

Dialogue

Domain: Consumer Affairs

Gender of English speaker: Male

Gender of LOTE speaker: Male

Scenario:

This dialogue is a conversation between an overseas visitor who is speaking with an English-speaking customer service officer at a state revenue office, after receiving an infringement notice for a traffic offence of driving through a red light.

The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning, what can I do for you today?	9
2	ARABIC	وصلني بالبريد إشعار بغرامة لتجاوز إشارة ضوئية حمراء، لكنني لم أفعل ذلك!	
Translation		I received a fine in the mail for running a red light, which I didn't do!	16
3	ENGLISH	Right, well there are options for you to dispute the fine if you believe you did not commit the offence.	20
4	ARABIC	أرجو أن تفيدني بما الذي يجب أن أفعله لكي أطلعن في صحة الغرامة. سأعود إلى بلدي الأم في الشهر القادم ولا أريد أي مشكلة عندما أحاول العودة إلى أستراليا.	
Translation		Please advise me of what I need to do to dispute the fine. I return to my home country next month and do not want any trouble when trying to return to Australia.	33
5	ENGLISH	Sure, I will give you the form you need to complete, and you will need to explain the situation and why you think you were incorrectly fined.	27
6	ARABIC	كنت أريد فقط أن أتابع سيري بخط مستقيم عبر التقاطع، لكن بما أنني غريب في مدينتكم الجميلة سرت في المسار الخطأ الذي تنعطف منه السيارات إلى اليمين.	
Translation		I just wanted to go straight at the intersection, but being a stranger in your beautiful city, I got into the wrong lane, the one which turns right.	28
7	ENGLISH	Yes, I can see how that can happen, especially if you don't know your way around town. So, what did you do?	22
8	ARABIC	بمجرد أن أدركت خطأي أعطيت إشارة للسيارة للانتقال إلى المسار الذي بجانبه للسير بخط مستقيم. كانت الإشارة الضوئية لهذا المسار ما تزال خضراء، فتابعته رحلتي.	
Translation		As soon as I realised my mistake, I indicated to the left to move into the straight lane beside me. That still had a green light, and so I continued my journey.	32
9	ENGLISH	Well, these red light cameras always take two photographs: one as you cross the stop line, and one about half a second later. If you wish to dispute this, it can be looked into.	34
10	ARABIC	نعم أودّ أن أطلعن في صحة ذلك لأنني أعرف أنني لم أتجاوز الإشارة الضوئية الحمراء.	

Translation		Yes, I would like to go ahead with disputing this as I know I didn't drive through the red light.	20
11	ENGLISH	Okay, here are the forms you need to complete and bring back. Please make sure you put every detail you explained to me on the form.	26
12	ARABIC	نعم، سأفعل ذلك. كم يستغرق الحصول على قرار بهذا الشأن؟	
Translation		Yes, I will. How long will it take to get a decision?	12
13	ENGLISH	The decision can take up to thirty business days. As you're travelling overseas soon, I recommend submitting your dispute quickly.	20
14	ARABIC	شكراً لمساعدتك.	
Translation		Thank you for your help.	5

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	158	3	4	1
ARABIC	143	4	3	1
Total	304	7	7	2