

**'POLITE' AND 'IMPOLITE' REQUESTS AND APOLOGIES IN BRITISH  
ENGLISH AND URUGUAYAN SPANISH: A COMPARATIVE STUDY.**

VOL 2

Rosina Márquez Reiter  
PhD  
Department of English Language and Linguistics  
March 1999

Informants: 4 males, students of Sports Science

**R1**

A: Excuse me, excuse me Alan/um/ Listen/ do you know that lecture/um/ that we had/ a few weeks ago

B: Yeah/ Yeah

A: We've got some work to do for it

B: Yes

A: um/ I've been to the library/and/ well obviously it shut down/and I need to get hold of a BOOK

B: Yeah

A: Now, is it possible like/like I come and get from you some time?

B: Borrow MY book?

A: Yeah

B: You want to borrow my book

A: Yeah

B: For how long?

A: um/ well/ I'll try and get it done sort of like overnight/but/just as long as it really/takes me to do the assignment

B: OK/ Well/ if I let you borrow my book overnight/ you bring it back first thing in the morning/ and then you can go to the library, can't you?/ you can get um/ the same book out of the library//right/ Does that sound reasonable?

A: OK/if// right OK that's fine

B: Yeah

**A1**

B: Hello, DARRIN

A: OH!

B: You've got my book, haven't you?/you said you'd bring it back first thing

A: um/ YES/Right/ um/ I've finished with it/but I left it at home

B: you have?

A: I'm REALLY REALLY sorry/um/I'll try and get back TODAY

B: Try and get it back today?

- A: YES/ and I'll try and get it to you by the end of the day/ Do you need it like URGENTLY?
- B: Yes, I do/I could/ I could REALLY do with it
- A: OK/ I've got/ am in/am in the middle of a break of a lecture at the moment so/once I finish/I'll get it back to you
- B: OK
- A: After the lecture
- B: OK/ excellent

## R2

- A: um/ Darrin/ I've got a few things I need to do down town/ Is there any chance of you filling in and minding the phone for me while I pop out?
- B: Oh/um//I don't/ see why not/ Is there anyone else that can do it?
- A: um/not at the moment/NO/ no everyone's on lunch/ lunch break/ yeah
- B: Alright/ alright/ How long are you gonna be gone?
- A: um/ about an hour/
- B: Yeah
- A: Is that OK?
- B: um/ yeah/ it should be alright
- A: alright/ cheers

## A2

- B: Hello Darrin
- A: Oh Hi/ Do you want a coffee?
- B: Yeah/ I'm really sorry I arrived late and that
- A: Oh don't worry about it/um/ I'll go and get yourself one
- B: Oh it's alright/ I'll get it
- A: OK
- B: It's no problem// GREAT [How was your day today?]
- A: [Sit down]
- B: Cheers/Thanks a lot
- A: uuu/ OH SOORY mate
- B: What
- A: Look/ I've spilt coffee on you

- B: Alright  
A: Sorry about that  
B: Never mind never mind/ It/it'll wash out/ it's no problem  
A: OK

### R3

- A: Hi X I'll be popping out for a couple of minutes/ I was wondering if you could take over the telephone  
B: um/  
A: Is that alright?  
B: Yeah/ What do I need to say?  
A: Just you know/just answer and if there is anything too tough just say I'll be back in/ say I'm in a meeting and that I'll be back in [half and hour or something]  
B: [OK] Yeah, no problem  
A: Yeah/ you know about most things, don't you?  
B: Yes  
A: So you can handle it  
B: OK  
A: OK/ cheers

### A3

- B: AH! There he is/ couple of minutes?  
A: (laughs) OK I'm REALLY SORRY I don't know what to say/you know/ um/my girlfriend came round and we/ had a bit of a/  
B: oh, sorry/you don't need to tell me that's your girlfriend and  
A: Well/ yeah/ [we just..]  
B: [I don't need to know]details  
A: I feel REALLY guilty/ so/ I try and explain [it somehow]  
B: [yeah, right]  
A: [SORRY, sorry] I'm sorry about that/ um/ so I'll do YOU a favour so that we.../ I'm really sorry about that  
B: Make sure you do



**R4**

A: OK/ um/ I'm lost I don't know where to go/um/Can you remember/ us look at this map?

B: Yeah, I can/ but/ I gave it to you/

A: I know but// I'll try to work it out/ I just CAN'T/ um/ which way to look/ Did you/ um/What street is it again?/Where do we need to get to?

B: Oh/ yeah/ It's all very well you know/telling me this now//alright, alright/ OK/ give it me now/ alright just pull over and we'll have a look/ I mean I'd prefer you'd told me earlier/ rather than now/ NOW you tell me/ you know

A: But if I can't work it out, I can't work it out, can I?/ um/ we need to find the street

B: OK/ alright then/ OK/ alright never mind

A: I wish you'd told me the name of the street/ I might have a better/ you know

B: Didn't I tell you?

A: NO

B: Sure I DID//

A: [No]

B: [alright, alright]I'll sort it out/I didn't tell you the street you should've/ um/ reminded me/you know/ I'm driving here/ you know/ I've got things in my mind you know

A: OK sort of ...

B: OK/ alright then

**A4**

A: I've just realised um/ I've got the um/ map in my pocket/ um/ see if we can just go past that pedestrian and ask him/ it should be alright now/ um/ Do you want to try... and have a look at the map now?

B: Well/ Don't we know where we're going?/I mean the guy seemed to/ I don't know where we're going really

A: Well I've got the map now/but according to the man on the street//

B: Well yeah/ the directions were OK/ I mean take it from what you said actually/ what we'll do is try to get there and we'll look at the signs and go and follow his instructions/and then if we get REALLY lost then we'll get back to the map/but/ um

A: OK/ Have you the/ um/ instructions?/I've got the map with the directions on it/  
so should we go for that then?

B: Yeah

**R5**

A: Alan, Alan/ How are you doing?

B: Alright/ Do I know you?

A: Yeah I live a few doors down the road/ you know

B: Oh! alright yeah/yeah

A: Well/ alright/ I'm just sort of like moving out of my flat at the moment/ and/  
I'm having a bit of a nightmare with the um/with moving my stuff out/um/ I  
don't mean to like/sort of/ put myself in front of you/ but/ you're the only  
person around at the moment/ it seems that everyone else is on holiday/um/ but  
I need/some help getting stuff out of my flat/and also like moving it to my new  
place/ I was wondering if you could perhaps help me?

B: Well I'm just off to work in a minute mate

A: Are you?

B: Yeah

A: Um/but it doesn't have to be like/ right now/Could we arrange sort of like a  
different time perhaps?

B: Yeah/ yeah

A: Yeah?

B: If you take my phone number

A: Right

B: It's 536147

A: Right

B: Got to go/ Cheers/ See you

A: Bye

**A5**

A: Sorry Alan there's um/ one more box/ just one more box

B: I'll just put it in the back

A: I must admit Alan/your car is REALLY REALLY clean

B: Thanks/ Thanks/ I do take care of it, don't I?

- A: Yeah, it's beautiful///OH! OOPS!/um/sorry mate I've just spilt some oil  
B: Yeah I can see  
A: I'm so sorry let me try and clean it up  
B: Yeah  
A: Right/ OK/ Don't worry I'll try and get this cleaned up  
B: OK  
A: If it doesn't come out now we'll sort something out later  
B: Right

**R6**

- B: Come in/ Alright?  
A: Fine, fine, fine thanks/ um/ I was wondering if you could do me a really big favour//I was wondering whether I can borrow your car for um/ about two hours  
B: OK/ Have you passed your test?  
A: Yeah  
B: And you are insured?  
A: Yeeeah/ NO I'm not insured for/ for your car, I'm afraid  
B: Well, I don't think you can drive it  
A: [Well]  
B: [You know] you know/  
A: But// I can get it insured  
B: Yeah you're right you can get it but/um/ you put me in a bit of a situation there 'cos we're good mates but/ my car isn't insured for you and/ I don't want you to put yourself on that risk [and]  
A: [yeah]  
B: [and my car's got]  
A: [Yeah but/] YOU'VE BEEN, you've been in my car with ME/ I mean/ you know I'm OK  
B: I know that but/ the car cost 60 grand/ it's a 60 grand car and/  
A: I'll be REALLY SAFE/ I REALLY NEED this favour from you right now/ I'm picking someone up/ I mean/ look/ this is my situation I'm picking someone up from the/ airport/ and you know/ I've no way of getting there/ my car's broken down

- B: How far is it?  
A: Well, it's HEATHROW/ you know/ it's about/ about 7 miles  
B: OK what about if I drive you there?/you know  
A: um/ yeah we could.....  
B: sure  
A: BRILIANT/BRILLIANT/ thanks a lot  
B: It's alright/ no problem

**A6**

- A: Oh Hi/um/ LISTEN/um/I've had a bit of shunt/nothing major so DON'T GET/  
B: You've what? (laughs)  
A: NO,no no no no no/ No no no REALLY REALLY REALLY/ [It's]  
B: [I know..] I gave you the car and you said you were a CAREFUL DRIVER  
A: Yeah/ I mean/ you know/ [I]  
B: [I'd like to feel that]  
A: it's not bad you know/ IT'S NOT BAD/ It's/I mean/ You know the bumper is damaged and the lights are damaged/ but you know AT LEAST [I/  
B: [How about the other driver?]  
A: Yeah/ I mean/ It's HIS FAULT  
B: So/ you exchanged details?  
A: Yeah  
B: So/um/ you're not insured for my car  
A: No, I'm not..../it's academic really 'cos I'M GONNA pay for it/ you know/ I wouldn't do it/ I wouldn't take the car out/ you know/ it's HIS FAULT/ but/ you know/ [when I took the car]  
B: [I've got to believe you]  
A: No, LISTEN/ listen to me/you know/ I made the decision to take your car out/ you know/ I'm gonna prepare for every eventuality/ and this happens/ and/ I'm just let it happen/ you know/OK HE HIT ME/OK/ so I'm gonna pay for it/ so don't worry about it/ you know  
B: OK  
A: We'll sort it out  
B: I'll take it out of your wages, OK?

- A: Yeah/ I mean/ it's indirect, isn't it?/ it comes out of my wages or it comes out of my bank balance/ doesn't matter in the long run
- B: Right/ OK/ 'cos I need to get the money for the repairs
- A: Yeah SURE/ no problem
- B: OK?
- A: You know/ still I REALLY appreciate you[....]
- B: [where's the car now?]
- A: um/ it's parked round the corner
- B: Right/ OK/ Can I've the keys?
- A: Yeah, sure
- B: Thanks

**R7**

- A: Look/ Can you come into my office, please?
- B: Yeah, sure/ What's happening?
- A: Right/ you know you're supposed to be going on holiday on Monday
- B: Yeah
- A: and you know we've got this BIG project that needs finishing
- B: Right
- A: and I ... ask/ I REALLY NEED you to come and stay and help me with this project/ 'cos if we don't finish this project we're gonna/ we're gonna lose the projects and all the business we can get from there/ um/ I recommend that if you stay instead of going on holiday/ I'll give you a BONUS once we've um/ got paid/ for this project/but you know how IMPORTANT it is/ and....
- B: Oh man!/but/ I had this holiday BOOKED for about two MONTHS now
- A: Yeah I know/ I realise that but/
- B: [Can we not]
- A: [but]
- B: [Can we not] just work longer hours/ at the moment/ or can I not work extra hours to try and get it...
- A: yeah you can but I don't think it'll be sufficient/ I REALLY NEED you to stay and/'cos you know/you need to work with the other people/ in the office//and we're gonna lose business and/
- B: Yeah but/.....

- A: I know that's why I'm saying about the BONUS that I'll give you 'cos/ I realise it all disrupts your plans/and/ but/ you know/ it's....
- B: Alright/ but when do I have to let you know by?
- A: Well/ as soon as possible
- B: I have to make some phone calls
- A: OK/ Thanks very much

**R8**

- A: Oh Dave just the man/ How are you?
- B: Not too bad
- A: Alright/ Hope you're not too busy but I've got a couple of letters here/ they REALLY NEED to be typed up/ um
- B: No problem
- A: Do you mind doing this for me?
- B: Yeah, that's alright
- A: Thanks ever so much

**A8**

- B: Hi! I've done those letters for you
- A: Oh brilliant/Let's have a look/ Cheers
- B: Are they alright?
- A: um/ right//OK, there's a couple of mistakes on it Gary/ um/
- B: Sorry
- A: So they're gonna have to be done/ again
- B: Yeah/ OK/ sorry about that
- A: I don't think you ran the spell checker
- B: Yeah alright/ I'll go through that again
- A: OK/ Thanks very much

**R9**

- B: Hi Darrin how are you?
- A: How are you?
- B: OK

- A: You/um/ still got that place up in the country?  
B: Yeah sure  
A: Is anyone in there at the moment?  
B: um// not really/ no/It's like ...stay a few weeks coming up but/other than that it's pretty much booked  
A: How much do you charge for someone to stay there?  
B: Well/ I mean/no/ hold on I don't mean like to charge my friends  
A: Yeah?// 'cos I'm interested in going away/ just to get away for a week  
B: Really?  
A: The job's getting me down a little bit and//  
B: Right/ OK//um/ Will have to sort something out if you want  
A: OK/ If you can get back in touch with me/ I'm looking to go next Friday  
B: Are you?// I'll have to say what the dates are that's free  
A: OK/ That'll be great thank you.

## R9

- A: Right Darrin here's your keys  
B: Ah! Brilliant  
A: Thanks very much I had a GREAT time  
B: Did you really?  
A: Yeah  
B: What did you get up to?  
A: um// I was WRITING a lot actually/um  
B: Oh yeah?  
A: I need to um/ talk to you about this actually/  
B: You were writing?  
A: Yeah  
B: Is that a book or/?  
A: Yeah  
B: Right  
A: um/ I don't know how to break this to you mate/  
B: Right  
A: Um// I managed to spill some INK/ on that nice carpet in the hallway  
B: OH/ Right/ OK  
A: you know

B: um/ Is it quite a mark or did you manage to get it cleaned up or what?

A: Well/ I did try my hardest/ but there's still a bit of stain there//now/ Is there anything I can do/now/you know// whatever it costs just let me know/ I do apologise

B: Well, I'll get someone down/ I'll have to get a ... and see whether I can get it out or whatever or.....

## R10

A: Oh/um/ Do you mind if I/if I/ if I sit there?/ and you kind of sit there?....

B: Yeah/ that's fine/ no problems

A: Brilliant/Cheers

B: OK/ there we go

A: OH! Shit! Sorry/sorry about that/sorry for stepping on your toes

B: That's alright

A: Thank you

## R11

B: Hi/ come in!

A: Hi/um/I/ I've already had one pay advance//and I was wondering whether it is AT ALL POSSIBLE/um/....that I can have [one more]

B: [one more/]what? a loan? or what a rise in your/ pay?

A: Well if you give me a/um/a loan?

B: Yeah and will get this back

A: Yeah

B: And how much do you reckon you need to get?

A: um/ I need//I REALLY NEED £150 by next week

B: And you promise you'll give it back

A: YES/ I promise

B: By next week then?

A: Yeah/ I mean you can dictate the terms/ it doesn't really matter

B: OK we're gonna have to make an agreement for you to sign saying that you'll pay it back



- A: Yeah  
B: OK? Alright?  
A: Yeah  
B: It's alright then/ I'll get the money for you  
A: OK/ Thank you

**A11**

- A: Hello! I ACTUALLY haven't got the money this week/ I was wondering whether you could give me another week/ if you could give me 7 days  
B: But we said the money in TWO weeks  
A: Yeah/ I know/I know/ you know I was kind of banking on/ um/ receiving some money actually/um/ you know/ I've been banking on that/ and I know I'm actually letting you down/ I can't/ I can't have it this week/ but/ I mean/ it's no problem/ it's just a cash flow problem/ that's all it is/ it's just a CASH FLOW problem [as opposed]  
B: [OK] I'll give you another two weeks/ you'll sign another agreement  
A: Yeah SURE  
B: IT'S GOT TO BE PAID within these two weeks/ [otherwise]  
A: [YEAH SURE]/ no problem  
B: There you are then  
A: Thanks

**R12**

- A: Hi Amir?  
B: Yeah?  
A: New laptop?  
B: Yeah good  
A: GREAT/um/ Is it alright if I borrow it for a few minutes?  
B: um/ NO/ 'cos I'm using it at the moment  
A: Alright then OK/CHEERS

**A12**

A: Um/ you know I was using your laptop earlier, don't you?

B: Yeah

A: um/I'm afraid I dropped it and smashed part of the screen

B: OH NO! You're having me on?

A: I'm REALLY SORRY/um/ What can I do?

B: um/ you can buy a new one

A: OK/ I'll do that.

Informants : 4 males, students of geography

**R1**

A: Hello/ um/

B: Hello Jason you're alright?

A: Oh fine, fine thank you/um/ actually/ I'm glad I've met you/ I wanted to ask a question/

B: [Yeah sure]

A: [just before] just 5' before we start/um/ I need/ um / the library is closed I need a book/which I understand that you have/ I know that you have//

B: Right/

A: Um/ Will I be able to borrow it? by/ just to get the essay done

B: Yeah/ I would have thought so/Have I got it in my office?/Do you know if I got it in my office?

A: Um/ I think so/I think you do have

B: Well/ OK/ What's the name of the book?

A: Um/ the book by Crystal/ on/ um/ English Language

B: OH YES/ yes I've got that one/um/I've got a lecture now/so/Do you want to pop up in about/ 2 hours?/ I finish by elevenish

A: Oh yes/ That'll be fine

B: OK so I'll see you later

A: OK Thanks very much

B: OK then/ bye

**A2**

A: Oh Jason! Just the man!/ Have you got that book?

B: um/I've//Do you know/ I've forgotten it/ Can I?/ I MUST RUSH IT TO YOU/ as soon as possible

A: But/ you DID promise that you'd give it me today/

B: I did/but/ I can still go and get it/ and bring it back to you

A: Is it back in your halls?

B: [yes]

A: [or have you taken it]

B: [No, I'm certain} I HAVE IT/um/ at hand/

A: You've got it at the moment

B: Yeah/ I APOLOGISE for this

A: Right/ OK/um/ I'll need it later on this afternoon/ so if you could/pop back to your halls as soon as possible/and then/I should be in my office/ so/ knock on the door/and ... me the book/ OK?

B: Um/ yeah/ OK/Thanks for the loan/ sorry I /I'm sorry I forgot to bring it back today

A: That's alright/ as long as I can get it back today/ If not/early tomorrow morning

## R2

A: Right Paul?/ Good morning!

B: Hello/ um/I was just wondering whether you could cover me later on?/um/ you know I went for the sight test last week/ I had the afternoon off/um/ but my contact lenses have now come in/ so/um/ I wonder whether it was possible that I could just pop down town and/pick them up?/

A: Um/ I'd expect so/ [something so important]

B: [I shouldn't be longer] than an hour/ if you could just/

A: mmm/

B: cover for me/and I'll be back/ I'll make up the time after work if I'm later

A: Yeah [that's]

B: [that's alright?]

A: Of course

B: Thank you

## A2

A: Hello! I just got myself a coffee/ Do you want to get and get yourself one?

B: Oh yeah/ will do/ in a little bit

A: OK/

B: Well/then/ How was work today?

A: Not too bad you know/ How about yourself?

B: Yeah, yeah/ usual day you know/...just work really

A: ...5 o'clock work

B: mmm

A: So/ you're doing anything exciting tonight?

B: NO, I think I'll just stay in [tonight]

A: [OH MY GOD I'M SO SORRY] I'M SO SORRY/ I  
didn't mean/ I'll get a cloth

B: Oh, no no no/that's OK/ I can do it myself

A: Oh no don't worry [about it]

B: [I can do it]

A: (talking to waitress) WAITRESS! Can I've a cloth please?!// I'm SO SORRY/if it  
tains or anything/ I promise/I'll take them to the cleaners

B: NO! I think this doesn't stain/ they/ they'll fine/fine

A: It's REALLY embarrassing/ I'm so sorry/ I'll get you another one though

### R3

B: Hello/ How can I help?

A: Oh yes/ excuse me/ Can you answer the phone for me/ please?/I've just got to  
pop downstairs and get some lunch/ Is that problem?/ Is that alright?

B: Um/Yeah/ It should be OK/um/ I hope/ as long it doesn't interfere with my  
work

A: Your work? What do you do?

B: Well/ I'm training/ trainee

A: Alright

B: I should be able to cover it though/ if/

A: That should be no problem/ I mean/ I was a trainee once as well/ you know

B: um/OK

A: [you can ask]

B: [I suppose] that's OK

A: OK/ Thanks very much

### A3

A: Hello! How did it go then?/ Did you get any phone calls?

B: Well/ a few/ a few/ It was OK

A: A few? Like/ Who/ Who called?

B: Um/I've written them down on a piece of paper

A: Have you got the paper with you then?

B: Yes/ it's here

A: OK/ Thanks very much

#### **R4**

A: Um/ there's something I have to say/we've been driving/um/ I've lost the map/so/ I don't EXACTLY know/ exactly where we are going

B: The thing is/ when I left the house unfortunately I gave the map to my friends/so I don't really know/how to get there either

A: Um/

B: Don't you think we should stop at a petrol station/ or something?

A: Oh/ Look/ here's a pedestrian just at the end of the road

B: Oh/ Is there?/ OK/ then/stop there/ Shall we ask then?

A: Excuse me could you tell me the way to X street/please?

#### **A4**

A: OH! GOODNESS/ you know/ I've just/ found this/ just the map in my pocket/ HOW STUPID OF ME/but/ here it is so/ we can get there anyway

B: Oh/ that's good/I mean/ Has the pedestrian told us the right way?

A: Um//yes/ we just carry on/ it's not far from here

B: Oh, that's good

#### **R5**

A: Alright there?

B: Alright!

A: How are you keeping?

B: Not too bad/ how about yourself?

A: Are you busy though?

B: I'm just waiting for a bus/ what/ is there any problem or something?

A: Oh/ well/ um/ so you're saying your wife has your car?/

- B: Yeah/ well/yeah/ she had to borrow it today 'cos the other one/ um/ has problems
- A: Well/ I just have a few things to move out of my/ um/ my apartment/ which/ which is only down the road/um/ and/ I / I was wondering if you could just stick a few things in the car/just a main bulk of boxes and stuff/ um/it'll only take a half an hour/ like/ um / maybe this evening if you've got the car back/ and if you could do it then?
- B: Yeah/ OK/ What sort of time?
- A: um/7/sevenish/ half seven?
- B: Ok/ my wife gets back at around 7/ so that should be fine
- A: Cheers!/ Thanks very much

## A5

- A: Um/ nice car you've got/ is it new?
- B: Yeah/ well/ I got a couple of years of ago
- A: Well/ you keep it very well
- B: Oh! WATCH THAT BUMP/ OH WHAT THE HELL IS THAT!
- A: Oh! I'm REALLY sorry/ GOD/um/ are YOU alright?
- B: This car is only a few years old/ LOOK AT IT!/ [OH MY GOD]
- A: [Do you want to pull in] and we'll try and...the stains
- B: ...'cos it's OIL/ How did we get oil there?
- A: I don't know/um/ I didn't realise it was there// OH MY GOD/ listen/ I'll pay for any damage that I caused
- B: Actually/ I should hope so[.....]
- A: [....]/ I don't think there's any reason to get abnoxious about it/ I'M SORRY/ um/ it was an accident/um/ I'll pay to the damages to your car/ we'll get it recleaned/ whatever/um
- B: Recleaned?/ It wasn't dirty/ it doesn't need cleaning again/ it needs cleaning NOW
- A: um/ come on/ it was an accident/ If you had seen the bump [in the road]
- B: [I did see it]
- A: It wouldn't have happened in the first place
- B: I told you to move

A: YOU are driving the car

**R6**

B: Come in

A: How are you doing Bob?

B: Fine

A: you know/ um/ a BIG FAVOUR I did to you last year round Christmas/ at the Christsmas do?/ just before that?

B: mmm/

A: you can't remember/ you can't remember/ but/ I DID DO [something]

B: [oh/]

A: I'm sure you'll remember [one day]

B: [yeah?]

A: I just got this ... to get to the airport/ and/ my car's broken down/um/ you know//any chance that you can just give us a hand?

B: um/ I don't know I'm VERY busy at the moment though/um/ When do you have to go to the airport?

A: um/ later on this evening

B: See/ I don't know/I'm supposed to go to a football match with my son/um/What time EXACTLY do we have to be at the airport?/ I think you are pushing it a bit man

A: Well/ she's supposed to be there at 6/but/ I mean/you know/if you can get us there any time earlier that'll BE GREAT/ we can take some time off work we'll say we go in the bus/ you know/ we can get off/ you know/ no problems

B: I just don't like taking time off/ you know/I'll see/ I'll get back to you later on in the day/ see if I can arrange for you

A: Thanks

**A6**

B: Yeah?

A: Thanks VERY MUCH for lending me your car

B: Oh, no

A: [It's great]



- B: [I'm glad that I could help you]
- A: just one SLIGHT problem/ one little HICCUP/ you know/ on the way home?/um/ you know/ it was rainy/ I couldn't see very well/ this DEER came across the road/ I SKIDDED [but]
- B: [What do you mean] A DEER came across the car?
- A: Well//the deer was just running and I was driving/ and it was raining/ and I had [to go to the airport]
- B: [a deer in the airport?]
- A: 'cos I had to go through the forest on the way/ remember?/ There's a way through the forest
- B: Why not use the motorway?
- A: Well/ 'cos I wanted to [get there quickly]
- B: [why not the motorway then?]
- A: remember you only gave us the car the last minute/ [I had to find a shortcut]
- B: [Well..]
- A: anyway/ sorry/the DEER came across/ I tried to swerve/but one of the antlers caught the/ the headlight/and it BUST/and/ and the BUMPER/ God/ killed the deer/you can have the deer if you want/ I mean/
- B: um/ I / I assume you are joking like/ where's the camera then?/ that MG car is like £25,000.00
- A: REALLY?
- B: Yeah!// For God's sake man!
- A: Well/ I'm insured/ you can use my insurance/ how's that?
- B: Your/your/ your insurance is no use to me man/ you were driving my car/ I give you my car/ do you a favour/ and you come back and [tell me]
- A: [I'll pay you] I'll pay you money/I'LL PAY YOU THE MONEY
- B: that car cannot be replaced/ basically you CANNOT get the parts [to replace it]
- A: [What/what] do you want me to do?/ you're going to fire me now/ WHAT?
- B: Oh/ well/ YEAH/ probably
- A: OK then
- B: I'm gonna get you suspended

**R9**

B: Hello Jason! How are you doing mate?/ Long time no see/ You're alright?

A: Yeah, yeah/

B: How's life treating you?

A: Oh fine/ just fine

B: That's good// I've just been away/ I came back yesterday/ Was it yesterday or the day before yesterday?

A: Oh yeah

B: yeah we were down our place in the Cotswolds/ you know [we've got that]

A: [yeah I know]

B: little cottage/ yeah/ really nice/spent a couple of weeks down there/ What about you? What have you been up to?

A: [Well]

B: [Have you had a summer break yet?]

A: Well/ I have//um/ there's/ there's something I'd like to ask you/ about this cottage//Do you ever rent it out?

B: Yeah WE DO sometimes/ yeah/um/ mostly/ at the end of the/ summer/ or beginning of the summer/ we have a bit of a gap in the middle/um/ because we tend to use it ourselves but we normally there for about four or five weeks but because it's actually/ we were there for about 17 days this time// Why?/ Are you interested in using it?

A: Yes I am

B: YES!

A: I'll be very/ um/glad if you would allow me to [rent it]

B: [OH YES] Have you been to the Cotswolds before?

A: Oh/ we just passed through yeah/

B: Right/ yeah/um/ What's the best thing to do?/um/ best probably/ we'll chat about it later on/I'll get you a pint and we'll chat about it/ and I'll give you details about/um/ I WILL HAVE to charge you/um

A: Yes, of course

B: Um/ a bit/ but/ um/ yeah it should be fine

A: OK/ Thanks very much

A9

B: How was it Jason?

A: Oh/ that was/ REALLY NICE

B: Had a good time?/ Our Rossie has got the place done lovely, hasn't she?

A: mmm/ yes/ mmm//um/ but/ well you know I/ um/ to get to the point I got something to um/ explain/ which/ um/ I think we can get by it/ like/ um/ perhaps I'll have to replace it 'cos it's the carpet you see/ [You know]

B: [The carpet?]/ Right

A: You know the way I'm/ um/ writing and I'll try to get it off/ I've done the same with one at home//

B: Um/ which carpet was it exactly?

A: I think it was one of the/ best ones

B: Not the Persian one?//

A: Yeah/ [Yes]

B: [MY GOD]

A: I mean/ if/ if there/ if there are others / if I can buy other like a replacement/I can replace it/ I'll/ I'll be// quite[...]

B: [REPLACEMENT?]/um/we carried it all the way back from a holiday/um/ I mean/ to be honest//ah/It's not me I'm worried about it's Rossie/um//How much damage was there?//

A: [No/]

B: [A whole pot?]

A: About half yeah/

B: Of ink?

A: Yes/ I mean/ I don't really know what to say about it/um// Can these things be cleaned properly?// Can't... that we haven't got round to cleaning it ourselves

B: mmm//I'm trying to think//I don't know whether it comes out or not// I'm trying to think of things to use on it but/

A: We'll/ I'm sure we'll be able to get a specialists in/ but besides that/ like somebody you know knows how to clean it

B: Yeah

A: but/ besides that/ we'VE GOT to do something about it.....

B: Just leave it with me/ and I'll try and sort something out/If I have to get a cleaner and then/you know/ it might cost some money/ and/ hopefully we'll be able to save it but/ who knows hey?// Never mind

A: Well I'm REALLY sorry about this/ it was my fault

B: Accidents happen though

## R10

A: Excuse me/ um/ you couldn't move so that my little child could/um/ sit on the seat next to me/ she's only three

B: um/

A: Is that OK?

B: Yeah/ SURE

OH OH!!! GOD ALMIGHTY// OH GOD!

A: It wasn't me/ it was my child/ SHE'S REALLY SORRY/ really sorry

B: God! ungrateful people

A: I'm really sorry/ it just slipped between the seats/ I'm sorry

## R11

B: Come in!

A: Alright?

B: How are you doing? What's your name again?/Bob or something?

A: Allan/ Allan

B: Allan

A: You look very smart/ new suit, is it?

B: Yes, thanks, what do you want?

A: Um/well/ You know/ I'm having a few problems with the budget, with my budget and/

B: Your budgie?

A: NO MY BUDGET! My budget as in//

B: Why are you coming to me?

A: Nothing to do with the bird

B: Yeah, OK// Dead now is it?

A: Yes, I ate it the other day 'cos I ran out of MONEY/ but/ um/ I was wondering if you could lend me a few quid?// you probably know I have a bad name round here/ about not paying people back/ but I'm really/ I'M STUCK// [I got]

B: [you want me to give you some money]

A: YES

B: I'm sorry it's just the last time I can't give loans around/I'm sorry/ you're gonna [have to]

A: PLEASE!!!

B: You're gonna [have to go]

A: PLEASE!!!

## A11

B: Come in! Ah! Allan! What do you want?/You got my money?

A: yes, I have actually/ I have

B: It's very late, isn't it?/ God! Three weeks late

A: Um/I know/ um/ I do have/ I do have

B: Where is it then?

A: I have/ um/not with me at the moment but/I HAVE IT

B: Where is it then?

A: It's just/ um/ in my office

B: You haven't got an office

A: I do have

B: All you have is a cubicle

A: Well/ then

B: That's not an office is it?

A: It's different but/ anyway

B: If it's just downstairs go and get it

A: I have/ um/I'm very busy today/ I'm just/ I'm just on my way up to see the manager and/

B: I AM THE MANAGER

A: No but/um/the/ the/the Managing Director of Sales/ You're FINANCE/ yes/ and I know I am in the Finance Department but I HAVE to see him/'cos I'm REALLY busy so/[I HAVE THE MONEY for you]

B: [if you have it go and get it]  
A: I'll see you later on/ Thanks very much!!!

## R12

B: Come in!  
A: Hey Jim How are you doing?  
B: You're alright?  
A: Yeah/ I've just seen your laptop/ [I mean]  
B: [Yeah it's good hey?]  
A: It's GREAT you know/ Do you think I could borrow it for a while?/  
B: Umm  
A: you know/ it does look wonderful/ you know/ I've been here for a long time/  
you can trust me  
B: I've got to/ do a bit of work on it for the first couple of hours/but/ it should be  
free later on this afternoon/ What was it you wanted to do?  
A: I just need to type up some work really  
B: Have you used laptop computers before?  
A: OH YES!  
B: um/ about/ um 2 o'clockish?  
A: 2 o'clock? / What here at 2 o'clock?! then I can borrow it?  
B: Yeah just pop in [and]  
A: Thanks Jim/ Cheers  
B: No problem

## A12

B: Hi! Come in!  
A: Hi Jim um/  
B: Was it alright?  
A: Yeah/ GREAT, got the laptop here  
B: Brilliant isn't it?  
A: Yeah// one problem/ just one problem/um  
B: Not the printer?

- A: No I dropped it on the FLOOR/you see/ I don't/ there was a bloke behind me/ I was in the lift/
- B: What?
- A: and he snatched me in the back/ ah/ dropped it on the floor/ just as I was [coming out]
- B: [Alright]
- A: it's just you know/ I just cracked the screen/ you know/ what/ what/ you know/ I'm SORRY about this/ I'll pay for it/ you know/ How much did it cost?/ I haven't got the money on my [NOW]
- B: [OH NO!]
- A: I can take a loan out if you like/but/ it/ you know/ the bloke pushed me/ 'cos I can ask the bloke who pushed me/'cos he did push me/ it's not my fault is it?/ He DID push me
- B: No, but the screen's cracked
- A: I know/ you know/ I really appreciate you lending it to me and/
- B: But/ I only just BROUGHT IT IN TODAY
- A: Yeah I know Jim/ I know/I know// I'm sorry// you know/ What can I say?// It wasn't my fault after all/ you know
- B: Can you buy NEW screens?
- A: I/ I/ I wouldn't know particularly
- B: I don't think you can
- A: I can't/ I couldn't tell you/I can find out for you maybe/ I'll dig out
- B: I know I shouldn't have lent it to you in the first place
- A: Why? No, it was an accident
- B: Yeah but I don't even know you/ I don't even lend my sister it
- A: Come on!/you're a new trainee bloke/ you're doing well/ you lent it to me/ it might help you get up the ladder/you know
- B: I wasn't excepting you to break it
- A: I'll tell the boss about this
- B: What/ what can you do?
- A: I don't know/ who knows
- B: Can you/ well/look/ don't say anything right?/but try and get it fixed quickly for me
- A: I'll try my best/ i'll take it away/ I'll try my best
- B: Take it away again?

A: Yeah/ I'll try and fix it for you alright?/ alright/ Cheers!

B: OK

A: I'll see you later



Informants: 4 females, students of Sports Science

**R1**

B: Hi How are you?

A: Fine/thank you

B: Have you got lots of work to do?

A: Yes/ I've got a bit of a problem/um/ I need to finish my assignment tonight which is due in tomorrow morning and I'm missing a book and the library is shut/I was wondering if you got it?

B: What book is that?

A: It's the Excercise Physiology

B: Um/Is that the black cover one?

A: Yeah

B: Yeah I actually have a copy/ but/ um it's my own copy/ I can lend to you as long as you/obviously look after it

A: Would you mind?

B: No/not at all....You should find the book quite helpful// Do you want to come back with me to the office?

A: Please/if I can get it now/yeah/definitely

B: That's fine.

**A2**

B: Ah! just the person

A: Hi

B: How about that look on your face?/Have you forgotten my book?

A: Um/ I have indeed but I can go home and get it DEFINITELY/I can get it back to you by the end of the day/ What time are you leaving College?

B: Well/um/there's no need for hurry/um/ I'll be around until 6/it's just that other students could probably do with it

A: I can go and get it right now

B: No, no no/It's fine/ don't worry/I've told them I've got it on loan and that I was getting it back today/If you can bring it back this evening

A: You sure about that?/I feel so BAD about it

B: No,no no it's fine/ not really a problem/ but as long as you can bring it back to me

A: DEFINITELY/I will do that by the end of the day

B: Great

A: Thank you

## R2

A: Can you cover for me for an hour at lunch time I REALLY got some errands to run down town?

B: This sounds a bit of a/um/sort of um/ an expedition/What's the problem?

A: REALLY REALLY/It's just a problem/I need to get some bits and pieces for this evening/it's MY MUM/she's not very well really/I need to/ get her a few things/so I'll only be about an hour/ I just need to run a few//

B: OK/ things are OK, though yeah?

A: Yes/ everything's fine/ it'll take/ it shouldn't even take really up to an hour but I'd be really grateful if you could cover

B: OK/ we shouldn't be too busy

A: Thank you

## A2

A: Hi!

B: Hi/ How are you doing?

A: Fine thank you/I just got my coffee I was just waiting

B: Yeah it's fine/um/ I was held up a bit late um/

A: Things I suppose/ as usual

B: Yeah/ absolutely/ just um/ things going on in the office/ we've been very busy this week actually

A: Have you?

B: Yeah

A: Is there anything I should know about?/any gossip or any information we should have?

B: Ah/well/ nothing TOO exciting/ mundane stuff really

A: OOOPS!

B: Oh Goodness!

