

TAPESCRIPTS

TEST 1

SECTION 1

JANICE: Hello ... Flagstone.
JON: Oh hello; is that Flagstone Properties?
JANICE: Yes that's right. Flagstone here. How can I help you? *Example*
JON: Hello. I'm ringing just to make enquiries about renting a house. My name's Jon Anderson.
JANICE: Yes, Mr Anderson. What sort of thing were you looking for?
JON: Two-bedroomed house with garden.
JANICE: Well. ... yes, sir, that shouldn't be any problem ... just to let you know that our main areas, the main areas we deal with, are the city centre itself. *Q1*
JON: City centre ... uh-huh.
JANICE: And the north suburbs.
JON: Oh well... we were most interested in the Northern areas actually.
JANICE: Right... yes... What sort of price were you thinking of?
JON: Well... could you give me some idea?
JANICE: Certainly. It really ranges from £250 per month. *Q2*
JON: Only £250?
JANICE: Yes, to about £500 depending on a number of different factors.
JON: What does it depend on?
JANICE: Well, obviously the quality of the area. And then whether there's a garden. *Q3*
JON: Well, as I said, we'd want a garden.
JANICE: And a garage pushes up the price.
JON: Right... well, we wouldn't necessarily need one. I think about £350 a month would be our limit.
JANICE: OK. Well... would you like to have a look at a couple of properties, sir?
JON: Yes, that'd be great.
JANICE: Looking at our files ... I think we've got two which might suit you ...
JON: Hang on. I'll just get a pen. Right.
JANICE: OK. Well, there's one on West Park Road which is £325 a month. *Q4*
JON: Are the bills included?
JANICE: Well, that one just includes the water bill. *Q5*
JON: OK, right.
JANICE: And the second house is in Tithe Road. I'll just spell that for you ... OK?
JON: Yep.
JANICE: T-I-T-H-E Road.
JON: Got that. And how much is that one?
JANICE: That's £380.

Test 1

JON: 380. Is that including water?
JANICE: No, I'm afraid not, but it does include the telephone rental. *Q6*
JON: Oh well, that's not too bad then. So, ..
JANICE: So, when would you be available to see them?
JON: Well, I'll be in town next week ... say ... Thursday?
JANICE: No, I'm sorry we don't have any availability for Thursday. How about Wednesday afternoon? *Q7*
JON: OK. That's fine. Would 5.00 be OK?
JANICE: Yes, fine. 5.00 it is. Just come to the Flagstone Offices.
JON: Oh, before I forget. What sort of things do I need to get done ... to rent with you?
JANICE: Well, the most important thing is a letter from your bank ...
JON: No problem ...
JANICE: And then a reference letter from your employer. *Q8*
JON: Yes, that's OK.
JANICE: Great, and then we would need you to give 2 weeks' notice of moving in ... *Q9*
JON: Right... 2 weeks' notice. And what about a deposit? *Q10*
JANICE: That's one month's rent, whatever the amount is.
JON: OK. One month. Is that it?
JANICE: No, sorry, one more ... you will have to pay for the contract.
JON: Oh yes. I'd forgotten about that. OK, fine. So I'll start arranging those, and I'll ...
JANICE: ... I'll see you next week.
JON: Yes. Thanks very much. Bye.
JANICE: Goodbye.

SECTION 2