

Tapescripts

TEST 1

Section 1

CLERK: Good morning, ma'am, and welcome to "Australia's Moving Experience"! How can I help you?

WOMAN: Well, I... I hope you can help me. I'm so up in the air right now... I...

CLERK: Just calm down, now. Let me guess: you're moving and it has you a little confused.

WOMAN: That's it exactly. You see, I'm relocating to the United States next month and I'm having a hard time getting organised.

CLERK: Here, fill out your name and address, and let me ask you a few questions. Oh, what should I call you?

WOMAN: My name is Jane, Jane Bond.

Example

CLERK: OK, Jane, first of all, what's your work phone number? In case I have any questions about things.

WOMAN: My work phone is 94635550. But please try not to call me too often there. My boss hates personal calls.

Q1

CLERK: So does mine, ma'am, so does mine. And what address should we ship your things to?

WOMAN: My new company is letting me stay temporarily at 509 Clark House, that's C-L-A-R-K, 1137 University Drive in Seattle.

Q2

Q3

CLERK: Seattle? Beautiful city, I hear. Mountains right beside the ocean, almost. Cooler than Australia, too. OK, and when should we come pack your things?

WOMAN: I guess that would be on Monday, March 11th.

Q4

CLERK: Do you want any help with an after-packing clean-up? We do that for a small additional charge.

WOMAN: Yes, that would be helpful. I promised the landlord I'd give her the keys back by 5:00 p.m. on Thursday, the 14th.

Q5

CLERK: Great, we'll just schedule the clean-up for that day. That way, the place will smell clean and there'll be no dust.

WOMAN: Well, you do think of everything! Oh, how much is this going to cost?

CLERK: Here is a list of our basic prices.

WOMAN: Oh dear, this seems rather expensive!

CLERK: Yes ma'am, but you're paying for the best. We're careful and we're fast. Like we say, the only thing we break are speed records getting you moved.

WOMAN: Well... maybe that's so... Oh, I nearly forgot to tell you. I don't want my furniture shipped with me. I won't be looking for an apartment till after I arrive in America. Would it be possible to put my furniture in storage here for a month, then have it sent along later?

Q6

CLERK: Of course, we do that all the time. A couple of other things. Here at "A Moving Experience", we try to pack your things logically. We don't just throw stuff in boxes.

CLERK: Do you have any special requests? You know, things you want packed in some special place, so you know where to find them?

WOMAN: Like what?

CLERK: Oh, I don't know... Things like dishes maybe. Not to be rude, but you look like a lady who likes to eat.

WOMAN: Ahhh! Yes, I need my dishes and things where I can find them quickly.

CLERK: Great. We'll put those dishes and cutlery in what we call the emergency pack. Can you think of anything else?

Q7

WOMAN: Ummm, I do have an antique tea kettle my great-grandmother gave my mother. I wouldn't want to lose that. So I guess you'd better put that in storage with the furniture.

Q 8

CLERK: Grandma's tea kettle with the furniture, got it! Say, how about things like your alarm clock? You don't want to miss your plane on the big day, right?

WOMAN: Well, you certainly think of everything! Yes, that's right. I'll also need my alarm clock where I can find it.

CLERK: Fine, we'll put that in your personal package. And of course, we'll give you a list of where we pack everything. So, all you'll have to do on Thursday, the 14th is grab your luggage on your way out the door. Um, I couldn't help noticing the new CD player you're carrying. Is that a Samsung?

Q 9

WOMAN: Why? Yes, it is. One of their best. Cost me nearly a hundred dollars, it did!

CLERK: Do you want to take special care of it? I mean it's brand new.

WOMAN: Take care of it, but nothing special. You can just put it in storage with the furniture.

Q 10

CLERK: That looks like everything we need here. I guess you're all set.

WOMAN: That was certainly quick. Thank you, young man. This has been a most moving experience!