

Recording script M6: Applying for an online course

Advisor: Good morning, The Writing School, can I help you?

Caller: Oh, hi. I'm ringing about the online writing courses you advertise on the Internet.

Advisor: Yes...would you like me to send you a brochure?

Caller: Um, I would, but I also have some questions.

Advisor: OK, well, let me take your details first, and then I can deal with the questions after that.

Caller: OK.

Advisor: I just need to fill out this form ... so, um, can you give me your first name, please?

Caller: Yes, it's Alex.

Advisor: That's great, Alex. And what's your last name?

Caller: It's Sachdeva.

Advisor: OK - can you spell that for me?

Caller: Yes, it's S-A-C-H-D—

Advisor: Is that P?

Caller: No, D-E-V-A.

Advisor: OK, I've got that. Now, can you give me your address?

Caller: Well, I'm staying with friends at the moment, but I'll be in my new flat in Preston next week.

Advisor: Well, perhaps the Preston address is best.

Caller: OK. So that's Flat 4A, 396 New Valley Road.

Advisor: New Valley Road...

Caller: Yes, that's right.

Advisor: OK - that's great ... and we know the town ... that's Preston.

Caller: Yes.

Advisor: Do you know what your postcode will be there?

Caller: Oh - I think I've got it somewhere on a piece of paper ... let me see ... yes, here it is. Er, it's PN6 3BZ.

Advisor: BS?

Caller: No, BZ.

Advisor: Right. I guess you don't have a phone number yet?

Caller: No, not at the flat. And my mobile's not working right now. I have to take it to the shop and see what's wrong.

Advisor: Oh, I hope it's nothing serious.

Caller: Well, it's new, so it should be all right.

Advisor: You could give me the number anyway. For the future.

Caller: Yes, OK. Um, it's 0787 345077.

Advisor: That's three-five-four-zero-double seven.

Caller: No, three-four-five.

Advisor: Oh, thanks. I'll note that your phone is not working right now.

Caller: OK, thanks.

Advisor: Now, the last thing I need is an email address.

Caller: OK it's Alex7@ptu.com. That's my personal address.

Advisor: ... ptu dot com. Fine. Now, as you're moving, I'll put something in the message box so that the brochure doesn't come too early.

Caller: Yes, could you do that?

Advisor: I'll put 'deliver brochure next week.'

Caller: Oh, that's great.

Advisor: Now, what would you like to do about ...

Advisor: Now, you can see on our website that we have a lot of courses ... what are you interested in doing?

Caller: Well, I don't want to publish anything. I just want to raise the standard of my own writing.

Advisor: Yes, it depends on whether you want to, you know, write creatively or for fun. We also have fiction writing - that includes writing children's stories.

Caller: Well, I work in an advertising agency, so ... I'd like to write better so that ... well, I'd like my salary to rise.

Advisor: OK, so we can send you our brochure for business writing and if you think it'll be right for you, then you can enrol.

Caller: Great. What happens after that?

Advisor: Then we send you the course pack.

Caller: What does the contain?

Advisor: You get some books that will help you with your writing skills, an audio course on CDs and instructional DVDs to watch, and some lesson texts to read.

Caller: OK. What if I change my mind?

Advisor: Well, you can send the material back to us. You have 21 days to decide, and we'll refund your fees within that time.

Caller: Ah, that's quite good. I see. So the enrollment fee includes the course materials?

Advisor: Yes, it does - for all our courses.

Caller: So are there different fees for different courses?

Advisor: Yes, at the moment, your course is ... let me see. They've just raised the prices ... it was £340, but I think it's £375 now. Yes, fees rose a month ago, I'm afraid, um, by ten percent - most of our courses are now between three and four hundred pounds.

Caller: OK, that's not bad - so, who will teach me?

Advisor: Well, before we decide that, you do your first written assignment. It's like a personal profile.

Caller: So I write about things like my background and where I was brought up?

Advisor: No, it's the future we're interested in.

Caller: Oh, OK, so ... what I want to get from the course, and how it will help me to achieve my ambitions?

Advisor: That's right. We get a picture of who you are and your needs and then we match you to a personal tutor who will teach you and work with you.

Caller: That's a good idea. And how do I get that to you?

Advisor: Well, you send it in to us by post or through our website.

Caller: What about lessons?

Advisor: There are 15 lessons altogether, and each one has an assignment.

Caller: And what sort of feedback will I get?

Advisor: There's continuous online support, and part of that is a web-based facility for all the students on your program to get together.

Caller: Oh, so we can share ideas and things?

Advisor: That's right. With no need to go into a classroom or be tied to weekly schedules.

Caller: OK. Thanks, I think that's all my questions.

Advisor: Don't hesitate to call if you have any more.

Caller: OK, thanks. Bye.