CELPIP Listening Practice Test 91

A free full-length CELPIP-General Listening practice test from CELPass.com: all 6 parts and 38 questions in the real test order, an answer sheet, the answer key and a score chart, and the transcripts.

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How to take this test

1. Open celpass.com/celpip/listening/practice-tests/91 to play the recordings (free, no account). Play each one once only, as in the real test.
2. Read the questions for each recording here and mark your answers on the answer sheet.
3. Check your answers with the answer key, then read the transcript for every question you missed.

Prefer to take it on screen? The same test is free online at celpass.com/celpip/listening/practice-tests/91 with the recordings, marked as you go, with an estimated CLB. More free tests: celpass.com/celpip/practice-tests-pdf

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Part 1: Listening to Problem Solving

A Rejected Insurance Claim

▶ **Recording: Part 1, section 1 of 3. Play it at celpass.com/celpip/listening/practice-tests/91**

1. Why did the man think his claims had been refused?

A He believed his twice-weekly visits were not allowed.
B He believed his wife had changed their plan.
C He believed he had no benefits left for the year.
D He believed Ben was not a qualified therapist.

2. According to the woman, what caused the problem?

A The insurer lacked the new therapist's details.
B The man had more visits than his plan permits.
C Priya had left without signing the claim forms.
D The man's plan had a lower limit than he thought.

3. What does the woman's final remark suggest?

A She wants the man to call the insurer himself.
B She thinks the man should pay the $400 now.
C She plans to book him with Priya from now on.
D She expects the claims to be paid this time.

▶ **Recording: Part 1, section 2 of 3. Play it at celpass.com/celpip/listening/practice-tests/91**

4. What has happened with the four earlier claims?

A The man has to find the receipts for them.
B The clinic has submitted them a second time.
C The insurer has already paid them in full.
D Ben has had to sign each of them again.

5. How does the man feel about the wait for his money?

A annoyed
B worried
C accepting
D embarrassed

▶ **Recording: Part 1, section 3 of 3. Play it at celpass.com/celpip/listening/practice-tests/91**

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6. Why does the woman mention the man's yearly limit?

A to warn him that later visits could cost him
B to explain why his earlier claims were turned down
C to suggest he should see Ben more often
D to ask him to pay for today's session now

7. What had the man believed about direct billing?

A It only works with some insurers.
B It needs a signature from a doctor.
C It takes several weeks to set up.
D It came with an added charge.

8. Which part of his body is the man being treated for?

A



B



C



D



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Part 2: Listening to a Daily Life Conversation

A Wet Festival Weekend

▶ **Recording: Part 2. Play it at celpass.com/celpip/listening/practice-tests/91**

9. Why does the man bring up last year's festival?

A to point out that the fairgrounds are too far away
B to show that he enjoyed himself despite the weather
C to remind her that he lost his pass that day
D to explain why he'd rather not go this weekend

10. What does the man misunderstand?

A which night the woman's favourite band plays
B the festival's policy for poor weather
C who is lending him a pair of boots
D how much the woman's co-worker offered

11. What does the woman suggest about the Hollow Pines?

A Seeing them is a rare chance she won't give up.
B They are better live than on their albums.
C She has seen them too many times to care.
D She prefers the band that plays on Sunday.

12. Why does the woman mention the brass band?

A to suggest they leave early on Sunday
B to remind him of a show they both liked
C to show his idea would not suit him
D to point out that Sunday is sold out

13. What will the man probably do?

A attend the festival on Sunday only
B sell his pass to the woman's co-worker
C wait until the forecast is better to decide
D go to Saturday's show with the woman

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Part 3: Listening for Information

Calling a Dog-Walking Service

▶ **Recording: Part 3. Play it at celpass.com/celpip/listening/practice-tests/91**

14. Why is the man calling?

A to find a place where his dog can stay for a week
B to set up care for his dog during a trip
C to ask about training for a dog that barks
D to book a group outing at an off-leash park

15. Why won't the man ask his neighbour to walk the dog?

A She is travelling the same week.
B She has never owned a dog.
C She would rather feed him in the morning.
D He is too strong for her to handle.

16. Why does the woman recommend the solo walk?

A Group walks cost more per hour.
B The park is too far from his home.
C He doesn't get along with other dogs.
D He is too big to join a group of four.