- A: OH NO/um/  
B: It doesn't matter  
A: Excuse me, could I have a cloth please?  
B: Don't panic really/ it's fine  
A: I can get it dry-cleaned/ no problems  
B: Oh no/ don't be so silly  
A: Bring it in to work tomorrow or whenever  
B: NO,no no it's fine/really  
A: I'm REALLY sorry/I feel so bad/ I'm so sorry about this  
B: Look it's really not a problem  
A: Sorry about that/ don't worry about it I'll sort it out  
B: Look/don't worry it's fine

### R3

- A: Hi Bev/ Do you think you could do me a favour?  
B: Yeah/no problems  
A: Um/ I just got to pop out for um/ I was just wondering if you could keep an eye on my phone/um/ it shouldn't ring but if it does/um/ can you just sort of/pick it up and say bla bla bla  
B: Yeah fine/ Do you want me to take any messages?  
A: Yeah/ just sort of take any messages and just say/ I should be back within 10 minutes/ so if it's urgent I can give them a call back  
B: OK then  
A: Thanks a lot

### A3

- A: X I am SO SORRY/ you WON'T BELIEVE what I morning I've had/ honestly  
B: I've been hectic you know/ the phone hasn't stopped ringing here  
A: Has it not?/ you serious?  
B: Yeah  
A: I'm SO SO SORRY/um/Do you want to give those messages to me?  
B: Yeah/ there's about 10 or 15  
A: Really?

B: Some/ one of them was quite outraged and phoned a few times

A: God!/ I'm so sorry/I'll pay you back/um/ maybe lunch next week/ but seriously I had such awful morning

**R4**

A: Do you know where we're going Janet?

B: Well you knew

A: Um/ I've left the map// I've no idea where we're going

B: Right/ even I had a map I'm useless anyway/so

A: There's somebody down the road there/ Shall we stop and ask?

B: Yeah/ go on then you ask

A: Do you want me to?

B: Yeah/ I don't like asking

A: OK

**A4**

B: Did you get any of that?

A: Yeah/but/look what I've just found

B: The map

A: I'm sorry

B: OK/ I can't read it so you'd better read it

A: Ok no probs

**R5**

B: Hi!

A: Alright?

B: How are you?

A: Not too bad thanks/ Can you give us a hand since I'm moving some stuff?

B: Yeah no problems/ I'm Debbie by the way

A: I'm Janet/yeah

B: Good/ good/ you know I just live up the road so I'll probably be bumping into you a few times

A: Yeah/ cool

B: So/ Do you like the area?

A: Well/ it's not bad at all you know/

**A5**

B: Oh/AH/ there's been a bit of an accident there

A: OH!

B: Don't worry about it I can always get it valetted/ it should be OK/ it should come out/ I've got to clean the car anyway so/

A: OK

B: You shouldn't feel too bad

A: Cool

**R6**

A: Um/Can I borrow your car?

B: Yeah/No problems

A: Yeah?

B: Yeah

A: Just for a day or two?

B: That's fine/no problems//Where are you going?/Anywhere nice?

A: Um/ just to the airport/ to pick someone up

B: Alright// So you're not going anywhere yourself yeah?

A: No/ not me I can't afford

B: Why?/we don't pay you enough?

A: (laughs) something like that

B: Well/ we'll have to see if you're good enough/you never know/ you might get a pay rise

A: (laughs) fair enough

**A6**

A: Um/we had a slight accident unfortunately (laughs)

B: What do you mean a slight accident?

A: Well/ it wasn't MY fault/ REALLY/um/but/um/ just a slight bump in the front

- B: A slight bump  
A: VERY small  
B: You sure it's small/Do want me to have a look?  
A: (smiles)um/ you can if you want/ it wasn't MY fault/ honestly/it was um/  
someone else's fault  
B: Did you get...?  
A: Yeah/yeah/ it's all a bit of a mess/ really  
B: What MY car or the situation?  
A: No the SITUATION (laughs)

**R7**

- A: Could you come to my office, please?  
B: Yeah sure what would you like?  
A: Um/ I'm afraid I've got some bad news  
B: Oh NO! Please nothing about my holiday  
A: I'm afraid/ um (laughs) can't we change it?/ till/  
B: Not really/ I've just got a LAST MINUTE ticket  
A: It's just that we've got a REALLY IMPORTANT project for work and we  
REALLY NEED everyone in  
B: How important is it?  
A: It's VERY important/it could make it a better company  
B: Would I still have my job if I didn't//  
A: It could go against you//  
B: How long will it take, do you think?  
A: Hopefully/ a couple of days/ I mean/ we're just talking a couple of days//just  
need your expertise here/  
B: Well if it's gonna further my career I suppose I'm REALLY gonna just have to  
do  
A: [I mean]  
B: [I wanted to spend my holiday] but really/ I know  
A: But maybe we can sort out some more leave later on in the year  
B: OK/Fair enough

**R8**

- A: Can you help me out a bit please?  
B: Yeah/ No problem  
A: It's just that I've got a few letters to be typed up/ Do you mind?  
B: No/ it's fine  
A: You sure?  
B: Yeah it's not a problem/ I'm not too busy so/  
A: That's alright then as long as I'm not putting you out  
B: No/ that's fine/ not a problem  
A: Thanks a lot

**A8**

- B: Here's the letters you wanted  
A: Thanks a lot/ I REALLY appreciate it/ I'll just have a quick//Are you sure these are MY letters?  
B: Yeah  
A: Oh NO/ I must have given you the wrong ones/OH GOD/ I'm SO sorry//  
B: It's alright/ I can do them again/ [I don't want...]  
A: [You sure you don't mind]  
B: No/it's alright  
A: Ok/Thanks a million/ Thanks

**R9**

- A: Hi! Alright?  
B: Hi  
B: Not too bad/ I'm just on my way for a holiday for a couple of weeks  
A: ARE YOU?/ AMAZING  
B: Yeah/the house is gonna be a bit empty/ I'm just a bit frightened/you know/ with all these break ins around here  
A: That's REALLY REALLY strange that you say that 'cos I'm/ this is really big favour to ask you/but/Is there any chance I could stay there?/ kind of look after it for you

- B: Just yourself?  
A: Well/ it probably would just be me/but/um/ you know/ maybe I might bring Junior in/ Would that be a problem?  
B: No/no  
A: [We're not gonna have raving parties/ obviously]  
B: [As long as/ I mean/ I know you're a very sensible person]  
A: And I REALLY will respect it/I mean/ but PLEASE PLEASE say if  
B: I don't mind/ you just be doing me a favour/ I'm a bit worried about leaving the house with all these break ins and things/ so/  
A: OK/ Shall I pop round and sort things out?  
B: Yeah  
A: That'd be amazing/ thanks so much

## A9

- A: Hello!  
B: Hello/ Did you have a nice time?  
A: mmm/I DID but/  
B: You got the keys with you? I can't wait to get home  
A: HUGE PROBLEM  
B: OH NO  
A: Well it's not a huge problem/but/ um you won't believe what happened/um/ I managed to drop/some ink//um/ on the carpet/ alright  
B: The new carpet?  
A: The new carpet right/but/ it's all under hands 'cos what I've done is a nearly have a ...baby/ I've arranged/ it's all organised they're coming to fit the EXACT carpet/I've got a match and everything/ I rang this company 'cos you won't believe how BADLY I felt/ and they're coming out um/ to have a look/ to give us a quote and /um/ I'll get it all sorted out for you/ TOTAL PROMISE/ it was a COMPLETE freak/ it just  
B: Oh/I'm just/ I thought I could trust you  
A: I know but/it could have happened/ I'm SO SORRY/ there was actually nothing I can do about it  
B: Ah/it's alright  
A: It'll/  
B: It doesn't matter/ don't worry about it



A: HONESTLY/ you WILL NOT know/I'll get it sorted and paid and everything  
B: OK

**R10**

A: Excuse me, would you just mind swapping seats with me/ I just want to sit here with my child

B: Oh no/of course not/ it's really not a problem

A: Thanks a lot/ I hate to ask but you know what kids are like

B: Oh I know/ yeah/ exactly/ they fall all over buses/ I'm fine really

A: Thanks

B: Here/ take a seat

A: OOPS SORRY/SOORY/ I really didn't mean to

B: That's alright/ no worries

**R11**

A: Can I have a word with you, please?

B: Yeah/ course you can/What's up?

A: I've got a REALLY SERIOUS problem/ I just need to speak to someone

B: Yeah/ of course/What's up?

A: I've/I've got some REAL financial problems at the moment and I was wondering if there's any way that I could have hand?

B: Um/well I'm sure there's something I can do/um/ to be PERFECTLY honest with you/ off the top of my head/ I don't know what the situation is but I'm sure there's some sort of arrangements that we make that/ in circumstances like this/um/just/ bear with me/ the best thing I can do for you at the moment is/ I'll go down to head office and/um

A: Oh that would be brilliant

B: And/um speak to them/ DON'T WORRY about it/ Are you OK for cash at the moment?

A: Not really I've got so many bills to pay/ it's unbelievable

B: mmm/Ok/um/Well what I'll do/I'll lend you/ Are you OK like/?

A: No I've got nothing

B: Listen/ If I give you a cheque for 50 quid just to get you by/ from my own pocket/ just to get you sorted/ right/ I'll get in touch with the office/ come and see me tomorrow morning/ and/ um/ we'll take it from there

- A: Oh that'd be brilliant  
B: OK  
A: Thanks a lot

**A11**

- A: Hi! How are you?  
B: Fine How is it going?  
A: Not too bad/ look/ I'm SO SOORY about the money/ look/ I've got it  
B: That's OK/um/I know I 'll get it back/It's OK/um/obviously/I could do with it myself to be perfectly honest but/um  
A: Yeah/ it's just that I've been SO stressed  
B: I understand  
A: And in so much debt/ I promise I will pay you back as soon as possible  
B: It's fine/ as long as you get it to me as soon as you can that'll fine/ don't worry/ really  
A: OK/ Thanks

**R12**

- A: That's a nice computer you've got there  
B: Oh it's pretty nice, in it?  
A: Yeah/ Let's have a look  
B: No problems/Do you want to have a go?  
A: Yeah/ Do you think I could borrow it? I've got a bit of work I could/I could make use of it/ Do you mind?  
B: No/that's fine  
A: Yeah?/Maybe you can show me the basics so I don't go/  
B: Well it's just like any normal computer as such/ just I'll show you/  
A: OK/It's great/ you sure you don't mind my using?  
B: NO/ be my guest  
A: Thank you

**A12**

A: Bev

B: Yeah?

A: This is just my WORST nightmare I can't believe it/ you know your computer

B: Yeah

A: I've just had a bit of an accident

B: What sort of an accident?

A: I dropped it, OK?

B: You dropped it?

A: It's really not funny, I'm not winding you up/ the computer/ the screen's a bit smashed but/I'm sure we'll be able to get it replaced/um/obviously/ I'll sort it out/ it's MY responsibility/um/ I just can't believe it myself

B: How did you drop it?

A: I answered the phone/lent over/ and you know how it like stands up at the back/ and I answered the phone/ I can't believe it/ this is just my worst nightmare

B: Oh GOD! I had some work to do as well

A: Not to worry/ you could just go on working 'cos it's ONLY the screen

B: (laughs) a bit cracked though

A: Do you have the number where you got it from?

B: Yeah/Yeah

A: OK/ I'll ring them up this afternoon and get it all sorted/ I'm SO SORRY

B: OK

Informants: 4 females, students of history

**A2**

B: Hi!

A: Hi! How are you?

B: Careful with your coffee cup

A: Oh my God/I'm sorry/ SORRY/I'm SO SORRY

(they both laugh)

B: It's OK/ it doesn't matter

A: Do you want me to take it back?

B: No don't worry

(they both laugh)

**R3**

A: Oh Marta! I've just got to pop out to get a few things now

B: /oh

A: ah/ so could you just take over and keep answering/ take over for me and answer the phone/ please?

B: Yeah/yeah/ whatever/ that'll be no problem

A: Good/ great

**A3**

B: Oh Elizabeth/um/Are you alright?/you said you were only gonna be a few minutes

A: Yeah/ I'm REALLY sorry/I just got/ you know/ caught up in what I was doing and/

B: Well/ I've been here for an hour and a half/ and I finished what I'm doing and I don't/don't know what to do next/ it's just/ like it's not on

A: Yeah/ I'm REALLY sorry/ I mean/ I only meant it to be a few minutes but you know how it is/um/ you get caught up and you get queues and things/

**R4**

- B: OH Come on! I gave you the map before we left/so/  
A: I thought I gave YOU the map  
B: No I gave YOU the map/ I'm sure I DID  
A: Alright//There's somebody walking down the street down there/ ask them if they/  
B: Alright then/ if you just pull over here  
A: OK/ alright// Ok go on ask them  
B: OK

**A4**

- B: He just said that it's down here on the right and second on the left/ after that  
A: Shall I tell you a little secret?  
B: Yeah/ go on  
A: I found the map  
B: OH no/ you just put me through all that embarrassment/ for nothing  
A: (laughs)  
B: I can't believe it  
A: I'm sorry  
B: At least we're not lost anymore  
(they both laugh)

**R5**

- A: I'm sorry to bother you I know/um/ we don't know each other very well/ I know we're new neighbours and everything/ but would it be possible for you to help me to move my things out of my flat?/'cos I don't have a car and I don't have enough money to hire a car and all my friends have gone away for the holiday/ would that be OK?  
B: Whereabouts are you moving to?  
A: um/ not TOO far/ it's only a 20 minute drive/  
B: And when/when?

- A: um/ in about a week  
B: Might be/um/ I can't really say DEFINITELY at the moment  
A: //right  
B: But/um/I'll tell you what/ why don't you come round for coffee sometime  
A: //yes  
B: and we can have a chat and sort it out  
A: OK then that'll be great  
B: //yeah?  
A: Thank you

**A5**

- A: OH OH I'm REALLY sorry/ Have you seen it?  
B: Oh yeah  
A: Oh No!  
B: QUICK QUICK pick it up before it spills everywhere  
A: I'm so sorry  
B: Never mind

**R6**

- A: Hello um/Can I ask you a REALLY big favour?  
B: Yeah/ go ahead  
A: Um/my car's broken down and I have to pick someone up from the airport/I wonder if there's ANY possibility I could borrow your car/to go and pick him up from the airport  
B: Yeah/ the only thing is there's no petrol so you'll have to put some petrol  
A: Ah/ I think I can manage that//I think I'm covered on my own insurance but/ do you know/  
B: Live open insurance  
A: OK then/thanks very much  
B: Not at all

**A6**

B: Hi Jenny how did you get on?

A: Ah/um/ Not very well actually// I'm REALLY sorry but I had a bit of a prime and I've damaged the headlight/ now I'll make sure it's ALL sorted out for you/ I REALLY am VERY VERY sorry

B: Like how much damage?

A: Not a huge amount of damage/but/um/I've got all the details and I'll make sure it's repaired for you as soon as possible

B: Did you have to get the guards or anything?

A: Pardon?/The guards?

B: The police

A: Oh no no no/it's only a little minor thing/ the guards!

B: Ah that's OK

A: No no it's just a minor thing /I really am EVER SO sorry

B: That's OK/don't worry

**R7**

A: Thanks for coming into the office Bev/there's um/ I know you have to go on holidays and that but/we have a big problem/um/ you know the project we have to undertake

B: //mmm

A: Well/ Is there any chance you might be able to stay/ only a little longer?

B: Today?

B: Yeah/ Yeah I'll come over and we have a chat/ sure

A: You will be able to?

B: Yeah/'cos my holiday is not until after a month

A: I thought it was today

B: No no no it's the 28 November

A: [Oh so you wouldn't mind coming]

A: [NO no no]

**R8**

- A: Michelle I'm doing this project/ Do you think you could type in a few letters of this/um/for me?/ on the computer
- B: I'm not very good at typing/there's another
- A: PLEASE PLEASE I've just got nip out can you just sort of do/um/ couple of letters?
- B: Yeah/OK/no problem
- A: Alright/Thanks

**A8**

- A: Oh thanks Michelle/um/OH/
- B: Is there a problem?
- A: No/I/I/ I think I've given you the wrong wording  
(they both laugh)
- B: The wrong wording?/ I'm NOT doing them again
- A: But PLEASE PLEASE I've just got to go to a meeting/ PLEASE Will you just do these?
- B: OK/Are you sure it's right?
- A: Yeah/yeah/ hang on//OK

**R9**

- B: Hi Michelle
- A: Hi! Are you alright?
- B: I'm due now/I'm going away for the next two weeks
- A: You what?
- B: I'm going away so/um/if you would like the house/my house will be empty for two weeks
- A: That'd be BRILLIANT
- B: Yeah?
- A: 'cos a friend of mine is coming/you know
- B: Brilliant
- A: Are you sure?



B: Yeah/sure I'll drop the keys  
A: Oh God! Brilliant/Thanks a lot then

**A9**

B: Hi!  
A: Hi Tina How did you get on?  
B: Oh it was brilliant/the/um weather was alright  
A: Tina I've got something to tell you/  
B: What/what's/  
A: Um/ you know your really good carpet  
B: /mmm  
A: Well I was writing letters and um// I spilt ink on the carpet  
B: You ARE joking  
A: (laughs)  
B: (laughs) You are joking  
(they both laugh)  
A: I wish I was/ Oh Tina I'm SO sorry/um/I know/ we/we've tried  
EVERYTHING but we're gonna get um/get in a professional carpet cleaner/  
sort it out  
B: Right/ we'll see you after that  
A: OK/I'm sorry

**R10**

A: Um/ Excuse me would you mind/ um/Could you possibly move so that I can  
sit next to my child?/Would that be OK?  
B: Yeah/Yeah/no problems  
A: OH I'm TERRIBLY sorry/I'm REALLY sorry  
B: Oh no it's alright

**R11**

A: Elizabeth/ listen/um/I know I've got a TERRIBLE track record but/ I  
REALLY need some money for the/um/bills this month  
B: Right/um

- A: I know/ I know what I've done in the past but I REALLY REALLY need the money
- B: Right/um/well if I could just/um/have/um/ I'll just have a think about it if that's OK?
- A: When will you know?/
- B: Um/if you come back/tomorrow
- A: Yeah
- B: And I'll tell you tomorrow
- A: Thanks so much
- B: OK

### A11

- A: Hi Hi/Here's your money
- B: Thanks/ I did ask for it after a week, didn't I?
- A: I know/ I'm SO sorry but/um// well things just/time just flew by
- B: Right well/um/I'll have to think about it
- A: Yeah but/ you've got the money
- B: Yeah/I know/ but/um/I mean I did ask for it after a week, didn't I?/so
- A: Yeah I'm sorry about that
- B: Alright

### R12

- A: I see you brought your new laptop in
- B: Yeah/yeah I just um/ took it home to work with it 'cos/um/ I felt/ you know/ I just get to know my way around the programme and things
- A: How do you find them?
- B: Yeah/it's really brilliant/um
- A: Any chance I could/um/ have a go with it for a while?/try it out?
- B: um/um/I'm/I'm not sure/um/ because I'm NEW and everything/ I don't know anyone
- A: Oh sure I understand/ don't worry I won't um/

**A12**

**B:** So how are you finding the laptop then?

**A:** Um/ I've just dropped it and smashed your screen/ I'm afraid/um/ I don't know what to say

**B:** OH OH NO/ I'm gonna get in so much trouble

**A:** Don't worry/I've worked here for a while/Where did it come from?/ Which department?

**B:** um//Administration

**A:** I'll go and clear this out

**B:** [Right]

**A:** [Look it's the least I can do it's my responsibility]

Informants: 4 males, students of mathematics and sport science

**R1**

- A: Hi!/um Do you know that essay that we have to do/for um/  
tomorrow/um/well/I haven't had a chance 'cos I've been working all day/ to  
um/ get into the library and I just got there and it's just closed/um/ there's that  
one book that I needed to do the essay/you think I could/Do you anybody  
that's got the book?
- B: I DON'T but if you go and see Mrs BBB in room 7 in the PE department she  
might be able to help you
- A: I see/ Thank you very much

**A1**

- B: So you HAVE something for me today
- A: OH!
- B: The book/Don't tell me you've left it
- A: //Oh No!!! it's just back in my.../it's um/  
No I don't have it/ I'm real sorry/ I know I said I'd give it back to you  
today/but/ um/Do you think/if I/ I can go now and I'll get it
- B: Fine/ about 5
- A: About 5 OK

**R2**

- A: Look I've got some REALLY important things to do in town
- B: Sit down/sit down//How are you doing then?
- A: I'm not too bad//I've got to do a few things in town/ they're REALLY  
important/ if I don't do them today they're not gonna get done/ and  
consequently things are not gonna happen for me/Is there any chance you  
could help me out stay? and OBVIOUSLY likewise in the future I'll be doing  
the same for you/If ever you need me to
- B: Well/ as long as you promise this is just a one off
- A: It WILL BE/ it will be /
- B: It won't be happening again/ Ok/well/ then you can go

A: Thanks

**A2**

B: Hi!

A: Nice of you to arrive

B: Oh thank you/ thank you/ so how are you doing?

A: Not too bad and cheers for what you did for me yesterday

B: That's fine

A: It was um/ spot on

B: Yeah/ Did you get what you needed to do?

A: Yeah I think so/ I think so I should um/looking for a few answers in the next few days

B: //yeah/yeah

A: Find a few things out/OH LOOK AT THAT/ Oh I'm SO SORRY

(they both laugh)

B: What have you done?!

A: Oh they're ruined, are they?

B: No

A: Can you machine wash them?

B: Um/ these you can/yeah/ but/um

A: Good stuff

B: Yeah/no these are cheap things

A: That shouldn't be a problem then

B: No/that's fine

**R3**

A: Um/ I've got to pop out and get some things/some shopping

B: Um/ listen/ Do you know what the manager's like here?

A: No/um/ I'm just going out for a few minutes um/Could um/ answer the phone for me?

B: Answer the phone?

A: Yeah//Would you mind?

B: What do I have to say?

- A: Just/ just um/ say this um/Berks shop and just say/um that I'll be back/ Ray will be back in about half an hour
- B: Half an hour?
- A: Yeah
- B: Just take notes/ just take messages?
- A: Yeah/ just take a message/ a quick message/you know
- B: You'll be half an hour?
- A: NO I should be even/ I should be about 15 minutes but say half an hour
- B; Well/ as long as it's just quick/ OK

### A3

- A: I'm REALLY REALLY sorry man
- B: [No..]
- A: [I'm REALLY sorry]
- B: I'm a new trainee in the company and you asked me to look after the phones for 15 minutes/ I said OK/[ 'cos like I wanted]
- A: [my mum was rushed to hospital/OK?] I went back to the house/ got some QUICK shopping/ Alright? my mum was rushed to hospital
- B: Did you have to do the shopping/though?
- A: YEAH
- B: Your mum was rushed to hospital and you do the shopping!
- A: NO
- B: Why did you go shopping?/you should have come straight back here
- A: NO/ I had it done/ I had it done/ OK?/ I went to the shops FIRST then I went to see my mum/my mum's come down with glandular fever/ she actually rushed to hospital/ she's REALLY REALLY sick// she's got
- B: You could have phoned
- (they both talk at the same time now)
- B: Just to let me know what was going on
- A: The hospital, isn't it?
- B: There could have been things going on here that I didn't know how to COPE WITH
- A: It's all normal MUNDANE/ stupid job
- B: Yeah but how did you know it was going to be normal?

A: 'cos it always is/ I've worked here for 20/ I've worked there for 2 YEARS/  
and nothing goes on there

B: I'm not happy though

A: Don't give me that but/ you're a new TRAINEE/right?/ you have to put up  
with these things

B: OK

#### R4

A: Look/ are you sure we're going the right way?

B: Well/ um/ it's on the map/ it's on the map/ like Waldegrave Rd it's just here/ I  
mean/ to get to here

A: How is this gay who gave you this map?

B: It was just like some gay from the company/ he just came in and say where do  
you want to go/ and I say Kingston// Rupert St/that's the name of the street/  
and he said this is how you get there/like/ and he just showed me on the map

A: Yeah

B: You've got Waldergrave Rd

A: Do you know where we are now?

B: Yeah/um/I know how to get there just give me 5 minutes time/ right?

A: Look there's a pedestrian over there/ Do you want to ask him?

B: No we can't ask

A: Why not?// we're never gonna get there by the looks of it

(they both talk at the same time)

A: Come on pull over there

B: OK/alright

#### A4

B: That didn't do much good, did it?/ What did he tell us? NOTHING/ I forget  
the directions already

A: Right

B: Come on! you remember how to get there/ what did he say?

A: Oh/um/well/ he said turn le/rig/ oh no/ I can't/ Weren't YOU listening?

B: You see/ I'm driving/ I have to keep my eye on the road/ I was pulling over I  
had to be careful/you were supposed to listen

A: I/I got the map in my pocket/um/ looks like we just got

B: You're joking

**R5**

A: Excuse me do you mind helping me move some?

B: I'm sorry/ I'm just out in the street and I'm in a rush

A: //sure

B: I'm in a rush/ I'm in a REAL rush and I got to

A: // sure/ sure some other time

B: Look I can't even/ my son's there LOOK he's waiting over there/ I have to go and meet him/ HONESTLY/he thinks he's lost/ he's only 7/ you know what I mean?/ and he's waiting

A: Could you not meet him and come to talk to me?

B: Alright/ alright/ I'll be/I'll be about 5 minutes/OK?/ I'll run down/ get my son and I'll be back/ just give me 5 minutes/ alright?

A: You sure?

B: Is that alright?

A: Yeah cheers

**A5**

B: I don't believe that's just happened!

A: Um/

B: No/let/ WHAT?/ a bottle of oil/you could've/you could've at least told me that was there

A: I know/ perhaps I should have

B: Look at the seat!/ Look at the seat!

A; I'm sorry you know/ I would offer to help clean it or whatever

B: I HOPE YOU WOULD/ honestly/ look at the stain/ I need a NEW interior to the back of my car

A: //I know/ I'm sorry

B: Do you know how much that cost?

A: No

B: Have you any idea?

A: No/ I don't/I'm afraid \



- B: It's gonna be about like/nearly a grand  
A: It's gonna be?  
B: Just I'm telling you/ GOD DAMN/ STUPID belongings  
A: I'm REALLY sorry/ what can I say/you know  
B: Is that all you're gonna say?/Is that it?  
A: Yeah  
B: OH GOD/ what's the world come to and all?/SERIOUSLY you should have offered to pay for it  
A: Well/ I HAVE offered  
B: You're gonna give me a grand then

## R6

- A: Um/um/ I REALLY REALLY need a BIG favour  
B: What's that?  
A: Um/ I've just/ I've got to go and pick my sister up from the airport/ she's just come home from America/ she's been there for ages//and my car's broken down/I've got to get there like by...  
B: You know I would expect a bit more/ time/you know  
A: Look/ I'm really/I just/ Um PLEASE it's just ONE favour/I'll never ask for anything again  
B: You know/ I can't be seen to be favouring one of my/  
A: But/I know/ it's just that we're stuck/ you know what I mean/ you're my manager/ you get on fairly well as you know/you know what I mean? /there's no..  
B: That's the problem  
A: But it's ONLY/ it's only a BMW like  
B: Right (and laughs)  
A: I'm not gonna not  
B: .....
- A: I'll look after it/HONESTLY/it's like half an hour to Heathrow/It won't even be that/ you what I mean?  
B: Well with the rest of the staff and everything/ you know  
A: Don't worry/the staff won't see/ the car's downstairs/right?/ no one is gonna see/ go on/I'll get you a pint in the pub/ come on/ PLEASE  
B: A pint?

A: Alright/I'll buy you four then/OK?// and I'll be a good employee from now on  
B: You'd better have  
A: Cheers man

**A6**

A: Um/ here's the keys to your BMW/ cheers man/um/everything's grand except/  
my sister's downstairs she's actually in great form  
B: Yeah?  
A: Yeah/ everything's cool/ I just had/um//just a little/ bit of an accident  
B: Bit of an accident?  
A: Hold on/ actually the wheels are a bit slippery  
B: //alright/yeah?  
A: Yeah/ and um/and it was dripping  
B: So what happened exactly?  
A: Um/um/ not a lot/ HONESTLY/not a lot/ the car's in GREAT  
SHAPE/honestly/um/it's just that um//I had a bit of a/ headlight is broken//  
B: You know I lent you the car in good faith  
A: I know/I know/you're not gonna sack me, are you?// Oh Come on! I need this  
job my sister's just/[what can I do?]  
B: [who's gonna pay?]  
A: I'm SO SORRY man/alright/ What can I do?  
B: Well//  
A: It'll be paid for/ it'll be paid for// I'll drop it to the garage and I'll make sure  
it's fixed/ alright?/by this evening/ by the time you finish work//Sorry about  
that  
B: Yeah  
A: Cheers man

**R7**

A: Ah Philip  
B: Yeah?  
A: I understand you've booked some leave  
B: //Yeah/yeah  
A: to go on holiday

- B: Yeah I've just booked the ticket actually/um/ I'm going away to South Africa/um for a few weeks
- A: [Yeah/ I understand that]
- B: [I'm sure] you said it was OK a few weeks ago [so]
- A: [I had] but I forgot there was a VERY important project and I've got to meet the deadline//and I was wondering
- B: //what are you saying?
- A: whether you could stay
- B: //um
- A: 'cos we need you here
- B: It wasn't just a holiday I was going out there for//I was going out there/ I was seeing my mates out there/um/ [I haven't seen them for six months]
- A: [I mean/ I understand] I mean/Could you not postpone it/ Is that not possible?/'cos this is a REALLY important/
- B: I/I'll tell you what I COULD do/I could phone the airplane company/and try and postpone the flight/ shall we?/How about that?
- A: (laughs)
- B: But they might charge me/Would the company pay for the changes?
- A: They might do//but I mean this project could/could work out for us/ we could [get something]
- B: [How long are we talking about/]
- A: Ummm/Don't know
- B: (laughs) Well I'll phone/ I'll phone the um/ the plane company and see what they say, OK?
- A: OH thanks very much

## R8

- A: Hi! Look/ I've/ I've got this project/that has been given to me/and/ like/ I've got some much work to do doing research and everything/but I've got these few letters that need to be sent out/ I've written them out in draft/ Do you think you could just type/type them up quickly/ I know you are GOOD at typing/ it'll only take you 10 to 15 minutes
- B: Um/.....right/um
- A: Oh GO ON PLEASE/ look I did those things for you last time

B: Yeah I suppose you did/so it's better not to do such things

A: Alright/ Thanks

### A8

B: Right Phil I've got those letters you asked me to type

A: Ah/alright/thanks//Oh/Oh/ I wrote these out/ just one or two in a hurry and I/I've sort of worded the letters wrong/Have you got it on computer?

B: No/ I just typed them straight out

A: Just typed them straight out

B: Yeah I did/yeah

A: Are you busy for the next/ ten minutes?

B: Ah// for the next ten minutes?

A: Yeah

B: It's gonna take longer than that

A: It's just a few words that just need to be changed/ around/'cos like it's going out to these BIG IMPORTANT companies/ it could get A LOT OF/ a lot of money from the company

B: //yeah

A: And like if it's worded wrong we might as well just throw them out in the bin

B: //Right/yeah/

A: Do you think you could just/

B: //ah/I suppose I have to

A: Thanks/thanks/I/I/

### R9

B: Alright mate?/How are you doing?

A: Not too bad/ Do you want a pint in there?

B: Yeah/ GREAT/ cheers mate

A: There you go

B: How you've been doing?

A: Oh not too bad/Yourself?

B: Yeah fine

A: Life's been treating you right?

B: Yeah/great/great

- A: How's that house of yours in the country then?  
B: It's not TOO bad//Why do you ask?  
A: Ah/ I just/um//remember I helped you out that time in your home in Spain  
B: //yeah  
A: It was you and the wife  
B: //yeah  
A: I was wondering if you could let me have the house down the country for a week  
B: Ahh/ let me think/  
A: Just need to get away/ lots of work  
B: //yeah/sure/ yeah you keep saying about how busy you are at work// yeah/ that should be fine/ you know it's not being used for at least two weeks  
A: I'll/I'll give you a buzz and let you know about the dates  
B: //yeah/yeah/ just give me the dates 'cos it's gonna have to be like in the next couple of weeks/though/ you know//that shouldn't be a problem, should it?  
A: No/ not at all/thanks

## A9

- B: Hello mate/How are you doing?  
A: Not too bad  
B: Yeah/yeah/ how was the/the holiday then?  
A: Oh we had a GREAT time  
B: Any problems with the house?  
A: No/no/ not really/um we got out and about we did a lot of things/ there was just one LITTLE problem  
B: What's that then?  
A: The Mrs spilt a bit of ink on the carpet  
B: On the carpet?/Is it big?  
A: Oh/It's NOT but it's quite blatantly placed  
B: //yeah/[So do you think] that if I cleaned it it would come out?  
A: Ah/ I don't know/ it'd have to be some pretty POTENT carpet cleaner  
(they both laugh)

A: to be fair

B: Well/um/

A: If um/I wasn't sure you know/you know/ how to get to clean that carpet// so if you want to get in touch with professional cleaners I'll pay for them

B: Well/ there's a few other marks there anyway/ we're gonna have to get it cleaned soon/so/ we could just go halves on the bill/maybe

A: YEAH

B: We'll wait until the next time we go there and we'll have a look/ and sort it out OK?

A: Alright

B: No worries

### R10

A: Listen mate um/Would you mind just

B: Would you like the seat/would you?

A: Yeah'cos I've got a child with me

B: It's alright

A: Cheers/cheers

B: How old is she?

A: um/she's just like 5/she's 5

B: She's yours?

A: Yeah/yeah

B: A bit rough

A: Sorry about that

### R11

A: Morning!

B: Morning! How are you?// Have a seat

A: I'm fine thanks

B: That's good

A: I've got something rather DELICATE to speak you about this morning

B: Yeah?

A: Um/ I'm having A FEW financial problems at the moment

B: //yeah?

- A: and as you know I've working for this company for a long time/and I was wondering I you saw fit to help me out
- B: Um/What were you thinking of?/What's on your mind?
- A: I just/um/ a just got a few um/overheads a need to pay
- B: //yeah
- A: it's sharp/I don't actually have the cash at the moment/[I was wondering if]
- B: [What's your name again?] just let me check
- A: It's Hughes/I work in distribution
- B: Oh yeah/Hughes/ Michael?
- A: Yeah/that's right
- B: Yeah/um/ How long have you been working here?
- A: About 6 years now
- B: Six years is a long time/long time/ you've had how many?/two promotions already?
- A: Yeah
- B: Yeah/ that's not bad/um/ I can look into it/ How much/?
- A: It's just a matter of a couple of hundred pounds
- B: Yeah/In advance like?
- A: Yeah
- B: Yeah/ I'll look into it/I'm sure it'd be no problem/ if you come back say um//today's um/ Tuesday/ come back next Friday// I'll talk to the man above me/ the boss
- A: //OK
- B: and/we'll take it from there
- A: Cheers/ thanks a lot
- B: No problem

## A11

- A: Morning!
- B: You again!
- A: I'd expect you'd be hoping to see me, haven't you?
- B: Yeah
- A: Um/ I had a bit of trouble
- B: Listen/ listen/ the story's right?/I'm not very happy/

A: You're not happy?

B: No/I'm not happy

A: I don't blame you for not being happy

B: The money was meant to be back/three weeks ago

A: I know/I know

B: What's the story?/I/ I lent it to you and it's/it's on my head

A: //mm

B: I'm getting in trouble upstairs because/ the money hasn't been back

A: //mm

/

B: We're not a massive company so I/like/ seven hundred quid I lend you/you know I can't afford just to like/you know what I mean?

A: //mm

B: What/ what happened to the money?

A: Well/I borrowed your money to pay these bills/um/ it turned out that um/ when I paid THESE bills OTHER bills came in that were more pressing that the first lot/ I had to pay it/ apparently I got the first letter when I was away on holiday/ I've come back I haven't picked them up/ obviously the housekeeper's got them

B: [But]

A: [I had some more bills]// I know /I know I've let you down

B: You let me down VERY badly

A: //I know

B: like what am I gonna do?

A: (smiles) sack me

B: Oh God/ Listen/I'm of a good nature/right?/I gave you three weeks/ I said I NEED the money in three weeks/alright?/if you have the money in three weeks you're alright/ you haven't but I let you go 'cos I can see/ you're a GOOD worker/you've/you've got a good record/ so I'm not gonna sack you

A: OK

B: So just make sure you have the money for me in three weeks/alright?

A: Can you lend us a fiver to get to..?

