

Dialogue

Domain: Insurance

Gender of English speaker: Either

Gender of LOTE speaker: Either

Scenario:

A foreign tourist who is visiting Australia on holiday has come to the office of a car hire company to hire a car so that it will be easier to travel independently. The English-speaking customer service officer is discussing what requirements are for hiring the car.

The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning, how can I help you?	7
2	ALBANIAN	Përshëndetje, jam këtu me pushime dhe dua të marr me qira një makinë për rreth një ose dy javë në mënyrë që të dal e të vizitoj më shumë vende jashtë qytetit.	
Translation		Hello, I'm here on holiday and I'd like to hire a car for about a week or two so that I can get out and see more of the countryside.	30
3	ENGLISH	That's a good idea, with your own vehicle you can see more of nature. Do you have your driving licence with you?	22
4	ALBANIAN	Po, këtu është. Është leje drejtimi ndërkombëtare. Është në gjuhën time, gjithashtu edhe në anglisht..	
Translation		Yes, here it is. It's an international licence. It's in my language as well as in English.	17
5	ENGLISH	That's perfect. Yes, I can see it's valid for driving on our roads. Now, is there any particular type of car you're after?	23
6	ALBANIAN	Për mua është e rëndësishme të kem një që është e mirë për distanca të gjata, me kondicioner, dhe dua të jem i sigurt që nuk do të më prishet në ndonjë zonë të thellë..	
Translation		It's important for me to have one which will be good over long distances, with air conditioning, plus I want to be sure that it isn't going to break down in a remote area.	34
7	ENGLISH	Oh, all our cars meet those requirements. I'd suggest a Toyota, we rarely get complaints about them. Their engines are reliable and they're pretty comfortable.	25
8	ALBANIAN	Shumë mirë, e kam pasur një të tillë në vendin tim. A ofroni edhe siguracion?	
Translation		That sounds good, I used to drive one back in my country. Do you also provide insurance?	17
9	ENGLISH	Yes, we do. In fact, it's compulsory to take out insurance. It applies to both injuries to people as well as property damage. As you're over 26, it's a bit cheaper.	32

10	ALBANIAN	Kuptoj. Jam shofer me eksperiencë dhe kam dosje të mirë në drejtim automjeti. A duhet të paguaj ndonjë gjë në rast se bëj aksident?	
Translation		I see. I'm a very experienced driver and I have a good driving record. Do I have to pay anything if I cause an accident?	25
11	ENGLISH	Yes, we call that the excess. In your case it would be six hundred dollars.	15
12	ALBANIAN	Përmendët edhe pronën. A do të thotë kjo që siguracioni paguan koston e riparimeve të një automjeti tjetër? Nuk dua të më prishen pushimet ngaqë më duhet të paguaj ndonjë faturë të madhe..	
Translation		You also mentioned property. Does that mean the insurance covers the cost of repairs to another vehicle? I don't want my holiday to be ruined by having to pay a huge bill.	32
13	ENGLISH	Yes, all that is included, but I'm sure nothing bad will happen. Now, could you fill in this form and then I can process your application.	26

End of Dialogue**Dialogue - Word Count**

Language	Total number of words	Number of segments with 20 or less words	Number of segments with 21-35 words	Number of segments with less than 10 words
ENGLISH	150	2	5	1
ALBANIAN	155	2	4	0
Total	305	4	9	1