17. What did the man misunderstand?

A what the quoted price included
B how long a solo walk lasts
C where the group walks take place
D which day the walker could come by

18. What is the main purpose of the free visit?

A to collect the dog's vaccination records
B to let the dog get to know the walker
C to show the man the route they will take
D to try the dog out in a group walk

19. What will the man probably do this evening?

A pack his bags for the conference
B call his neighbour about feeding times
C book a second walk for each day
D search for his dog's medical records

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Part 4: Listening to a News Item

A Time Capsule in Winnipeg

▶ **Recording: Part 4. Play it at celpass.com/celpip/listening/practice-tests/91**

20. The capsule was difficult to find because

A it had been buried too deeply.
B the school had been rebuilt elsewhere.
C a nearby landmark had been moved.
D its steel box had rusted away.

21. Many of the letters

A had been damaged by water.
B were written by the teachers.
C had been sent to a museum.
D predicted much colder winters.

22. The prediction about Winnipeg winters turned out to be

A largely correct.
B clearly mistaken.
C Kowalchuk's own idea.
D the most popular one.

23. Kowalchuk's letter suggests that, as a teenager, she

A already planned to become a nurse.
B expected to leave Winnipeg one day.
C predicted telephones small enough to carry.
D was a rather anxious person.

24. In 1976, the capsule was buried by

A students finishing high school.
B a group of the school's teachers.
C workers from a surveying company.
D the current Grade 12 class.

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Part 5: Listening to a Discussion

A Meeting at the Hardware Store

▶ **Recording: Part 5. Play it at celpass.com/celpip/listening/practice-tests/91**

25. What is Sanjay's main reason for wanting the change?

A Contractors have complained to the cashiers.
B The store has too much drywall in stock.
C A rental company has offered them a deal.
D Shoppers buying bulky items go elsewhere.

26. What does Gwen misunderstand at first?

A how many contractors ask about the service
B whether customers would be charged for it
C which days Sanjay would be driving
D who on staff has the right licence

27. Why does Gwen mention her brother-in-law's garden centre?

A to suggest buying a used truck from him
B to show that delivery can be very profitable
C to warn that demand may be seasonal
D to recommend a business that rents vans

28. What does Tamara's tally reveal?

A A handful of shoppers make most of the requests.
B Most customers don't know the store exists.
C The cashiers are too busy to keep records.
D Requests have dropped over the past six weeks.

29. Why does Tamara object to Derek doing the driving?

A He doesn't have a licence for a van.
B He has asked not to work weekends.
C His knowledge is needed in the store.
D He once worked for a competitor.

30. What does Gwen's reply to Sanjay's offer suggest?

A He has never driven a van before.
B He is already too busy that day.
C He prefers to work on weekends.
D He gets along poorly with suppliers.

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31. What is most likely true at the end of the discussion?

A They have agreed to buy a delivery truck.

B Sanjay has given up on the idea.

C Derek will begin making deliveries.

D They want more facts before deciding.

32. What is the best subject line for an email to the four contractors?

A Quick question: paid delivery to your site?

B Our new delivery trucks start next Tuesday

C Free delivery for our best customers

D Now hiring: a driver with a commercial licence

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Part 6: Listening to Viewpoints

Work Email After Hours

▶ **Recording: Part 6. Play it at celpass.com/celpip/listening/practice-tests/91**

33. The report is mainly about

A the effect of time zones on global companies.
B how parents balance childcare and careers.
C the merits of restricting evening work messages.
D why new employees struggle to say no to their managers.

34. Ferreira believes that the harm from after-hours email

A begins even before any message arrives.
B is limited to the time spent replying.
C mostly affects people in senior roles.
D disappears once guidelines are in place.

35. Whitfield mentions employees who log off at three o'clock to show that

A his staff work fewer hours than most people.
B parents are more affected by late emails than others.
C his company has trouble meeting deadlines.
D a ban could hurt people who choose unusual hours.

36. Whitfield's attitude toward the problem Ferreira describes is best described as

A dismissive.
B partly sympathetic.
C deeply alarmed.
D amused.

37. Ferreira's concession suggests that she

A no longer supports a ban of any kind.
B trusts employers to show restraint.
C sees that some situations justify flexibility.
D thinks real emergencies almost never happen.

38. The speaker's closing remarks suggest that

A no single answer suits every employer.
B a ban is the only dependable solution.
C managers should never send emails at night.
D Whitfield's approach is naive and unrealistic.

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Answer sheet

Write the letter of your answer for each question.

