

## Recording script E6: Booking Tickets

Advisor: Good morning. International Book Fair ticket office. How can I help?

Caller: Oh, hello, I'd like to book some tickets for the fair, please. And I have a few questions about the event as well, if that's OK.

Advisor: Certainly. Well, let's deal with the tickets first. Er, can I just take your detail first?

Caller: Sure.

Advisor: Let's start with your name and address.

Caller: OK, it's Wallace. Angus Wallace.

Advisor: Could you spell your surname for me, please?

Caller: Of course. It's W-A-L-L-A-C-E.

Advisor: Sorry, was that one L or two?

Caller: Two, er, double L.

Advisor: Thanks, and your address?

Caller: OK, that's 14 Rose Hill...

Advisor: 14, Rose Hill. Is that 'rose', like the flower?

Caller: That's right, and it's in Wallington.

Advisor: Oh, I know Wallington. It's just outside Oxford, isn't it?

Caller: That's right. And the post code is OX13 3NJ.

Advisor: OX30, 3MJ

Caller: No, OX13, and it's N for November, not M for Mike.

Advisor: Sorry, OX13 3NJ. Thank you. Do you have a contact number?

Caller: I do. It's 0872 344 9162.

Advisor: 0872 344 9162.

Caller: Right. That's my home number. If I'm not in, I can be contacted at work, on 0872 298 1191. I'm usually there from 9 in the morning until 5.30 in the evening.

Advisor: And how many tickets would you like?

Caller: Two, please. For the Saturday.

Advisor: Two for Saturday May 7th.

Caller: That's right.

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Caller: How will you send the tickets?

Advisor: I can give you a couple of options. The first is by email, but of course you'll need to print them out yourself. Alternatively, there's 24 Hour Speedmail.

Caller: What's that?

Advisor: Well, we send them to you by mail, and you'll get them the next day. We'll also send you a text message to your mobile to let you know they're on their way.

Caller: I think I'll go for that option.

Advisor: Fine. Now, you had some questions?

Caller: Yes, I understand that there are some talks being given by authors. There's one in particular I'd like to go to, by the novelist Sandra Harrington. Do you know what she'll be talking about?

Advisor: Well, she's got a new novel which just came out, so she'll be talking about that, and will probably read a few bits from it. She'll also be answering some questions about the book she wrote last year, er, I can't remember what it was called...

Caller: *Fire and Eagles*?

Advisor: That's the one. You'll probably remember she got into a bit of trouble because some people said she had copied another writer's ideas. So, it should be quite interesting.

Caller: And do I need to book a place in advance if I want to go to one of the talks?

- Advisor: You do, yes. You need tickets, and you can only get them in advance, by filling in a form on our website. You then pick them up from the ticket office when you arrive at the fair. We'll send you more information about the talks when we send you your tickets for the fair itself.
- Caller: How much are they?
- Advisor: Oh, nothing, they're free.
- Caller: Great, thanks. And what's the best way of getting to the fair from the city center?
- Advisor: Are you driving?
- Caller: Probably not, what with the way the traffic is these days.
- Advisor: Well, Duke's Court underground station is only a minute's walk away. Does that help?
- Caller: I'm only a short walk from a station at my end, so that's probably my best option. OK, one last question. Is there anywhere to eat at the fair?
- Advisor: Oh, there are lots of cafés and restaurants there. They're generally OK, but unless you're prepared to spend a fortune on a sandwich and a cold drink, I'd go somewhere else.
- Caller: Such as?
- Advisor: Well, you'll be much better off going to one of the cafés or restaurants in the streets nearby. Don't tell anyone I said that, though.
- Caller: I won't! Thanks. So, how should I pay for...