B: (laughs)

A: (laughs)



**R12**

- A: Oh I can see you brought your new laptop there  
B: Yeah/yeah/ it's lovely isn't it?  
A: Do you mind if I borrowed it for a while?  
B: What do you want to do with it?  
A: I was thinking of buying one myself/perhaps  
B: and you want to borrow mine/ come and sit here/ you open the top and that automatically turns it on//it's such a bargain this thing/ it's just GREAT  
A: (laughs)  
B: No games in here though  
A: I suggest you get one  
B: What?/Nintendo?// yeah it's a good game

**A12**

- A: Um/ while I was using your computer/um/I went to answer the telephone and I'm afraid the screen's cracked  
B: Has it?/That's gone set you back..// Well if you ruined the whole computer that's gonna set you back a few hundred quid/to be honest  
A: How much/?  
B: A man in your job.../Is the screen still working?/or the front is just cracked?  
A: It's just cracked  
B: Just cracked?/ I don't mind if you go somewhere like Dixons or somewhere they might be able to replace the screen or send it somewhere  
A: Yeah  
B: But I leave it in your hands  
A: Alright/yeah  
B: I'm sure you won't find any problems getting it replaced/ or a replacement  
A: Alright

Informants: 4 females- students of history, geography and sports science

**R1**

- B: Hi!/ How are you doing  
A: Not too bad/um/I'm having a bit of problems getting this essay done/though  
B: Oh/What's happening with the essay  
A: Well/ you see/I've got a few books out of the library but they don't seem to have the information that I need//um/ and I've got this specific title//I was wondering if you had it  
B: Which title?/ Which/ essay did you choose of the list  
A: I chose the second one  
B: The second one/um/Did you try nearly every reference book of the list  
A: I did try/yeah//  
A: [I was wondering]  
B: um//Try and do the essay/give it back to me and I'll have a look  
A: Well/ I was just wondering if you had/um/ any books that might be of use  
B: Yeah/ there's probably one in my office at the moment  
A: Would it be possible to borrow it/ you know  
B: Yeah/ that'll be fine  
A: Thanks very much

**A1**

- B: Did you finish with the book [I lent]  
A: [OH!/]Yeah/ actually I found it REALLY useful/um I was wondering if I could hang on to it for a few more days/Would that be OK  
B: Well/ there's some other pupils have come to me and asked for the book  
A: Right/um/  
B: So I DO need it back today  
A: OK/well/ Would it be possible for me to come to you later/in the day/then  
B: //yeah  
A: So that I can use it a bit more and then/

B: Yeah/ that'd fine/'cos I promised it to another pupil

A: OK/Thanks very much

## R2

A: Um/ I need to pop out for an hour/into town/Is it possible that you could cover for me at all

B: Um/Have you got any good reasons

A: Yeah/ I REALLY need to go to the opticians and pick up my glasses

B: Can you organise this out of working hours

A: Um/ sorry it's REALLY desperate 'cos I'm using the computer and everything

B: OK/How long is it gonna take/then

A: It'd probably take an hour because they've got to be fitted and everything

B: OK/ and/ Have you got all the right set up

A: //yeah

B: to be covered

A: Yeah/ that's fine/yeah/ it's all on my desk

B: OK/that's fine

## A2

A: Ah!/ I see you just got here

B: Ah/sorry/ Am I a bit late

A: Yeah/ it doesn't matter

B: Well you know/ I got tied up at work/had a few important things to do

A: //ah

B: Have you/ Are you in a rush to get off or/ have you got [time to for a chat?]

A: [No/it's OK] at the moment

B: Right

A: I got you your coffee

B: Oh thanks

A: That's OK

B: Yeah/ that's great/thanks

A: SORRY/ I didn't mean to spill that on you

B: (deep breath) It's OK/ it doesn't matter

- A: You sure?/I'll pay for the drycleaning or anything  
B: No/ REALLY it doesn't matter just/ um/ make sure you... nothing to worry  
A: OK

**R3**

- A: Hi!/um/ You've here for a while, haven't you  
B: No/  
A: No  
B: Not really/I'm afraid  
A: You know the ropes of it/ though, don't you  
B: Yes  
A: I've got/I've got a REALLY important/um/ errand to run/Would you be able to cover me on the phone  
B: Yeah  
A: You know the job/just/introduce the company/say/ask what they'd like/and then if you got any problems ask one of the others  
B: Yeah/ I can manage that  
A: That's great/ thanks very much

**A3**

- A: SORRY it took so long/Did everything go OK  
B: Yeah/ it was fine/ I didn't have any problems  
A: Did many people ring up  
B: Yeah/there's about three people rang up  
A: Um/ What were they interested in/Anything/Any problems  
B: // nothing/ nothing specific  
A: Just enquiries  
B: Just enquiries  
A: That's great

**R4**

- A: So how do we get to the/ place then

- B: Well/um/right/that's what she said to go up to the main street/  
A: //Right/OK  
B: and then/where the traffic lights is and then turn right/so if we start there  
A: You sure we're not just lost  
B: NO/NO/no/she definitely said the main street's traffic lights/turn right  
A: I'll do that// maybe you should ask that woman over there  
B: Well/NO/ the directions seem to be correct  
A: OK then

## R5

- A: Um/Ah/Hi Louise  
B: Oh hello!  
A: Hi/um/I seem to have a bit of a problem/um/you see/um/I've got to move out of my flat tomorrow/the flat/um/ well it's not very far away it's just a little bit up the road REALLY/but/ um everyone/I'd asked around my family and everyone's on holiday or they can't do it and um/I haven't got the money to hire out a car and that/ it's SO expensive now/I was wondering/ could you possibly um/ help me move my things?/ Could I use your car/to help move the things  
B: Um//yes/ How about I drive you there  
A: OH YEAH/ that'd be fine/ I mean I can't say I wanted me to drive/ with my driving skills  
B: I will drive  
A: Thank you

## A5

- B: Oh DEAR!  
A: OH GOD I'm REALLY sorry  
B: I'll get the car valetted  
A: Are you sure?/I mean/I/I'll have to pay for it I COULDN'T let you pay for this/ I mean/ it's MY things after all  
B: OK/ if you're happy with that/ that's alright  
A: Yeah/ I'LL DO that

**R6**

- A: Um/ I need to ask you a REALLY big favour  
B: Well/ go ahead  
A: Um/my car has just broken down and I need to pick up my mum from the airport  
B: //mmm  
A: and um/ it's REALLY desperate that I can't pick her up/ Is it possible I could borrow your car just for a few/um/ half an hour  
B: Um/I see no problem/um/yeah/ it should be no problems about that/yeah  
A: OK/Thanks a lot

**A6**

- A: Oh thanks for lending me your car it was REALLY helpful  
B: //Oh!/Good  
A: Um//on the way back I sort of had a bump/ I broke your headlight and the bumper's a bit bent/ I'm REALLY sorry about that/ Do you want me to pay for it all  
B: Um/ actually/ What happened  
A: Um/ it was just a set of traffic lights/ the lights/um changed to red and/um the car in front brake suddenly/ and I was expecting to go out and I just hit the back/ just hit the back of the car 'cos I was slowing down anyway  
B: Um//You're alright,yeah/ your mum/ everyone's alright  
A: Yeah/ everyone's fine it was just a small .../ the back of the healight  
B: Well/ I'll have a look at it/um/ I'll come down and have a look and then/then we can discuss whether/it's too/ well/ Do you think it's um/a lot of damage  
A: Well/ it won't cost much  
B: [Do you think it's..]  
A: [NO] but your bumper needs repairing/and your lights/ so  
B: Oh well/ it needed a service/ I guess/ anyway//Yeah/don't worry about it/ don't worry about it

R7

A: I just come in because um/you know this project we're doing/at the moment

B: //yeah

A: Well/ we seem to have/a bit of a problem it's NOT gonna get finished in time I need EVERYBODY HERE//for these next few weeks/now/ I know you're gonna go on holiday/um/I was wondering if you could postpone it/possibly/ give back the tickets

B: No 'cos it was the last minute booking and um/

A: Well REALLY you should have come to me before you did the last minute booking/ even though you scheduled your time to be off now/ but REALLY we DO need EVERYONE HERE/um// 'cos otherwise other people are gonna have to work extra hours and they are not gonna to REALLY want to do that when they know someone else is on holiday

B: I'm REALLY sorry but it's with my parents and it's the last one I'm going to get/we've done for a very long while/ and I saved up for SO LONG for this ticket/I'm REALLY VERY sorry about that/I'll help as much as I can before I go

A: Well if you could do that/ that will help/um/Let me see/ Have you got any free weekends before your holiday

B: Yeah/ I've got this weekend and next weekend just before I go

A: Well/ Could you/ Would you be willing to do some work then

B: Yeah/ I'll do that

A: Thanks//if you could/ maybe if you could ask.../ you know/ doing the extra time/ unpaid

B: //yes

A: That's the problem you see

B: unpaid?/What about me getting paid

A: Um/Well I'll have to speak to my superiors but REALLY I was hoping/that we'd had EVERYONE HERE/ that's the thing and they've given me only such amount of money/ so if you could ask round...unpaid/ that's a favour for you

B: Yeah/ OK/ see what's happening then

**R8**

- A: Um/ you know this project that we're on at the moment  
B: //yes  
A: You know we're REALLY busy at the moment  
B: //yeah  
A: How good is your typing  
B: Um/ average  
A: Average/Is it possible that you could type a few letters for us/It's all to do with the project and everything  
B: And how long will it take/since I'm quite busy with other stuff  
A: Um/it shouldn't take very long at all  
B: If you let me look at the... I'll see what I can get done  
A: Yeah/ that's fine/ thanks

**A8**

- B: I've got these letters done for you/ if you want to look through them and make sure  
A: Oh thanks/yeah/um//  
B: Is that an OK layout  
A: Yeah the layout's fine but I/um I seem to have given you the wrong WORDING/Is it possible that I could give to you again and redo it  
B: Um/ I'm sorry/ REALLY I haven't got time to/It was quite um/ fixed to get all that done  
A: Alright/ I'll try and get someone else to do it/ Thanks a lot

**R9**

- B: Hi! How is it going  
A: Not too bad/ How are you  
B: I'm fine  
A: Yeah  
B: How come you're here  
A: I just pop in for a quiet drink  
B: Alright/um/I'm going away for two weeks and I need someone to/um/housesit



- A: REALLY/um/that would/ you know  
B: Would you be interested in doing that  
A: Yeah  
B: 'cos like the pets need looking after  
A: Ah that'd be excellent  
B: Do you think that'll be OK  
A: Yeah that'd be REALLY good 'cos I/I wanted to take a break/you know/ go the countryside  
B: Thanks a lot  
A: That'd be great

**A9**

- B: Dad said you had a nice time in the house  
A: Yeah/it was great/ thanks ever so much/ I'm just dropping the keys off  
B: Alright  
A: I've got a bit of a confession to make um/I'm afraid  
B: Oh! What did you do  
A: I'm REALLY sorry/um/we had a little accident in/on the carpet/ with some ink/um/ we tried to get rid of it/but/um/it stained/um/ we're willing to get like cleaners in/to sort it out  
B: So which carpet was it/ Was it the white one  
A: Yeah  
B: Oh!/Roght/um/ I had a bit of a problem with it before but/  
A: //really  
B: Yeah  
A: Well/ you know/I put some money into getting it sorted out  
B: Yeah/ that'd be fine  
A: Sorry about that/ Thanks for the house  
B: That's alright

**R10**

- A: Um/ Is it possible that I could sit here with my child/ because I don't want to leave him anywhere else on the bus  
B: Yeah/ sure that's fine

A: Oh thanks a lot//OOOPS! I'm sorry I didn't mean to step on your toes

B: That's OK/ sit down

A: Sorry

### R11

A: Hello

B: Hi!/Come in

A: I know this is gonna sound very awful especially since/ you were kind enough to give me an advance last time/ I/ I'm...desperate for the money/ I need a cash advance/my grandmother's just died and I need the money for the bills/ to pay for the funeral/and the funeral expenses

B: Right/um/see what they can do/ Do you need some time off/at all?

A: No/ I think it's best just to carry on working

B: So/ this has left you in a bit of stitch then

A: No not really/ we didn't get on very well/ I just need money for the funeral

B: Right/ I see what we can do/ and if you'd like to see me later on in the day

A: OK

### A11

A: Hello

B: Hi!/Come in/ um/ I need to speak to you

A: Yes/ I really MUST apologise for not paying back the money any sooner but I had some relatives/and they paid me back/ so/ I have now the money on me/ to pay you back/ I REALLY must apologise[...]

B: [You've got the money now]

A: Yes

B: Yeah/ well/um/ we DID take a liberty lending you the money and you/ you promised it'd be back to us in a week

A: //yeah

B: Well if you got the money than/ I'll take it

A: Thank you

**R12**

- A: I see you've got your laptop computer/you brought it in today  
B: Yeah/ it's very new/ Do you like it  
A: Yeah/ looks really good  
B: Yeah/ it cost a fortune  
A: I was wondering/ you could use it for work/ actually/ as you brought it in//Can I use it for a while  
B: Well it's the company one  
A: Well since you brought it in/it's new/ they want to use it/ I don't see any problems/I mean/also we were having a bit of problems with a couple of the computers/and/ um/ we're out of um/computers at the moment/ and the repair man hasn't arrived yet so I was wondering if you could use yours/ since you've been using it until now  
B: Yeah/ sure  
A: That's alright then

**A12**

- B: How did you get on with the computer  
A: Um/ very well/ expect//sit down  
B: Is there some problem  
A: Well/yes/  
B: What  
A: It's gonna need a repair  
B: Right/ What's happened to it  
A: [Well]  
B: [What kind of repair]  
A: Well/ I was using the phone and/um/it/um/ I accidentally/um/ moved it/and it fell on the floor  
B: How can you ACCIDENTALLY drop a laptop computer  
A: Um//I was using the phone/and I happened to move my arm um/and it just slipped off the table and crashed on the floor/ part of the screen is broken/and dented  
B: So it's broken

A: Yes/so/ it looks like/um/

B: It looks like a replacement REALLY, doesn't it

A: YES/I would say so/um/Would you/would you mind if um/...for a week?/Would that be OK

B: I am meant to be using this computer for work

A: Um/ yeah/so//OH GOD/um/

B: You know/ I lent it to you in good faith

A: YES/ I know/Iknow/right/let me think//um/Should be able to send one of/one of the girls to go and get you a new one today/but until then you'll have to use the office ones/ we're just going to have to um/work round it

B: Right

A: Sorry/ I will get you a replacement in the day/ I will get you a replacement/ HOPEFULLY within the day

B: At the end of the day

A: HOPEFULLY

Informants: 2 males 2 females, combination of informants I, students of media studies, drama and religious studies.

**R1**

A: Sorry to bother you I know you are in/in a an immense hurry and everything but I've got a slight problem

B: //Right/ What is it?

A: Right/you know this thing you want us to do

B: //Yeah

A: Well/ I tried to get to the library and get the book out but/ the library is closed/ I can't get the book//I'm REALLY worried/ I KNOW you have a copy and I PROMISE I'll take REALLY good care of it IF/you'll lend it to me

B: //Right/OK/ How long have you got for the/um/ assignment?

A: Um/ Well/ I left it a bit late/ I've only got three days

B: //Three days/

OK/um/Which book is it

A: It's the/ um/Philosophy of/ um//Religion

B: //Religion/ OK/ Right/um/I'll tell you what we'll do/is/um//well/um/what I could do/is/um/I come with you to the library/OK/get it photocopied it/photocopy the pages that you need/OK and then/ um

A: But/ they won't let you in/ It's totally shut up/ there's no one around

B: //Of course/ Yeah/um

A: But/ you've got a photocopier in your office, haven't you/Maybe I can come into your office and get it photocopied

B: //Yeah/ but that's not policy, is it

A: Well/ Can I tell you what pages I need/ and then you could possibly photocopy them for me

B: //Um

A: I could wait outside while you did it

B: No/ I wouldn't be able to do that either/because it's/um/ not policy//if it's not for the department/ 'cos it's got to be for the department/ NOT for the student

- A: //Right/OK
- B: Um/ Do you know anybody else who's got one
- A: No/ I don't
- B: You don't/um/Do you know if any of the other libraries in the area have it
- A: They could do
- B: There's a good one down in Whitton
- A: //Yeah
- B: Yeah!/It's just past the stadium
- A: //OK
- B: Um/ apparently VERY VERY good for religious studies/and/um/ it should have the book that you need in it/um/ if you've got a problem with that/ and you can't get down there/ whatever/come and see me tomorrow/ but see if you can do it today
- A: //OK/I will/yeah
- B: Come and see me tomorrow/ and we'll sort something else out for you
- A: Brilliant/ thanks/ I appreciate it that
- B: OK/ My pleasure.

**A1**

- B: Hi! X/Yeah/ I wanted to quickly talk to you/ I gave you a book yesterday/um/ Have you been able to sort something out with that
- A: I have/ I finished with it/ but I've left it//in my room/I'm SO sorry/I meant to bring it/ I left it on the side/ it's been with me but I COMPLETELY forgot all about it// If you give me 5 minutes I'll got and get it for you now
- B: OK/fine/Whereabouts are you
- A: I'm in Old House
- B: //ah/OK
- A: It won't take me long at all
- B: That's alright
- A: I REALLY appreciate that/ it REALLY helped for my essay/ Thanks a lot
- B: OK/I'll tell what/ I'll be in the office/ and just pop it upstairs
- A: //Yeah/yeah/ sure  
no problem.

**R2**

- A: Hi/yeah/ I wanted to quickly ask you/um/ I've got a bit of a problem/ I've got a few errands that I have to run/um/ in town
- B: //mmm
- A: Um/ it should take me about an hour/um/ I haven't got time to do it afterwards 'cos I forgot to ... afterwards as well
- B: //Right
- A: Um/ Is there any chance I could take my lunch break now/ and/ you know/you cover for me/ so I can quickly go and do those things
- B: Yeah/ well/ I've got a number of things on
- A: //Right
- B: But/Is it REALLY urgent this/um
- A: Yeah/ it's quite urgent/ I have to get them done
- B: Yeah/ sure/ It's not a problem/ just make sure you're back in the hour
- A: OK/that's great/ thanks

**A2**

- A: Oh/Hi!
- B: Hi/sorry I'm late/ I've got tied up with a phone call at the last minute/ he WOULDN'T let me go/ moaning on and on about this thing that hasn't been done so I just couldn't get away/ but I'm here now
- A: Don't worry about it/Do you want a cup of coffee
- B: Ah/ I'll tell you what/I'll kill for some caffeine
- A: Caffeine
- B: Yeah/ I need some now
- A: I'd give you some alcohol but it's only a cafe/ so/ you know
- B: (laughs)that will do yeah
- A: Well/ OK/ I'll get a coffee and we'll sort something out for you
- B: // great
- A: Yeah/ so/ how was the day?
- B: Not too bad/ it went quite well/ we sorted that out for George
- A: //mmm

B: and then this guy at the last minute/ I mean/I wouldn't mind but he put his order in at the last minute and now he's expecting it like yesterday

A: Yeah/ well/ that's typical

B: Tell me about it

A: These things always happen at the last minute

B: Ah/ well/ pressure keeps you thriving on

A: //yeah//Oh God!/ NO/ I've just spilt coffee over your leg

B: AH!

A: GOD!

B: Don't worry/ just give/ give me a ...

A: Alright

B: Cheers

A: SORRY about that

B: It's not a problem

A: I've got this nervous tendency to spill things over people/ it's really not on

### R3

A: Hi Gavin/ I've got a REAL favour to ask you/ I've got pop out for 5 minutes and I need someone to cover the phone for me/ I don't suppose you'd do it, would you

B: Um/sure/ What does it involve

A: Well/ basically pick up the phone say 'Good morning Night and Day Cleaning Services/ How may I help you'/and then you just basically pass them through to whatever extension they require/and Denise is by the phone so it's not a problem

B: Is it easy enough to use the phone, yeah

A: YEAH/ just press hold/ and then type in what extension you need/and when they answer you take hold off and put the phone down

B: Um/ OK/ Sure/ Am I supposed to be doing this/ Do you what I mean/ I'm a trainee/ I mean

A: Yeah/ I know but it's all part of the training/ it's not a problem/ I'll only be gone 5 minutes/ so it's another thing to add to your.../ you can answer the telephone now

B: OK/OK/Sure/ I'll deal with that



**A3**

A: Gavin I'm SO sorry I got stuck in the most HORRIFIC traffic jam/  
UNBELIEVABLE/I just..one moment...when I went down and I just couldn't  
get in contact with you/ I'm SO sorry/ How did it go/Was it alright

B: It was OK but/I mean/you know/ being a trainee I DO have work to do/ I  
mean/ I've got to do a lot of other things/it was a bit inconvenient/ covering  
phones/but/I mean/ everything went OK/and you know/ there wasn't/there  
wasn't really any problems/but/ you know/I'd prefer it if you could/you know/  
try and/

A: //Yeah/ I [REALLY]

B: [..the next time] I know there's nothing you could do about  
it/obviously/but//you know/I'd appreciate it if you could get back earlier next  
time

A: I'll try and do that

**R4**

A: We've been looking for this street for half and hour now/I mean/you're  
supposed to know where we're going/I mean/ the best thing to do is to ask  
someone

B: We don't need to ask someone/.../it's a tiny little street/ we're in the middle of  
the West End but they're all one way streets so we need to get round here/go  
round that corner/go down that street and then there we are/it's just the traffic/  
I mean/ come on

A: Yeah we've been saying this for like/ a while now/ we've been saying oh yeah  
we'll go down here we'll go down there/it's not that simple/all we got to do is  
sk someone/ I mean/ there's someone down the end of the road/ they probably  
know where it is/they can tell us in TWO seconds and we can be there/it'd be  
MUCH quicker than if we fart around/ and we're looking around all these  
streets and like you say/ it's all one way/and if we take the wrong street/we  
got to go ALL the way round the houses again to get on the.../and like you  
said the traffic isn't TOO good right now/ so let's just try to get there  
QUICK/for ten past three

B: OK/fine/ so we're gonna ask this guy at the end of the street/.../let's have it your way

A: If he won't talk to us/then at least we tried/better to ask than not to ask at all

#### A4

A: WOW!/bit of a problem mate/just found the map in my pocket/ I'd been sitting on it/ I think we've been reading the wrong one/so/ I'm REALLY sorry about that/I know/but/look we're in a rush I didn't realise I was sitting on the map/I just thought//we forgotten it/so I mean/

B: WE forgotten it/ this is how you can be sometimes/ I know that

A: I agree but I mean/we can get there now

B: Well/ we've got an hour and a half until the shops shut/so that's enough time to get some shopping done

A: //Exactly

B: and go and get a coffee/ so it's no problem at all

A: Sorry about that

B: It's alright

#### R5

A: Hi Gavin/um

B: Hello

A: I know you don't know me/ too well/and I could have been/ um/you know/ bit more forward in making friends with my neighbours and things/but/ um/I've a VERY VERY busy life and I like my time alone but/um//I was wondering whether I could ask you a pretty BIG favour/um/ see/ everyone I know is gone on holiday/and/um/ I'm moving into this new flat and it's taken up much of my money so I can't really afford/to hire/anybody to move my stuff/ so I was wondering whether I could ask you//to um/ help me move/to my new place

B: Well/ we don't know each other very well/ but I mean/we've passed hellos in the street so/ I mean/ as long as / as long as you give me a time/ a place//so that I know whether I'll be available/ I can't see a problem// how much stuff have you got to move

A: Ah/ not too much/ just about 6 boxes or something/ I'll tell you what/you help me move the stuff/ and when I have everything sorted out I'll invite round to dinner/ to say thank you

B: That's fine by me/yeah/that's fine

#### A5

A: BUGGER!

B: Bugger INDEED

A: Ah/ it's not a problem 'cos I've got a friend who works in the/the car business/he does upholstery and stuff

B: //mmm

A: I'll have a word with him and ask him if we would clean it up for you/ so it should be/it should be fine

B: Well/ I said I'd help you to move/ no one could help but/we both help pack/one of us should have seen it/ it was gonna fall

A: I'm SO sorry/I'm just//

B: Don't worry about it

A: SERIOUSLY

B: As long as we can get it cleaned/as long as it comes off/I'm fine/I mean//It's only a material possession//I'm not bothered/ let's just get it cleaned and forget about it

#### R6

A: Catherine Hi!

B: Hi X How is it going

A: Great/great/um/I've a REALLY BIG favour to ask you/I've got a friend/coming to the airport/and my car/is/um/out of action at the moment/ and I REALLY REALLY would appreciate it/if/um/ maybe I could borrow your car/or I mean/maybe not borrow/even if you could come with me but/I REALLY desperately need to pick this friend up from the airport and/ you know/ it shouldn't be TOO MUCH of an inconvenience/if there's any problem WHATSOEVER

B: What airport is it

A: It's/um/ Gatwick//that's just round the corner from here// I'll drive both of you/ yeah/ Where are you going/ Straight home after it or you're dropping him off at his hotel or

B: No/he's coming straight back to my place/so/ um

A: //yeah/sure

B: Is that OK

A: It's not a problem

B: That's FANTASTIC/ that's great

A: I could do with a change of scene this afternoon

B: Cheers/that's great Catherine/thanks

## A6

A: Look Catherine/um//you know when I dropped you off last night to go and pick up my friend from the airport

B: //mm

A: with the car

B: //mm

A: Um/ we were on our way back/ and um//we/ you know what the traffic's like at that time/ specially around the M25

B: Gavin spill it/What's the problem

A: Alright/I'll come straight to the point/um/ we had a little .. bender/I broke one of your headlights/and//it's/it's a broken headlight/ there's NO dents in the car/ NO dents in the bumper but/the headlight is smashed/um//I'm REALLY sorry about that/ I've put it in the garage already and I'm collecting it this afternoon so

B: Just send me the invoice and I'll put it through the policy

A: Are you sure?/ I mean

B: Yeah

A: I mean/ I've already sorted it so it's up to you/ I mean/ I'm REALLY sorry about that

B: [Actually]

A: [I'm not] gonna ask for your car again when you need a favour/just come to me/ I'm REALLY sorry

B: That's alright/ accidents happen

**R7**

A: Hi Steve! I'm glad you could take time off your busy schedule to come and have a word with me

B: //Oh thanks very much/Cheers

A: Um/I've got a bit of bad news for you/I'm afraid

B: //Right

A: You know we've got this MASSIVE project and it needs to be finished in like/the next week

B: //Right

A: and you know/and it'd mean for the company billions of dollars and/and things

B: //Yeah

A: I'm afraid I'm gonna have to ask you to postpone your holiday/we need to have a big meeting with all the bosses and um/especially since you're Head of your department you're the only one who REALLY has a clue about what's going on/I'm gonna have to ask you to attend

B: Right/well/ I've got a bit of problem with that/is the fact that I've booked my ticket already and if/um/let go of the ticket I'll lose a lot of money/um/ there's no way of cancelling it without losing money/[you see this the problem I have]

A: [Well/ Is there no way that you could postpone it]

B: Um/ no there isn't because/ again/I'll lose money and/um/at the moment I can't really afford it

A: //alright

B: Um//

A: Well we've got a problem here, haven't we/Have you done everything that needs to be done for the project

B: YEAH/ everything that needs to be done for the project/um/ the thing I COULD do is delegate and/ to get other people to know certain areas of it

A: //right

B: Um/ sort out the information that needs to be known/and/um/ so do that/ I've got five people in my department/ so each of them has a pack/with things that they need to know about/ they can get together while I'm away/[and]

- A: [Well what I'd prefer you to do] is/is to choose your most confident person
- B: //Right/OK
- A: Um/ and/and basically inform him of EVERYTHING/ and I'd like you to take/um/a number of you where I can get in contact with you
- B: //Right/OK
- A: Um/ I understand that you've been/looking forward to this holiday for a hell of a long time you've put in a lot of work in the last few months/ and you DO deserve the break
- B: //yeah/cheers
- A: But I would appreciate it if/if you could send the person up to me and maybe we can arrange a meeting all three of us
- B: //OK
- A: and talk through so they know exactly that..for it
- B: Well I've got a few days left so/I mean/what we could do/basically if I work my butt off full day/at least that will mean time
- A: //mmm
- B: and just get everything to grips and everybody in tune with what's happening/a and then/ you know/it'll work out/don't worry/ we've got a big department there so/
- A: Alright/I trust your judgement
- B: Yeah
- A: Steve I do//so we'll set up that meeting tomorrow afternoon
- B: Yeah/Cheers

## **R8**

- A: Hi Steve I was wondering whether I could bother you for a moment
- B: Ok/Yeah/just this once/come on
- A: Well you know about this HUGE project
- B: //Right/yeah
- A: I'm REALLY REALLY ..with it but I've got these couple of letters that need typing
- B: //Right
- A: You haven't a spare 5 minutes that could give them?

B: Yeah/OK/yeah/I'll tell you what/um/ if you give them to me/ When do you need them for

A: Tomorrow basically

B: Tomorrow/OK/leave them with me I'll sort it out

A: Cool/thanks/thanks a lot

## A8

B: OK/ here are the typed letters

A: OH SHIT

B: What's that

A: I've given you the wrong copy

B: Of what

A: Of/the letter/ I gave the wrong/ hadn't been finished/ it was changed/ the wording of it/I'm SO sorry Steve

B: That's no problem/I've got them on disk so I mean/you know/ if I give you the disk/and/um/I mean/ we sit down/Are you free for lunch or what

A: That'd be GREAT

B: Yeah

A: YEAH

B: If we sit down during lunch we can sort it out/ I mean/ we've got on disk we can just delete and/

A: Yeah Steve I'll tell bring it after work.../thanks mate

## R9

A: Hello!

B: Hi Steve

A: Good to see you again/um/listen/um/let's get straight down to the crunch of the issue 'cos I'm that kind of guy/um/ you've got a beer/right

B: //yeah

A: Um/right/ what I wanted to ask you is/um/you know that house you've got in the country

B: //mm

A: That BEAUTIFUL LUXURIOUS house you've got/um/you can see I'm building up something

- B: //I can/yes/I can/just get to it
- A: OK the cracks of the/main issue here is um/ any chance that I can stay there for/the two weeks that/ you know/that nobody's there um/
- B: Well seeing as though I tend to/to think back I owe/ God knows HOW many favours
- A: //Yeah
- B: If you promise me that you won't have any parties and TRASH the place/um/ I'll give you the keys
- A: Oh/well/ I don't know whether I can promise that now/ OF COURSE/ I mean/ you know/obviously I'll sort things out/ I'll look after it as much as possible
- B: Well/ that's my way of saying thanks
- A: Yeah/cheers then
- B: No worries.

**A9**

- B: Hi there/how is it going/Had a good week
- A: I had a LOVELY week/thank you very much/um/ everything was SUPERB /um/ loved the area/ I do believe it's such a GREAT place
- B: //It is
- A: In England/you know
- B: SO relaxing/ you can get out of the city
- A: //Yeah
- B: country air/ it's one of my FAVOURITE places to go
- A: //Yeah/There's only one little  
problem which um/well/um/it's not REALLY a little problem/it's quite a big problem/ it happened/um/I managed to spill ink/on your lovely white carpet
- B: //Oh/NO/STEVE
- A: um/so/I mean/ the thing what I can do/ is either pay for/cleaning or pay for a new carpet if the cleaning doesn't work out/I mean/as simple as that
- B: Which carpet was it
- A: Um/it was the one in the dining room
- B: Dining room carpet
- A: //Yeah [Sorry about that]
- B: I'm having a dinner party THERE/ NEXT Friday



A: Well we'll sort something out/ I'M SURE we'll be able to do that/I/ I'll get my ..in gear and I'll sort something out/ I DO apologise for that/[It's/um/one of those accidents that happen]

B: [Don't worry about it] It should come out

A: OK/ that's great

B: It should be alright

## R10

A: Hi! I don't suppose I can ask to change seats with me/can I/He doesn't like standing up on his own

B: Yes/of course/ Don't worry about it/look/ I mean/ buses are here for kids and elderly people so/COME ON

A; //Oh/that's alright then

B: Go and sit down/I'll pop over to the other side

A: Oh/Thanks

B: That's OK

A; OH/SORRY/ your foot/ I'm SO SORRY

B: Look/ don't worry about it/you've got more to carry than I have/ so don't worry about it

A: Thanks a lot

B: That's OK

## R11

A: Right/Hi/Karen/ um/I've got a problem/ which um/ I need to talk to you about

B: //Yeah/sure Steve/  
take a seat

A: Cheers/um/well/ I need some money/ basically/ I need some money/I've got a few bills that I had to pay for/ um/ that I oversee/ and I've been trying to get into a routine of saving and um/not spending large amounts all the time

B: //alright

A: Um/ you know/ my/um/ my/background on/on money

B: //Yes

A: and um/How could I/or how bad I am at paying it back/um/ look/ I mean/ basically/if you lend me some money/and if the works requisites require it then/ you know/[ I will pay it back]

B: [What/what]what are we talking here?/Are we talking just a pay rise/when you get that big commission coming in at the end of the month/we're talking something from that or are we talking substantial MORE

A: Um//I think it must be a bit substantially more/um/it's um/ a few problems which I had and um/I need to//get/sort them out NOW/and/ I mean/ if you could advance me my commission and/ that would be GREAT

B: Well what I can do is/I can advance you the commission and /we also have a deal with a finance company for employees

A: //right

B: and they give very low rates/ of interest/ and you can pay it back over time

A: //OK

B: Um/ I can set up/ about... over the week/ Would that be good enough

A: That'd be great/Have you got the/any details on it

B: Yeah/sure/ if you give me/sort of today

A: //mmm

B: come back tomorrow/and/I get the guy to come in and we can sit down/talk through it and sort it out then

A: OK/Cheers then

B: No problem.

## A11

A: OK/Karen/um/here's the money I/I borrowed of you/ I'm sorry it's late/um/ I have been working hard to try and get it back/and um/yeah//it's/it's one of these/something I'm not very good at/ with money BUT obviously/I mean/I said it'd be back and there it is and again I apologise for it being late

B: There's no problem/ I wasn't desperate for it in the first place/let's just say it's back now so//not a problem

A: OK/Thanks

**R12**

- A: Hi Gavin!/How is it going/ pretty flash new toy you've got there  
B: I know/ I got it for my birthday/last month  
A: It's pretty cool/ Has it got all the latest packages  
B: It's got all the latest packages/yeah/It's pretty good/ very handy for working at home/ you know/ so/ working on the train/on the way to work/saves a lot of time/ a lot of effort/ not staying back  
A: //cool  
B: It's a good toy  
A: Well/ there's no way I/there's no//sort of um//I would/ I would like to try/I don't suppose you could um//have it...for a while/could you  
B: You want to try my new laptop  
A: //mmm  
B: Um//well/ I can't say no/ you're an adult/ you're not gonna chuck it round  
A: I don't think I'm gonna chuck it round/NO  
B: Well/yeah/sure/I'm not using it at the moment but um//try not to/you know/ try to watch out/ don't wipe and files/ I mean/ if you're not sure of anything//just be careful/ I've got a lot of work on that  
A: No problem/thanks

**A12**

- A: Um/um/I think I'm gonna be making a sharp exit/ I simply had a um/a slight accident with um/  
B: Slight accident/with the laptop yeah  
A: Aha  
B: Alright  
A: I sort of um/sort of accidentally um/ knocked it off the thing in/in/ this room sort of um/  
B: //No/Ok/yeah  
A: and um/I'm SO sorry Gavin/ I'm REALLY REALLY sorry/ I know it's your new toy and you just got it for your birthday and everything and/  
B: //ahh  
A: It's so terrible

- B: //yeah/ I mean/obviously I/I'm ANNOYED/I mean/VERY annoyed but//me screaming /shouting/throwing things around it isn't going to UNBREAK it/so/you know/ the next question is gonna be/ WHAT are you gonna do about it/
- A: Oh//Do you think it can be repaired or you're gonna need a new one
- B: I've no idea/I mean/ that will be for you to find out but/I mean/ obviously you know how much work is in there/ I REALLY REALLY hope you've not damaged any chips/'cos I've a lot of work in there/ I DO have it saved on hard disk so/you know//I supposed that's/
- A: I'm SO sorry/I'll tell you what I'll do/I'll take it off you
- B: //fine/well
- A: I know/and I'll take it down to/my mate Hugh/ who does a lot of programming/that sort of thing
- B: //mm
- A: and I'll see what he can do/about taking the stuff out of it/and um/
- B: I was going to say/see what you can do/I mean/ I'm annoyed/ I'm not gonna scream or shout [I'm VERY annoyed]
- A: [I'm SO sorry]
- B: but I'm very annoyed
- A: I wish you would scream and shout/I mean/it'd make me feel/a hell/a hell of a lot better
- B: Well/ see if you/if you not owned up to and if you just come up and said 'Alright here's your laptop' and then/done a sharp exit/ then that would have seriously put strains on any working friendships but/ you've come up to me/you've been adult enough to say 'look I've dropped your laptop'/ and me shouting and screaming is not gonna bring it back so/ see what you can do/
- A: If I can't get it fixed/I'll buy you a new one/without a shed of a doubt
- B: OK/I'll see what happens on the insurance but/ obviously/you know/ I'm not gonna be happy claiming on the insurance when//it wasn't me who done it/'cos my policy is gonna go up but/ I would appreciate it if you could find out if it's covered on any insurance to you/or
- A: //Yeah/I will
- B: or anything
- A: I'll check through everything/ I'm SO sorry/ I feel such a ....
- B: OK/well/obviously there's nothing we can do to bring it back so/let's just sort it out and/ I'll go away and cry for a bit.

Informants: 2 males - 2 females – combination of informants II, students of religious studies, drama and sociology.

**R1**

A: Excuse me Mrs um Green/um/ I've got this assignment I've got to get out and I understand you have this particular book/they could help me with this assignment

B: Who are you/sorry

A: I'm Edward

B: Edward/right/[ah yes yes yes you're in my class]/sorry

A: [I'm one of your students]/I need this book um/ by McGrath/the library is closed at the moment/and I've got to get this essay in by tomorrow

B: //right

A: So I need to um/ work on it tonight

B: Well/ you know we don't usually lend OUR/our books/um/ the essay is due tomorrow

A: I've got to hand it in first thing in the morning/ so the only time I've got is um/this evening/basically

B: Perhaps you should have prepared yourself for a little bit

A: //Well [I]

B: [the book was out of the library, was it]

A: The library is closed at the moment

B: //I see

A: So I can't get my hands on it/I/I'm working full-time to support my income here

B: //So [it's difficult to .....]

A: [so it is difficult to get to the library]

B: Um//

A: I was wondering whether you could help me out in this situation

B: Who um/ said I had the book/Which lecturer was that

A: Um/no I just understand that you had um/ this particular book

B: Right/um/ I'll check my shelves/I think I might have/ McGrath is it

- A: Yes it's McGrath on um/Religious Theology  
B: //Right/OK  
A: Introduction to Religious Theology  
B: //OK  
A: If you could let me um/ use your book I'll return it to you um/  
B: //TOMORROW  
A: Tomorrow/yeah  
B: Yeah/alright/Well what I'll do is I'll take your name and your PR um/and/  
yeah/I'll leave the note for myself/ but that should be OK I've got it here  
A: OK/thank you very much  
B: No problem/ good luck with your essay  
A: Right.

