

TEST 2

SECTION 1

WOMAN: Hello . . . motor insurance department . . .
MAN: Oh hello . . . I'd like to ask about insurance for my car.
WOMAN: Yes, of course. I'll just take a few details. What's your name?
MAN: Patrick Jones.
WOMAN: And your address?
MAN: It's 27 Bank Road.
WOMAN: 27 Bank Road. Is that in Greendale?
MAN: Yes.
WOMAN: And what's your daytime phone number?
MAN: My work number is 730453.
WOMAN: And could I ask what your occupation is?
MAN: Dentist.

Example

Q1

Q2

Tapescripts

WOMAN: OK . . . now a few details about your car . . . What size is the engine?
 MAN: It's 1200 ccs.
 WOMAN: Thank you . . . and the make and model?
 MAN: It's a Hewton Sable.
 WOMAN: Could you spell the model name please?
 MAN: Yes . . . S-A-B-L-E. Q3
 WOMAN: Ah yes . . . thanks. And when was it made?
 MAN: 1997.
 WOMAN: Lovely . . . right . . . I presume you've had a previous insurer?
 MAN: Yes.
 WOMAN: Right . . . we need to know the name of the company.
 MAN: Yes . . . it was Northern Star. Q4
 WOMAN: Thank you, and have you made any insurance claims in the last five years?
 MAN: Yes . . . one in 1999.
 WOMAN: And what was the problem?
 MAN: It was stolen . . . but . . . Q5
 WOMAN: That's fine, Mr Jones . . . that's all we need to know at the moment . . .

WOMAN: And will there be any other named drivers?
 MAN: Just the one . . .
 WOMAN: And his name?
 MAN: Simon Paynter.
 WOMAN: Could you spell the surname please?
 MAN: P-A-Y-N-T-E-R. Q6
 WOMAN: OK thank you . . . And what relationship is he to you?
 MAN: He's my brother-in-law. Q7
 WOMAN: And what will you or Mr Paynter be using the car for?
 MAN: Well . . . mainly for social use . . .
 WOMAN: Social use (*murmuring*). Will you be using it to travel to work? Q8
 MAN: Yes . . . sometimes.
 WOMAN: . . . Anything else?
 MAN: No. That's it . . .
 WOMAN: And finally . . . when would you like to start the insurance?
 MAN: I'll need it from the 31st of January.
 WOMAN: Right . . . Mr Jones . . . I'm getting a couple of quotes coming up on the computer now . . . and the best bet looks like being with a company called Red Flag. Q9
 MAN: Yeah.
 WOMAN: And that comes out at \$450 per year . . . Q10
 MAN: Well . . . that seems OK . . . it's quite a bit lower than I've been paying up to now . . .
 WOMAN: Great . . . so would you like me to go ahead with that?
 MAN: Sure . . . why not?
 WOMAN: How would you like to pay?