

Female Narrator: **Conversation Two.**

Rebecca: Quick! Switch the TV on, Tony. It's started! **[excitedly]** I've been looking forward to this all week. You know next year I think we should invite people over and have a bit of a party, it would make it even **more** **[stress]** fun that way. What do you think?

Tony: **[laughing]** What? No way! I don't see what you're getting sooo excited about, it's only a bunch of overpaid movie stars showing off and flattering each other. I haven't even seen **half** **[stress]** the films that are up there for awards this year, because we've been too busy with work.

Rebecca: Oh Tony it's The **Oscars!** **[stress]** **[sounding upset]** Don't be a spoilsport. You know you love it really!

Tony: Ok if you say so, Rebecca. **[sarcastically]** What is it that you love so much about it, anyway?

Rebecca: I don't know Tony; I just think it would be amazing to go if we ever had the chance. All that glamour, all those stars, all that....

Tony: **[interrupting jokily]** Free food! In fact, free everything. I heard the actors get a mindboggling number of gifts just for turning up at this kind of thing. I'm not talking chocolates and flowers either. The article I read said all the high-end companies donate gifts like the latest gadgets, holidays and **even** **[stress]** cars. It must be nice to be famous.



**Rebecca:** I'm not sure I agree with you, Tony. Of course, it'd be nice to have the luxury lifestyle and the trappings of wealth, but I definitely wouldn't welcome all the other unsolicited stuff that comes with fame. Think of the daily scrutiny they're under, no amount of designer gear or posh cars would make up for that. I couldn't bear it!

**Tony:** **[laughing]** Well, I don't suppose that's something we have to worry about. There's not much chance of us ever being rich or **[stress]** famous.

**Rebecca:** True, Tony, true, but we can all dream, can't we?

**Tony:** Well, I suppose that's what it's all about really, isn't it? I mean, Hollywood, the films, the actors... without dreams, it wouldn't exist. We really should make more of an effort to see some of these films they are talking about... Rebecca, Rebecca, are you listening?

**Rebecca:** **[distractedly]** Sorry Tony. I was miles away.

**Tony:** **[laughing]** Dreaming about those red carpet dresses were you? Well maybe whilst I make a cup of tea, you can have a think about which one you're going to wear to our Oscars party next year. It might be really good fun after all.

**[Pause three seconds]**

## TRACK 9

**Female Narrator:** **Now Listen Again.**

**[Replay Conversation Two]**  
**[Pause three seconds]**

## TRACK 10

**[BLEEP]**

**Female Narrator:** **Conversation Three.**

**Nurse:**  
**(male)** Good morning. Do you have an appointment?

**Patient:**  
**(female)** **[nervously]** Erm, yes, Mrs Roberts to see the nurse at ten.

**Nurse:** Ah yes here it is. You're with me, I believe. Would you like to come through?

**Patient:** **[very nervously]** Erm, is the other nurse not here? Only she usually gives me my immunisations and er, well...

**Nurse:** **[calmly reassuring]** No I'm afraid she's away. If you're not comfortable, I can always make another appointment for you to come back next week. It's no trouble if you'd prefer a female nurse.

**Patient:** **[panicky]** No, it's not that, erm. I don't like to make a fuss, it's just I'm not very good with needles you see, and I, well... well, I've got to get them done today.

**Nurse:** **[reassuring and calm]** Why don't we give it a go and see how we get on? Let's have a chat first, shall we?

**Patient:** **[hesitant]** Ok, yes all right.

**Nurse:** Have a seat, Mrs Roberts. Now I see from your notes you're going to Mexico, so you will need several inoculations to protect you... Oh don't look so worried, one syringe will do the trick. Just roll your sleeve up for me and pop your arm on the table, so I can have a look. So, Mexico, how exciting! Have you been before?

**Patient:** **[more relaxed]** Yes, I have, a long time ago now, for work, but I loved it and always hoped to go back for pleasure. You know, see a bit more of the country and visit some of the temples, I can't wait!

**Nurse:** Well, a colleague of mine visited that area last year and she adored it. She couldn't stop talking about the food, the music, the wonderful ocean and all the incredible culture. We were all quite envious here, I can tell you.

**Patient:** **[very relaxed]** Yes it's stunning, but I hope it won't be too hot at this time of year. I went in the autumn on my previous trip and the temperature was perfect and, of course, no dreaded mosquitoes.

**Nurse:** I would recommend a high-factor sun cream and, of course, your vaccinations will cover you for any problems with mosquito bites.

**Patient:** **[nervously]** Oh yes, of course, my injection. Shall we get it over with then?

**Nurse:** **[laughing]** No need, Mrs Roberts, I did it while we were chatting; all you have to do now is go home and start packing!

**[Pause three seconds]**

**TRACK 11**

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.**