**A1**

- B: Edward!/[How did the essay go]  
A: [Hi Mrs]/um/ I've managed to complete the essay but um//left the  
book at/in my lodgings/I'm afraid I can't/ that I haven't got it with me/  
B: //aha  
A: Is it alright if I return it to you/ tomorrow  
B: Um/ that's what you said yesterday/ wasn't it  
A: It was Mrs Green/ I DO apologise  
B: Um/  
A: But/ um I was in such a rush to get out /um/ to get to a lecture on time that  
um/I forgot to carry the book away with me  
B: What if I need that/ book for a lecture today  
A: Well I DO sincerely apologise/after the inconvenience I've caused you  
B: OK/well um/  
A: and HONESTLY I will bring it in tomorrow  
B: Right well/put it through my door/and if I'm not in  
A: Thank you very much  
B: OK

**R2**

A: Um/ Edward/I've got a few things to do/I know we are work hours um/ I don't mind working through some of my lunch hour/I've got to get to the shops to pick a few things up/Would you mind VERY VERY much covering for me?/I've only got to do a few bits of filing and a little bit of typing that letter you gave me this morning/um/It's only going to take me/ an hour/ at the VERY most and like I said I'll work through my lunch hour/ If/if I need to

B: Miss Green/um/as you know um/we have to be organised in this company/if you are not able to do your work in your allotted time and that/then/um/I don't think you um//you're really suitable for this company/you should be better organised and um//alright/ I'll be LENIENT with you this time

A: I AM usually organised it's just/this weekend the washing machine broke down everything went wrong the kids were late to school this morning um/It WON'T happen again/ It's just so that I can [pick up the..]

B: [your problems at home] are nothing to do with your problems at work/ leave them at home/ when you come to work you do your work and that's what we expect from you that's what we pay you for/we don't want you to bring your/your problems from home to work

A: OK/I understand

B: Alright

## A2

B: Ah/Miss Green

A: Oh/Hello/I've just ordered a coffee/ Do you want one

B: Yes um/ I/we'll have a coffee/yeah/ I DO apologise for my abrupt attitude the other day

A: Well/ I was out of order myself/ I shouldn't really bring my problems to work/ you're absolutely right

B: But um/ now we're out of work and that um/ I'm willing to listen to what your problems are and to try and help resolve them//we're out of work now you see so/um/ we can be more relaxed and informal

A: Well it was just a few minor domestic details/everything's fine now/I'm a lot more um/ ORGANISED um/ which you said um/OH GOD!/SORRY!/SORRY

B: Look

A: Oh NO

B: No problem

- A: I'll get/I'll get a napkin um/ Excuse me/ Can I have a napkin?/ I'm EVER SO sorry/ [Oh my God]
- B: [That's alright]
- A: You must think I'm awful/I am usually VERY VERY organised and VERY competent/I'm SO sorry/ I'm sorry
- B: Accidents DO happen/ That's alright
- A: I'll pay for the dry cleaning
- B: No problems/no problems.

### R3

- A: Um/I'm just popping out for a moment I've got to get something for my mum/ Is it OK for you to answer the phone for us
- B: Um/I'm not sure how this telephone system works/ Have you got any idea about it
- A: Um/yeah/I've been working here for a while so I...can show you it/that's more or less when the answer the phone/just press this button pick it up and when they ask for somebody you just say and put it through to them
- B: Um/ Would anyone mind me answering the phone/'cos um/
- A: I wouldn't think so 'cos we'll only be gone for/ just a minute/'cos I'm only going down the road/so/for a sandwich
- B: Right/OK um/ Could you get me lunch as well
- A: Yeah/yeah/ what would you like
- B: Um/ cheese and pickle
- A: OK
- B: Thanks

### A3

- B: Hi!
- A: Hi!/um/ Sorry I'm SO late/ I've just met somebody and we went for a drink/ your sandwich's a bit...
- B: Oh/um/right/OK
- A: .....



B: Not really but um/I kind of messed up on the phone a bit/the lines were getting all muddled and people were ringing and I was putting them through to the wrong departments and um/ it was a bit of a nightmare/but um

A: Did any/come up and complain

B: Um//well no but I was getting a few strange looks and everyone was wondering where you are/ I've forgotten your name/sorry/I couldn't/you know I didn't know what to say to anybody

A: //yeah/It should be OK 'cos I know people who work in the department/ so/ if they ask me where I was/you know/'cos I know people

B: OK/alright

#### R4

A: So/where have you got the map/Have you got anywhere

B: I left it with you, didn't I

A: No/I gave it with you before we left the house

B: I gave it to you in the house

A: No

B: Yeah/ the map with the all directions on

A: No/I gave it to you//Don't you have it?/Check your back pockets

B: No/I remember giving it to you/'cos remember when I was leaving/ I was leaving the house/you were about inside putting your jacket on and I gave it back to you/ you left it on the table or something/ or by the phone maybe

A: Ah//we've got 10 minutes/get the A to Z out/it's all we can do/otherwise we're gonna be late

B: OK/ Do you know the name of the road

A: It was on the piece of paper/I can't remember/something like Stanley road or/Stanham road or something/I don't know

B: Oh/mm

A: Well/hang on a moment/there's a pedestrian/um/let me slow down/and um/stick your head out of the window and ask him where we're going

B: //Yes/right

A: and um/ tell him the name of the building so that/ you know/'cos we don't know the name of the street

B: //OK

**A4**

A: MY FAULT/sorry/ got it in my back pocket/all the time

B: //that's alright/'cos I was asking the pedestrian where it is and it's just round here/up here and straight round the corner or something

A: It was all a bit frantic this morning/sorry about that

B: No problems

A: My fault

B: OK/no worries

**R5**

A: Um/ I wonder whether you would be able to move/help me move some of my furniture/just that I haven't got any money to hire/ a van to move/ just to get out of my um/flat//Would I be able to borrow your car like/ Would it be OK

B: Ummm/you live down at number 32, don't you

A: //yeah/just/yeah

B: Umm/Would you like to borrow my car

A: //yeah/ I know it sounds a bit out of order but like/you could/ like if I just/...in the car/ anything

B: Where are you going to/How far

A: It's only like/two roads away

B: //umm

A: It's just like/....and I can't get any transport

B: How much stuff do you have

A: Well um/ a bit of stuff like/'cos I'm moving with my bed and my couch/so

B: I might be able to take some small bits down/for you

A: //yeah

B: Umm/ but my car's not that big/ I don't know if we'll be able to get ALL of it in there/ I could help you with/the [small bits and a few boxes]

A: [Yeah/even like that/../] appreciate it that

B: OK/ no problem

**A5**

- A: Umm/I'm REALLY REALLY sorry like/ I know the car's spotless um/ when I get my money like/ I mean/I'll DEFINITELY pay for it/ to get it cleaned up and um/ shampooed
- B: Um//What is it in there?/Oil?
- A: Yeah
- B: OH DEAR
- A: Yeah/yeah/ I know/ I know
- B: Well as soon as we get to/your place
- A: //yeah
- B: if I can just have a sponge and some soap and get the most of it out
- A: Well as soon as I get money like/I'll help.....as soon as I get the money I'll get it washed and everything so that your car looks OK
- B: Ok/ well/ It can't be helped/no problem/right
- A: OK
- B: These things happen
- A: Right

**R6**

- A: Um/ boss/um/my car's just broken down/I've got half an hour to get to the airport to pick my parents up/and I have no other means of transport/Can you help me out at all?/I know it's short notice I know/
- B: Yeah/[um]
- A: [it's all] putting you in the spot a little bit but um/ I've got to get there/they can't get home otherwise
- B: What we could do is um/'cos we're getting paid tomorrow/on Friday/maybe if I took out of your wages or something to get a taxi even//that be OK/or you could borrow my car/just I want to have it back 'cos I've got to get off to a business meeting this/later on
- A: What time/do you need your car by
- B: in about two hours//Should be OK
- A: Well if I bring them back to work with me
- B: //yeah
- A: and give you the car here then I'll get the taxi from work with them
- B: //OK

A: That'll be fine/that'd be BRILLIANT  
B: //OK  
A: Thanks ever so much

**A6**

A: Here's your keys  
B: Thanks/thank you  
A: Um/the car's parked outside/ thanks for the loan um/  
B: Something wrong  
A: Um/ I'm afraid I had a little bit of a nick/ some idiot um pulled out on me on a roundabout  
B: //yeah  
A: and um/the bumper is a little bit scratched and um/ I'm sorry/ your headlights  
B: Is it/badly  
A: NO/ it is just/it is just the front right headlight um/ is/ broken and the um/ bumper um/ you can take that out of my wages  
B: OK/yeah  
A: Most happily/ I'm SO sorry  
B: Um/ yeah/ it's no worries/ just once you told me it's OK  
A: //yeah  
B: 'cos I don't want to go out there and like and the things in car are wrecked  
A: No/no it's just um/an accident on the um/drive back  
B: //yeah/'cos it's OK I'll just take the money [out of your wages]  
A: [take the money out of my wages]  
B: and I'll get it fixed  
A: OK

**R7**

B: Hello  
A: Good morning Mrs Green/ I'm sorry I had to invite in you in such short notice and that but um/ we've got a VERY urgent project that needs completing  
B: //mm

- A: I realise you've booked your holidays/but um/it's VERY important that this um/project is finished by um/next week//a bit inconvenient um/ for me to not have all the stuff here to get this project finished
- B: Is/is there/so you're asking me if I can/
- A: Cancel your holiday
- B: ahh
- A: basically what I'm asking
- B: Um/ I/I don't think that's possible because you know how/ it's one of the proper booked holidays/and I/ I/I/ for a start I'll lose my deposit but there's no other available time I can take a holiday this year this is my sort of one/one two week break/away/ um/I mean
- A: What/what have you booked then
- B: It is a package holiday
- A: Package holiday
- B: Yeah/ so you know you don't get any money back/basically/ with such short notice
- A: Well/What we could do for you is um/ refund any money you would lose on the cancellation/I DO REALLY need you/to help out to complete this um/ project//It' um/ It's a matter of life and death for the company/If we don't get this working/get this project um/ under way and that we could/ um/we ALL could be out
- B: ...is there no one else that [could take]
- A: [I need] EVERY hand
- B: If/if um/ sort of/ I don't know whether this is being a bit out of order or not but um/ you know/if you/ if the company is willing to spend this much money on paying for the leave of my holiday/surely that money can be spent on somebody from outside/ a sort of temporary worker that can come in/ feed on this person that could do it probably just as well as I could
- A: I don't think they have the experience and the company knowledge that you have/it's your/ the company knowledge that we need/ to get this project through/in order to win this bid and um/ keep this company afloat
- B: //Ahh
- A: So it's your job also at stake as well as mine/so we ALL could lose our jobs if we don't win this contract and we don't have the income coming in
- B: //ahh

- A: That's why I'm willing to refund your money for your holiday/save or have it next
- B: Is/is there an option in this/Can I sort of get back to you tomorrow? because obviously I'll have to speak to my boyfriend who I'm going away with
- A: If/[if you]
- B: [MY situation] can be resolved but um with regard to him I don't know whether can/[....]
- A: [If you could] persuade him because it's VERY important to the company and to YOUR well-being
- B: OK/ I'll see what I can do
- A: If I could hear from you tomorrow I'd appreciate it
- B: Yeah/OK

## R8

- B: I hear you're taking the rains of my/ little project/and/
- A: Yes I DO apologise um that um/you weren't considered for the/a bit...over your head and that
- B: I was surprised I must admit/ taking it from its seedlings stages [but um]
- A: [I've had so much] experience in this type of um/business that on the...they were looking for someone a bit more mature and um//I HOPE we can work together and um/carry on um
- B: I'd be VERY grateful if you could sort of//I don't know I know you don't have to but I'd be very grateful if you could ask/my opinion every once in a while to see/[so]
- A: [I always]
- B: so that I can have some creative input into/ into the project
- A: Well/ we work as a unit/I'm not going to be OVER you and that/though I maybe in charge of the project and that/ we ARE a unit/and we work together
- B: [Oh that]
- A: [I can't work] getting this project through without um/ co-operation it's/can we
- B: No/no
- A: and there is a request I need to make of you/ there's a few letters here/ I need for you to type out/ Would you mind please

B: Right um/fair enough/ OK

A: Thank you

**A8**

- B: Here/ I've got the letters/typed out  
A: Thank you very much//OH! I've made a blunder here/ I've given you the wrong wording/Would you mind redoing them for me PLEASE/  
B: Um/ well/ I'm a bit pushed for time at the moment/ Is there/ is there not a secretary you could go..for them  
A: I'd appreciate it/ it's HIGHLY confidential information/ I wouldn't want it to/got out of this um//um domain  
B: Um//yeah/OK but um/ I'm/I'm not a secretary I can't/I can't be doing this continually/ I've got pressures and things [to sort of]  
A: [ I DO] appreciate it that and um I'll try and not push things onto you um/ unexpectedly in the future  
B: OK/ alright  
A: Thank you

**R9**

- A: Hi  
B: Hi Jean/ how are you  
A: Alright/thank you/how are you  
B: Very well thank you  
A: Um/ listen there's been something I've been meaning to ask you I'm glad I bumped into you/um/ I've got a couple of weeks of work/coming up and um/I might as well just come up with it just to see/ you know there's no easy way of saying this I was wondering if possibly/I could/ rent your house  
B: Yes/ I've got a LOVELY house in the country  
A: //yeah  
B: I wouldn't/ there's no problem at all  
A: Ah/that'd be wonderful I mean  
B: Which um/ week were you considering  
A: Um/ the next couple of weeks/ the end of the month  
B: //I know  
A: um/you know I would have had to if I was paying for a hotel and everything so I'm quite happy to/sort of / shed [some money your way]



B: [Oh there's no problem Jean]um/ here's the  
keys

A: Oh LOVELY/ thanks very much

**A9**

A: Hi

B: Did you have a nice stay

A: YES I had a LOVELY stay but I've got something to admit to you

B: What's happened

A: had a bit of an accident

B: You haven't burnt the house, have you

A: NO/ the house is still standing and um/ but/ um/ I was sort of working on one  
of my art projects while I was out there and I sort of spilled some/ink on the  
beige carpet in the front room//um I tried/ I went to the supermarket obviously  
immediately and got the VANISH and everything and um/ and that didn't  
work but um/ this is NOT your problem I'm just saying this is my problem I still  
have to cope with it/

B: Don't worry about it um/there's/there's no problem//I /I had to get rid of ink  
anyway from carpets/don't worry about it

A: But what/what I was going to ask you I/I can go one weekend and with the vax  
and and perhaps do that/and if that doesn't work/then you know/I'm  
COMPLETELY prepared to pay for a new carpet to be put down 'cos I didn't  
pay ANYTHING for the holiday/you know/ so/it's MY problem [let me deal  
with it]

B: [no/ink]  
EASILY removed if you put salt on it and um/

A: OK/thanks

B: There's NO problem

A: Thanks for being understanding/I've been ..up about it

B: Don't worry about it/ so long as you had a nice um holiday

A: //Thank you

B: that's all/ I was concerned about

A: Thank you/ you're TOO kind

**R10**

- A: Excuse me/Do you think we could swap seats um/'cos I've a child with me and um [it be]
- B: [um yeah]no problem/whatever/ no problem whatsoever
- A: OH I'm sorry/ I've stepped on your toe/I didn't mean to that
- B: That's alright um/buses going round the corner/ it's a bit wobbly you can/it's OK/you have my seat
- A: Alright/thank you very much

**R11**

- B: Yes Miss Green/ What can I do for you
- A: I'm in um a rather/ a dilemma/actually/quite a serious dilemma um/I'm having um//problems at home um/ in a financial sense/ and I was wondering if/ I could possibly have an advance of some sort on my wages/I'm in DESPERATE need of cash or I won't have any gas or electricity or any phone/um//you know I'm quite happy to/to do overtime at work for the money but I'm in DESPERATE need/
- B: Well/ um/I understand/ I hear your situation Miss Green/um/ I am willing to advance you some money to help you out/but um/ Do you think um/you need some assistance or other help with your problem [with um]
- A: [I'm going to] go down to the bank as soon as I can but/these bills HAVE to be paid by tomorrow and I can't get down to the bank till the weekend 'cos obviously I'm working/and I don't want to take time off work
- B: Um/ Do you mind if I ask um what your problems are at home that um got you into this situation/
- A: //Well
- B: Do you need any assistance in that/um/ respect//It's alright/ I'm helping you out financially and that if you have a crisis coming up there must be a reason for it/ we do/um/ we are concerned about our employees welfare and we would like to um [help out where possible]

- A: [look] it really is just/it is just financial difficulties you know um/  
starting up in a new home and/having to/manage your money/um/ and sort of  
realising you haven't got as much as you need
- B: Oh/ maybe you need um some training in um/ in management//um/accounting
- A: Well/I think that... as far as you go to the bank then they can help me write out  
a budget//I will take your advice
- B: Thank you

## A11

- B: Hello Miss Green
- A: Morning
- B: Good morning
- A: I've got the money for you
- B: You have
- A: I HAVE/ I'm SO/ I'm sorry [it's been so late]
- B: [I was/I CALLED YOU into the office] because I  
was wondering um how you were getting on with your financial situation and  
whether it had improved or not
- A: It's/it's a bit better/ I took your advice about the bank and they um/laid me out  
a budget of spending/which is why I've managed to/get your money back for  
you/ I'm SORRY it's/late/ two weeks later than I said it would be/but um here  
it is and I'm ABSOLUTELY VERY grateful and thank you for the um/you  
know/time you've given me
- B: That's alright
- A: It's been WONDERFUL
- B: Thank you Miss Green

## R12

- A: Um/I was wondering whether I could use your laptop computer for a while
- B: Um/um/I'm actually doing a project at the moment/is there/Is there not a  
another computer that you could use
- A: There is yeah/ it's just like I've never tried one of those laptop before
- B: Um/ Are you gonna take it away/ Do you want to sit next to me
- A: //yeah/sure

B: and use it for a moment

A: //Yeah/that'll be OK

B: 'cos I can work through some files and things

A: //yeah/yeah/ OK

## A12

A: Um// the window ...smashed on the...computers so um/like I've put it more or else round the top/ we have to buy you a new one or whatever like/ I'm REALLY REALLY sorry

B: OH MY GOD/that was a birthday present

A: OH um/well/ do you know how much they cost/like 'cos I'll be able/ I'll be able to get one

B: Um/I think I'll have to check my/I think I'll have to check my insurance because um//I don't know whether I have it covered or not/if/if I don't then Will you pay for it

A: Yeah/ that'll be no problem/yeah/ that'd be OK/like.

Informants: 2 males and 2 females – combination of informants I – students of geography, history and sociology.

**R1**

B: Hello! What are you doing hanging around here

A: Um

B: Shouldn't you be in class

A: Um/ actually no um/well/um/ I really don't know how to say this but um/ I haven't finished my assignment yet

B: //ah

A: and um I REALLY need this book/I'm kind of DESPERATE for this book the one you actually advised us to get/

B: Well you've had/ you've had something like 6 weeks now to use

A: Yeah that's right but I've had/ um problems with the other subjects I couldn't get anything done on time/so basically I went to the library and I was trying to get this book FROM the library because/you know/ you told us that it would be a good book to get and REALLY help us with the assignment/and um/ the library was closed//so I'm um

B: So we've got a problem

A: Yeah

B: Remember what else I told you/ if there's any problem there's always a solution

A: //Right

B: Now/ what do you propose to do about it if I give you [a bit of extra time]

A: [Well]/ well/ actually/ I was kind of hoping that you would lend me the book/because you did say you had two copies of it/yeah

B: I've got a copy

A: Yes/ Would that be alright/because I would be able to finish the assignment on time if I have that book

B: Trouble is/ it's a VERY expensive book/ Ruth/ and um I lent one out last term and it never came back

A: NO/NO/ I'll return you the book tomorrow if you want to

B: You don't need the whole book/ can you/ can you photocopy the stuff you need

- A: Well the library's closed/[there's nowhere...]  
B: [there are photocopies in town]  
A: They are a bit expensive/The thing is/ I WOULD LIKE to have a look at the book/ itself/because you know it's just for my/ conclusion/ I'm almost finished/now I just need to have a look at the book in order to make sure that I've put all I needed to  
B: OK/on ONE condition/and the condition is you have your assignment in/ON THE DESK/by 9 o'clock TOMORROW MORNING/that gives you this evening and all night/no disc going/no boyfriends  
A: Um/of course not but/9 o'clock/ Can it be half past nine  
B: 9 O'CLOCK TOMORROW MORNING is the DEADLINE/ I WANT the book returned/ and the work/TYPED written on my desk 9 am/ if it's not there at 9//we're gonna have to take this further  
A: Believe me/ as long as I've got the book/I can just finish it on time and it WILL be there WITH the book  
B: OK/ I'll be in my office in about 5 or 10 minutes/ you be/ be waiting there and I'll lend you the book/I want you to sign for it  
A: OK  
B: I won't be losing any more books  
A: Don't worry  
B: OK/ and 9 o'clock tomorrow morning  
A: Yes definitely  
B: You got a deal/ DON'T let me down  
A: OK

**A1**

- B: Good morning Ruth  
A: Good morning/ Did you get my assignment?/  
B: //ah  
A: It was there on time, wasn't it  
B: Yes the assignment was here on time  
A: GOOD/Have you read it  
B: Um// my BOOK  
A: Your book  
B: My BOOK//the one that you OH SO SO solemnly promised

- A: //ah
- B: would go on my desk ALONG with your assignment
- A: OH/that book
- B: YES/ that book
- A: Oh/ it was SO useful/ I mean/ I was SO relieved when I was able to/ to/just finish [my assignment]
- B: [I would be] relieved if you keep your word [and return it]
- A: [YES] you are right/ I am SO sorry
- B: Where is it
- A: Um/ um/ I left it in the room/I/ I can get it/I mean/I did/ I know I DID promise to return on time but um/I was SO busy trying to get the assignment ready on time that I just forgot about the book
- B: Did you do your assignment?
- A: YES/DEFINITELY
- B: Properly?
- A: Yes/definitely
- B: And it was in on time
- A: YES
- B: So the only LET DOWN part of this is the returning of MY book
- A: Yes/I am sorry
- B: Well what time is your break this morning
- A: I have one between 10 and quarter past ten
- B: At ten past ten I expect that book ON my desk//I'll be there waiting for it
- A: But/ the problem is I only got 15 minutes/break
- B: Well 15 minutes is long enough for you to fetch MY BOOK
- A: Um/my room is outside the university/ [that's...]
- B: [then you'll have] to walk a bit faster, won't you
- A: YES Sir/I DO/ I WILL get the book/um/I/I don't want you to think that/you know/I'm unreliable/ I/ I WILL get the book [on time]
- B: [I DON'T THINK] you're unreliable/ Ruth/ you've already PROVED that to me, haven't you
- A: Um/ yes/[I/um]
- B: [you promised me TWO things] / and let me down on one//Is that fair/ Do you think that's fair

A: You're right/I will tell you what/I'll RUN/to my room/and I'll get the book and I'll return it to you/ to your office or I'll just drop it in/[and um/]

B: [By the end of break]  
it'll be on my desk

A: Yes

B: Won't it

A: DEFINITELY

B: Or/

A: Or

B: Precisely/there's an or attached to this/if that book isn't returned I will take it further/

A: //How far

B: Is that understood//It is for you to find out young lady

A: Yes Sir

B: I help any student I can/but I WILL NOT be taken advantage of/ Is that CLEAR

A: Yes Sir

B: Off you go

A: Thank you Sir

## R2

B: Hello John

A: Hi Ruth/ How're you doing

B: I'm fine/how are you/ it's been a long time

A: Yeah/ listen um/sorry to trouble you

B: Oh/it's alright/ you know you're always welcome/ Would you like a cup of coffee

A: //No [I haven't got time]

B: [Tea/maybe?]

A: I'll tell you what I DO need/ I need to/

B: //Yes?

A: I need to pop down the shops for about/ half an hour three quarters of an hour/maybe I'll push an hour/[I've got]

B: [an hour?]



- A: Yeah/ my desk is clear/anyway I'm waiting for work to come in/ so if I stayed here I'll be doing nothing anyway
- B: //right
- A: Do you think you could cover for me/ JUST/just maximum MAXIMUM an hour
- B: It is a long time John/you know/ I mean/ I'd be VERY glad to help you but/it/one hour you know/ [I 've got a lot of work to do]
- A: [Alright] I'll do it as quickly as I can/probably it'll only take half an hour//Can you do that for me
- B: Um/
- A: Come on/you know/ [we've]
- B: [for the sake of] the good old times
- A: Why not?/I mean/you know/ we've always helped each other, haven't we
- B: //Um
- A: How's the wife/ by the way
- B: Oh she's fine
- A: The husband
- B: My husband is even better
- A: And the kids
- B: Um/ [fine um]
- A: [Did they get that cheque] I sent them for their birthday
- B: OH YES/ they were so happy about it
- A: // that's good
- B: They got this BIG trunk with it
- A: //smashing
- B: it's/it's/just SO happy about it/
- A: //smashing
- B: Um/and um /yeah
- A: //great
- B: it was alright
- A: Well/ listen/ I must run I've got to get down to the bank/ that's in all honesty/ [I've got a few]
- B: [You ARE going to the bank, aren't you?]
- A: Oh YEAH/I mean/ where else would I go?/ you know me/[I'm never]
- B: [OK]
- A: I'm NEVER absent/I'm NEVER sick

- B: OK/ just this time though  
A: Well/  
B: As long as you promise you'll have dinner with us next/ Sunday  
A: OH/by all means/ by all means/ yes of course  
B: OK/ no problem  
A: Seriously

## A2

- B: Oh! Hello John  
A: Oh Hi you've made it on time then/  
B: //yes I did  
A: Come and sit down  
B: Thank you  
A: What can I get you  
B: Well/what are you having  
A: I've just got a coffee/ right now  
B: I/I um/I'll have a hot chocolate please  
A: Could I've a hot chocolate please/ Miss/over here/ yeah/thanks//it's busy out there  
B: Yes/it's lovely//so um/ How was the bank  
A: The bank/Oh the bank/yeah fine no problem/ big queue though/ I mean/ it took me a long time to get in and out/ yeah/yeah  
B: How long have you been waiting here  
A: Oh//15 minutes/ 15 minutes at the most  
B: That long  
A: Yeah/ yeah/[ well it seems...I've never looked at my watch]  
B: [.....]  
A: this coffee is rubbish you know  
B: Is it  
A: Have you tried that hot chocolate/you taste it /you try it  
B: No thank you  
A: What do you think  
B: No/ I'm fine/thank you  
A: AH!/OH!/I'm SO sorry/ ever SO sorry/ MISS! Can I have a cloth please/sorry/ that's rather nice, isn't it

- B: (laughs)  
A: I'm sorry/ I didn't [mean to do that]  
B: [um/..]  
A: Listen/ don't worry/you get it cleaned and send me the bill/ right  
B: I will/um  
A: But you're standing in a pub/[I'm sorry]  
B: [yeah] I'm just going to try to clean it up  
A: Yeah/ I'm EVER so sorry [Ruth]  
B: [It's alright] I'll be back in a minute  
A: MISS! cloth over here please!

### R3

- A: Um/ I just have to pop out for a few minutes/ Do you think you could just look after the phones until I come back please  
B: Um/ you really got to go somewhere  
A: Yeah/ it's VERY important  
B: Alright then

### A3

- B: God!/ you took your time, didn't you/Where have you been  
A: I've only been half an hour/um/ bad traffic um/  
B: You said you were only going to be a couple of minutes/I've been here wanting to get away/I have my own work to do and I've been covering for you while you've been away  
A: Yeah/ I got caught up it was nothing I could do about it/ I'm REALLY sorry  
B: Oh/ alright

### R4

- A: Well/ where are we/ Don't you know where we are/you've got the map [you're reading it]  
B: [I gave it to you] before we left the house  
A: NO[ you didn't]  
B: [Yeah]

- A: you sat there/you're meant to be reading the map  
B: No/I handed it to you before we left  
A: Oh/we're gonna be late now/ we're LOST  
B: You've left it in...  
A: No/ I just DID remember giving it to you when I came out  
B: No/you/ I remember giving it to you  
A: Oh/ well there's someone there/ wind down the window and ask them where we are going seeing you've mucked up here

**A4**

- A: When did you sneak that into my pocket?/ you had it all along, didn't you?  
B: I told you that you had it  
A: No/ I just did remember giving it to you/I didn't have it  
B: Yeah

**R5**

- A: Hello X/I haven't seen you for a while/Are you alright  
B: I'm fine/ How are you doing  
A: Oh/ well/ things are not that well for me/you know/I/I'm moving as you know/you know I've got ALL that stuff to carry and um/ I've got a BIG problem  
B: How do you mean  
A: Um/ I haven't got any transport you know/it's/it's just that everybody's on holiday and um/I haven't got a car at the moment that is working and stuff and that/it's a BIG problem/ I don't know what to do//terrible  
B: Well/ there's not a lot I can do for you/um/ my car is in the garage at the moment  
A: Oh!/Is it  
B: Yeah  
A: OH!/oh/alright um/ I was kind of hoping you would help me//so um/ I'll have to try and find another way//thanks anyway  
B: OK then

**A5**

B: What was that noise?

A: Noise?/What noise?// it's a lovely car you've got/you know/it's SO clean and/Oh/I LOVE this

B: Did you have a bottle of oil in here without the lid on

A: Oil

B: It's all over the back seat of my car

A: Oh that/ um//yes

B: So I hope you're gonna get the car valetted for me/ I'm here doing you a favour/giving up my time

A: Yeah/sure/um//How much is it

B: Um/I don't know/ whatever it costs it was in pristine condition before you put your stuff in the back

A: I know/ I/ I am sorry um/ I WILL do something about it

B: OK

**R6**

B: Ah! Hello Rob!/It's nice to see you/I haven't seen you/for what/ a week

A: I've been VERY ill/ [I've been VERY ill]

B: [Have you]

A: a bug that's been going around

B: //yeah

A: It REALLY did upset me

B: //Oh no

A: but um/ I was just gonna ask you a favour/actually

B: Sure/anything

A: Well//Do you think you could lend me the keys to your car/ I've got a VERY important meeting to go to/and I need to get there VERY quickly and I haven't got mine here this morning I came in on the train

B: Um/ How far is it

A: It's not far/it's only about sort of 10 minutes away

B: Right and um//yeah/sure/no problem um/What time do you think you'll be back

- A: UU/hour/hour at the tops  
B: An hour  
A: Yeah  
B: Right/because I DO have to leave at half past three  
A: Well/ I'll make sure I'm back [for/for/]  
B: [you WILL] won't you  
A: I will  
B: Fine/OK then

**A6**

- A: Ruth you'll never guess what's happened  
B: What  
A: I parked the car on the multi-storey/I came back and somebody reversed into it and done a little bit of damage to it  
B: OH NO!  
A: Yeah/yeah/yeah/ and they didn't leave any/any details with their names and address or/ insurance/ I wasn't there when it happened  
B: Oh/ you ARE joking!  
A: No/ I'm serious/ I wouldn't joke about a thing like that  
B: OH/ GOD and um/I don't know what to say/ [it's such a shock]  
A: [Well]/I'm sure your insurance company will cover it/there won't be a problem there [will it?]  
B: [Um/yeah] um//  
A: It was on company business  
B: Well/ I have got a few problems with the insurance company but um//yeah um/ Can I see it/ Where is it  
A: Well/it's down here/in the company car park// it's down there/  
B: //Is it  
A: I mean/If there is a problem/let me know and all that  
B: It's in a pretty bad state  
A: Well no/ it's not a lot damage/ it's probably just a little bit [scratched and a bit of paint but/]  
B: [Right/and um/]//Did you collect um/ your friend alright/ from the airport/ Did you find her

A: NO/ I went to a meeting

B: OH/was it a meeting

(they both laugh)

B: Oh/I thought you were going to collect a friend from the airport/so/ it was in the/car park

A: Well/ when I was/ busy /yeah/yes

B: Right um/ I'll have a look at it and um/ If I have any problems I'll/let you know

A: OK

## R7

B: Hello! What was it that you wanted to see me about

A: Um/ look/ I'm sorry I have to tell you this and I KNOW you've booked the holiday and all but/ the project has to be finished and I'm going to have to ask you/ to rearrange your plans 'cos I need EVERYBODY// to give me their full support on this one

B: I can't do that

A: I know but like/ it's/ REALLY important you know how important this project is [for us and and the...]

B: [Yeah I understand] how important it is but CHRIST I booked this holiday weeks ago and I've got the wife and kids they've packed and everything/ It's only a few days ...

A: Yeah if it wasn't like this is SO important /other circumstances I wouldn't ask you but// it's like/

B: I'll get lynched/ There is just no way I can cancel it all/ What about the tickets and/ and//the flats are paid for/ the hotel's paid for

A: Like/ there's nothing we can do um/ the whole company is/ it's the same for everybody/ they ALL have to be here/ it's um

B: What about you?/ I/ I bet you don't have to [give in your holiday]

A: [No/everybody] / is

B: Who else? Who else has had to pack up their holiday? I mean/ [How am I going to tell my wife and kids?]

A: [It's just]

unfortunate that like um/ it happened like/ this time but//

B: That's a bit much, isn't it?/ REALLY/ I mean/ I mean/ I'm NOT going to get any money back on the tickets so um/ there's um/ What am I going to do?/ I mean I paid ALL this money up/

A: Yeah/ well/ we'll have to try and make some arrangements about that but um/ the matter is / we've no other choice

B: LOOK/ I'm quite willing to help you .../ I've ALWAYS been willing to help you.../you know that I've put in overtime and never got paid for it

A: //yeah

B: I've done unsocial hours and never claimed any money/ RARELY do I claim any expenses/ I don't ask much from your company/ WHY is the company asking so much from me

A: It's not just you/ It's EVERYBODY/ everybody is the same

B: Yeah but I'm the only one that's having to cancel his holiday/ I'm the one that's gonna go home and face the wife and kids

A: Yeah but if/ it happened at a different time ... we're in the same boat/ so/

B: What/What's this arrangement you're talking about?/ Are you gonna um/ pay for my tickets and stuff and / and um/ GIVE me a note to explain to my wife why I can't go on holiday?

A: That's not really up to me/ to say / it's like/ I'll have [to go higher and...]

B: [Well/ I'll leave like that]  
if/ if you could REIMBURSE me for everything I've LAID OUT//OK/ then I'll/ I'll/ I WON'T say I'm willing but/ I WILL stay

A: OK

B: and that's the deal

## R8

B: So/ How are you finding it?

A: Yeah um/ well I'm really bogged down with work you couldn't/ couldn't ask you a favour, could I

B: ..what sort of favour

A: Yeah/ um I need a few letters typed up/ Do you think you could handle it for me

B: But/ why don't you take it to the typist

A: She's like/ hasn't time// everybody seems to be bogged down at the moment



- B: Yeah but I'm not exactly .../ I'm an executive not a typist my dear/ I mean// be fair
- A: I know/ I know but um
- B: Who's gonna work all that pile for me here?/ [you see]
- A: [I know but/]
- B: [You see me] worrying about it/ it's gonna get done/ it'll get done/ Don't let it get to you
- A: No it's um/ I'm in a REAL panic here/ it's just// wanting to/give me a bit of help//
- B: Alright/ alright/what we try to do here/ we try to have a sort of family atmosphere/ we help each other out/ OK/ now if you've got TOO much work on/
- A: //mmm
- B: see if you can distribute it between a few of the others/ and anything they can't deal with/ bring it to me/ I'll take care of it

## A8

- B: Right/ here's the letters you asked me to type for you
- A: Thank you very much/ um// Is that what I asked you to do?// I didn't think I worded it like that
- B: Don't you remember
- A: No
- B: You said type all those letters up for me/ I STAYED in till MIDNIGHT/ last night typing those letters
- A: Yeah but um//I don't think that's the exact the um/ the way it was
- B: Well/ What was the way it was/ I mean/ you asked me to type the letters/ right?/I've typed the letters
- A: //yeah
- B: there they are/ copies and everything
- A: It's just like um/ I don't think that was the wording I gave you
- B: What was the wording you say you gave me// I haven't made a cock up/ have I
- A: Yeah//
- B: Tell me what did you say/What was it
- A: Um/ if you've not got/ if you still got the copy/ I gave you?

- B: No/no/ that went into the...the machine/ the shredder I think  
A: Oh//well um/  
B: If I've kept all the office memos I'd my ... somewhere, wouldn't I  
A: So um//Do you think you're gonna be able/ to rectify this mistake  
B: Well tell me what the mistake is  
A: It's um/ I didn't ask to like//it's just worded wrong/ that's not they way I asked you to word it  
B: Which one?/SHOW ME/ show me// That's EXACTLY what you asked me to do  
A: NO// it's not// that's not at all// I'm gonna have to get you to do it again/ Can you  
B: YEAH/ in a nutshell/ I'm sorry cock but that's what you asked me to do and I stayed up till midnight last night/ and that's it/ you won't get anymore out of me.

