

Dialogue

Domain: Insurance

Gender of English speaker: Male

Gender of LOTE speaker: Female

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 | CANTONESE | 你好！我而家係呢度度假，我想租架車一兩個禮拜，咁我就可以出去行吓。睇多D郊外景色。 | |
| 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 | CANTONESE | 有呀，喺呢度。喺個國際駕駛牌照，用中文同英文寫。 | |
| 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 | CANTONESE | 我要嘅車最重要嘅係可以揸長程，要有冷氣，仲要唔好揸到去偏遠地方就跪低。 | |
| 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 | CANTONESE | 咁就好啦！我係自己國家都係揸呢款車嘅。你呢度有冇提供保險㗎？ | |
| 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 | CANTONESE | 我知道啦！我揸咗好多年車㗎啦！我有良好嘅駕駛紀錄。如果係我引起交通意外，我使唔使俾錢㗎？ | |

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|-------------|-----------|---|----|
| 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 | CANTONESE | 你正話講過話「財物」，意思係唔係保險包埋另一架車嘅維修費用？我唔想因為要俾大筆費用，破壞晒我成個假期。 | |
| 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 |
| CANTONESE | 155 | 2 | 4 | 0 |
| Total | 305 | 4 | 9 | 1 |