**Tapescripts**

**bij 5.1 Exercise 3 & 4**

**Female voice mail system voice:**

You have two new messages. First received message. Message received on: today, 8:27 AM.

**Caller's voice:**

Hello Jeffrey, this is Youssra.

I'm calling about our meeting at nine. I'm sorry, but I missed my train and can't make it. If I catch the next train I should be there at ten, so that's an hour later. The problem is, I've got a doctor's appointment at 10:30. If you come to the station we can start working for school at nine thirty.

Can you call me back, please? Bye!

**Female voice mail system voice:**

End of message. Press 1 to delete. Press 2 for next message.

**Tapescript bij 5.1 Exercise 6**

Welcome to Fox Telecom, the world's largest mobile phone provider.

You are now in the MAIN menu.

If you have a question about your subscription, please press 1.

If you have a question about your phone bill, please press 2.

If you have a question about a product you have ordered, please press 3.

If you have a complaint about our service, please press 4

[pause]

You are now in the ORDERS menu.

If you want to cancel an order, please press 1.

If you haven't received your order, please press 2.

If you have received something for somebody else, please press 3.

If you have another question about an order, please press 4.

Press zero to return to the main menu.

[pause]

You are now in the OTHER QUESTION ABOUT ORDERS menu.

If you have received a damaged product, please press 1.

If you have received the wrong product, please press 2.

If you have received an incomplete product, please press 3.

Do you have another question and do you want to speak to one of our colleagues? Please press 9.

Press zero to return to the main menu.

[pause]

You are now in the WRONG PRODUCT menu.

If you have received the wrong TYPE product, please press 1.

If you have received the wrong COLOUR product, please press 2.

If you have received the wrong BRAND product, please press 3.

Do you have another question and do you want to speak to one of our colleagues? Please press 9.

Press zero to return to the main menu.

[pause]

Please wait while you are being forwarded to one of our colleagues.

**Tapescript bij 5.1 Exam exercise**

**Telefoon:**

You have one new message. Message received on: yesterday, 1:29 PM.

**Aya:**

Hey Kevin, this is Aya.

I'm calling to tell you about the plans for Sunday.

We will meet at central station in Amsterdam at 9 in the morning.

[pauze]

First, we'll walk to the Black Light Bar. There we will tell everyone about the activities for the day. We will be there for an hour.

[pauze]

Then we will go to the McBike at 10:30, where we will pick up bikes and a city guide. We'll take a bike tour around the city from there. The bike tour will take two hours.

[pauze]

After the bike tour, we will eat lunch at Café De Nachtwacht at 12:30. Lunch will take an hour.

Then, if it rains, we will go to the torture museum. If the weather is good, we're going to tour the canals on water bikes.

[pauze]

We will end the day with dinner at McDonald’s, and once we've eaten, everyone can leave when they want to, or they can go out with us if they want to.

Will you call me if there's anything you don't understand?

Bye!

**Telefoon:**

End of message. Press 1 to delete. Press 2 for next message.