

IELTS Listening Lesson 17

Setting statement:

A customer is calling a local bakery to order a custom birthday cake.

Questions 1–8

Complete the sentences below.

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

1. The birthday party will take place on the _____ of the month.

2. The customer chooses to have the cake _____ to her home.

3. The medium cake being ordered will serve approximately _____.

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伝え方：スカイプチャット or 予約時のコメント欄に記入

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7. The bakery will prepare the cake in a _____ area to avoid allergens.

8. The customer plans to make the payment on the following _____.

Questions 9–10

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

9. What color will the cake be decorated in?

A. Dark blue

- B. Light purple
- C. White with stars

10. What does the total price of \$68 include?

- A. Delivery and allergy-safe preparation
 - B. A large cake and fondant design
 - C. Custom design, filling, and delivery
-

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Script

Bakery Assistant: Good afternoon, Sugar Haven Bakery. How can I help you today?

Customer: Hi there. I'd like to place an order for a custom birthday cake for my daughter's birthday next weekend.

Bakery Assistant: Absolutely! We'd be happy to help with that. First off, what date is the party?

Customer: It's next Saturday, so that would be the 22nd.

Bakery Assistant: Got it—Saturday the 22nd. Would you be picking it up or would you like it delivered?

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Bakery Assistant: Okay, Glenbrook Crescent in Oakridge. We do deliver to that area, and delivery on weekends is a flat fee of \$10. Does that work for you?

Customer: Yes, that's fine.

Bakery Assistant: Great. Now, let's talk about the cake itself. How many people are you expecting?

Customer: About twenty, maybe a few more. I'd rather have a bit extra than not enough.

Bakery Assistant: For twenty people, I'd recommend a medium round cake, which serves around 25. That way you'll have a few extra slices if needed.

Customer: Sounds perfect.

Bakery Assistant: Do you have a particular flavor in mind? Our most popular ones are vanilla, chocolate, red velvet, and lemon. We also do marble if you want a combination.

Customer: Actually, she loves chocolate, so let's go with that.

Bakery Assistant: Great choice. Would you like a filling between the layers? We have chocolate ganache, raspberry jam, vanilla cream, or

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Bakery Assistant: Sure thing. Do you want it colored or just classic white?

Customer: Maybe a light purple? That's her favorite color.

Bakery Assistant: Absolutely. We can do a lavender shade that's really pretty. Any particular design or theme?

Customer: She's really into space right now—planets, stars, rockets, that kind of thing.

Bakery Assistant: We can definitely do a space-themed cake. We have edible images of planets and stars we can add, or we could do a galaxy swirl effect in the icing.

Customer: Oh wow, the galaxy swirl sounds amazing. Let's do that!

Bakery Assistant: Excellent. And would you like us to write a birthday message on it?

Customer: Yes, please. Can it say "Happy 8th Birthday, Mia!"?

Bakery Assistant: Of course. Now, are there any allergies or dietary restrictions we should know about?

Customer: Yes, actually. One of her friends has a nut allergy, so it's really important the cake doesn't contain any nuts or come into contact with them.

Bakery Assistant: Absolutely. We take allergies very seriously. We'll make

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Customer: No, that's not necessary.

Bakery Assistant: Alright. Now, the total cost for a medium custom cake with delivery comes to \$68. That includes the design, filling, and delivery fee.

Customer: That sounds reasonable. When do you need payment?

Bakery Assistant: We ask for full payment at least three days in advance. You can pay online or over the phone.

Customer: Okay, I'll call back on Tuesday to pay, if that's alright?

Bakery Assistant: That's perfectly fine. Just mention your name or order number when you call. Speaking of which—can I have your full name and phone number to place the order?

Customer: Sure. It's Jenna Park, and my number is 555-239-8641.

Bakery Assistant: Jenna Park... 555-239-8641. Got it. Let me read back your order just to confirm: One medium chocolate cake with cookies and cream filling, buttercream frosting in lavender with a galaxy swirl, space-themed decorations, and the message "Happy 8th Birthday, Mia!"—nut-free, for delivery to 47 Glenbrook Crescent in Oakridge on Saturday the 22nd. Total is \$68, to be paid by Tuesday.

Customer: That all sounds perfect!

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day. Have a great afternoon!

Customer: You too. Bye!

Bakery Assistant: Goodbye!

Answer Key

1. 22nd
2. delivered
3. 25
4. cookies and cream
5. buttercream

- 6. space
- 7. nut-free
- 8. Tuesday
- 9. B
- 10. C

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