**R9**

- A: Hi! Can I buy you a drink  
B: Haven't seen you in a long time/ How are you  
A: Ah down/ I've been up to here in work  
B: Yeah  
A: Yeah//just of those ridiculous situations that um// I need a BLOODY holiday/ that's what I need  
B: Really  
A: Yeah  
B: God! that's funny/... that I've met you today 'cos/ I might just be able to help you  
A: How's that?/How's that  
B: It's um/ we've got a house in the country and it's gonna be/ two weeks coming up this month um/ it's gonna be vacant/ Would you be interested  
A: I don't know if I can afford it/ quite honestly  
B: Oh/ come/ well like// I suppose we can do a bit of a deal...between friends  
A: It'd have to be more than a bit of a deal  
B: //alright  
A: Be FAIR// How big is this place  
B: Oh//

- A: Is there enough there for me the Mrs and seven kids  
B: //Yeah  
A: and the grandma and the grandpa  
B: Yeah/yeah/ no problem  
A: Great//Well it's in the countryside  
B: Yeah  
A: I could do with some of that/ believe me/ believe me/ I've got a couple of weeks of um/ next month// When is it free  
B: Um/ last/ last two weeks/ this month/ isn't it  
A: Well I can always bring the holidays back/ I suppose/ God knows/ they owe me enough time//Yeah/ yeah I'm VERY interested in that/ yeah/ as long as you know/ it's not too much money involved and um/  
B: //well um  
A: Don't forget I've got to spend all this money driving down there and I've got to do self-catering/ I've got to/  
B: //Oh yeah/ but um  
A: buy the food and the cooking and//  
B: [Get some sort of things stocked up]  
A: [Unless you've got a little thing of being a houseboy or something]  
B: (laughs)//Well that's not likely  
A: Yeah/ I'll CERTAINLY go for it/ yes/ thank you very much/ Give us the address and I'll tell what I'll do/ I'll um/ show the Mrs and we talk about it/ and perhaps you'd come over for dinner one night and um/  
B: Sort things out  
A: Yeah/ yeah/ great/ I'm all for that/ yeah/ Thanks very much  
B: OK  
A: Thank you

**A9**

- A: Yeah/yeah/ we had a great time/ here's the keys  
B: Thank you/ everything OK  
A: Yeah/ everything was honky dory/ the weather was great/ the neighbours were fine/ we had no problems/ the swimming pool/ I mean/ you told me it was little country house / I tell you what / you have certainly got taste/ it was a picture/ a real picture

- B: // yeah?/ I'm glad you've enjoyed yourself
- A: Yeah/ it was um/ it was one of those weeks where/ EVERYTHING went smoothly/ EVERYTHING went right/ um// mind you/ you can always get some sort of problems but on the horizon .../you know what I mean
- B: //yeah / What about
- A: Um// well I'm afraid the//you know that beautiful big vase you've got in the front room
- B: //yeah
- A: well/ I've knocked it over// yeah
- B: You've what
- A: No/ it's alright it didn't break/ that's the good news/ it didn't break// I've put it back up and filled it up again but um/ I was terrified/ I mean/ what would you do to me if I'd broken it
- B: That vase it's um/ an antique
- A: Antique/ was it?/ ah that's a good job/ it didn't even crack/ I promise you/ I've investigated it and um//just a bit of luck really/ antique/ there was quite a few antiques in there, weren't there
- B: Yeah
- A: Yeah//but what sort of antiques are in there/ I mean apart from the furniture?/ the curtains/you can't have antique curtains, can you
- B: No
- A: No/ What about carpets
- B: No
- A: They're not antique carpets, are they
- B: No/ Why
- A: Um/ I just there's one in the living room/ I figured/ it doesn't really go with the rest of the furniture/ so// I've got to tell you/ I had a bit of an accident/ I/ as long as it's not expensive carpet I'll pay for it/ it's just a little drop of ink in the middle/ it doesn't really hardly show but um/ you know/ I SCRUBBED it and SCRUBBED it but it just won't come out/ so/ what I'll do is um/ I'll get you a new carpet/ simple as that/ yeah
- B: Yeah

**R10**

A: Excuse me// Excuse me

B: //mmm

A: Ah Hello/ Do you mind if just ask/ to sit down/ you know/ it's the baby / [It's just]

B: //yeah

A: a bit heavy/ you know

B: Sure/ no problem

A: It's been putting on weight lately

B: No problem/ yeah/ sure/ sure

A: OH! I'm SO sorry/um

B: That's alright

A: I didn't mean to/um/

B: Don't worry

A: I'm SO sorry/ [It's just]

B: [It's alright/ it's alright] don't worry about it/ don't worry about it/you're waking the baby up

A: Yes

**R11**

B: Hello/ your name is

A: My name is John/ John X

B: John/ that's it/ um/ hello/ nice to see you

A: Pleasure to meet YOU after all this time you/ you're settled in now, aren't you

B: Yes/ yes I'm still trying to get used to the / paper work and rules and you know/ things

A: Listen/ listen/ I'll come straight to the point I've/ I've got a problem and um

B: //yes

A: Um/ your predecessor um/ he's maxim was that um/ if we had any problems we should really come and see him

B: Yes/ I do agree with that

- A: Right/um//It's very difficult to explain really but um/I am in a bit of a fix financially/ I/ I've got this CASH flow problem that um/ I guess we all get from time to time and um/ and um/ I really need some financial help um/
- B: //Aha
- A: Yeah/ um/ over time wise/ I mean/ quite frankly I'm in no position to borrow money and pay it back straight away but I COULD pay it back over a period of time if/ if I was allowed or/or/ pay in HOURS/ work instead of /
- B: Yes I see um// Have you um/ mentioned the same problem to my/ predecessor
- A: Yeah but/ somehow I didn't get the impression he was as understanding as yourself/um/ you know
- B: //RIGHT
- A: You've already got quite a good reputation
- B: //WELL//um/How are you planning to pay
- A: Well um/ I/ I figured that um/ I could work in lieu/ I could work two hours over time every evening and um/ perhaps a few hours at the WEEKEND
- B: //mmm
- A: And as the hours mount up then instead of paying me a salary you can keep them and the money is paid back say/ in two or three months
- B: Right/ this sounds/ fine and um
- A: [Oh/Great/ Thank you very]
- B: [How much] / would you like to borrow
- A: Um/ well/ it's not a case of how much I'd like to borrow/ it's a case of how much I NEED/ it's um £5000
- B: FIVE THOUSAND!
- A: But/but I could/ I could/ I could get by with/ with three
- B: I will have to check my records and then I will let you know
- A: Well/ I REALLY need an answer now/ I mean um/obviously I won't.../ but off the record/ Do you think you'll be able to help me
- B: Well/ I/ I can't tell you 'cos I'm still trying to get used to the numbers/here/ so/I'm not quite sure how much money we CAN lend
- A: Well/ I mean/ two and a half/ two and a half would be/ a GREAT help
- B: I'll tell you what/ it takes me about 15 minutes to check and um/if you come back in 15 minutes I'll be able to give you an answer
- A: Well 15 minutes time/ I've got to be in my office/ I've got a lot of work to do/ I mean

B: That's the best I can do

A: OK

B: OK

**A11**

A: Hello

B: Hello John!

A: How are you doing

B: How's things going

A: Oh pretty good/ listen um/ there's um//something that um / I should have brought back to work but I've been SO busy

B: //mmm

A: I'm sure you/ you/ you would have understood/ yeah

B: That's fine/ I'm/I'm glad you did bring it back/ we DID have a few problems two weeks ago because we didn't have this amount of money

A: Well/ Why didn't you TELL ME?/ [I could've]

B: [Well/um]/ I kind of expected you to/ you know

A: // Ah if I'd thought it was going to cause ANY problems AT ALL it would have been here um/ within the week/ but I mean/ they didn't seem to be any/.../[you know]

B: [Right] Did you solve your problems

A: Ah YES/thank you very much/ everything is honky dory now

B: //good

A: No problems at all

B: I'm glad/ just make sure the next time it will be here on time/ OK

A: Next time/ Are you saying there will be a next time

B: If THERE IS a next time

A: AH!/ what you're saying is there could be a next time/ because of mine returning the money and everything's OK

B: LOOK/ maybe there won't be a next time unless you return the money on time

A: I promise you next time I'll return it on time/ By the way um//Do you think you could lend me 5 grand next Saturday for A WEEK

B: (laughs) I think maybe you should talk to me on Saturday/ about it

A: Ok/ that's fair enough

- B: //ah  
A: We'll make an appointment to see you on Saturday night lending me 5000 pounds//as long as it's returned within a week/ as you said  
B: Well/ we'll make an appointment at 2 o'clock  
A: Ok/ see you Saturday/ Bye

## R12

- A: Hi! um/ I've just noticed your um/ new laptop/computer  
B: Yes/ good isn't it  
A: Yeah  
B: You've seen it  
A: Yeah  
B: I've only just got it/ the last couple of days/ I thought I come in and make use of it here  
A: Oh/ yeah/ it looks VERY interesting um// I suppose you wouldn't/ like to lend it to me/ for a few hours  
B: What/ what is it you've got to do/with it  
A: Oh it's just um// a bit of/ work at um/ my office/ just thought it'd be quite handy  
B: Well/ yeah/ that'd be alright I'm not using it for/ um/ a little while  
A: Yeah  
B: As long as you make sure you bring it back and look after it  
A: Yeah/ sure

## A12

- A: Listen/ I know I promised that um/ I will look after your computer but it was like/ it was an accident/ the phone was ringing  
B: What have you done!  
A: I was like in a total panic trying to get this job finished the phone rang and um/and um/ I ... to answer the phone and it fell/ um/ part of the screen it's smashed  
B: SMASHED  
A: Yeah/ but um/ don't worry/ don't worry/ it's not TOO bad [it's]



B: [It's not no  
worries] I have information in there

A: It's um/ I'm sure it can be fixed/ it's not a big job/ it'd be OK

B: Do you know how much one these things cost

A: [Look don't worry]

B: [BIG job]

A: Don't worry

B: You can't replace the screen

A: Don't worry about the money

B: It's my brand new pride and joy and you tell me you/you left it in pieces

A: Look/ wait until you see it um/ you won't be/ it's not as bad as you think//it's  
just up in the corner

B: Just up in the corner

A: Yeah// small crack

B: A small crack

A: Yeah

B: Small cracks mean lots of money//

A: I've told you/ don't worry about the money/ I'll pay for it

B: You'll sort that out

A: Yeah

B: Well/ as long as you promise you will.

Informants: 2 males and 2 females – combination of informants II –students of sports science, primary education.

## R1

- A: Oh hello Mrs Sweeney/Mrs Sweeney I was wondering um/ Could you give me um/ on loan that book/ you see/ I / I was/ I was needing that um/ you know the/ the Research Methodology book to finish my course skill essay
- B: //yes
- A: And um/ I don't have it right at the moment and um/ I've tried the library but um/ they're closed and I've REALLY got to get it in because it's due in by/ tomorrow morning// I was wondering/ could you give it to me// give me a loan of it/ if you have it available
- B: Um/ you haven't been to the library before now, have you
- A: No/ well//no in all honesty I've left it a bit late
- B: Oh dear/um/ I'll just go and check and see if I have the book/ I don't think I DO/ I think I've lent it to someone else/ but/if I do have it I'll certainly give it to you//but you'll have to give it back to me as soon as you can
- A: How soon is that
- B: Um/ in about two or three days
- A: Well that's worth it because .....tomorrow afternoon anyway/ so/I'll be finished with the book before that
- B: OK/ right/ no problem

## A2

- A: Mrs Sweeney/how are you
- B: Ah! yes/ where's that book I lent you
- A: Um/ well you see the problem is that um/ I finished my essay this morning but I was in SUCH a rush/ getting out of the house to get my essay in on time that I forgot your book and I left it at home/ I'm REALLY sorry
- B: Well/ Could you get it back to me as soon as you can/ tomorrow at the latest/ please
- A: Yeah/ I'll do that/ I'll remember/ I WILL remember

**R2**

- A: Hi! um/I was just wondering/ Would you be able to cover for me for about an hour/ because I've got to go into town and/ do some errands
- B: Well/ in all honesty X/ I've got a lot on my plate today and um/ I REALLY can't help you/ I'm sorry/ you just gonna have to/fill in or try to get one of the other employees to fill in for you in the meantime
- A: OK/right/ it doesn't matter

**A2**

- B: Hello X/ sorry I'm um/ well/ am I late or you're early
- A: I'm a bit early I just got myself a coffee/ I hope you don't mind
- B: No/ that's alright/um/ you don't want anything else to eat, do you/Do you want something to eat
- A: No/ no/ I'm fine
- B: Are you sure
- A: Yeah//How/how was your day
- B: It was grand um/ very busy/ very busy and yours
- A: Um/ not too bad OOPS! Sorry/ I've just / I am spilling coffee all over you/ I'm REALLY REALLY sorry
- B: Oh/ that's no bother/ just don't worry about it/ um/ I'll just go and clean it up/ don't worry about it
- A: NO/NO
- B: I'll get you another, shall I
- A: No/no/ it's alright/ it's alright/ it's fine

**R3**

- A: Hi um/ I wonder if you could um/ answer the phone for me for a little while/ I just have to pop out and get some things
- B: Um/ yeah/ sure/ I don't mind it's just that um/Is there anything you can/ you think I should know beforehand because it's my first day
- A: Yeah/ OK/ that's fine/ um/ just basically/ it's fairly simple/ when the phone rings you pick it up/ and um/ you say hello and you say the name of the

company and say who's speaking/ OK/ and ask them how/ how you can help them and just be nice and polite and friendly

B: OK that's fine/ Do I take messages or whatever/ Is there many I have to um/

A: YEAH/ all you have to do is take messages really/ I mean/ just/just write them down on a piece of paper and then I'll deal with them when I get back

B: That's great/ no problem/ Do you know how long you'll be or anything

A: About 10 minutes

B: OK

### A3

A: Thank you very much um/ Were there any messages

B: Ah/yeah/ there were a few I just wrote them and um/ Did you get held up or/

A: Um/ well/yeah/I'm afraid so/ people were giving me the run around a bit/um/ sorry I was so long//um/ Any problems or anything/ that I can help you with

B: NO/ no/ I was able to handle everything/ there was about 4/ 5 phone calls and I wrote 10 messages through

A: OK/ fine/ thanks

B: OK

### R4

A: Um/ Do you know um/ Can you remember from the map where we're going

B: Ah/ well I gave you the directions from home now I've forgotten/ sorry

A: Um/ well I think I've forgotten as well/ I don't know where the map is um/actually/ there's someone there/ just/ just/ I'll just slow down /yeah/Would you wind down the window and ask them/ directions/

B: Yeah/ OK/ fine

### A4

A: Well actually there wasn't much point in that/ I've just found the map here beside me

B: OK/ thank you very much

A: No problem

**R5**

- A: Hi/ I've been meaning to/ ask you something/um I've got a bit of a problem/right/ um I'm trying to move out of my flat/and um I got/ there's just things I need to move/I haven't got a car/and um all my friends are on holiday/ and I haven't really got enough/ money to hire any transport/ Do you think you you could help me
- B: Umm/ well/ what day are you planning on moving out on
- A: Oh just some time next week/it won't take long I've only got a few things
- B: Um/well if you let me know/um/what/when you're planning to move/I'm sure/ it shouldn't really be a problem
- A: OK/ Thank you

**A5**

- A: Oh!/ I'm TERRIBLY sorry about that/um/ I don't know what to say um/ I suppose I'll have to get it cleaned for you
- B: Um/ don't worry/just/ it's gone over the cover of the seat/ it doesn't really matter/ ...work/it's alright/ don't worry about it
- A: But it's oil on it it'll spoil it/ I mean
- B: I/ I was going to throw that/ anyway/ and get a new one/ don't worry about it
- A: Well/ if you're sure
- B: Yeah

**R6**

- A: Hi/ look/ I'm REALLY REALLY sorry my car's up to breaking down and I have to go to the airport/ to collect someone/ they're coming in in about half an hour so/ would/ could I possibly/ borrow your car to go and get them?
- B: Mmm/um/well/ how long are you gonna be?
- A: I'll be about an/ hour and hour an a half at the most
- B: Right/ um/OK then/ yeah/it shouldn't be a problem/ but um/ you're insured, aren't you
- A: Yeah I am
- B: OK then/ yeah
- A: Thanks

**A6**

- A: Hi! um/ I had a bit of an accident actually coming back from the airport/um/ we just came around the corner and this car just shot out in front of me/um/ I'm afraid your bumper's got a dent in it at the moment/the headlights are smashed/ I'm willing to pay for anything/ but/ if you want to get it repaired or anything/ and I am INSURED so/
- B: [Well]
- A: [let's work something out from there]
- B: [Was it/ was it] your fault?
- A: NO/ it's just the car just like shot out straight in front of me
- B: Did you get his insurance details?
- A: Yes I did
- B: And you contacted the police
- A: Yeah
- B: Well it's not a problem/ [Don't worry about it]
- A: [OK]

**R7**

- A: X/ I'm SORRY for coming out to work in this state um/ I've got a bit of bad news/ you know/ you know that holiday you planned
- B: Yeah
- A: Well/ um/ the problem is that we've got a new/project/ starting/ tomorrow/ they're VERY important company/ that will bring a lot of money/and/ not only does MY job depend upon it/ so does YOURS/ and um/ because of this/I'm afraid I'll have to ask you/ Is there any possibility you could postpone your holiday?/ until a later date/ PLEASE//
- B: Is it REALLY important/ yeah
- A: Well/ you know the big project we were working on
- B: //yeah/ yes
- A: Is that big one/ where your job is at risk
- B: And do I get an extra week or anything at the end of it
- A: Um/NO but you'll get um/um/
- B: To save my job

A: You get extra pay/ yeah/ you get to save your job and get extra pay/ if the project comes through everyone/ everyone gets a cash bonus/ if um/we/ pull off this deal//

B: Well then I suppose I cannot really say no, can I

A: No/you've got no choice

B: Well/ I suppose I can postpone it then

A: OK/ EXCELLENT/ thank you

### R8

A: X!/ Would you type these letters for me I'm quite um/.../ and I REALLY REALLY need to type them up 'cos I'm in a rush//

B: Yeah/ sure/ how many have you got

A: I've got 8 letters to type up

B: I mightn't get them done till this evening/ though 'cos [I've got to work..]

A: [Well they're quite urgent] they're quite urgent X

B: Well/ when do we have to/ when do I have to have them done for you/ straight away

A: Ah/ well/ this evening by 5

B: OK/ well I'll try to get my own/ stuff/done and I'll try to fill in your letters

A: OK/ [thanks so much]

B: [I hope to get them done before..]

A: Thanks very much

B: No problem

### A8

B: Hi X/ um/here's the letters you asked me to type for you earlier on/I fitted them in/ it was no problem

A: ....let's see then here/yeah/ OH MY GOD//Look X I gave you the wrong/um tape/I gave you the wrong tape/ to type up

B: So they're/ [they're no use then]

A: [OH GOD]/ they're absolutely no use/ these are for clients/from the .../ the tape that I/I had to throw out/ I must have mixed up on the way out

- B: Well/.../there's not a lot of chance of me getting them done before 5 o'clock  
A: Well/ could you even get the most important/ three done/'cos I REALLY have to get back to clients so I'll work on the other 5 in the meantime/ I've got the work in here in this other tape//  
B: Well I see what I can do/ give me the tape  
A: EXCELLENT...

**R9**

- B: How are you/ Are you alright (A was coughing)  
A: Not too bad/how are you  
B: Not too bad/ Do you want a pint  
A: Yeah/ great/ thanks very much  
B: Here you go/ [um]  
A: [um]  
B: come on// OK um/listen/ I was just wondering/ you're just the first person that springs to mind/um/ you know that little country house/ I have down in X/  
A: //yeah  
B: Um/well I'm not using it over the next two weeks and um/ the people who um/ had booked/ who had reserved/ have pulled out/ I mean I've got the deposit so that's grand/ there's no cash problems or anything/but I was wondering if you would like to use it I mean/since/ since I know you've got holidays coming up/ Would you like to use it over the next two weeks/ bring the family and the kids down/ you know  
A: Yeah//yeah/ no problem  
B: No problem?!/ I mean  
A: Yeah/ I was just going to ask you that um/I was looking for a place myself/ for a week so/if/ if you're sure it's no problem/ [I'd love to go]  
B: [Yeah/yeah]/ yeah it's free from what/ the 14th to the 29th/...use between those times/ and any ... you want/ but/ just/just give us a call up/ so [you can...]  
A: [oh/yeah]  
B: You know where it is, don't you?  
A: Oh yeah  
B: That's great  
A: Excellent/ Thanks very much



**A9**

A: Hi X/How are you

B: Not too bad

A: [Um]

B: [How was the holiday]

A: Oh it was great/[it's great countryside]

B: [...]

A: Just came back to um/ drop you back your keys and um/well/ actually I've a bit of bad news for you/um

B: //Oh God

A: Do you know that nice/ carpet/there/ or mat there in the centre of the sitting room?

B: What you mean/ the Beijing £5000 carpet which/ my grandmother gave to me and had to carry it all the way on her shoulders from/Beijing and um/...

A: No/ actually it's the one in the corner

B: Oh um/ that's alright

A: Well/um/ one of the kids/actually um/ was um/ colouring in/ doing a bit of painting / and um/ knocked over some ink/ now/

B: //AH

A: I'm sure/ I am more than prepared to pay for it/ and um/get you another one/

B: Ah [don't worry about it]

A: [I'm REALLY sorry about it] / [do you know]

B: [It's no problem]/ that's an old / only little rug/anyway

A: [You're sure?]

B: [At least] it's NOT the Beijing/ that's alright// Ah that's grand/ don't worry about it/ I'll um/ [get it cleaned]

A: [I just thought it was] great for you to offer me the house and everything and here I am coming back telling you/ that the kids ran wild

B: No/that's alright/ these things happen/ just as far as you've not like/break the place down/ that's alright

A: I know/ I was still standing just...[I noticed]

B: [OK] you've the keys for me?

A: Yes/ thank you

B: Excellent/ thanks very much/ OK/ don't worry about that/ I'll see you later

A: OK/ see you/ thanks

## R10

A: I'm sorry but um/I'm TERRIBLY sorry to disturb you but would you mind um/changing seats just I've got/ a child here and um/as you can see he's a bit too big to sit on my lap at this stage/ I was wondering since you're just sitting on your own/ Do you mind sitting on that single seat there so that we can sit together

B: No/ sure/no problem

A: OK/ thanks/ OH SORRY/GOD/ I've just stepped on you foot/You're alright?

B: Oh/ yeah/no/no/ that's fine

A: You're right/you're certain

B: Yeah

A: Totally certain about that

B: Yeah/ sure

A: How embarrassing/ thank you

## R11

A: Hi um/look I have this kind of embarrassing problem um/ I wouldn't normally come to my manager/[so um]

B: [It's alright/ don't worry about it]

A: I just wonder/ wondering if I could ask a favour of you

B: Certainly/ whatever/yeah

A: Um/ Well/ It's kind of a long story and/ I won't really go into it at the moment but um/ I'm kind of a bit short of money and I REALLY have to get my bills paid or else/you know/ my telephone will be cut off/ electricity will be cut off/ that kind of thing/ so I was wondering/um/ Would I be able to borrow the money from you and I'll pay it back to you AS SOON AS I CAN/ of course

B: Well/ on salary like yours you shouldn't really be running into problems like that X /but// having said that/ I could um/ forward your next pay cheque to you

A: Oh that would be REALLY REALLY good

B: And um/ it'd just mean that you'd have to ... and not overspend in the meantime

A: Yeah/ of course

B: Is that alright

A: Yeah/ that's fine/ [thank you]

B: [Good]

## A11

A: Hi! um/

B: Hello

A: I have your money for you um/

B: //excellent

A: I know it's a bit late and um/

B: It's three weeks late

A: Yes/ sorry about that/um/

B: Well/ I'm telling you um/ I wouldn't mind if it was just myself you were lending from but it was/ actually/ the company from where you were lending/ so/ this is problematic/ as um/ you were into interest deposit of the company

A: Ah/ well/ I have the money for you NOW um/ I just kind of/ you know/ things got tough but um/I have it now for you so/

B: Well/ first/ Did you/ .../the only problem is you're gonna have to balance up the um/ interest lost on that money/ in the meantime/ which isn't much/ you know/ only a few hundred quid

A: OH!/um/ [OK]

B: [I mean/ it's just] I can't pay that out of my own pocket/ you know/ I've done you a favour

A: Yeah/ alright

## R12

A: Do you mind if I use your laptop for a little while/I've got some work to do

B: Yeah/ sure/um/ it's just down here/ I'll get it for you now/ um/ it's got everything on it/ anyway/ so

A: OK/ it's fairly simple

B: Oh yeah/yeah

- A: Excellent  
B: If you've worked with computers before/ I mean/  
A: OK then/ Cheers

**A12**

- A: Look um/ I'm REALLY REALLY sorry/ but um//I answered the telephone  
and I knocked the laptop on the floor and I just smashed part of the screen/ I'm  
REALLY sorry/ I don't know what to say/ obviously I'll pay for it or whatever  
B: Is it serious like/ is it a big break  
A: Well it's/ broken// [the screen is broken]  
B: [basically]  
A: and um/ I'm sorry/ I don't know/ I mean/I'll pay for it/ and um/ maybe the/  
the office's got some policy or something  
B: Sure/I'll have a look here/ I'm sure they have some sort of repair man/ we  
might be able to get it/ done/ something/ anyway  
A: OK/ well/ if not then I'll pay for it/ gladly  
B: Oh sure/I mean/ unless it's/ totally broken/ ....able to cover it myself/ don't  
worry about it.

Informants: 2 females and 2 males – combination of informants II, students of sociology and media studies

**R1**

A: Oh hi!/um/ Have you got that book I need/um/ that book that/ we need for/ the essay/ I REALLY need to borrow it and the library is closed

B: Well/ I haven't brought it/ I thought you would/ you know you're expected to um/ to buy the books that are in the course/ I mean it was on the/

A: Yeah but/ we're students/ we can't afford books/ things like that/

B: Yeah but/ there are certain books/ I mean that/you know they're ON the list and they should be READ/ I mean/ you know/ you need to buy them/ um/ but/I'm sure I can find it/ a copy you could borrow/ [I mean]

A: [That's all I want]

B: [You need/ you REALLY need to get one]

A: [It's just/]

B: Though

A: I can't afford it/ but it's in the library/ if the library was open longer hours we wouldn't need to buy them, would we?/

B: Um//that's understandable/ I mean/you can't expect all the students to/buy all the books/ OK?/ but/ I mean/it WAS on the list um/ I mean/ it wouldn't last you not only for THIS year/ but in your studies for the next/ the next three years/ I mean/ it's really sort of vital if you can sort of/ you can get hold of/ you know/ the books that we need//

A: I'll try but/ I REALLY need it now/ for this essay so/ Have you got a copy I could borrow please

B: Yeah/ sure

**A1**

A: OH!/ AH/ um/ that book I borrowed/um/ it's at home/

B: Um/yeah but/ you said you could give it to me LAST WEEK/ I mean this is the SECOND time I've asked you for it/

A: It is REALLY important/ you did say it was an important book/ and I have/ been REALLY interested in reading it/ I've got so involved in it

B: Yeah but/ (starts laughing)I mean/ I lent it to you for a couple of days/ you

know/like one task/ that I gave you to do/

A: //yeah

B: and you said oh yeah sure/ you know/ I'll get it back to you/ you know/ day after tomorrow/ and you DIDN'T/ I mean/ I've seen you a couple of times ever since and you 'Oh no/ I'll give it to you /I'll give it to you'/ but you never HAVE/um/

A: Yeah/ [I am/ I am]

B: [I mean/ it's not fair on other students]/ it's not fair on other students/ somebody else might come to me/ and say/ oh I want to borrow it and I haven't got/ you know/ I can't put my hands on it/ to give it to them/ because/ you know/ you've/ you've got it/ but/ I mean/Do you think you can.../'cos its' REALLY [important]

A: [I'll try] /yeah

B: Yeah

A: I'll try

B: Yeah/ yeah/ sure

A: I am REALLY interested in reading it/ though

B: Yeah/ it's a good read, isn't it

A: It's a good book/ yeah

B: Yeah/yeah

A: I WILL try and remember it for you/ though

B: Oh/ that's great

## R2

A: Oh Hi!/um/ I've got a few things I wanna get in town/um/ Do you think you could cover for me for an hour/ um/ it's REALLY important/ I missed it yesterday but/ I mean/ it was a matter of time/Is that alright

B: Um/No/ it's not alright/ at all/you're here to work/ we pay you to work

A: Oh come on/ it's only going to take a few minutes/ you know/ an hour at/ at the most

B: No/ we pay you to work you can't/ go into town just expecting me to say yes/

A: Yeah/ but I mean/ you know/ I/ [I work/ I work]

- B: [you missed YESTERDAY]/you didn't come into work so/  
A: Yeah I know but/ that was different/ I mean/you know I meant to/ I was shopping yesterday/ when I was not in but/ I couldn't/ I couldn't/ so I...now/ so/ [I mean]  
B: [NO]  
A: Come on!/ I'll work EXTRA/ I mean/ it's no problem/ you can get anyone else  
B: It is/ it is a problem  
A: [I'm sure everyone else does]  
B: [What about all the other people]  
A: I'm sure/ everyone else does it  
B: NO/they don't/ [they work hard]  
A: [...]  
B: it's just a walk off half through the day/ say I'm going shopping/you're to work/ you get PAID for work  
A: (laughs) it's only a couple of minutes  
B: No  
A: That's unreasonable  
B: That's just the way it is/you/you're paid to work/ you've got to do your job you can't just go shopping

## A2

- B: Oh/ Hi/ How is it going  
A: Oh/ Hi/ I just got here/ Would you like a coffee  
B: Yes please//So did you find work hard today  
A: Ah/ yes/ it was/ it was OK but/ you know// it's good to be finished  
B: Yeah/ it's nice to get away from work/ but it's nice to stay/ in contact with employers and chat with them  
A: Yeah/ I mean/ life in the office it's totally different from life outside it/  
B: //Yeah  
A: It's totally not on/OH!/ SORRY/ OH NO!/um/ um/ there's coffee on your trousers/ sorry  
B: That's OK/ I'll get them dry-cleaned  
A: Oh/ I'm SO sorry/ Oh/ I feel SO awful about it  
B: It's fine

- A: You're sure  
B: Yeah  
A: I mean/I'll pay the expense  
B: I... the money as the manager  
A: Oh/ come on  
B: OK  
A: I'm REALLY sorry  
B: That's OK/ don't worry

### R3

- A: Hi/ um/ I've got to go out for a few minutes/ Do you think you can um/you know/ answer the phone for me/um/ you know/I'm gonna be a few minutes  
B: Yeah/ I guess so/ yeah/OK  
A: I know you're new round here but/ I mean/ I've been here for years/ it took me 5 minutes to pick up/I'll/ I'll just be a few minutes  
B: No/ that's fine/ I'm sure I can manage/ Is there anybody else that I might call them/ just in case  
A: Um/well// no/ I mean/ I won't be a minute/ sure  
B: OK/ if you're just gonna be a minute/ yeah/ that's fine  
A: OK

### A3

- A: Hi! I'm back/ well/ How did it go/Alright  
B: OH!/ yeah/ REALLY well/ a few dozen phone calls/ I couldn't put them through to anybody/mind you I didn't know what to do/the things is as you disappeared for half an hour and said you were gonna be a few minutes/ but you know/ never mind/ [.....]  
A: [I'm sorry/ I'm sorry]// you know/ I didn't know it was going to take this long  
B: I don't know it's your company/ YOU work for it/ and/ you know/ I hope it would come back on you because/ you're supposed to be training me so/ you know/ I/ I really DON'T mind  
A: Were there any messages/ anyone I can/ I can get back to/um/ no



B: I didn't know what to do/ I kind of/ put them through and lost them on the switchboard somewhere/ so there's probably .....

A: AH/we can't do business like this

B: Well/ you know/ you said you were gonna pop out for 2 minutes and ....it's a long training/

A: //yeah

B: This is NOT my problem/ this is YOURS//sorry

#### R4

A: I'm OK/ great/ so/ this map we've got/ brilliant/ OK/ [...]

B: [I'm sure]/ I'm sure

you've missed a turning back there

A: No/no/ this map/ followed it everywhere/every step of the way you know/

B: I/ turn around/.../ why don't you turn left/ it was a left turning you see/

A: It wasn't left on the map/ it wasn't left on the map/ look/ there's some guy in the corner/ ask him/ just open the window and ask him

B: Come on!

