



Provides practice listening for tone, intonation and emphasis



Audio 7.11: Transcript

Eight telephone conversations

Dialogue 1: Customer and customer service representative (*Tone: angry*)

CSR: Hello, Tisha Yanov speaking. How may I help you?

Customer: Yes, hello. I'd like to speak to the manager please.

CSR: May I ask what this is regarding?

Customer: Yes. I'm calling to complain about the service I received at one of your stores.

CSR: Well, perhaps I can help you.

Customer: No. I just want to speak directly to the manager.

CSR: Certainly. One moment, please, and I'll connect you to her.

Dialogue 2: Two friends (*Tone: accusatory*)

Eleni: Hi Adam. It's Eleni.

Adam: Oh, hi Eleni. How are you?

Eleni: I'm okay. What happened to you last night?

Adam: What do you mean?

Eleni: Well, we were supposed to go downtown. Remember? I called you three times and there was no answer. I even called your parents' place and no one knew where you were. Where were you?

Adam: Oh, I'm sorry. Max called and said he needed some help with his math homework. I was at his place 'til about 10:00.

Eleni: Oh, really.

Adam: Honest. You can even ask him.

Dialogue 3: Manager and employee (*Tone: serious*)

Manager: Hi Gus.

Employee: Hi Jack.

Manager: Gus, I'd like to see you in my office.

Employee: Sure. I'll be right there.

Dialogue 4: Manager and employee (*Tone: calm, not serious*)

Manager: Hi Gus.

Employee: Hi Jack.

Manager: Gus, can I see you in my office?

Employee: Sure. I'll be right there.

Dialogue 5: Voice mail message from a contractor (*Intonation: slow, monotone*)

Hello. This is a message for Barb. It's Greg Milne calling on Monday, June 3rd at 3:00. I've calculated how much it will cost to renovate your bathroom. Could you please call me back at 555-288-0099? I'll be here until 5:30 today. Thank you.

Dialogue 6: Sales call (*Tone and intonation: perky, high-pitched*)

Seller: Hello, is this the lady of the house?

Resident: Yes it is.

Seller: Hi. I'm calling from Home Safety Alarm Systems. We are offering a great deal on state-of-the art home alarm systems. For just \$10 a month, you can have your entire house protected against intruders. You can also have a 24-hour two-way voice monitoring system. Best of all, there are no installation fees or hidden costs! We are going to have a sales representative in your area this week. Can I ask him to drop by your home to speak to you?

Resident: No thank you!

Dialogue 7: Boss and employee (*Emphasis*)

Boss: Hi Tom.

Employee: Oh hi, Vlad. What's up?

Boss: Tom. What happened? I asked you to have the plans for the Taylor home on my desk by **Tuesday**.

Employee: Oh. I'm sorry Vlad. I guess I misunderstood. I thought you said **Thursday**.

Dialogue 8: Boss and employee (*Emphasis*)

Boss: Hi Tom.

Employee: Oh hi, Vlad. What's up?

Boss: Tom. What happened? I asked you to have the plans for the **Taylor** home on my desk by Monday.

Employee: Oh. I'm sorry Vlad. I guess I misunderstood. I thought you said the **Tate** home.