1 _____	2 _____	3 _____	4 _____
5 _____	6 _____	7 _____	8 _____
9 _____	10 _____	11 _____	12 _____
13 _____	14 _____	15 _____	16 _____
17 _____	18 _____	19 _____	20 _____
21 _____	22 _____	23 _____	24 _____
25 _____	26 _____	27 _____	28 _____
29 _____	30 _____	31 _____	32 _____
33 _____	34 _____	35 _____	36 _____
37 _____	38 _____		

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Answer key

Part 1: A Rejected Insurance Claim

1 C He believed he had no benefits left for the year.

2 A The insurer lacked the new therapist's details.

3 D She expects the claims to be paid this time.

4 B The clinic has submitted them a second time.

5 C accepting

6 A to warn him that later visits could cost him

7 D It came with an added charge.

8 D Picture D

Part 2: A Wet Festival Weekend

9 D to explain why he'd rather not go this weekend

10 B the festival's policy for poor weather

11 A Seeing them is a rare chance she won't give up.

12 C to show his idea would not suit him

13 D go to Saturday's show with the woman

Part 3: Calling a Dog-Walking Service

14 B to set up care for his dog during a trip

15 D He is too strong for her to handle.

16 C He doesn't get along with other dogs.

17 A what the quoted price included

18 B to let the dog get to know the walker

19 D search for his dog's medical records

Part 4: A Time Capsule in Winnipeg

20 C a nearby landmark had been moved.

21 A had been damaged by water.

22 B clearly mistaken.

23 D was a rather anxious person.

24 A students finishing high school.

Part 5: A Meeting at the Hardware Store

25 D Shoppers buying bulky items go elsewhere.

26 B whether customers would be charged for it

27 C to warn that demand may be seasonal

28 A A handful of shoppers make most of the requests.

29 C His knowledge is needed in the store.

30 B He is already too busy that day.

31 D They want more facts before deciding.

32 A Quick question: paid delivery to your site?

Part 6: Work Email After Hours

33 C the merits of restricting evening work messages.

34 A begins even before any message arrives.

35 D a ban could hurt people who choose unusual hours.

36 B partly sympathetic.

37 C sees that some situations justify flexibility.

38 A no single answer suits every employer.

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Your estimated CLB

Correct answers (of 38)	Estimated level
38	CLB 12
37	CLB 11
35–36	CLB 10
33–34	CLB 9
30–32	CLB 8
27–29	CLB 7
22–26	CLB 6
17–21	CLB 5
11–16	CLB 4

An estimate: CELPIP converts raw scores with a table for each test form, so the real cut-offs vary a little.

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Transcripts

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Part 1: A Rejected Insurance Claim

Section 1

WOMAN: Good morning. Oh, hi, Mr. Doyle. You're not booked until Thursday, are you?

MAN: No, Thursday's still on. I came by because of this letter from my insurance company. They turned down my last four visits. All four.

WOMAN: Oh, dear. May I? Hm. It says the provider isn't eligible.

MAN: I figured I'd used up my coverage. My wife says there's a cap every year, and I've been in here twice a week since July.

WOMAN: If that were it, the letter would say so. Your plan pays up to $1,200 a year, and you're only at about $700. Who did you see for those four?

MAN: The younger fellow. Ben? Since Priya went on leave.

WOMAN: That's it, then. Ben started in August, and every insurer needs his registration number on file. I'd bet yours doesn't have it yet. That's on our end, not yours.

MAN: So I'm out $400?

WOMAN: Not if I can help it. I'll get his number to them this afternoon and ask them to look again.

MAN: And if they still say no?

WOMAN: Then we'll talk. But I've never seen them say no twice.

Section 2

WOMAN: Mr. Doyle, good news. Well, mostly good news.

MAN: Mostly?

WOMAN: Ben's number is in their system now, so anything from today on goes through on its own. But the four old visits won't just fix themselves. They want each claim sent in again from the beginning.

MAN: Sent in again… by me? I've no idea where those receipts went.

WOMAN: No, no, by us. I did it last night. It's just that resent claims go to the back of the line, so it could be three weeks before you see the money.

MAN: Three weeks. Well… I've waited longer for a plumber. As long as it's coming.

Section 3

WOMAN: All done for today? How's the shoulder?

MAN: Better. I can reach the top shelf again. Ben wants me in once a week for another six weeks, though.

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WOMAN: Okay. Just so you know, six more visits will put you right at your limit for the year. Anything after that, you'd pay yourself.

MAN: Hm. Then maybe I'll spread them out. Every second week, and do the exercises at home in between.

WOMAN: That's one for you and Ben. Oh, and starting today, do you want me to bill your insurer directly? Then you'd only pay the part they don't cover.

MAN: I always assumed that cost extra.

WOMAN: Not a cent. You sign a form once. After this month, honestly, I should've offered sooner.

MAN: Let's do it. Although… if a claim gets turned down again, whose problem is that?

WOMAN: Then it lands on my desk, not your kitchen table.