A: Open the window and ask him/ it doesn't matter/ you don't know him/ you'll never see him again/just say/ 'excuse me/mate do you know where Marble street is'

B: Don't be STUPID/ I know/ it was on the map

A: It wasn't on the map/ we followed the map/ you just got it wrong

B: If you take/ gone the way I said/ to go/

A: That wasn't the way on the map/[I mean]

B: [You could...]/ you concentrate on the way/

I'll concentrate on the map/ you know/ I say turn left/ oh yeah/ you keep going/ I mean/ what else do you expect/ we get LOST

A: Well/ it doesn't matter, does it/it doesn't matter/ we're lost anyway/ so we'll just have to find the way to go/ so ask the guy in the corner/ and then we'll

find our way back

B: OK

#### A4

- A: Umm//lucky that guy was there/really, wasn't it/ we might not have found out where to go/ REALLY
- B: Well//
- A: But um/
- B: Yeah we kind of expect everything.../Isn't round here?/I mean/ you know/OK/ I'm sorry
- A: No/ that's OK 'cos um/well/ you know/ I've got the map in my pocket/and I.../ and I'm REALLY sorry but/ well/ um/ it doesn't matter/ that's fine
- B: Yeah but/ we could have been here half an hour ago/ but/ [you know]
- A: [you have to REALLY pick your time/ really ] don't you/ REALLY
- B: Well/ I suppose so
- A: Ah/ well

## R5

- A: Hello um//we hardly know each other um/ I don't suppose I could ask to um/give me a hand/ I've got some things I want to move from my flat um// there's nobody around/ Do you think you can/you can/use your car for me to take a few things for me?/Is that/ is that OK
- B: Well/ I'm quite busy at the moment but/ another day I wouldn't mind helping
- A: Um/it's the...busy today 'cos I mean/it's sort of/ REALLY important and um/
- B: Um/ well//no/ I'm quite busy I can't/ really spare the time
- A: Not even/ it's not too much I mean/ it's just a couple of boxes/ I mean/ it's a sort of// [It'd take]
- B: [Whereabouts] did you want to take them
- A: Um// it's.../ I mean/ it's no problem/ it's just/ you know/I/ I would have asked somebody else/ but there's nobody around everyone's/ you know/ out/ I mean//
- B: [Well if it is only for a FEW MINUTES]
- A: [I know it sounds like I'm using you/ as a] Yeah /I know/ I hate to impose/ I know it's sort of/ since you're my last resort/ oh there's nobody else around so I'll ask you/ but/ I REALLY appreciate it that
- B: Yeah/ OK then/ yeah
- A: OH/ Thank you very much

## A5

- A: Um/ you know I was just about to say/you know/ what a lovely car you've got/um/ I'm SO sorry/um
- B: Do you realise how much this car costs
- A: Um/yeah/um/
- B: Yeah/ it's the latest Range P reg model/yeah
- A: //yeah
- B: And it's VERY expensive and /
- A: Yeah/ I'm sorry [I should be...]
- B: [and I'm only helping you] for a favour/yeah
- A: I should have been more careful/ I'm REALLY sorry about that um/ I mean [I/ I'll pay]
- B: [Well it's gonna be expensive]
- A: [I'll pay for anything]
- B: [if you 're gonna pay for the/ dry cleaning]
- A: [I feel SO bad about this] um/ NO/
- B: Well/ if you're gonna pay for the dry cleaning/ then/ sure we can/ just forget about it
- A: You're sure/ I mean
- B: Yeah
- A: Um/ I'm SO sorry
- B: Yeah/ it's just of those things that happen

## R6

- B: Hi!/How is it going/OK//How's your work/ Alright
- A: Yeah/everything's fine
- B: Yeah/ ah/ that's great/ yeah
- A: Um/ I REALLY need a really BIG favour
- B: //alright/ yeah/ sure
- A: Yeah/um/ I've REALLY got to pick my mum up from the airport/ she's just flying back from holiday and she's not very well but/ my car's broken down/ I was wondering if there's any possibility of borrowing a company car
- B: Um/ Sure/ when/when/ when do you want this for
- A: Um/ now
- B: Now/um/

- A: Yeah  
B: Um/ it can be a bit hard to um//to sort it out right now/ I mean//  
A: //yeah  
B: Is it really important/ [this is really important/yeah?]  
A: [she's REALLY/ yeah/ she's REALLY ill] and I  
REALLY need to pick her up from the airport/ um  
B: //yeah  
A: and get her home/....  
B: I'm sure/ I mean/I'm sure we can find a way round this/.../I mean/ I/I'll make a  
few calls/[ and see what we can do]  
A: [Is there no possibility] I could use your car  
B: Um//well/ um/  
A: [It'd be alright]  
B: [in a ...way/yeah] I mean//  
A: I could drive up but/  
B: Yeah/but/ I mean/you/ you're not insured you need to get the insurance and  
other/ other things sorted out before I can/I CAN'T just give you the car like  
that  
A: ...it doesn't matter/ I'm only/it's the airport/ it's only down the road/ it's only a  
few minutes//  
B: I'm sure that'd be OK/um/ I mean/ you know/ it's your friend  
A: Yeah/thank you

## A6

- B: That was quick/ I mean  
A: //Yeah  
B: [your mother's OK]  
A: [yeah/ it's just down the road/ yeah]  
B: Oh/ that's good  
A: She's fine  
B: Did she have a good time  
A: Yeah/ [she's/ she's fine/ yeah]  
B: [ah/ that's good]

- A: Um/ it's just a small thing that happened/ when waiting at the airport/ we parked the car when I pick it up/ when I came back one of the headlights was smashed/ and the bumper is a bit broken
- B: WHAT/ My car
- A: Your car/ yes/um/ it wasn't my fault of course like/ you know how careful I drive/ it was/ parked/ I was in the airport
- B: So/ you didn't/ you didn't see how it happened or/
- A: No
- B: Anything/you just came back and it was/
- A: Yeah/and it was happened/ it should be alright though/ because if no one was in the car then the insurance/all the can say/ is that you went to pick someone up and it was/ you were there
- B: //yeah
- A: and it was/ it was parked/'cos it was DEFINITELY parked/ HONESTLY/you know/ what good driver I am and um/
- B: Yeah/...that/ that wasn't your/your fault
- A: [I/ it was parked]
- B: [that is just/ it's a pain now/]
- A: I'm SO sorry
- B: Yeah/ it's always the way
- A: It was parked
- B: OH NO!//Oh well/ knowing/ don't/ don't feel bad about it/ I mean/ it's not your fault/ [it's just]
- A: [I'm SO sorry]
- B: No/no/no/[it's a bit of pain getting the insurance sorted out]
- A: [if/if the insurance]/ yeah/ I'll pay up for you if the insurance won't/ 'cos I/ I was
- B: I'm sure that won't arise/ but/ you know/ thanks for letting me know

**R7**

- A: Well/ um/ you know that/ that project/ we've got to finish/um/ for next Tuesday
- B: Oh yeah/ yeah

- A: Um/ I know/ I know you've already booked to go/you know/ to go away/um/ I don't suppose you could/ you could put that off for a while/postpone that for/ you know/till/
- B: Well no
- A: [after/you know/ this weekend/]
- B: [not really/no]
- A: Um/I mean/ 'cos this is/ this is REALLY important/you know/ I know you've booked/ I know you've booked this/it's been booked for the last three months but/[it's]
- B: [yeah/ it's been booked for long time] and/
- A: Yeah but/ I mean/
- B: We have been working on this project for a long time and /
- A: Yeah but/ I mean/ I'm gonna need EVERY member of staff available/ for that/ I KNOW you've booked but/ I mean/Is there no way you can stay
- B: No/ DEFINITELY 'cos I won't get ANY money back/ it's one of those holidays with no/insurance refunds or/anything/ I won't get any money back so/
- A: What if I was to say to you that the company WILL/um/contribute to any/ any costs that's lost/ any money that's lost/ through you staying around
- B: //no
- A: 'cos this is REALLY important/um/ Do you want to come into the office and/ you know/ we talk about this/ This is/
- B: No/ I think/ I'm still gonna go on holiday/I'm sure/ together/ if everyone works REALLY hard/ a bit of extra/over time/you can all do the work
- A: Yeah/ but I mean/can't have everyone working/ you know/can't work 24 hours a day/ I mean/ you know/ we REALLY need you on this one/I mean/ I wouldn't ask you/ it's just a one off/I mean/ you know/
- B: //mmm
- A: When have I asked you to do this before/ NEVER/you know/ it's once in a blue moon/ you know/um/
- B: Is it possible I/ can think about it/go and talk to the person I'm going on holiday with// [sort it out]
- A: [Yeah]/ I mean/ talk about it but/ REALLY I WOULD like you to be here
- B: Yeah/ um/ don't think there's much chance/though
- A: But/ I WOULD like you to be here

**B:** Yeah/ we/we'll try and talk about it and sort it out

**A:** Right/ OK

**R8**

- A: OK/ you know this project I'm getting on with um/I've got a few letters here/Do you think you can um/ type them up for me?/I mean/ it's only gonna be a short time/ Is that alright
- B: Yeah/ I guess so/ I don't see why not/ just/ How many are they/ Just a few
- A: OH/ about a dozen/that sort of um/
- B: No/that's fine
- A: Is that/ Is that a problem
- B: No/ it's not a problem/ I'll leave it until last/ if that's OK/ I have some other work but/is it/ Is it REALLY REALLY important
- A: They are urgent/I mean/ they're quite urgent/ but I mean/
- B: Is this for work
- A: Yeah/I mean/ we've got this project that/ you know/
- B: That's fine then/yeah/I'll type them up
- A: Is that/ is that alright
- B: [Yeah/...]
- A: [I don't want to impose or anything]
- B: No/no/no
- A: So/so/that's/that's fine/OK

**A8**

- B: Oh/Hi!/ Here's the letters that you wanted
- A: GREAT stuff/let me just read this through/...make sure they're alright/oh yes and dddd and um/ OH/hang on a minute/ I//that isn't/QUITE right/um/
- B: That's EXACTLY how you gave it to me/
- A: Yeah but/ it doesn't/ I said the same thing just/ a paragraph above/I mean/ on this/ [letter here/ I mean]
- B: [you read the letter...] I just copied your letter/ you gave me the letter asked me to type it/ I typed it//it was what you told me
- A: Yeah/ ah/ oh dear!/it's really bad like this um/I don't suppose you could/if/ I correct it/ you know/ you could/type it again for me/ I mean/
- B: Well not today/ but/ no/ but I'll do it//yes/ certainly
- A: You will



- B: Yeah but not today/I've got other work to do/ but/ no that's fine  
A: Oh/ that's really good/I APPRECIATE that/ I mean/ OOOH/that makes me really bad/ oh no/ careless

**R9**

- A: HI!  
B: Hi!/ How are you doing/ Alright/ Yeah  
A: Yeah/ fine and you  
B: Yeah um/ fine um/ actually/ I've got this house/um/ in the countryside/ just down/ just down in um/ down in Surrey/ I mean/ it's/ it's not gonna be used for a couple of weeks/ I mean/ Do you/ do you wanna get down  
A: YEAH [that'd be GREAT]  
B: [...] I mean/ I know you sort of need a break/  
A: Yeah I REALLY do/I was gonna ask you about that  
B: Yeah  
A: Yeah/'cos I'm just looking for somewhere to go for a break/ Would that be OK  
B: Yeah/ I mean/ you know it's gonna be empty for a couple of weeks/I mean/ you go and enjoy yourself [with your family]  
A: [Oh! that'd be brilliant/ it'd only be me and my husband/]really but/that's fun  
B: Oh/ that's good  
A: OH/ GREAT/ thank you ver much/cheers  
B: OK

**A9**

- B: Hi!/ How are you/Alright//Had a good time  
A: Hi  
B: Down there  
A: Yeah  
B: It's a great place, isn't it  
A: Yeah/yeah/ it was BEAUTIFUL  
B: //yeah  
A: it was REALLY nice but/ um

- B: Ah/ that's good  
A: I kind of had a little accident/  
B: Accident  
A: Um/ I'm REALLY sorry but/ we'll pay for it obviously but/ we kind/ I kind of spilt/ I've spilt some ink/ on the carpet in the drawing room/ and we tried to get it out but/ we couldn't/and  
B: OH WHAT!  
A: Well/ we'll pay for it/ I'll pay for it/ I PROMISE/ I promise/I'll replace it  
B: Yeah/I can't believe it/ I mean/I only had that carpet cleaned/ a couple of weeks ago  
A: Well/ we can have it cleaned professionally or if it needs to be replaced/ I'LL replace it but/ I'm/I'm REALLY sorry/ it was just/ you know/ one of those [stupid accidents that/ I was writing a letter]  
B: [Well/ I mean]  
A: and the ink went over  
B: Yeah/ I mean/ accidents happen/ I mean/ it's not your fault/ I mean/  
A: Well/ I do/ I kind of feel responsible/but I WILL/ re/ I'll have it cleaned/ if it doesn't work then/I'll replace it  
B: Yeah/sure/of course  
A: OK then/Well/ thanks for the house [we had a REALLY good time]  
B: [No/no/no/oh/that's good] so long as you had a good time

## R10

- A: Um/ excuse me madam/I'm/I'm/with a child/ Is it OK if I sit down and um/  
B: Absolutely/no problem/ yeah  
A: and you sit behind/ Is that OK//I mean/  
B: Fine/ fine  
A: That's great  
B: Just a second/ I'll just get my shopping and/ that's fine  
A: Oh/yeah/ thank you very much  
B: No/my pleasure  
A: OH!/OH!/I'm/I'm sorry/ I've stepped on your foot/ I'm sorry  
B: That's fine/ that's fine/don't worry  
A: Oh dear!

B: No/ don't worry/ it's fine

**R11**

A: Um/Hi!/ Have you got a minute

B: Um/ hello/ YES/um/ we have....

A: Hi um/ yes/ this is gonna be REALLY awkward/ but I just REALLY need to ask you something

B: //right/ Yes

A: Um/kind of// this is gonna be embarrassing but I'm just gonna say it/

B: //alright/yeah

A: um/ OK/I've asked for cash advances before on my wages and/I'm not allowed anymore/and/um/ I kind of don't have too many friends that I can go to or family and I REALLY need some money to pay the bills otherwise they're gonna be cut off/on my telephone and/ the gas and the water and the electric/ and/Would you please lend me some money

B: Um/ right/ so you've worked for this company for/

A: 7 years

B: 7 years? and/ past managers have/ have done this for you?

A: Well/ one yeah but/ he kind of didn't like it/ I mean/ I've admitted the article on time paying BACK but/you know/ things come up all the time/and/ you know/ there's always bills and there's always something to be paid/you know/ it's just so hard/ and I/ NEVER EVER/ you know/ I don't ever mean to not pay it back/ it's just that things are getting on top of me

B: Right/ so/all your worries is that you want to be paid earlier/ this month/ yeah

A: Yeah/well/ yeah/yeah/yeah/ that would be GREAT/ [that would be fine]

B: [Are you sure?]/I'm sure  
I'm sure/that'd fine/ um/you know/also you've been here for/

A: //7 years

B: a number of years/um/loyal/ I mean/our employee/ and we want to look after you

A: //aha

B: our employees/ so I'm sure I can sort that out for you

A: Well/ look

B: That'd be fine/ I'll get back to you

A: Thank you so much

B: That's OK  
A: Thanks a lot

**A11**

A: Hi!  
B: Um/Hi  
A: Hi/ I/ I have some/ I have some money for you  
B: Yeah/ I was gonna say  
A: Yeah/ you lent me some money/ I'm SO SORRY  
B: I lent it to you three weeks ago  
A: it's been so long/ I know/I know but/you know/ I paid the bills/ and then  
B: //yeah  
A: I kind of/ that left me still with no more money/ and/so/ when I DID actually get some money the following week/ I had to pay//money on something else/ and the of course I needed to buy food and stuff like that and/ and it's just only now that I've only been able to actually have the money to pay/ I mean/ otherwise I wouldn't have been able to buy food and I'm/I'm SO SORRY/ but/ I've got it here for you now/ and I got you a little present/ as well/ I'm SO sorry that it was SO late/it won't happen again  
B: Yeah/ but I mean/I/ I lent you the money/um/ and you said you were gonna pay me back in a week/ OK/ you've got other expenses/ I mean/it's not a right business/ you know/ you asked me to lend you some money/ and I DID/  
A: I know/and/ um/ I'm SO sorry/ What can I say/ I mean/  
B: I mean/ but if you've got it now/ I mean/OK it's the first time I've done it/OK/ yeah/ I mean/you've got it now/so/ OK/ I'll forget the whole thing  
A: GREAT/[I'm SO sorry]  
B: [OK?/ I mean/]  
A: I bought you this present for you  
B: As long as it doesn't happen again/ I mean  
A: No/ it won't/ it won't happen  
B: That's fine/OK  
A: Thanks a lot  
B: That's good

**R12**

- A: Hi/ um/ I see you got a new laptop/ that's/that's/How did you get that
- B: Yeah/ I just bought it a couple of weeks ago/ yeah/ I've spent all my wages on that
- A: //alright
- B: I've been saving up for YEARS that
- A: Yeah/yeah/ I mean/I haven't seen anything of this like that before/um/
- B: Yes/ top of the range
- A: REALLY
- B: Yeah
- A: I mean/I'D LOVE to use one of them/um/ Do you reckon I can have a um/you know/ have a/ [use it for a while?]
- B: [Well/ I'm quite busy at the moment]/working on a project/and/
- A: Yeah?
- B: Um/ yeah/don't/don't really think I've got the time/ to/ um
- A: Alright/yeah/ but I mean/at/at some point/couple of days or something/ I mean/
- B: Yeah/ maybe in a couple of days/ yeah
- A: Yeah?/ just to see what it's like
- B: Yeah
- A: That's GREAT/ OK/ thanks
- B: Yeah

**A12**

- A: I/ I've got this laptop for you/um/ it's great/ it REALLY was great um/the only thing is/ I've had a bit of an accident um/ while I was using it/
- B: What/ What have you done
- A: Well/I was answering the phone/ and um//tangle of wires/ you know/straight on the floor um/ it fell/on the floor/ you know/ [from my.../ TOTAL/ TOTAL accident]
- B: [My new computer?]
- A: You know/ it was a TOTAL accident/and um/I thought it was OK/I mean/ I thought OH/ you know/...../part of the screen's been smashed/ unfortunately/ and um/

B: On my computer?

A: Yeah/

B: The one that I lent you?

A: Yeah/ I mean/it's/it's SO BAD/ I mean/ it's um//you LENT it to me/ I mean/  
it's brand new.....

B: Um/ yeah

A: I'm REALLY sorry/ I mean//Is it insured or anything?/ you know/ we can get/  
if not I mean/ I/ I'm more than happy to/you know/ pay to have it mended or/  
replaced even/ I know it's/ quite an expensive/ machine and/ um/ I mean/

B: Well/it's NOT insured so/ yeah/I think/ you should have to pay for it

A: Yeah/ sure/ I feel REALLY/ REALLY bad about this/ but/I mean/yeah/ I  
mean/I'll sort that out for you

B: Yeah/ good

A: OK

Informants: 2 females and 2 males – combination of informants I – students of drama and sports science

**R1**

B: So/ how's the um/ Shakespeare essay going

A: Well/ I've had a bit a problem actually um/the library is shut and um/ I need a book/

B: //right

A: and I know I've left it to the last minute and everything/ but I REALLY need the book/ and I/ I've heard you have it and/ I was wondering if um/ there'd be any possibility/ I could/ borrow it

B: Um/

A: I'll return it to you as quickly as possible

B: Yeah/ of course you can um//you'll have to collect it from my office at some point/um/....about 4 o'clock/ I'll be in my office then

A: That's brilliant/ that's fine

B: OK

A: Thanks a lot

B: Which/ which text do you need?

A: Um/ King Liar

B: Right/ and/ what else

A: (laughs)um/ I'm doing the political Shakespeare/ but I need one the um/ref/ reference books

B: Right/ sure/ yeah

A: Sorry/ I'm REALLY sorry about that but/

B: No/no/no problem at all

A: Thank you

B: So long as you try and get it in on time

**A1**

B: Oh!/ Rachel/um/ you said you'd return that book to me today/um/ Have you got it?' cos it's kind of important

A: OH MY GOD!/I'm SO sorry/ I think I've forgotten it/ let me just check/ let me just check/I'm REALLY sorry/ I had SO much on mind today/ I'm REALLY sorry/I know/ I'm/

B: Could you get it? because there are other students who need

A: [I've]

B: [really] for the essay/ like you

A: I've got lectures this afternoon/ but I'll be able to return it to you/ well/ I could go home and get it/ if you want

B: //right/ well/ if you could because there are other people who need it/ as I said

A: I'm sorry//I'm sorry

## R2

B: Alright Mike/ come in/ what can I do for you

A: Um/ I've got/ I DESPERATELY need to do a few things in town/um/I think they'd take about an hour/ Could you /cover for me/ just for an hour/ I mean/ that would be an hour at the most

B: Um/ we're REALLY busy at the moment/ I don't/ I mean/Is it REALLY important

A: Um/ yeah/um/ I've got to get some things for/ my girlfriend's birthday/

B: So how long do you think it'd be/ an hour

A: Well/ an hour at the most

B: At the most

A: Yeah/yeah/ definitely an hour/ [I'll make it up to you]

B: [OK/ well/ if you just sit with me for 5 minutes] and I'll just see if I can get someone else to um/

A: //OK

B: come into the office and....

A: Brilliant

## A2

A: Oh Hi!/ I've/ I've just got myself a coffee

B: Hi

A: Do you/ What can I get you?



- B: Um/ um/I'll have a cup of tea  
A: Cup of tea// cup of tea/ please!  
B: That's alright/ excellent/ thank you/ How are you?  
A: Alright/ alright  
B: How's things going?  
A: Pretty well/ thanks for letting me/ go out today/ um  
B: That's OK/ but um/ you know/  
A: I WILL make it up to you  
B: (laughs) as long as it doesn't happen to often/ [we're busy at the moment]  
A: [here's/here's your tea]/ OH/ I'm  
TERRIBLY sorry/OH/ JESUS  
B: OH NO!/  
A: That's a new suit  
B: It's OK/ don't worry about it/ don't worry about it/ [just get a cloth]  
A: [...the suit] um/ Do you  
want a cloth?  
B: It's OK/ it's OK  
A: You'd better/ damp the cloth  
B: Yeah um/ fine/ OK

### R3

- A: Um/ I've got to pop out for a few minutes/um/I suppose the telephone will ring/um/ could be someone important/Could you please just ask them what they want/ if they wish to speak to me and I'm not here/ could just tell them to phone back later/ preferably within about half an hour?/um/ if they need any important information could you just/ and they need to send something or/ could you just tell them/ the name and the address of the company//and the fax number which I've written down on the sheet for you  
B: Right/ um//I/ I really don't know whether I/ I'm sort of allowed/ allowed to do that/I mean/ it's not my sort of/it's my JOB and so/ I haven't been trained to/ answer the telephone and what if they do/ if it is someone important/ I mean  
A: If it is someone important/ Could you just ask them to phone back in half an hour PLEASE?/that's all/or you can say/ just say you're here/you've JUST started/you've only started a couple of weeks ago/so you DON'T know what's going on/ but you've been told/ you've been PUT in charge of the phones for

HALF AN HOUR while the boss is out/ and they all you'll have to say is/  
please phone back in half an hour/ if that's alright/ if not/ [could you take the  
message?]

B: [and how do I know  
if they're/ important?]

A: Ask who's calling/

B: //mmm

A: take their name that'd be a company or someone/ or someone's name/ write  
their name down for me and say would they like to leave a message/ because  
I'm not in the office at the moment/ if they don't wish to/ just let them know  
that I will be DEFINITELY back within half an hour and I'll speak to them  
then/ so you don't have to do anything

B: And I've just got to answer the telephone

A: Just answer the telephone/ just answer/just say the name of the company// and  
say who's calling and just say/ that the boss is not in right now/ she'll be back  
within half an hour/ you can either take a message/or/ she will either phone  
you back when she comes back

B: OK

### A3

A: Right/ Were there any phone calls?/ I'm sorry I was a bit longer than I expect it  
to be

B: Yeah/ you're actually like an hour and a half/ and um/ I've just had MY boss  
coming/ and tell me that I'm in trouble//um/ YEAH/ there were some phone  
calls/um/ I've written them all down/here/ and um/it's/ I mean you were an  
hour and a half

A: Yeah/I APOLOGISE for that I didn't mean to be so long//

B: But like/ I've got...all these people/ that I said ring back within half an  
hour/ they RANG BACK three times now//

A: Well I'll get onto them straight away/ and I'll apologise/.../ make sure that  
they know that it was not your fault/I didn't expect to be so long/ so  
therefore it's my fault/ and I will take the blame/ it'll have nothing to do with/  
with you/ and I will go to your boss/ and I'll explain/ and say that I'm  
very sorry

B: Right/OK

**R4**

- A: Well/ Do you know where it is?  
B: Well/ you've got the map  
A: NO/ YOU'VE got the map  
B: No/ I haven't got the map/ YOU'VE got the map  
A: No/ Julie/ You've got the map  
B: No/ I haven't got the map/ I wish we had the map/ you HAVE to know where we're going/ I've got no idea/ I REALLY haven't got any clue/ I know roughly the area but/ [I don't/]  
A: [Julie you said] you had the map  
B: No/ I DIDN'T say I had the map/ I DID have the map/ yeah  
A: Yeah/ you said you HAD the map  
B: Yeah but/ I gave it to YOU/ I left it on the table for you to pick up/ I gave it to YOU/ I told you it was there/ [Have you got it?]  
A: [No/ you DIDN'T]/ you didn't  
B: Yes/ I DID  
A: You said I'm going out to the car/ I said/ FINE/ I ASSUMED that you had the map//  
B: No/I haven't  
A: No/ you MUST have had the map/ because like/I'm lost/  
B: Oh/ so am I  
A: Well/ exactly 'cos I'm [driving]  
B: [So/ OK]  
A: [So/]  
B: None of us got the map  
A: // yeah?  
B: we HAVE GOT to get there/ Where do we go?  
A: Right/ there's someone at the end of the street/I'll just..../  
B: OK

**A4**

- B: So/ what they say?/ Do we know it?  
A: Did you get all that?

- B: No/ no way  
A: (laughs) Oh/ good/um/right//yeah/  
B: So from here we go/  
A: Um//I've got the map//I've got the map/  
B: After all that!  
A: Yeah  
B: You just/ you had a go at me for HALF AN HOUR/  
A: Look Julie/ you know/  
B: HALF AN HOUR/ I TOLD you I gave you the map/ I TOLD you I left it there/ you have a GO at me/ tell you I DON'T have the map/ now you've got THE// map after all this  
A: Look Julie/ you know/I didn't realise/  
B: [You had to STOP and ask a pedestrian]  
A: [No/no/no/ JULIE]  
B: Excuse me?//see/ I think I deserve an apology/ to be honest/ REALLY//because I was right and you DID have the map  
A: [look]  
B: [No/ just]/ OPEN the map and just GET US there  
A: I CAN'T/ I'm DRIVING  
B: I DON'T CARE  
A: [YOU/ USE the map]  
B: [NO/ I'M NOT]  
A: Is that right then?/ GET OUT then/ GET OUT  
B: OK/ I'll use the map but [I deserve an apology]  
A: [Right]/I'm sorry  
B: Thank you/ now let's GET there/before it's too late

## R5

- A: Hi!/Hi!  
B: Hi/um/ I'm X/um/ we've met before  
A: Yeah  
B: but like/  
A: Um//Are you doing anything this afternoon?/ I know it sounds REALLY rude/but/ I/ I've got a bit of a problem I was wondering if you could help/ since you only live round the corner/ and you've got a car/ haven't you?

B: Right/ yes/ I have/

A: Um//well/ I need to move some stuff out of my flat/ really um/ to take to my parents um/ and um/ nobody else seems to be around at the moment/ and I'm DESPERATELY[...]

B: [Whereabouts]/ Whereabouts are your parents?

A: Um/ they're only about a mile down the road/ it's not/ it's not TOO far/ I mean/ I/

B: It's just that um/like/ you know/ I've got a lot of stuff on/ this afternoon

A: Really?

B: Yeah/ I mean/ How much stuff is there?/

A: Um/ it's a chest of drawers/

B: I've only got like a Peugeot/ I really don't think you/ you'll be able to get all in

A: Oh/ don't worry about it/ honestly/ I was just/ I was just

B: Are you sure?

A: Yeah/ don't worry

B: I'm sorry

A: I just don't seem to find anyone else/ what a funny day

## A5

B: UM//

A: OH MY/ OH MY GOD!/OH/ Stop the car/

B: Well that's all over my back seat

A: I'm SO sorry

B: There's/ there's nowhere to stop at the moment/

A: Oh/ I'm SO sorry/[ I didn't know/]

B: [Listen/ yeah?]

A: I'm REALLY sorry/ oh/

B: Why wasn't it secured?

A: I don't know/ I thought it was/ I checked everything before I put in the car/ [you don't believe me]

B: [you THOUGHT]

A: How embarrassing/ I'm so embarrassed

B: This/ this car is like/ [REALLY new]

A: [sorry about that]

B: Yeah/ [and/ you put oil in the back]

- A: [I'm sorry about this/ oh my goodness]/ I'm SO sorry  
B: [Do you know how much this is gonna cost?]  
A: [I'll pay to have it cleaned]/ but./ I'm sorry/ I appreciate that// I'm REALLY sorry

**R6**

- B: Hi X/ What can I do for you?  
A: Um/Rachel/ I've got this REALLY bad problem/um  
B: Really? (laughs)  
A: (laughs) not like that/ not like that/um/ right/ the problem is yeah/ my mother is coming into the airport tonight/ she's flying back from Canada/  
B: //alright  
A: and I have to be there/like/ three hours in advance/just to make sure that/ you know/ she arrives on time and stuff  
B: //yeah  
A: Um/ but/  
B: Yeah?  
A: My car's broken down/ and I can't get there/ and um/I was/ KIND of wondering/ whether you might/ sort of lend me yours?  
B: MY CAR?/  
A: Yeah  
B: You're joking, aren't you?/ I've got it a couple of months ago  
A: Well/ exactly/ you know/ but/you/ you owe me a few favours and/like/ you know/ it's/it's/ it's just  
B: Is there noone that can give you a lift?  
A: Oh no/ noone at all/ [I mean/ it's gonna cost me/ it's gonna cost me]  
B: [I don't trust you/ though]/ if the car gets scratched I won't be happy  
A: Hey!/ this is ME we're talking about/ here/ you know/  
B: Is it an urgency?  
A: Well/ yeah/ it's/ it's REALLY important/ and you know/ she's been on a plane for 7 and a half hours/ anyway/ and/  
B: Yeah/ OK/ I mean/ just/  
A: Yeah?  
B: I really/ .....

A: Well/ you know Rachel/ you know/ you know I appreciate it

B: OK/ well/ I'll think about it

A: Please

B: OK

## A6

B: Hi X/ Have you got my car?

A: Yeah/ yeah

B: Back safely?

A: Yeah/ well/ it's/ it's BACK/ um/

B: and um/ .... collecting her?

A: Yes/she's fine/ she's/ she's very happy/ she said she should send you some flowers or something

B: Great/ Where's the car parked?

A: The car's parked/ it's um/ it's in the usual spot/um/ here are the keys/

B: Cheers/ thanks

A: There's/ there's/ there's a small problem// in that um/ I/ I was/ just reversing/out of um/ one of the car parks

B: [I don't want to hear this]

A: [one of the spaces] in the airport/ and someone came up/um/ REALLY fast and um/ it's/ it's no REAL damage/ you know/ it's just superficial/ and um/

B: No/get on with it

A: Well/ there's a broken headlight/ and um// and the bumper is a bit dented/um/ but/ [you know]

B: [I knew that]/ I KNEW it [I shouldn't have let you borrowed my car]

A: [No/no/ I'm sorry/ you know...]

B: It's just typical/

A: I/ I/ [I just]

B: [How much] is it gonna cost to replace it?/Are you replacing it?

A: I/ I'm replacing it/ yeah/ yes that's right/ um/ It's just that they called the police/ when they found out I didn't have insurance/ on it/ either// but/ um/ it's not a problem/ um// the/ they're replacing/ I'm replacing it/ and um/ there's no/ you know/ it's easy/ it's no problems/

B: If I get in/ in any trouble

A: You WON'T/ you won't/ I just say I stole it or something/

B: (laughs) just don't/ don't expect me to lend you my car again/ I can't believe it

**R7**

A: Um/ Could you come into the office for a minute/ please?

B: Mmm/ yeah

A: I know/ you've booked to go on holidays/ but this project REALLY needs to be finished on time/ and I'd REALLY appreciate it/ if you'd stay/ please/ I'm sorry/ I know/ you've booked/ I know it's going to be cancelling// I can promise you time off afterwards/ but to get this project in on time/ I REALLY need your co-operation with this/ it's actually VERY important//

B: Well/um/ NO/um/ you know I'm really not/ I was/ guaranteed this time/ off/ and/ you know/ I/ I've checked that up months ago/ I mean/ I'm sorry/ I know it's important/ but/ um/ I can't cancel/ it's TOO late/ I can't tell them like/ my girlfriend that/ and I was told that I could have this time off ....

A: I know/ but to get this project in/ I DESPERATELY need your co-operation/ It's gonna be GOOD for you/ and it's going to be good for the company// say PLEASE/ will you?/ for the sake of the company/ Will you sacrifice your holiday for now?//

B: Well/ you say for the sake of the company/ I mean/ for the sake of the employee/ this company should organise itself/ [they told me I could have this time off]

A: [ admittedly/ yes]/ obviously/ you are right/ and you can have the time off afterwards but/ I need you here now// PLEASE/ it's not so much a request as REALLY/ an order//

B: Well// What are my options?/ What are you saying here?

A: I'm not saying anything as such/ I'm saying it would benefit you A LOT more/ if/ you would sacrifice your holiday/ for now/ and work/ and the time WILL be guaranteed afterwards/

B: So/ if I don't do this/ my career is going to suffer/ Is that what you're saying?

A: I'm not saying that/I'm saying//I'm saying maybe should go home and think about it/

B: Well// let me tell you that if this happens/ then/ I WILL/ have to/go to the office of fair trade/ because this is COMPLETELY unacceptable

A: If that's what you choose to do/ if you just take your holiday/ there's nothing I can do about it/ I'm asking you as a friend of mine/ and as an employee/ if you



PLEASE/ give me your time/ so that we can get this project in on time/ for the benefit of the company/ and benefit YOU/ and benefit me// and the rest of the staff who also/ are prepared to give up THEIR time/ to work

B: I/ I've been prepared to give up my time/ on many occasions/ I was told months ago I could have this holiday/ I booked it months ago/ this is COMPLETELY unacceptable/ I will have a think about it but/ I can tell you that is VERY unlikely/ and if my career suffers because of this/you/ will be hearing from/ my solicitor

A: Come and see me tomorrow/ and then we'll talk about it

B: OK

### R8

A: Hello Mike/ I've got this really big project on/

B: //mmm

A: I was just wondering/ Would you type a few letters for me?/ I've got SO much work/it's just/ Would you mind?/ if you just do a couple/

B: When do you need them by?

A: A/ a.s.a.p/ really/

B: What?/I mean they're a.s.a.p./ Do you need them done today?

A: Preferably/ yeah/

B: Well I've got quite a lot on TOO/ you see/um/

A: Just one/ PLEASE/ it's REALLY important/ they've got to be in/ I mean/ it's sort of crushing down on me now/ [it's due in...]

B: [Ah/ OK/OK] /I'll/ I'll do one for you

A: Sure?

B: OK

A: Great/ thanks

### A8

A: Here's the letters/ yeah?

B: Yeah/ here they are

A: I'm REALLY sorry/ I gave you the wrong wording/ I'm SO grateful you've done these for me/ REALLY/ I am// but they're wrong//

B: What do you mean they're wrong/ What's wrong?

A: It's just NOT what it's supposed to say// I'm sorry/ really/ it's MY fault/ [I really]

B: [So you] gave me the wrong

A: //yeah/ I did/ I'm REALLY sorry

B: What/ do you/ I suppose you want me to do it again?

A: Would you?/ Have you got the time?/ I understand if you don't but/ I'd REALLY REALLY appreciate it if you did/

B: Well/

A: I'm REALLY sorry

B: Well/ I'll do them but/ I mean// you just wasted/ you know my time

A: I know/ I'm sorry/ I'll buy you a drink/ after work I'll buy you a drink

B: Alright

## R9

B: Listen/ I've got this house in the countryside/

A: //mm

B: and I'm not going to be there for a couple of weeks/I was wondering/ Do you want to go up?

A: Yeah

B: 'cos I'm not going to use it

A: Yeah/ that'd be GREAT

B: I mean/ everything is on/ I haven't turn anything off/ yet/ 'cos we were up there the other week

A: Yeah

B: So/ the electricity is still on/ the water's still on/um/ it's just going to be shut up/ and I'd rather it was being used/ than nothing else/ I mean/ I'm not gonna ask you any money for it

A: Are you sure?/ Oh/ I'd like to give you something/ Why don't I give you something towards the electricity?

B: Well/ it depends how much you're going to use/ I mean/ OK/ it's getting colder now so/ maybe a bit but/ I mean/ it's basically so long as you keep the place tidy and stuff/ I'd rather it was in use than not/

A: [Oh/ I'll DEFINITELY do that]

- B: ['cos comes winter] I'm going to shut it up anyway/ 'cos I'm not going to go down there 'cos it's gonna be too cold
- A: // right/Well/ I'll definitely give you something/  
I mean/ I feel I should/ that's VERY kind of you
- B: You sure?
- A: Yeah
- B: 'Cos I didn't know if you'd want to use it or not/ I was gonna ask you if...
- A: Well/I'll/ I'll/ Is there a meter?
- B: Yeah
- A: Well/ I'll try and sort of estimate how much.... a cheque
- B: Sure?
- A: Yeah
- B: OK then/ we'll organise it then
- A: OK
- B: Just get down
- A: Oh/ that'd be LOVELY/ thank you

## A9

- B: So/ Did you have a good time?
- A: Yeah/ VERY nice/ it was lovely/ here/ here are the keys
- B: Cheers
- A: Um// slight mess up/um/
- B: //Really?
- A: I was writing and um/ a letter/ and/ and/ I spilt some ink/ on the carpet/ we DID try and get it out but/ we can't remove it/um/ I/ OF COURSE we're happy/um/ whatever it takes to/ you know/ get rid of it/ um/ I'm SO sorry about that/
- B: It's alright/ when is it going to be done by?
- A: Um/well/ um/ I'll have to get in touch with the company/ um/ a carpet cleaning company/ but/ it WILL be done as soon as possible/ I'll get on to them/ we REALLY are sorry about that
- B: It's pretty decent of you to/.../
- A: Not at all
- B: 'Cos like my mum is coming down/ just after Christmas/ and if I take her down/ I don't think it would have gone down too well

A: Yeah/ it's not/ it's not huge/ stain/ so we'll get rid of it/ I promise  
B: OK then

**R10**

A: Excuse me/  
B: mmm  
A: Sorry/ I'm/ um/ I was wondering if we could possibly change seats 'cos my/  
I've got my child here and it's a bit/um/ ...on a one seater/ Do you  
mind....maybe I can sit on the two seater?  
B: Yeah/ sure  
A: Is that OK?  
B: No problems/ yeah  
A: You're sure?  
B: Yeah  
A: Thanks ever so much/ thank you  
B: That's OK  
A: OH!/ sorry/ sorry/  
B: That's alright  
A: I'm REALLY sorry  
B: No/ that's fine

**R11**

B: Hi/ come in  
A: Hi/ um/  
B: Oh hi X  
A: Yeah/ um// I have this/ this small problem/um/ and um/ the thing is I um// I've  
got a little bit behind with my rent/ and on um/my/ bills and stuff/and/  
B: //mm  
A: I REALLY need some cash/um/ just in advance/ you know/ which you could  
take out of my wages an stuff/  
B: //um  
A: Um/ and/ the thing is/ it's um/ I don't really want anyone to know/ it's a bit/  
the situation is a bit delicate  
B: //mmm

- A: you see/um/ 'cos I've just got married/ as well/ and my wife/ you know/  
B: I do appreciate this but/um/ I can't/ I can't really help you/ 'cos it all has to go through the system  
A: Yeah/ yeah/ I mean/ yeah [but it has happened before]  
B: [it has?]  
A: Yeah  
B: Right/ I mean/ I'll be taking a few weeks off weeks/ can't you speak/ Is there anybody else you can speak to?  
A: Not really  
B: Really/ I mean/ it's just all the paper work and everything/ I can't really/ you know/ it goes to the bank/ it goes through the computer system  
A: Yeah/but/ um/ what I'm saying is that instead of what happened before/you know/ like/ you've given me money before/not YOU/ personally  
B: No/ I know/ but I've just been appointed  
A: Yes/ I know/ the company  
B: and I don't really know/ but/ the situation I don't/ you know/ I/ I can't take/ liberties/ that maybe/ a manager previously/ working here could've/'cos I'm only just started/ I have to do things by the book/ I'm REALLY sorry/  
A: So/ you won't/ can't give me  
B: I'm REALLY sorry/ I can't help you/ no  
A: As a friend/ I understand totally

## A11

- B: Hello!  
A: Hi!  
B: Hi/ well/  
A: Um/ I've got the money that you wanted/um/ it's a little bit late/ but/ um  
B: //mmm/  
three weeks in fact/ actually  
A: Yeah/ yeah/ that's right but/ um  
B: So what happened then?  
A: Well/ you know/ I was/ I was trying to get enough money together/ and you know/ you didn't take it out of my wages/ like you said you would/ and so/ you know/ I didn't REALLY realise until like last week/ and um/ so/ I got the money NOW/ um/ and here it is/ um/ and/ um

- B: //OK  
A: That's really all I can say/ I'm/ I'm TERRIBLY sorry/ SO SO sorry/ about not having paid you on time/ normally/ I'm very good about paying money back/  
B: //yeah  
A: Um/ but/ you know/ as I say/ it didn't/ it didn't click that you hadn't taken it out of my wages  
B: //mmm/Well/ OK  
A: Thank you very much

## R12

- B: Hi/ um/  
A: Morning  
B: Hi/ um/ you've been in the company for some time/ haven't you?  
A: Yeah  
B: Yeah// I got this um/ new computer this morning/ laptop  
A: Looks pretty good/  
B: Yeah/ I think so/ I basically got it sorted/ there's a few functions I'm not sure about  
A: Well/ do you mind if I use it for a while?  
B: Yeah/  
A: I wanna get one of my own  
B: OK/ sure//um/ you couldn't give me a hand/ like?/ I don't know if you know about this sort of thing  
A: Not much/ to be honest but// OK/ What do you have to do?  
B: Well/ I'm just not sure about saving it/ I've already lost/ about/ 4 thousand words/ this morning/ which is a bit/ a bit irritating  
A: Oh/ yeah/ I think/ you need to improve your skills before you bring it into work and stuff  
B: Oh/ right  
A: ...to be honest/ really/ 'cos um/ if you...and people know you've got it/  
B: //yeah?  
A: then they will ask you to do work/ with it/ and if you then/ lose the work/ you're not going to be very POPULAR  
B: Right/ OK  
A: Do you have a manual with it?

