Queues At Six

B2 Upper-intermediate · Work · about 2 min of audio

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Name _____ Date _____

Part 1 — Fill the gaps while you listen

1. At six each evening, patients crowded the clinic entrance as _____ and deliveries converged.
2. Patients queued beside the entrance, while medicine couriers waited for _____ from staff handling urgent calls.
3. Online check-in might thin the queue, but patients without _____ would still need desk assistance.
4. Staggered _____ could spread arrivals, although one lengthy consultation might delay every booking afterward.
5. A separate courier counter would clear parcels from _____, provided a staff member could sign promptly.
6. _____ might still wait outside if the side entrance is locked or staff cannot hear the bell.
7. Keeping that _____ staffed, however, would pull someone away from patients during busy periods.
8. A _____ trial could record peak queue lengths, missed visits, and courier waiting times.
9. It should also track delayed _____, since shorter queues are not useful if care slips.
10. Choose the change that reduces peak queues without _____ missed visits, delayed care, or unattended deliveries.

Part 2 — Write every sentence you hear

1. _____

2. _____

3.

4.

5.

6.

7.

8.

9.

10.

Answer key

Part 1 — the missing words

1. appointments 2. signatures 3. smartphones 4. appointments 5. reception 6. Couriers 7. entrance 8. two-week 9. consultations 10. increasing

Part 2 — the full transcript

1. At six each evening, patients crowded the clinic entrance as appointments and deliveries converged.
2. Patients queued beside the entrance, while medicine couriers waited for signatures from staff handling urgent calls.
3. Online check-in might thin the queue, but patients without smartphones would still need desk assistance.
4. Staggered appointments could spread arrivals, although one lengthy consultation might delay every booking afterward.
5. A separate courier counter would clear parcels from reception, provided a staff member could sign promptly.
6. Couriers might still wait outside if the side entrance is locked or staff cannot hear the bell.
7. Keeping that entrance staffed, however, would pull someone away from patients during busy periods.
8. A two-week trial could record peak queue lengths, missed visits, and courier waiting times.
9. It should also track delayed consultations, since shorter queues are not useful if care slips.
10. Choose the change that reduces peak queues without increasing missed visits, delayed care, or unattended deliveries.

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