MAN: Now that, I like.

Part 2: A Wet Festival Weekend

WOMAN: Jordan, did you see the forecast for the weekend? Rain on Saturday. All day. Thunderstorms in the afternoon, the whole package.

MAN: I saw. I was kind of hoping you'd call to say we're off the hook. The festival gives refunds if it rains, right? It says rain or shine right there on the tickets.

WOMAN: That means the opposite, Jordan. It goes ahead rain or shine, and nobody gets their money back. Anyway, I'm not trying to get out of it. The Hollow Pines are on at eight o'clock Saturday. They haven't toured since I was in first-year university. I am not missing that because of a few clouds.

MAN: A few clouds. You remember last year at the fairgrounds? My phone drowned in my pocket, and I wore my sneakers home in a garbage bag. I spent the whole Sunday scrubbing mud out of a car seat.

WOMAN: That was because you showed up in canvas sneakers and a cotton hoodie. This time I've got two proper rain ponchos and a tarp to sit on, and my sister's lending you her husband's rubber boots.

MAN: Her husband's boots. Great. What if we just went on Sunday instead? It's supposed to clear up by noon on Sunday.

WOMAN: Sunday's the brass band. You walked out on them at the winter carnival after two songs, remember? You said it sounded like a traffic jam.

MAN: Okay, fair. Hm. Look, if you'd rather take someone who'll actually enjoy standing in a swamp…

WOMAN: A guy at work offered me $90 for your pass this morning. I told him no. I want you there. You're the one who played me their first album in the first place.

MAN: I did, didn't I. Fine. But if the field turns into a lake, you're buying the hot chocolate.

WOMAN: Deal. I'll pick you up at four. Wear the boots.

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Part 3: Calling a Dog-Walking Service

WOMAN: Good morning, Harbour Paws Dog Walking, Christine speaking.

MAN: Hi, my name's Owen Clarke. I have to be in Calgary for a conference the week of the twentieth, Monday to Saturday, and I need someone to look after my dog while I'm gone. A friend said you were good.

WOMAN: Thanks, that's nice to hear. So are we talking about walks, or would you want him to stay over somewhere?

MAN: Walks. He's much happier at home, and my neighbour has offered to come in and feed him at night. She's eighty-one, though, and he's a forty-kilo shepherd mix who thinks every squirrel owes him money. If she tried to walk him, she'd be on the sidewalk in about four seconds.

WOMAN: Fair enough. We have two options. There's a group walk, an hour at the off-leash park with up to four dogs, for $28. Or a solo walk around your neighbourhood, forty-five minutes, for $35.

MAN: The group one sounds like fun for him. Although… honestly, he's lovely with people, but put him near another dog and he forgets he has ears. He barks, he lunges, the whole show.

WOMAN: Then solo is the way to go, believe me. It isn't fair on him or on the other dogs. So, one walk a day, six days…

MAN: Wait, is the $35 for the day? I was hoping for a morning walk and an afternoon one.

WOMAN: Oh, no, that's per walk. Two a day would be $70. Plenty of people do that, but with a dog his size, one long walk in the middle of the day usually tires them out enough.

MAN: Hmm. Let's start with one, then. Do I need to be home to hand over a key?

WOMAN: Before any booking, we do a free meet-and-greet. Your walker comes by for twenty minutes, sees where you keep the leash and the treats, and picks up a key. It's mostly so your dog isn't meeting a stranger at the door.

MAN: Makes sense. Could it be Saturday? My flight's early Sunday.

WOMAN: Saturday at ten works. One more thing: we need his vaccination records before the first walk. Just email them over.

MAN: Ah. They're somewhere in a folder from the vet. Or in the car. I'll dig them out tonight.

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Part 4: A Time Capsule in Winnipeg

NARRATOR: Students at a Winnipeg high school received a rare glimpse into the past this week, although the occasion very nearly didn't happen. In June 1976, graduating students at Westbrook Collegiate sealed letters, photos and a transistor radio inside a steel box and buried it beside the school's flagpole, with instructions that it be opened in fifty years. However, when the flagpole was relocated during renovations in the 1990s, the precise location was forgotten. Staff eventually enlisted a local surveying company, whose ground-scanning equipment found the box beneath what is now a bicycle rack. Unfortunately, moisture had seeped inside over the decades, leaving roughly half the letters unreadable. Those that survived contained some surprisingly accurate predictions. One student foresaw telephones that would fit in a pocket, while another confidently expected Winnipeg winters to be abolished by the year 2000. Over thirty former classmates, now in their late sixties, attended Tuesday's ceremony. Retired nurse Linda Kowalchuk read aloud her own letter, in which her eighteen-year-old self pleaded with her to stop worrying so much, prompting laughter across the gymnasium. Inspired by the event, current Grade 12 students are assembling a capsule of their own, this time in a waterproof container with a carefully recorded location.