B: Yeah/ yeah/ I've got it/ I've got it here/ I was reading it while coming into work/

A: Maybe/ you should spend this evening reading it

B: Yeah/ I will

A: OK

B: Sure

## A12

A: I'm REALLY sorry/

B: What?/

A: Your new laptop/

B: Oh no/ What's happened?

A: I was using it/ and um/ I had to answer the telephone/ and I just dropped it on the floor/ I'm VERY sorry/

B: So/Is it/ Is it broken?

A: Part of the screen has been smashed/ yes/ I WILL/ refund you/ for it/ I/ I DO apologise/ sincerely/

B: OK/ well//um/ Do you know what's happened to the disk?/ Can you see anything on screen or what?

A: No/ nothing/ at the moment

B: So/ you might have lost everything/ I've done//

A: Possibly/ I mean/ we can check if you'd like/but/ I/ honestly/ I do apologise

B: Um/ that's/ that's fine/ I mean/ it's obviously an accident/ but um/ there's quite a lot of stuff on/ that had to be in/ and um/ you know/ if you could go and explain/[ to the bosses]

A: [Yeah/ of course/ yes/ yes]/ I'll take responsibility for work

B: Thank you/ yeah/ I mean/ I don't mean to get you into trouble but/ you know/ just explain the situation

A: Yeah/ I know/ I will/definitely

B: Yeah/ good

A: But um/ now that...to use it properly it's best if you don't bring into work/ I mean/ it's not likely to get smashed/ is it?

**Informants:** 2 males and 2 females – combination of informants II – students of sociology and religious studies.

**R1**

A: Hi!/ How are you doing?

B: Fine/ and yourself?

A: Great/ great/ I'm just um/ just on my way to/ to see you/ actually/ and um/

B: //mmm

A: I need this BOOK/ and I can't get in the library/ but I know that you've got it/ Would you be able to/ to let me borrow it at all/ or/?

B: Um/ Which book was that?

A: It's the book to do with the/ the project that we're just/ just completing and I just need some/ some last bits of information to um/ to put into the project/ so it's a bit more valid and [the research]

B: [... in the library?]

A: No/ they've run out unfortunately and you/ you've got/ the ONLY copy/

B: Um/ well/ When will you get it back to my by?

A: Well/ the project/ I'm/ I'm not too sure/ I'd/ I'd have to actually/ just/ just flick through it and see what/ information I can get out of it/ but/ definitely/ you know/ not/ not too long

B: Would it be easier for you to like/ photocopy the pages you needed?

A: Well/ I'm not really quite sure what's in it/ I just need to/ to flick through the whole book and/ and have a look at it/ actually

B: OK/ Well/ if you see me at 5 o'clock this evening/ I'll be in my office/ so I'll give you the book/ and you can borrow it until the end of the week/ Is that OK?

A: Um/ yeah/ that'll be great

B: OK

**A1**

A: Hi!

B: Hi!/ um/ um/ weren't you supposed to give me that book back today that you borrowed from me on Monday?



A: The book/ I got SO immersed/ in/ in the whole tale/ all the research that was/  
being developed and that but/ I'm actually only half way through and/ I  
haven't managed to bring it in today/ unfortunately

B: Well/ you should have come and see me EARLIER/ really/ because I/ I'm  
having to let someone else borrow that book/ today/ you see

A: I/ I know/ I do realise that but/ I should've/ you know/ it's very irresponsible  
of me to/ to not come in but/ I/ I DO see your point now/ but/ it's REALLY  
interesting/ it's GREAT work and

B: //mmm/I thought so

A: I REALLY think that I should continue reading it

B: Alright/ Do you think you would have read by Monday?

A: Definitely

B: OK/ that's fine

## R2

B: Hi!/ come and sit down/ How are you doing?

A: Not so bad/ yourself?

B: Yeah/ I'm doing alright

A: Ah/ good/ um/ I was/ I was after a favour actually/

B: //Oh

A: well/ I need to go down town/ just for a while/ I need a few things to do/ and I  
was wondering if you like/ could cover for me/ just for an hour?/ or so

B: What/ what do you want me to cover?/ Have you/ got like any/ anything  
outstanding or have you/ have you completed everything?

A: Well/ my .... is more or less.../ there's one or two I need to .../ I could do that  
afterwards

B: Yeah/ sure/ that's alright

A: Thanks a lot

## A2

A: Hi!/ What took you so long?

B: Well/ I'm sorry/ I got caught up at the office/ you know/ time....but um/ it's  
great to see people outside the office/ you know

A: //yeah

- B: 'cos always in the office the hassle and bustle and that  
A: Getting a chance to talk properly  
B: Now/ now we can sit down and have a little chat  
A: //yeah  
B: you know/ about different things like/ not work/ for example/ I don't like talking about work  
A: Exactly  
B: So what do you think of the office?  
A: Um/ very friendly/ isn't it?/ really/ everyone gets on well  
B: Yeah/ it's great/ the opportunity/ you know/ to further your career  
A: It's good that everyone gets on so well/ it's nice, isn't it?  
B: Yeah/ Do we really get on that well/ then?/ I think/ yeah/ I think we should meet up more often/ so that we get to know each other a bit better/ outside the office  
A: Yeah//OH SORRY/  
B: Oh No!/ I've got coffee all over me  
A: OH/ I'm REALLY sorry/ let/ let me go and get a cloth  
B: Yeah/ go on then

### R3

- A: Oh/ Hi!/ Could you um/ answer the phone for me please/ while I pop out for a moment?  
B: Well/ really I haven't been trained properly so/ Can you just give me some briefing on what I should do?  
A: Um/ well/ just pick up the phone/ and tell them who you are/ tell them the name of the company/ and/ um/ just answer any queries they have/ if you have any problems just speak to um/ the manager  
B: Who is the manager?/ I haven't/ I've just been introduced to the supervisor/ at the moment  
A: Um/ you/ you'll find him next door  
B: OK/ Um/ How long do you think you'll be?  
A: About 10 minutes  
B: About 10 minutes?/OK

**A3**

- B: You said you'd only be 10 minutes
- A: I'm VERY sorry/ I had um/ lots of work to do and um/ another appointment to make/ [I'm sorry]
- B: [ well/ we got a few calls in] and I wasn't exactly sure what to do/so/ I don't know what's gonna happen from there/ they called back again/ and they asked to speak to someone who's higher/ in charge than us
- A: Well/ I'm sorry but um/ you should be able to cope/ I mean/ you've got the manager next door/ so
- B: Well/ I didn't really feel I could to the manager since I was covering for you/ I didn't want to get YOU into trouble/ it's my first day here/ so/ I didn't really know what to do/
- A: Um/ OK/ well I/ we/ we throw people at the deep end here so/ you know/ that's just the way it is/ if you can't cope/ then/ I'm sorry
- B: No/ but that is unfair/ I was covering for YOU/
- A: Um///

**R4**

- A: Oh God!/ I'm lost now/ where do I turn next?
- B: Um/ oh/ hang on a second/ I think/ turn left at the next junction
- A: Are you sure?
- B: Um/ yeah/ that's it
- A: OK/ I'm gonna turn left/ we haven't got there yet/ Where are we now?
- B: Um/ just a few streets away/ don't worry
- A: I think I should stop/ look/ there's someone on that street/ you can go and ask them/
- B: OK/ um/ just pull over for a second
- A: OK

**A4**

- A: Now/ you're sure this is it?
- B: Um/ yes/ they seemed pretty positive

- A: Well/ maybe we didn't need to ask the lady/ I had the map in my pocket/ and it's got it muddled up/ I think we're nearly there as it is
- B: We're nearly there?
- A: Yeah
- B: OK
- A: Is that alright?
- B: Just keep going

## R5

- B: Hello/ How are you?
- A: Ah Hello/ not too bad/ thank you/ um/ nice to see you/
- B: And you
- A: Um
- B: How have you been?
- A: Not too bad/ How have you been?
- B: Fine thanks/ it's a bit cold today, isn't it?
- A: Yeah/ um/ I was wondering if you could give me a hand?/um/ um/ sorry/ I was wondering if you could give me a lift/um/ I haven't got any money/ and my car's/ um/ broken down
- B: Oh/ where would you like the lift to?
- A: Um/ just the/ local shops/ please
- B: (laughs)
- A: Sorry
- B: Well/ if they're local/ you can walk
- A: Sorry/ I was wondering if you could move some/ help me move some things/ from my flat/ because I've got noone else to ask/ I/ I'd be very grateful
- B: Where to?
- A: Um/ just// into the car please?
- B: Oh/ um/ right now?/ this minute?
- A: Um/ well/ whenever you've got time available
- B: Well/ I've got to go and pick the kids up now/ but/ if I say about 6/ the children could help you do it/ if you'd like
- A: Yeah/ that would be great/ thanks very much
- B: OK

**A5**

A: OH MY GOD!/ I'm SO sorry/um/

B: Oh!

A: What/ what can I do?

B: Not to worry/ once you get the stuff out/ you can help clear it up afterwards/ Is that alright?

A: OK/ yeah/ um// I'm SO sorry

B: That's alright/ not to worry

**R6**

A: Hi!

B: Oh Hi

A: Um/ I was after a favour/ really/

B: Right/ What can I do for you?

A: Well/ the thing is my car broke down this morning/on the way to work/ and I need to pick up someone REALLY urgently from the airport/ and I was wondering if I could borrow your car?

B: Um/ yeah/ certainly/ [no problem]

A: [Is that alright?]

B: No/ that's OK

A: Oh/ that'd be [EXCELLENT]

B: [As long as you're] back um/ as soon as possible

A: Of course I will/ sure

B: OK

A: Thank you

**A6**

A: Hi/ um/ here's your car keys/ thanks for lending your car to me

B: Oh/ no problem/ that's OK

A: Um/ there is one little small thing um/ I've had a bit of a knock/ on the way back/ It WASN'T my fault/ it's the other driver's/ but I've got their insurance

details and/ I've given them my number so/ it'll be sorted out/ it's the bumper and the front headlights

B: Um/ right/um/

A: I am DREADFULLY sorry

B: OK/ um/ well/ we'll have to sort that out as soon as possible/ then

A: Here's/ here's their/um/ insurance details and their phone number

B: Alright/ thank you/ um/ actually/ if you wouldn't mind phoning yourself/ seeing it was your fault/

A: Ah/ OK/ if/ if you prefer that/ I'll do that

B: OK/ I'll give them a call later

A: Thank you

## R7

A: Come in/ Have a seat

B: Alright/ OK/ Hi!

A: Hi!/ How are you doing?

B: I'm fine and you?

A: Great I've um/ I've just got um/ a project/ actually/it's REALLY pressing and we need all the members of staff and/ I realise that you've booked your holiday and all/ but/ um/ this [wasn't taken into consideration]

B: [ I know what you're gonna ask me]/ I've really booked and I've just paid my deposit and I really don't want to lose it

A: Um/ I'm sure we can come to some/ to some// agreement here about/ whether [you can go or not]

B: [No/ just think about it] two weeks in Jamaica/ you want me to cancel that to stay here and do a project

A: Not cancel/ POSTPONE / [possibly]

B: [postpone?] For how long?

A: Um/ the project/ I'm not too sure how long it'll last but/ I'm sure/ it'll be over quite soon it's just rather pressing/ it's a big contract/ [ that we've got/ we've got to]

B: [You can't get anyone else?]

A: I need every member of staff

B: EVERY member/ though

- A: Unfortunately/ yeah  
B: I'm going for two weeks/ Can't I go and come and join you then?  
A: By then it'll probably be too late/ I think it's a bit more pressing than that  
B: Alright/ so what do I get out of this?/for doing this project?  
A: Um/ you get two weeks of holidays/ still/ just a bit postponed  
B: But I can still have two weeks of holidays but not be involved in the project/ if it doesn't really/  
A: It's rather/ we need every member of staff/ to/ to/ um/ do this project/ without you we wouldn't be able to get off the ground  
B: I'm that important?  
A: Yeah/ EVERYBODY/

## R8

- A: Hi/ I've um/ just let you know that / I'm/ I'm charge of this project/ and um/ get everyone together who's gonna be/ doing it/ and I was wondering whether you could/ possibly type up a few letters for me?/ to / to get out  
B: Yes/ what does the project involve?  
A: The project um/ it's a project where we have to be in touch with lots of people/  
B: //right  
A: and we need/ we need a/ formalising letters being sent out/ um/ they're all formalised to/ to get a standard/ directory of everybody we're gonna be dealing with  
B: Alright/ I don't mind doing them but/ how many/ letters does it involve typing up?  
A: Just a few  
B: Just a few?/ Can you give me a rough guess/ estimate?/ 'cos I've got some work to do myself  
A: Maybe if we/ we type out a standard letter/ and we can reproduce it  
B: //yes  
A: with just different headings  
B: That could be quite fun/ Who's gonna do the letter/ though/ me or you?  
A: Um/ if you could do that/that'd be GREAT  
B: Yes/ but I'm not exactly sure about/ what the letter's meant to say/so/ [if you just give a run down]

- A: [Well/ if  
I jot/ jot down] some notes for you and um/ you can then do the letter
- B: Yeah/ OK/ then
- A: Thanks

**A8**

- B: OK/ here's the letters
- A: Ah/ these letters are GREAT
- B: Alright/ thank you/ I've spent all my time on them
- A: Oh/ Oh dear!/  
B: What's wrong?  
A: Um/ looks like actually/ COMPLETE error/ on my part/ I gave you some of  
the wrong wording to type out  
B: Alright/ OK/ so/  
A: I just need to/ I have to change a couple of things around/ and some sentence  
structure and/um/ sort of cross this bit out and put this bit here  
B: Do you know you'd save a GREAT amount of time if you did it yourself  
A: Um/ well/ I'm trying to organise the whole project/ and/ and get everything off  
the ground and/  
B: Yeah but/ you/ it's basing the letters so the letters are correct/ your project is  
not gonna be very good, is it?  
A: Well/ I'd REALLY appreciate it if you could do this um/ a.s.a.p.  
B: a.s.a.p./ Alright/ look/ you just/ make the changes what you feel you have to do  
and then hand me the letters and I'll correct them  
A: Thanks a lot

**R9**

- A: I hear your country house is gonna free for a week
- B: Yeah/ for a couple of weeks/ actually/ I've got no time off and I've/ I'm  
moving away and it's all free and/ nobody is staying and I really need someone  
to stay/ to/ guard/ for security reasons/ I don't like leaving it empty
- A: So/ you wouldn't mind if I asked if I can stay there for a week/  
B: That'd be GREAT/ actually/ if / if you/ you know/ make sure it's all secured  
and [keep everything locked]



A: [Oh/ yeah....]I'll be able to do that

B: Thank you/ that'd be great

### A9

B: Oh/ How did it go?/ Did you have a good time?

A: It was GREAT/ I feel REALLY relaxed

B: Yeah?

A: Here's your keys/ the house is VERY nice but/ I've got something to tell you

B: What happened?

A: I kind of spilt some ink on your carpet/

B: Not on the Persian rug

A: Yeah/ I'm SO sorry/ I tried to remove but it wouldn't come out/ I'll pay for any repair

B: You didn't use water, did you?/ you've probably spread the ink/ OH NO!

A: Yes/ I did/ I'm SO sorry/ I didn't/ I didn't know what to do

B: That's terrible

A: Oh God!/ Look/ I'll do anything/ Would you/

B: Don't worry about it/ it's my/ I let you borrow the house/ you should have treated it like your own/ that's what you did/ that's great

A: OK/ thank you

### R10

A: Hi!/ I'm/ I'm here with my/my little nephew and I was wondering whether/ you could move over just a touch so we can sit next to each other?

B: Yes/ sure/ that's fine

A: Oh/ thanks a lot//OH/ sorry/ I just/ Didn't I step on your toe/ there?

B: Oh/ that's alright/ it happens all the time/ I've been hit in the head by bags so/ really

A: Are you sure?

B: I'm fine

A: Oh/ thanks a lot

**R11**

B: Hi/ come in/ take a seat

A: Thanks/um/ um/I'm here because REALLY I need an ADVANCE on my wages/ rather urgent/

B: Oh dear/ you know that/ um/ our budget is quite tight/ and has to go from month to month

A: Yeah/ I realise that but/ if you just wrote me out/ some of my wage and/

B: Unfortunately/ I have to check with our financial advisors/ to see if that's possible/ um/ I'll get back to you/ I'll let you know

A: Alright/ thanks

**A11**

B: Hi/ sit down/ take a seat

A: Thanks/ um/ I realise the money I/ I used is overdue/I'm/I'm here to bring it back for you and/ to apologise/ I've been rather bad/ particularly with my bills recently/ and/ I'm REALLY sorry/ it won't happen again

B: Well/ we've actually incurred some charges from the bank/ because we've gone overdrawn because of our tight budget and/um/ the company can't cover/ Would you be able to/ to cover some of those charges?/um/ for the overdraft that we/ we've

A: For the money that/ you lent me?

B: Yes

A: Um/ How much are the charges?

B: We can spilt it/ it was/ I/ I'd advanced you the loan/ so/ um/ if we split the charges/ 50 50/ that's um/

A: But when I get my wages it'd into full, won't it?

B: Yeah

A: Yeah/ that's fine

**R12**

A: Oh/ Hello/ um/ I see you brought your new computer

B: Yeah/ I know/ it's much easier to deal with work on this/ I'm quite used it 'cos I brought it from home

A: Yeah that's/ that's quite good/ Can I have a go please?

B: Yeah/ sure/ let just save my work here

A: Yeah/ it's really good

B: Yeah

A: Um/Where did you buy it?

B: Oh just/ um/ I went to/ PC World/ I suppose and asked them about the range of laptops they had and this/ seemed the most suitable for me

A: Good/ good/ yeah/ I'm impressed/ Well done

B: Thank you

**A12**

A: Um/ um/ I'm REALLY sorry/um/ I accidentally dropped it and/

B: OH MY GOD!

A: The screen/ the screen's broken

B: The screen is broken?

A: I'm REALLY sorry/ I'll have to replace it for you

B: Um/ well/ that wouldn't be a problem/ I DO actually have it insured when I bought it/ I just

A: Right

B: I'll just have to fill in a form/ so you might just need to help me there a bit

A: OK/ well it should be covered under the company's insurance

B: Oh

A: Anyway/ so don't worry

B: Oh/ great/ it's new/ I've just bought it/ I thought/ Oh my God

A: OK

Informants: 2 males and 2 females – combination of informants I – students of sociology and classics.

**R1**

- B: Hi Jane/ How are you?  
A: Um/OK at the moment/ thank you  
B: You've no problems with the course or anything like that  
A: Well/ yes/ I am REALLY having a bit of difficulty/ there's one BOOK that I've had a great deal of problem/ obtaining/ and somebody did say that maybe/ you've got it  
B: Ah/ what's the name of the book?  
A: It's to do with sociology/ and um/ it's family and community relations/ throughout the medieval period  
B: Right/ um/ yes/ I think I do have that book at home/um/ Would you like me to look it out for you?/um/ if you come round to my house/ um/ later on/ this evening/ this evening will be alright/ um/ I'll be able to give it to you then  
A: OH/ that'll be fine/ about 8 o'clock?  
B: Yeah/ that'll be fine  
A: Yes?/ that'll be fine

**A1**

- B: Oh/ Hi Jane/ um/ that book that um/ I lent you/ last week  
A: Yes/ yes/ I did mean to bring it back I only wanted it on a sort of overnight/ loan but um/ sorry/ something happened this morning on the way out/ the phone rang/ and I had to dash back in the house/ put the book down to answer the phone and I'm afraid I've left it/ there/ Will it do/ tomorrow?  
B: Um/ I don't see why not/ if you bring it in tomorrow/um/ that'll be fine  
A: Thank you

**R2**

A: Oh/ um/ Hi/um/ I've got to go and do some/ errands in town/um/ you know/ just bits and bobs/ um/ nothing um/ that will take me more than an hour/ but um/ Do you think that you/ if you could cover for me for/ that time?

B: Well/ this is a bit difficult I think this is the SECOND time recently you've asked to do/ to do this/ to have time off

A: [But/ I mean]

B: [You know that] we are on tight schedule here, don't you?

A: This will be the last time/ it REALLY is/um/ quite important I've got to get um/ I mean/ Christmas is coming up I'm gonna have to get um/

B: Well we all have our problems/ I have/ great difficulties sorting my shopping arrangements out with um/ you know/ work but/ I managed to fit it in somehow/ perhaps just this once/ but/ um/ I don't want it to continue in this/ mode

A: OK/ thanks very much

**A2**

A: Oh/Hi/um/ I was/ I've just got myself a coffee/ um/ How are you?

B: I'm fine at the moment/um/ a bit weary after all this um/ shopping/ Are you feeling the same way?

A: Oh/ yeah/ absolutely/ yeah

B: They serve very good coffee here, don't they?/ it's/ it's the real strong sort that I like

A: Um/ yeah/ um/ OH I'm TERRIBLY sorry/um/

B: There you go again/ clumsy

A: I know/ it's always the kind of thing I do

B: You have this reputation, don't you?

A: Let me get a cloth/ um/ excuse me

B: I think I shall have to/ to retire to the ladies/ to sort this skirt out

**R3**

- A: Could you just/ um/ answer the telephone for me because I'm off/ out/ I'm just gonna go to the shop really quickly/ just popping out to the shop/ Could just answer the telephone while I'm out?/ it's very easy/ just pick it up and just write down what they say
- B: Yeah/ What about routine calls?/ I don't quite know/ actually/ how to use this/ I've only just started
- A: You just/ all you have to do is pick up the phone and/ and they'll tell you what they want/ just note it down/ there's a pad there/ write it down/ I'll be back in 5 minutes/ it will/ it will/ it's VERY simple//What/ what's the problem here?
- B: Well/ you know/ I've seen you doing it/ and you pass through calls here and those through there/ and put them on hold and/ I wouldn't know where to begin
- A: The hold button is very simple/ it says h/ hold
- B: Right/ OK/ yeah
- A: So/ if you've got a problem/ just ask anybody around here/ they're all willing to help/
- B: OK
- A: All you need to do is/ pick up the phone when it rings/ note down what they say/ I'll be back in 5 minutes/ OK?/ Is that alright?
- B: Yeah/ OK
- A: Sure about that?
- B: 5 minutes, yeah?
- A: 5 minutes
- B: It doesn't matter that I'm not doing my own job/ for 5 minutes
- A: That's fine/ it's only 5 minutes
- B: OK
- A: OK?/ thank you

**A3**

- B: 5 minutes!/5!/ that's an hour and a half ago!
- A: I'm REALLY sorry/ I got held up there was an accident outside and/ I'm REALLY sorry/ Have you managed to get everything/ ...all the messages?

- B: NO// my pen ran out/ I got a pencil/ the pencil broke/then the hold button wouldn't work/  
A: Do you remember any important phone calls that/ happened that you need to tell me about?  
B: Yeah  
A: What/ what have you got?/ calm down/ it doesn't matter/ it's alright/ it's OK/ just tell me what you've got/  
B: Right/  
A: The first few/ that's fine  
B: Um/ something about a meeting being cancelled and being moved forward/  
A: Which/ bit?/ day?  
B: I don't know/ um/ something about/ a contract needing to be signed but/ being lost/  
A: Any particular idea of which contract?  
B: No/ well/ everyone else was shouting at me/ 'cos I couldn't pass the messages on and they wanted to use the same phone system and/ I had it all/ Why did you leave me?  
A: .....What can I do about it?  
B: I've been into so much trouble for this/ They're gonna SACK me!  
A: No one will sack you/I'll tell them it's my fault/ I don't care/ that's fine/ there was a problem/ we're humans/ we can deal with this  
B: I cut the Managing Director off/ I didn't know he/ I pressed the wrong button/ he said to transfer it to line 3/ and I kind of  
A: That's OK/they'll understand / there was only a trainee on it/ that's not a problem/ we'll sort it out  
B: OK

#### **R4**

- A: So/ Did you/...?  
B: I gave the map to you  
A: No/ we...out before we left/ you were supposed to know where we're going  
B: I gave you the map/ yeah/ you said/ hold the map/ give me the map/ I gave you the map  
A: Please/ listen to me/ we sorted this out before we left/ we/ I/ I told you that you were map reading for me/ and now we don't know where we are

- B: I believe we cross straight on the road/ I mean/ I've been listening to the music/ I/
- A: So/ What have I been doing?
- B: Driving
- A: Exactly/ so then it's your job to concentrate on the map reading/ you've been saying turn off here/ turn off there
- B: No/no/no// Well I think you were going that way/ I was/ um/ well/ I haven't been map reading/ I/ I assumed you knew where we were going/ 'cos you have the map
- A: You have the map
- B: No/ no/I insist you told me to give you the map/ you just said to hold it
- A: But you/ you were supposed to know where we're going/ holding the map means/ map reading/
- B: Ah/ well/ I thought holding the map was the same as/ hold my suitcase while I close the front door/ which is what I obviously did/ I/ wasn't supposed to like look in
- A: You're so pedantic/ that's ridiculous/ the point is/ that you had the map/ you were supposed to know where we're going/ and we're lost/ so/ that's your fault
- B: No/no/ I wasn't supposed to know where we're going/ YOU were the person who has the map who is DRIVING
- A: I was supposed to do the driving/[YOU...]
- B: [.....] we've been going for 10 minutes now
- A: You've been saying go left and right/
- B: I wish you knew where you were going/ you always agreed with me
- A: Oh/ Did I?
- B: Yeah
- A: well/ that's because I thought you knew where we were going/ because you had the map/
- B: OK/ well/ I don't so we're lost
- A: Lost// Can you just ask that person over there/ if they know where we are?
- B: I'll look stupid/ it's a town/ we can't get lost in a town
- A: We just need to get to King's Cross station/ Will you just go and ask them?
- B: If I/um
- A: All you have to do/ I'm driving/ ask them now/ QUICK/ before they go
- B: Ah/ it's too late/ they're gone I'll never catch up with them



- A: ....
- B: I'm not gonna ask for directions/ they'll think I'm stupid/ it's central London/ you just follow the signs/ don't you?/ it's one way system/ you can't get lost
- A: You do get lost/ all they have to do is point us in the right direction/
- B: Next time we stop at some traffic lights I'll ask a person/ OK?

#### A4

- A: Um/ X/ I've just found the map/ SORRY/
- B: Do you know how much that taxi driver laughed at me?/ Do you understand how much?/ yeah/ because/ [.....]
- A: [I know/ I know/ I'm sorry]
- B: and kept repeating it
- A: Did you put it in my pocket?
- B: I put it in your hand/ I put it in your hand
- A: No/ I think you put in my front pocket/ when/ when I asked you/ when I gave it to you outside the house/ you put it in my pocket
- B: I did not/ I put it in your hand
- A: You did X
- B: That guy thought I was a complete moron/ I made it repeat it FOUR times/ [because I couldn't remember]
- A: [well/ 'cos you weren't listening]
- B: I was/ but when he goes down the road left/ right/turn right/ turn left go round the corner/ What am I supposed to do?/ Take it all at once?/ you had the map/ I [KNEW you had the map]
- A: [ I did have the map] I'm sorry/ I had the map/ OK/ I had the map

#### R5

- A: Hi John/um/I'm your neighbour
- B: Oh/ hi/ nice to meet you
- A: My name is Cathleen/ by the way
- B: Right
- A: Um/ I am moving/ shortly and um/ I did notice that you got a car and I wondered if you could possibly/ help with me to move a few things/ I know

it's a bit/ cheeky but/ I/ all my other/ all my other friends are tied up and they can't help on that day

B: When is this for?

A: Um/ it'll be next Wednesday

B: Next Wednesday/ um/ I can probably help you in the evening if that's helpful at all

A: Um/ yeah/ I've had everything ready/ it's just a case of loading the

B: Where to?

A: Um/ it's only about a mile away/ I'm moving

B: Oh/ that's no problem at all/ sure/um/ yeah/ I mean/ I finish work about 6/ it'd take me an hour to the house so we'll leave about 7/ or 8 before I can get round to help you but/ yeah

A: Oh/ that's great/ thank you

## A5

A: OOOPS!

B: AH/mmm/ I'd better... and have a look at the damage

A: Yes/um/ that looks pretty drastic/ I know but/ I will pay for it to be professionally cleaned

B: OK/ um/ there's not much more I can say/ if you're willing to do that/ I mean/ it was obviously an accident/ that's not a problem/ I accept that/

A: It's just the chaos with the moving/ and probably the top was not on/ but um/ as I say/ I will pay for the cleaning

B: Well

A: I can't/ ruin your car

B: No/ that's fine/ as long as you.../not a problem with me at all/ it was an accident/ right

A: Thank you

## R6

A: Hi

B: Hi/ It's John, isn't it?

A: Yeah/ um/ I've got a small favour to ask/

B: Yes?

A: Um//well/ I've got to go and pick/pick/ pick my mum up from the airport/ she's just flying back from her holiday but/ um/ unfortunately on the way to work this morning/ the reason why I was late/ is that my car broke down/ and/ obviously I would/ you know/ I would ask her to wait at the airport until my car's fixed but it's not gonna be finished for a couple of days/ Is there a chance I could borrow your car?

B: Um/ not really because I've been having problems with mine/ but um/ if you ask Michael in the other office/ if he would take you/ um/ I will say it's OK/ normally/ um/ I wouldn't/ um/ agree with this but/ seeing that you're collecting your mother/ I would like to think of my son doing the same/ for me/ so/ go and ask Michael

B: Thank you

## A6

A: Thanks a lot for that/ I got my mum home safely/ no problem

B: Yes

A: Well/ I actually there was a/ a small problem um// on the way back someone pranged me/ from the side/ I was turn/ I was going all the way round this...junction in front of me/ there's not a lot of damage to the car/ the/ the bumper is slightly dented/ and there's a cracked headlight there's no structure damage AT ALL/ and the body work isn't chipped/ I can get it to a garage and I can have ALL the damage paid for/

B: Is this Michael's car/ we're talking about or mine?

A: Well/ yours

B: You went to the airport in Michael's car

A: No/ um/ no

B: It's actually MY car you borrowed/ Ah/ I see/ um

A: I'm REALLY sorry/ like I said/ I was

B: Well/ I'm rendered speechless here/ you know/ I mean that was quite a new car/

A: Yeah

B: My lovely little Peugeot 106/ it's been pranged, has it?

A: I/ I/ it was his fault/ it's his insurance

B: You got all his details

A: I've got all his details/and/ my insurance covers me to/ drive any other vehicle/

so/ I'm covered as well

B: Well/ as long as it can be officially sorted out/ and I would like a replacement car in the meantime

A: FINE/ I shall take it to my/ my garage and get you a courtesy car/ until the work has been done to it

B: Well/ that's OK/ these things do happen

A: Sorry about that

B: As long as it's all gonna be officially sorted

A: It will be

## R7

A: Right/ Michael/ thank you for coming to the office when I/ invited you/um/ Do you have an idea of/ what we're going to talk about?

B: Um/ not really/ um

A: Mmm/ I believe you've booked a holiday for next week

B: Ah/ right/ Yes I have/ I have booked a holiday/ um/ Is this going to be a problem?

A: Yes/ unfortunately this project that we know this um/ high profile project we've been working on/ um/ suddenly it'd become/ REALLY urgent that we finish a section of it/ and you're the only one that can help on this/ now it has to/ there's a deadline to meet/ and unfortunately/ it's next week when you appear to be on holiday/so/ I'm wondering as a GREAT GREAT favour/ if you could sort of/ rearrange it or/ we will give you a few extra days to make up for this/ and/ monetary arrangements will be made also

B: Well/ I mean/ I'm afraid is not really as easy as that/ um/ I've booked the holiday/um/ if I cancel it now/ letting down my wife and children/

A: Yes/ I can go along with that/ but um/ I wasn't exactly asking you to cancel it/ I was um/ saying postpone it/ and possibly to upgrade it/

B: To upgrade it?

A: Yes/ you know/ a week or two later

B: Um/ well I mean/ if I/ don't go/ when I booked to go/ I'm gonna lose my deposit/

A: Well/ don't worry

B: With companies like this

A: Yes/ we can cover that/ your/ presence is required I know you'd rather want to help me in this um matter/ so/ money will not be a problem//

B: Well/

A: I realise it WILL be a problem with you and your family/ but I'm sure if you explain the situation/ your wife would be happy that this could possibly be/ mean promotion/ and she'll be getting a better grade of holiday/ at the end of the day//

B: Well/ if you put it like that/ I can't really/ say no  
(they both laugh)

### R8

A: Oh/ hello/ Michael

B: Hi

A: Um/ there's a few letters that I'm having a problem with/ connected with that project/ and um/ you know my typing skills are not that good and I wondered if you could/ you know/ retype it/ rearrange the um/ the contents of the letter/ you know/ you've got a GOOD way with words so/

B: Well/ I mean/ I'm a little bit busy/ right at the moment but/um/ I see if I can fit them in for/ when do they have to be done by?

A: Um/tomorrow morning would be fine

B: [I'll see what I can do for you]

A: [11 o'clock or so]/ that would be fine Michael/ you're so helpful

### A8

B: OK/um/ I've done the letters that you/

A: Oh/ thank you Michael/ Can you just hang on a moment while I go through them because it's/ I've been in such a muddle over this/ that I'd better check/ that um/ we've gone through it right/ just a moment//AH/ alright/ um/ unfortunately/ my fault/ entirely/ I've given you the wrong wording here and the emphasis is on the wrong point/ therefore/ this company will get the wrong impression if we let this go

B: //mmm

A: Well/ um/ Do you think you can just retype/ it's just this one page/ that the wording is not/ um/ sufficiently/ succinctly put/ shall we say/ we've got to

emphasise this point very/ very emphatically/ otherwise they will get wrong hand/

B: Just one page?

A: Yes/ just the one page

B: Not the whole lot?

A: Not the whole lot/no/ just this one page and it was MY fault for this wording/ I take the blame here but um/ If you could just um/ do it in your lunch hour and um/ you can leave earlier tonight

B: Alright

A: Thank you Michael

## R9

B: How's it going?

A: Oh/ pretty good/ actually/ um

B: What are you up to at the moment?

A: Well/ um/ actually I was thinking of going on holiday and um/ this where you could actually help me out/ a bit/ 'cos you've got that/ house in the country

B: Yeah/ yeah/ yeah

A: So/ is there/ there isn't gonna be anyone

B: No/ not for/ two weeks

A: Um/ Do you think it'd be possible if I/ went there for/

B: Kind of house sitting?

A: Yeah

B: That would be GREAT/'cos I'm looking for someone to look after the cats/ anyway

A: Really?

B: Yeah

A: OK/ I mean/ yeah/ I mean

B: Are you/ Are you free for that two weeks/ Would that be a good holiday for you?

A: Um/ yeah/ I was only thinking of being there just for the one week but um/

B: Just the one week?

A: Um//

B: You couldn't stay for two, could you?

A: Well/ extend my holiday for an extra week?/ um/

- B: So/ I mean/ what I'll do for you/ is I can leave you a list of everything than needs taking care/ 'cos I need all the plants watered/ obviously/ and um/ the cats feeding/ the dogs/ you need to feed the chickens every morning/ I mean it's not/ I mean it's not that much work/
- A: Ah/ yeah/ well
- B: If you gonna be in the house/ you need to really look after all the animals/ obviously/
- A: Well/ yeah/ um/ the thing is/
- B: I'd love you to do/though/ it'd be GREAT
- A: Well/ um/ I'm supposed to be back at/ at work the week afterwards so/
- B: Well/ have you got any/ any friends/ girlfriend/?/ What about that girlfriend of yours?/ Can't she do the last week?
- A: Um/ on her own?/ um/ well/ I suppose I can ask her/ I'm not sure she'll be very happy about that
- B: I'd love/ I'd love that because that'd be great/'cos I was actually going to take/ the cats to the/ the kennel type place but I don't really like leaving them there/ so that'd be great/ if you could look after them
- A: Well/ I'll ask her and see if she's right about it/um/ yeah/ OK/ I mean/ I/ I'll look after them
- B: Thank you/ that'd be great/ Excellent

## A9

- B: Was everything alright/ then?
- A: Um/ yeah/ everything
- B: No problems?
- A: Um/ no/well/ yes/um/ a slight problem/ um/ I've had a little bit of an accident/ you know/ you know I'm accident prone/
- B: I DO know you're accident prone/ yes
- A: You know/ um/ the kind of things I do/
- B: Just tell me what's happened/ just get to the point
- A: Um/ basically/ you know your/um/ quite expensive carpet/ you got in the house/
- B: In the lounge?
- A: Yeah
- B: The pink one?