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Part 5: A Meeting at the Hardware Store

Sanjay: Okay, I'll just say it. We need to start delivering. Last Saturday I watched a guy load two sheets of drywall onto the roof of a hatchback, stare at it for a minute, then carry it all back inside and walk out. He's going to the place on the highway. They'll drop it at his door.

Gwen: And who's driving our truck? We don't have a truck. We'd need a vehicle, insurance, a driver with a clean record… and you want to just hand that out for nothing?

Sanjay: For nothing? I never said that. Everybody charges. Forty, fifty dollars a load. Nobody expects it for free.

Gwen: Oh. Well, that's… a bit different. Still a truck, though.

Tamara: Can I put some numbers on this? I had the cashiers keep a tally for six weeks. Every time someone asked about delivery, they made a mark. Fifty-two marks.

Sanjay: There you go.

Tamara: Except about thirty of those came from the same four contractors. They ask every single time they come in.

Gwen: So it's not fifty-two customers. It's four guys with a habit.

Sanjay: Four guys who spend more than anyone else in this store. If they start ordering from the highway place, they'll stop coming in for the small stuff too.

Gwen: My brother-in-law bought a truck for his garden centre a few years back. In spring, it was out every day. By October, it was sitting behind the building under a tarp, and he was still making the payments.

Sanjay: So we don't buy one. The rental place on Dufferin rents cube vans by the day. We could deliver two days a week, say Tuesday and Friday, and see who bites.

Gwen: And who drives it? Because it's not me, and it's not going to be the seventeen-year-olds on weekends.

Sanjay: Derek's got the right licence. He drove for a moving company before he came here.

Tamara: Derek's also the only one who really knows plumbing. If he's out driving, who's answering questions in aisle six?

Sanjay: Okay, then, I'll take the Tuesday run myself.

Gwen: You? You can't get through a Tuesday without six phone calls from suppliers.

Sanjay: I can answer a phone in a van.

Tamara: Look, I'm not against it. But what I'd like to know first is whether those four would actually pay. If they'd only use it when it doesn't cost them anything…

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Gwen: Then we're back where we started, just with a rented van.

Sanjay: Fine, ask them. But the guy with the hatchback isn't waiting around for our survey.

Part 6: Work Email After Hours

NARRATOR: It has become a familiar ritual of modern working life: the phone glows on the nightstand at eleven at night, and a message from the office demands, or seems to demand, immediate attention. Ontario already requires larger employers to have a written policy on disconnecting from work, and a growing chorus of advocates would go much further, prohibiting after-hours email altogether. Critics regard such bans as well-intentioned but clumsy.

NARRATOR: Occupational psychologist Nadia Ferreira, who studies workplace burnout, is among the ban's most persuasive proponents. Her research suggests that the damage is not confined to the minutes spent replying. Employees who merely anticipate a late message, she argues, never fully disengage, and the evening becomes a kind of unpaid standby shift. Ferreira also contends that voluntary guidelines rarely protect those who need protection most. A senior manager can comfortably ignore a request at ten o'clock; a new hire on probation, she observes, almost certainly cannot. Only an explicit rule, in her view, removes the guesswork.

NARRATOR: Graham Whitfield, who runs a software company with employees in four time zones, is unconvinced, though he hardly dismisses the problem. He readily admits that the culture of instant replies has become corrosive, and that he himself once expected answers within the hour. His objection is to the remedy. Several of his staff, he points out, deliberately log off at three o'clock to collect their children and finish their work after bedtime. A rigid ban would effectively penalize precisely the flexibility they value. Whitfield prefers what he calls send whenever, answer tomorrow: messages may arrive at any hour, but nobody is expected to respond before the next working day, and managers schedule non-urgent emails for the morning.

NARRATOR: Ferreira, to her credit, concedes that blanket prohibitions may be unworkable for organizations spanning several continents, and suggests exemptions for genuine emergencies. Yet she remains skeptical that informal norms will survive the first demanding client or looming deadline. Unwritten expectations, she warns, have a way of quietly reasserting themselves. Ultimately, the dispute may be less about email than about trust. A ban assumes that employers cannot be relied upon to exercise restraint; Whitfield's approach assumes they can. Which assumption is more realistic probably depends on the workplace, and perhaps on who happens to be sending the message. For now, many of us will keep the phone on the nightstand and hope it stays dark until the morning.

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