- A: Yeah the bright pink one/um/ well/ it's still mainly/  
B: You're joking, aren't you?/ I don't believe it/ don't wind me up/ I don't know/  
It's OK/ I know you're joking so that's alright  
A: Um/ well/um/ I'm actually not joking/um/ it's/ it's/ it's just got a slight/  
addition to it/  
B: What/ what have you done to it?  
A: Black/ ink/  
B: Permanent/ black ink  
A: Well/ um/ permanent/ yeah/ ish/ so/ yeah// sorry  
B: Have you tried to get it out?  
A: Um/ yeah/ I mean/ I vacuumed the um/ you know/  
B: Vacuumed?  
A: Um/ and all the um/ yeah// it didn't really sort of go  
B: OK/ um// don't worry/ I'll get it sorted/ don't worry  
A: You're really not that/  
B: Yeah  
A: You're not just saying that?  
B: I'm a bit/ upset obviously but/ I mean if I give you the house to stay for two  
weeks/ I mean/ there's gonna be something going on/ so/ yeah/ OK  
A: I mean/  
B: Everything else is fine?  
A: Yeah/ the house is fine/ the chickens are fine/  
B: That's/ that's the main thing// How did you do it?  
A: Um/ well/ there's/ I was writing some letters/ and my ink bottle  
B: And you just spilt it  
A: Sort of

## R10

- A: Excuse me/  
B: Yeah?  
A: Do you think there's any possibility that I can sit/um/ in your seat/ because  
you've actually got two/ well one's next to it/ so that I can sit with/ Amy  
here?/ Would that be alright?/  
B: Mmm



- A: I mean/ that will mean you will move to single seat but/ I/ I'd really appreciate it/ 'cos she's not very good on her own
- B: Yeah/ sure/ sure/ OK/ um/ yeah/ I'll move
- A: Oh/ I'm TERRIBLY sorry about that
- B: It's alright/ I mean/ I don't mind/ I'm OK about it
- A: You're OK?
- B: Yeah/ don't worry

## R11

- B: Right/ What can I do for you?
- A: Um/I might as well get straight out with it/ I've actually/ come to ask you/ if it's possible to have a/ loan/
- B: A money loan?
- A: Yeah/um/ there's a slight money problem at the moment/
- B: What/ what's been happening to you?
- A: Well/ I had/ all these extra bills coming that I wasn't expecting this month/um/ and basically/ they said if I don't pay the money by the end of the week/ I won't have any electricity/ my gas/ um/ my telephone
- B: So what kind of figure are we talking about here?
- A: Well/ it's only/ it's only about £350/
- B: And you want to borrow £350?
- A: Obviously I'll pay it back next pay day
- B: How much do you get per month?
- A: £700/
- B: £700/ and you've been working out your finances?
- A: I have/ like I said/ I wasn't actually expecting these bills to come in till/ till the end of the month/
- B: Right/
- A: Um/they've come in/
- B: And how/ how long do you want this loan for?
- A: Just/ just until next pay day
- B: 'Cos it's not really company policy/ and / I mean// you REALLY are/ in/ in deep water?/ I mean/ you have to be to come and ask/ I suppose/
- A: Yeah/ um/ like I said/ I/ I just wasn't expecting them in/ this soon/ I thought if they came in two weeks' time/

- B: And there's no way around it?  
A: I've spoken to the um/ I've spoken to the company's.../ no/ this is it/ you have to pay this time/  
B: Can I think about this?/ um/ How long have you got?  
A: Um/ I've got/ I've got/ got about four/ four days/  
B: And then how are you going to pay it back?  
A: At pay day which is what/ two/ two and a half weeks away  
B: Then how will you pay next month?  
A: Well/ I won't have the bills, will I?/ so/ it/ it should be OK/  
B: My advice to you// is get your finances sorted out/  
A: Yeah  
B: What about direct debit?/Thought of that?// they're in touch with the/ gas company the electricity company/ your bank/ get it done by direct debit/ I will lend you the money this time/ then it won't happen again  
A: OK/ thank you

#### A11

- A: Here's the money you lent me/ thank you very much  
B: Where's the interest?  
A: buhu!// you never said there'd be interest  
B: No/ I didn't/ but I also said that it was due back within a week//  
A: But// I didn't have it/ in a week/ did I?/ I mean/ it's here NOW/  
B: You've been avoiding me for THREE weeks// I DO know what you do when you hide behind the photocopying machine//  
A: It was a bit silly, wasn't it?  
B: It WAS a bit silly, wasn't it?  
A: Yeah/ of course// I/ I/ honestly DID NOT have the money/  
B: I know/ but come to me/ and talk to me about it  
A: Alright/ yeah  
B: Do not HIDE from me/  
A: No/ I'm sorry/ but/ I've got the money now/ though/ thank you very much for lending it to me/ I did get all the bills paid  
B: And you know it won't happen again, don't you?  
A: I know/ I understand/ yeah

**R12**

- A: Oh!/ you've got one of those new laptops  
B: Yeah/ well/ I thought as I started I'll treat myself  
A: Yes/ great/ Can I have a go?/ Oh!/ Will you show me how to have a go?  
B: Yes/ certainly/it's/ it's basically the same as any normal PC/um/ except that it is smaller and more compact  
A: Mmm  
B: UM/ more to go wrong with it as I found out/ no/ it's just basically/ use it the same/ as you will any normal laptop/ um/ well/ like a fairly normal PC  
A: Yes/  
B: If you're familiar with using a PC  
A: Show me/ show me how you're contending with this at the moment  
B: Well/ basically/ what I'm trying to do at the moment/ I've just tried to convert/ the files I got in here to/ going to the PC/ so I move them up  
A: Ah/ yes  
B: Um/ you just/ get the files as you would normally and send them down the line/ it's a lot easier than having to like print it all out/ take it all home/ work with it at home and/ bring it back in/ type it all back in again  
A: Gosh!/ that does seem very innovative

**A12**

- A: Thank you for lending me your/ um/ laptop  
B: Great  
A: But um/ clumsy me/ I got a confession to make/ I'm afraid/  
B: NO  
A: Yes/ it's been damaged/so/ um/ I don't know whether it's um/ you want to get it repaired or REPLACED?  
B: MMM!  
A: I know they're pretty costly  
B: How/ how much/ damage?  
A: Well/ I'll show you/ Do you want/ Can you get it assessed/ somewhere?// I'm REALLY REALLY sorry about this/ I'm SO annoyed with myself/ to be honest

- B: Well/ what happened?/ None of my files are there!/ all my work!/What about my project work?/ It's all gone!
- A: I think I pressed something and it sort of just/ skidded off the desk
- B: OH!/ OH NO!/ that presentation's got to be in on Monday/ it was all on there/ I didn't have a back up file/ What am I gonna do?
- A: Oh/ yes/ well/ Could we call an expert?/ and possibly sort it out
- B: We can hope it's on there somewhere/ but/ I mean/
- A: I don't want to press anything else
- B: These things are so temperamental that once you've lost something it's difficult to get it back
- A: Yes/ I know// Do you think we should call somebody else?
- B: I think we should/ yeah
- A: An expert
- B: Yeah
- A: I have um/ somebody in the next office/ who knows somebody/ who possibly knows
- B: Right/ yeah
- A: Quite a wizard with these sort of things/ so/
- B: OK
- A: We'll call him in
- B: Yeah.

Informants: 3 females – students of sport science

**R1**

A: Oh/ hello!

B: Hello/ How are you?

A: Oh/ not too bad um/ I have a problem though um/ you know the assignment that I've got to do/ well the library is closed and I actually need/ a book that I know that you have/um/ I don't suppose you'd able to lend this to me, would you? so that I can get my assignment finished/ please

B: Right/ um/ I'm a bit busy at the moment/ but if you could come along at/ 3 o'clock/ for example/ um/

A: 3 o'clock?

B: if that's possible/ I can give it to you then/I'm actually off/ going towards a meeting/ at the moment

A: Oh/ I see/ um/ there's no way I could quickly come up and um/

B: Um/ I suppose so/ you could/ go and um/

A: I mean/ perhaps you know/um/ of um/ another lecturer that has the same book//

B: If you go to/ the um/ to the other room/ next door to my office/

A: //Yes

B: That should be open

A: //Right

B: And you know/ you should be able to find the book

A: //I see

B: If not/ come back at 3

A: OK/ alright then/thank you

**A1**

A: Oh/ Hi/ um// I know that I promised to/ um/ to bring that book to you/ but I'm TERRIBLY TERRIBLY sorry/ I/ I have/ I've just been SO busy/ and so worried about getting everything done/ I've/ I've actually/ forgotten it/I'm/ I'm REALLY sorry/

B: Well/ um/ I'm not very impressed/ to tell you the truth/ 'cos somebody else is waiting for it/ but/ there's no much I can do about it so/ you can give it to me the next/ time you're around/ as soon as possible/ please

A: OK/OK/ that won't be a problem but/ I/ I am VERY sorry

B: Yeah/ I accept that

## R2

A: Oh/ um/ Hi/ I was wondering/ Is it possible/ I need to do a few things in town/ Could I possibly/ they'll probably take about an hour/ Could you cover for me?

B: Could I cover for you?

A: Yeah/ they're VERY important

B: I mean/ what/ what do you want me to do?/ What do you want me to cover for?

A: Just cover my um/ my job for a minute/

B: Is it not possible you can go in your lunch hour?

A: No/ they're REALLY important/ I need to go and pick up a prescription/ also go and see somebody

B: Alright/ OK// well/ you/ you haven't come and asked me this sort of thing before/ so/ under the circumstances/ yes I will/ but/ I/ I'd like you to know that um/ you know/ I won't be doing this sort of thing/ again

A: Right/ OK/ thank you

## A2

B: Hi!

A: Hello/ how are you?

B: Ah/ not too bad/ How's work been today?

A: Alright/ yeah/ just the same

B: Yeah?/ What have you been up to?

A: Um/ just been dealing with an awkward customer/ to do with um// with something that hadn't arrived

B: //yeah

A: But/ managed to/ to sort that out

B: Yeah/ everything going well, is it?

A: Yeah/ basically

- B: I'm absolutely worn out/ actually/ it's nice to come and have a coffee/ and just um/  
A: Yeah/ I went ahead and ordered myself one/ since I was waiting for you  
B: OK/ yeah/ fine/ fine// OK/ Shall we stop talking about work now/ that we finished work/ and just/ get on with our coffees  
A: Yeah//OH/ UM/ OOPS!/ Um/ sorry I've um/ spilt it on you/ I hope it didn't burn  
B: OH NO um/ no/ don't worry about it/ these things happen  
A: I'm TERRIBLY sorry  
B: No/no/ don't worry these things happen/ just forget it  
A: Here/ use this serviette  
B: Oh/ thanks

### R3

- A: Hi/ How's everything going?  
B: Fine/ thank you  
A: Um/ I hope you don't mind/ but I've got to pop out and get a few things/um/ Would you be able to answer the phone for me while I'm gone?  
B: Yeah/ it shouldn't be problem/ Can you just/ run through/ some things with me?  
A: Sure/Well/ Have you/ Have you any experience of/ telephone work before?  
B: Yeah/ that's not a problem/ it's just/ these forms and things/  
A: These forms?  
B: They need to be filled in  
A: Which forms are those?/ Well if you just wait/ you know what the procedure is about answering the telephone, don't you? I mean/ just/ just sort of/ you know/ give the/ the name of the company  
B: // yeah  
A: The department that they need/ and take some notes and then just/ just/ just leave them and I'll/ I'll deal with those when I get back  
B: Yeah/ OK/ that's no problem  
A: Alright/ thanks

**A3**

A: Hi/ How did everything go?

B: Fine/ thank you/ you took your time/ though?

A: Took my time?

B: Yeah/ yeah you said you were going to be a couple of minutes

A: Well/ I wasn't very long/ I didn't have many things to get

B: Half an hour

A: Half an hour?/ but you managed OK, didn't you?

B: Yeah but/ it got a bit stressful

A: Oh/ I'm sorry

B: It's alright

**R4**

A: You know that map you gave me?

B: Yes

A: I'm really sorry but/ I've managed to/ mislay it

B: MISLAY IT?

A: Yeah/ I've lost it somewhere

B: What do you mean mislay?/ How are we gonna find where we need to go?

A: Um/ look/ there's a pedestrian at the end of the street/ we can park alongside and ask him

B: OK/ fair enough

**A4**

A: Oh/ um/ OOPS/ um/ my um/LOOK/ I've found the/ map/ it's been in my pocket all this time/ me/ sorry

B: Silly tweet/ well at least we know where we're going now

**R5**

A: Um/ Hi!/ um/ I know um/ this might seem like a bit of/ a silly thing to ask/ actually but/ um/ I/ Is it possible that I could ask you a favour?



- B: Yeah/ sure/ I don't think we know/each other very well so/ I'll just introduce myself/ I'm Frances and you?
- A: My name's Julie
- B: Right/ OK
- A: Um/ you know/ I mean/ normally I wouldn't/ impose/ like this but um/ it's a bit of a desperate situation/ actually/ I/ I want to move out my flat/um/ but/ I haven't/ got a car/ and all my friends are away on holiday at the moment/ and um/ unfortunately I'm in a situation where I REALLY haven't got/ enough money to hire/ um/ my own transport so/um//I'm sorry um/ I know this is a bit of an imposition but/ Would it be possible and PLEASE be honest with me/if/ it's not the case but/ Would it be possible/um/ that you'd be able to lend me your car so that I can move some of my bits and pieces?
- B: Um/I won't be willing/ to lend you my car but/ for you to drive but/ I'll be willing/ for/ me to drive it myself
- A: REALLY?
- B: and help you
- A: REALLY?
- B: Yeah/ that's not a problem
- A: Oh/ brilliant
- B: When were you thinking of?
- A: Um/ well Is it/ possible we could do it at the weekend?
- B: Yeah/ that shouldn't be a problem/ Saturday afternoon
- A: Yeah/ that's GREAT/ Oh/ brilliant/ thanks ever so much/ I REALLY REALLY appreciate it
- B: OK
- A: Thanks

## A5

- A: OH/ I'm SO SO sorry/I/ I REALLY am sorry/ it's / terrible/ I mean/ I know you've done this favour for me and everything/ LOOK/um/ Can I/ offer to/ yes/ I know I'm in a bad situation/ but/ I INSIST/ that I um/ I'll pay for the cleaning of/ of your/ of the car to get this/
- B: Look/ it's just/ an accident/I mean/ things DO happen and// I accept your apology/ it's not um/ a problem/ yeah/ it's/ we'll clear it up

A: Only if you're sure because otherwise I/ I REALLY would like to put it right/ because you've been so kind to/ help me move and everything/

B: Well/ we'll have a go at cleaning it/ and see/ go from there

A: OK

## R6

A: OH/ um/ Hi/ um/ I've got a bit of a problem/ I'm supposed to be meeting my friend from the airport at/ 2.30/

B: //yes /

A: and/ I've just been out to/ to start my car and it's broken down/ I was wondering if there's any possibility/ if you're not using it/ if it's not an inconvenience/ if I can borrow your car?

B: My car!/ um//well/ um//Where is it you're going?/ to the airport?

A: Yeah/ to Gatwick

B: To Gatwick!/ to pick up your friend/ um/ How long do you reckon you're gonna be gone?

A: Um/ well/ the plane's due at 2.30

B: //yeah

A: So hopefully/um/ it's about an hour from here/ so/ I'll be back by 4/ hopefully but/ obviously it depends on the traffic

B: AH!/ I/ I/ I'd REALLY like to lend you my car but/ um/ I/ I've got to go out and see a client at 3/ and it's/ I DO need my car/ so/ I'm not going to be able to/ to let you borrow it/ Have you asked anyone else in the office/ if they could?

A: Yeah/ I'll go and have a word/ it's just thought that maybe/

B: //OK

A: you'd be able to lend it to me/ but it's not a problem/ I understand

B: Alright/ yeah/ fine

## A6

A: Um/ hello/um/

B: Hi!/ Picked up your friend OK?

A: Yeah/ that wasn't the/um/ that was fine/um// I had a small accident on the/ way back/

B: You had a small accident  
A: Um/ yeah/ um/  
B: Well/ what sort of an accident? /  
A: The um/ well/ I hit the bumper/ and one of the lights//I'm TERRIBLY sorry/  
B: Yeah/ I bet you're sorry  
A: Um/ I'll repair/ I'll pay for any damages/ and everything  
B: Well/ listen/ Are you alright?  
A: Um/ yeah/yeah  
B: Is your friend alright?  
A: Yeah/ yeah  
B: Did you take down some details from/?  
A: Yeah/ I've got everything like that  
B: Right/OK/ well/um/ let's go outside and have a look at the state of the car,  
shall we?  
A: Right/ OK  
B: OK

**R7**

A: Hi/ um/  
B: Hello  
A: How's things?  
B: Fine/ thanks and you?  
A: Yeah/ not too bad/ look/um/I'll come straight to the point/um/ you know this  
project/ that um/ I've been put in charge of/  
B: Oh yeah/ the that um/ you were really pleased about getting  
A: Yeah/ that's right/ well/ the thing is/ it's REALLY important that I get e  
everybody/ who's available INVOLVED/ and um/well/ I'm REALLY going to  
need you/ to be involved with this project//  
B: Ah/ right/um  
A: But um/ you have a holiday booked, don't you?  
B: Yeah/ it's that when it's gonna be?  
A: Um/ well/ actually I'm gonna need you/ during/ the time that you're away/ I  
mean/ Is it possible/ that you could postpone by any/ chance?  
B: Well/I've already/ booked the ticket/  
A: //yeah

- B: and/ like I've got other friend coming/  
A: //yeah  
B: booked her ticket  
A: //yeah  
B: We're REALLY looking forward to it  
A: //right  
B: We can/ maybe see if we can get/ if we can transfer it but/the thing is we might lose quite a bit/ of money  
A: But you know how important this project is, don't you?  
B: Yeah/ I do/ I'll talk to her/I'd like/ I REALLY would like to help  
A: Yes  
B: But/ obviously I can't let her down/ as well  
A: OK/ but is it possible?/ I mean/ Would you be prepared/to/ look into it and see if it/ if you can/ perhaps  
B: I'll DEFINITELY look into it/  
A: //yeah  
B: But I can't promise anything  
A: OK/well/ yeah/ if you have a look into it and then tell me/ how things go  
B: Yeah/ I'll get back to you  
A: OK/ but/you know how important this is, don't you?  
B: I do understand/ and I REALLY will try  
A: Alright/ that's good  
B: I have to think about her/ as well  
A: OK

## R8

- A: Um/ I was just wondering/ Is it possibly/ possible that you could/ type a few letters for me/ for my project?/ I'm REALLY busy at the moment  
B: //Yes  
A: and/ I could REALLY do with you typing them for me/ um/ Is that possible?  
B: Um/ well/ I've got a bit of work on/ but um//I mean/ Can I just work through what I can/ and then give you the rest?  
A: Yeah/ as much as possible/ that you can get done/ I'd REALLY appreciate it  
B: Yeah/ yeah/ I'll see what I can do  
A: Alright/ thanks a lot

**A8**

- B: Hi/ um/ I've brought you these letters/ that you wanted typing/ um/ I didn't have too much on/actually in the end so/ I managed to get them all done for you
- A: Alright/ that's great/ let's just have a look/OH um/
- B: What/ what's the problem?
- A: No/nothing with you um/ I seemed to have given you/ the wrong/ letters/
- B: WHAT?
- A: the wrong wording
- B: WHAT?/ah!
- A: I'm TERRIBLY sorry/ I don't suppose there's any/ possibility of you// redoing them?/ redoing the ones/ that I need?
- B: Um//
- A: You know/you can say no if you can't/ it's just/
- B: What/ what needs to be changed/ exactly? / I mean/ How much work needs to be done with these letters?
- A: Um/ just the main paragraph/ basically/ the main two paragraphs about/ the um/ the meeting
- B: Yeah/ um/
- A: About the agenda
- B: OK/ well/ I mean/ I still got the stuff on disk so/ you know/ I have got it all on disk so I can just sort of/ if it won't take too long/ it won't be a problem
- A: OK/ um/ I owe you one
- B: Alright
- A: Thanks

**R9**

- A: Hi!/ How's things?
- B: Fine/ thanks and you?
- A: Yeah not too bad/ I could REALLY do with a break though/ I mean/ things are just piling and piling on top of me
- B: Well/ um/ actually/I was/ that's what I was/ hoping to see you about
- A: Yeah? /

- B: Um/ I've got a house in the country/that's/ free for two weeks/  
A: / //yeah  
B: no one's/ in it/ it's/ you're welcome to use it/ if you want to  
A: Well/ that sounds fantastic/ you wouldn't mind, would you?  
B: No/ I wouldn't have offered it to you if I did  
A: Well/ that's BRILLIANT/ thanks/ I REALLY appreciate it  
B: I'll/ send the details to you  
A: Send them to me?  
B: Yes/ because I'm going/ away this weekend so/ it'd be easier to do it like that  
A: OK/ yeah/ that's good/ thanks

## A9

- A: Hi!/ Here are the keys/ I've brought them back for you  
B: Alright/ thanks/ Did you have a good time?  
A: Yeah/ I'd a brilliant time/ thanks/ yeah/ yeah/ LOVELY place you've got there  
B: Yes/ it's really nice/  
A: Um//Look/ um/ I might as well come to point/ and I don't think you're gonna be very happy with me/ AT ALL/ I don't know how it happened// but um// I ended up um/ sort of spilling/ something on your carpet and um/ I/ I've TRIED to get it off actually/ and it just/it just won't/ won't go/  
B: Um/ What exactly did you spill?  
A: I'm REALLY sorry/it's/ this is stupid, isn't it?/ I can't believe I'm SO clumsy/ it was/ it was BLACK ink  
B: And um/ What room was it in?  
A: Um/ it was in the front room  
B: The front room?  
A: Yeah  
B: Oh no/um/ beige carpet?  
A: Yeah/  
B: Right/ and whereabouts/ in the room?  
A: Well/ it's just/ you know/ right in the middle/ really/  
B: Right/um/  
A: Look/ I'm sorry/ I don't know/ what happened/ I TRIED to get it out but/um/ I mean/ I know you can get/ all sorts of/ you know/ wizard solutions and stain

removers and things/I mean/ you know/ if/ um/ if we can get somebody in to do it/ then/ I'm willing to/I'll pay for it

B: Right/ I mean/ accidents do happen/ I'm not cross but/ obviously/ we need to get it out but/ it's not a problem

A: Yeah

B: Um/ yeah/I/ I'm going down there next weekend/ so I'll have a look/ and um/ try to remove it

A: OK/ alright/ thanks

### R10

A: Um/ excuse me/um/ since you're sat here/ on a two seater seat/um/ I've got my child with me/

B: Yes

A: I was wondering if it's possible if you could move behind/ so that I can sit with/him?/ he's only/ um/ young/ and gets a bit worried

B: Um/ OK/I/ I don't see that's a problem/yeah/ sure/ take my seat

A: Thank you/ OH/um/ SORRY/ I didn't mean to step on your toe

B: (laughs) No/ don't worry/ people do that to me all the time

A: I'm REALLY sorry

B: No/no/no/no/ just don't worry about it

A: Thanks ever so much

### A11

A: Hi/ um

B: Hello/ how's things going?

A: Yeah/ not TOO bad/um/

B: Something/ up?

A: Yes/ there is actually/um/ it's just something that's come up/recently/ I mean/ it's/ it's not really much of a big problem/ it's just that um// actually I need a cash advance on my next salary/

B: //right

A: I mean/ I know the company does/ does do that/ so I was/ I was wondering/ I mean/ you know/obviously um/ you know/ I'll be getting my salary in a couple

of weeks so/ I can pay it back/ but/ Is it possible that/ um/ you could give me a cash advance/ please?

B: Yeah/ Can I/ get you to fill in/ one of these forms/um/ I need you to talk to/ my finance/ secretary/ but/ I actually don't see there should be a problem/ I'll/ authorise it

A: Right

B: As long as um/ you pay it back by a certain date/ that we're agreed on

A: OK/ I mean/ Is it/ Do you REALLY have to go through the um/ finance secretary and everything?/ I mean/ Can you/ I mean/ you know I'm gonna get paid in a couple of weeks/ you know/ and you'll have the money back//

B: Yeah/ I couldn't/ it does have to go through/ them/ it's not a problem we'll give you a cash advance/ but/ it does need to be done through them

A: Yeah/ I mean/ that's what they say but/ I mean/ you haven't/ I mean/ you know/that's what the write down in the rule books but/ you know/ it doesn't always work that way/ you know

B: Yeah/ but/ I'm afraid it does here

A: //Ah

B: and um/ we had something/ like it happened/ last year/

A: //Oh

B: and it was all/ discovered

A: //right

B: so/ it's in MY interest/ and in YOUR interest/ to be done/ with the secretary/ but/ it's not a problem/ I'll give you the advancement

A: OK/alright/ yeah/ thanks

## **All**

A: Hi! I've/ I've brought you the money back/ that um/ that I was lent

B: Yeah um/ a bit overdue, isn't it?

A: Um/ it's only by a couple of weeks

B: Yeah/ only a couple/ but/ it's still quite a long time/ like you promised/ it'd be back/ three weeks ago

A: Yeah/ I did do that/I'm REALLY sorry about that but/ you know sometimes these things come and up and you just/ you know/ you just have to/ to deal with them/ sorry



- B: Yeah but/ to me you don't sound TOO sorry about it// you seem quite relaxed/actually in your attitude
- A: Well/ I know/ I mean/ it's just one of those things, isn't it?/ I mean I've/ I've brought the money
- B: It's NOT one of those things/I'm sorry but/ all our books have/ gone out of the sink now/and/ I REALLY expected/ after what I've done for you/
- A: //yeah
- B: a more professional approach
- A: //yeah
- B: and attitude
- A: OK/ well/ it won't be happening again, will it?
- B: No/ it won't be/ not for a very long time
- A: Alright then

## R12

- A: How's um/ how are you getting on?
- B: Yeah/ not too bad
- A: Yeah?/Any problems?
- B: No/ not really/ just/ you know/ familiarising myself with/ with everything/ you know
- A: Ah/ I was um/ noticing that you brought your laptop in
- B: Yeah/ yeah
- A: I'm thinking of um/ purchasing one myself
- B: // Oh/ yeah
- A: I was wondering/ Do you mind if I um/ have a go on it?
- B: Um/ What now?
- A: Um/ yeah/ if possible/ or during my lunch break or something?
- B: Oh/ well// if/ if at lunch you wanna/ you wanna come to my desk/ and um/ I'll show how it all works and everything
- A: Yeah/ that'd be GREAT/ I REALLY appreciate it that/ Thanks
- B: No problem

**A12**

- A: Um// I've got something to/ tell you/um/ whilst using your um/ um/ laptop
- B: //yeah?
- A: Well/ you see/ I went to answer the phone and/ accidentally my FOOT got caught by the chair and/ as I reached/ I/ um/ knocked the table/ and/
- B: //yes
- A: the um/well/
- B: What?
- A: Well/ I can say that part of the screen fell on the floor and/ it sort of// SMASHED um/
- B: You're joking!
- A: [No.....]
- B: [You're having me on!]
- A: No/ I'm sorry/I/ well/ I don't know what else I can say/ I/ I'll pay for the/ damages and everything/
- B: //yes
- A: OF COURSE/ um/ it was a REAL accident/ and I'm REALLY sorry/um/ there's nothing more I can say/ except/
- B: //no
- A: I'll pay for everything//
- B: OK.

Informants: 2 males and 2 females – combination of informants II – geography, sociology.

**R1**

A: Ah/ Mrs Cox um/ I've a bit of a problem um/ my essay/um the library is shut/ and um/ one of the books I need to get out/ is in there/ and um/ I was wondering if you'd be able to get it for me 'cos I need this book pretty bad/ just to finish off my lecture really/ my um/ assignment/

B: When is the assignment for?

A: Oh/ a couple of days/ I left it a bit late

B: You did leave it a bit late/ um/ Did you not try and get the book before?

A: I did/ but it was always out/ and then um/ I tried to book it and um/ I couldn't 'cos it was already booked/ and then I said/ she said come back/ pop in and keep checking/ so I did and um/ I just couldn't get it but/ it's in there NOW/ and I REALLY need this book

B: I'll see.../ I'll see if I can get the book out for you

A: Thanks /yeah/ it'd real help a lot

**A1**

A: Ah/ Mrs Cox/ um/ that book/ yeah/ that book you lent me um/ yeah/ um/ I've/ I've meant to bring in it today/ I've forgotten it / I was/ I was in a rush to get to my other lectures/ and um/ I've forgotten it/ I was on/ Is it alright if I hand it back tomorrow?

B: Well/ I did get it out specially for you/ and you DID promise to give it back to me today

A: I did/ yeah/ I know/ I was just/ 'cos I left it a bit late/ I've been a bit snowed under and/ all the stuff getting on top/ really/ I was like/ just/ I've forgot/ I was rushed out of the house/ just grabbed the first thing/ plus grab my bag and stuff and/ I left out my stuff home as I do/ and um/ I just happened to left the book as well/ I'm REALLY sorry

B: It's not really much of an excuse but/

A: I know/ it's not much of an excuse but/

B: But/ you could tell your size/ so/ hand it back to me tomorrow

A: Right/ thanks so much

## R2

A: Um/ Is it alright if I/ if I have an hour or so off work/ 'cos I/ I've got some few things that I need to run in town/ I meant to do them earlier but/ I didn't get a chance/ I was gonna do them during my dinner break but/ I just need/ there's a few things that I've got to do/ I won't be back LONG/ it should be half an hour to an hour/ maybe/ I just got to/ sort a few things out

B: I don't know/ it's kind of/ a bit like taking liberties/ I know you may know that but/

A: I know it is/ yeah/ I REALLY do apologise/ I mean/..../ I would do them after work but/ the things will be shut then and/ the banks will be closed and that/ and this is REALLY important I've got to do these things today

B: How about I give you half an hour?

A: Ahhh/ I'll try

B: 45 minutes?

A: Oh/ yeah/ I'll be back as soon as I can

B: And then maybe stay on a bit later

A: Yeah

B: OK

## A2

A: Hi/ um/ I hope you don't mind/ I just ordered a coffee

B: Yeah/ that's fine

A: When I was waiting and um/ if you want a coffee I'll order you one as well

B: Yeah/ I'll just go and get my own/ it's alright

A: OK//OH SORRY/ OH/ how stupid of me/ I've just spilled my/ um coffee on your lap/ that's alright/ I'll/ I'll get/ I'll get a towel and wipe it up with something like that

B: Well/ if you can get me another one/ yeah?

A: Yeah/and I'll pay for the laundry bill and I'll get your coffee as well/ I'm really sorry/I'm sorry

B: That's alright

**R3**

- A: Hi/ um/ I know you're only here a few days but um/ I have to pop out and get some stuff so/ Would it be alright if you answered the phone/ for me while I'm out?
- B: Sure/ Can you tell me how to do it/ though?
- A: You just pick up the phone/ for a start and say/ hello/ the time/ if it's the morning then good morning/ if it's the afternoon then good afternoon etc/ etc./ and say the name of the company/ which is bla bla bla/ and/ just tell them the message and if they're looking for me/ tell them/ ask them the message and tell them/ that I will get back to them as soon as possible
- B: OK/ that's fine/ Do you have a pen there so that I can write down/ the sort of / the/?
- A: Yeah/ there's one there beside you
- B: Thank you
- A: You're welcome

**A3**

- A: Hi/ I'm VERY VERY sorry but my car broke down on the M3/ and the AA were extremely late in coming
- B: OK
- A: That's why I'm an hour and half late/ I know I said it'd only be a few minutes and I hope there's no troubles/...
- B: None at all/ there's about 5 messages for you/ I left them on the table
- A: OK/ that's no problem/ thank you very much
- B: You're welcome

**R4**

- A: Are you reading the map right at all?
- B: Yeah
- A: Then/ How come we're here and not in X street?
- B: Where?
- A: X street

- B: I didn't see that sign post/ sorry/  
A: Not too worry/ there's somebody over there/ Would you roll down the window and ask them?  
B: Why don't you do it?/ I don't trust strangers really/ specially at this time of night  
A: You're closer to the pathway  
B: .....  
A: I'm gonna have to stop the car and everything/ Would you just roll down the window?  
B: You were gonna curse/ OK/ I will roll down the window and ask the person

#### A4

- A: OH/ there's a map in there/ in the front pocket/ open it/ open up the pocket and get out the map/ will you?  
B: Well/ since we/ since we seemed to read the map wrong/..../ I'd prefer to go where he pedestrian said  
A: This is ... map/ it'll show the/ are clear  
B: [It doesn't matter the pedestrian said]  
A: [Go on/ go on]  
B: Take the next right/ and it's the first left after that/ and it's easily sign posted/ straight ahead so/ the map didn't work so far/ so I'm not using it anymore/ sod the map  
A: Right so  
B: [the trouble is that.....]  
A: [RIGHT SO]/ we go on until/ until the/ we go on and follow those directions/ and if we DON'T get there/ it's YOUR fault  
B: No/ I'm not taking the blame for this  
A: And then you can read the map  
B: OK/ no problem

#### R5

- A: Hi/ I'm Gerard/ I've just moved in upstairs/ I have been there for about two weeks now but/ I don't really know the area and um/ i'm REALY REALLY in trouble/ 'cos I've to move a lot of stuff out of my house and um/I see/ I've not

been nosy or anything but/ I just happen to know that you have a car/ and um/ I was wondering um/ Is there any chance you'll be able to/ give me a lift with some of my stuff to/ my destination?

B: Um/ well/ seeing you're new/ I don't see why not/ it's nice to meet you but/

A: //yeah

B: Yeah

A: Very pleasant/ I know it's under strange circumstances and everything but/

B: That's alright/ I don't mind

A: Thanks very much/ it's very kind of you

## A5

A: SHIT!/  
(they both laugh)

A: I'm/I'm REALLY REALLY sorry/ I/ I've no idea that that was there/ my friend must have put it there or something and/ I don't know/ I should have put it in a plastic bag but/um/ as soon as I get a bit of money I/ I'll pay for this

B: Accidents happen/ it's/ it's alright/ [I don't mind]

A: [I feel REALLY bad]/ it shouldn't have happened

B: Well/ it's life/ accidents happen

A: You're VERY understanding

B: That's OK

## R6

A: Um/ sorry to bother you/ but/ you see/ I have a little problem/ my car's broken down/ and I REALLY REALLY need to get something from the airport/ it's REALLY REALLY desperate/ I was wondering maybe/ you can maybe give me a lift or/ something like that?

B: Mmm/ What time are we talking about?

A: Um/ it's pretty urgent/ as soon as possible

B: Well/ you see/ George's just rung in/ you see/ he won't be in/so/ there's nobody else to mind the office so/ apart from that/ I REALLY REALLY can't help you because/ I WOULD if I could but um/ [...]

- A: [Is there any chance I could borrow the cars?]
- B: Sorry/ there's/ there is actually a policy in this company/ there's no company cars/ it's your own personal property and/ there's one company car for the manager/ and it's stated in the agreement that it can't be loaned to any other employees of the company/ I'm really really sorry
- B: OK/ Is there any chance for some time off?/ so that I can just// go and get it?//
- A: MMM/ How long would you be talking?
- B: Hour MAX
- A: OK
- B: I'll stay on a bit/ this evening
- A: No/ that won't be necessary/ you can take your hour off but/ the soon that you'll be back/ within the hour
- B: Ok/ thanks a lot

**A6**

- A: I'm REALLY REALLY REALLY sorry but/
- B: Where's my car?
- A: It's not that bad/ it's just little light and little dent in the bumper/ I'm REALLY REALLY sorry/ it was complete/ it WASN'T my fault someone drove into me/ I PROMISE/ I mean it/ I'll get it fixed straight away/ I'll take it to do this garage now/ I'm REALLY REALLY sorry
- B: There's no/ there's no need for that/ Did you take the number of the other car?
- A: Yeah/ I've got the insurance um/
- B: Then/ I don't see any problem about that/ but the only thing is/ you'll have to deal with... error/ I'LL LOSE my no claims bonus
- A: OK
- B: That's not a problem/ it wasn't your fault
- A: I'm REALLY sorry
- B: That's OK/ no need to apologise/ even though I didn't lend you my car in the first place



**R7**

A: So/ X/ Do you want to come into my office?

B: OK

A: Alright/um/ yeah/ you know the um/ project we just landed

B: Yeah

A: The/ rather large project we just landed

B: The big computer project/ yeah?

A: Um/ well/ I'm afraid that we're gonna have to/ we're gonna need everyone/ on hand for this one/um/ and therefore/ all the holidays that we've been giving out/ for the next month or so/um/ I'm afraid we'll have to cancel/ due to the scale of the project/um/ we're just getting/ to the stage where we can make big things/ yeah?

B: I don't believe this/ I have JUST booked my holiday/ it is the holiday of a LIFETIME/ I'm travelling AROUND the world/ for the two weeks/ I've had this holiday booked/ for MONTHS/ [we've been planning it]

A: [I know]

B: You've EVEN heard me in the office/ [I look forward to it]

A: [It is/ it is] but/ it comes to the point where this business/ needs this account to take off/ if we don't get this account we don't get it done/ then um/ there won't be much of business so we've got to take the/ the whole family into account here/ um/ and basically we're gonna have to call everyone back here/ you WILL GET/ um/ your holiday at the end of it/ if it goes well/ we'll probably put in an extra week or so

B: And what happens to the deposit that I've just put down?/ it's over a thousand pounds

A: Well/ we can't cover everything but/ at the end of the day/ the/ I'm sorry but/ if you feel that you can't/ commit to the company/ as we need you then um/ I'm afraid we'll have to um/ look elsewhere

B: I CERTAINLY CAN commit to the company/ to the office/ YOU WELL know that/ my standard of work since I've come here/ [has been....]

A: [We have no complaints about your standard of work]/ [we have no complaints about your standard of work]

B: [and I have an EXCELLENT record]

- A: We have no complaints about your standard of work but/ we NEED everyone on board for this/ project/
- B: // I understand that
- A: Everyone needs to be there/ everyone needs to pull their weight for this one/ it's the biggest we've had/ since the company started/ and we NEED everyone on board/ we need/ everyone MUST be here/ or else/ it's not gonna get done to the standard that um/ our client requires/ so/ therefore I'm afraid that/ you'll have to cancel your holiday for the time being
- B: Ok/ that's fair enough but/ when/ when my holiday will be?
- A: When we get the um/ ... done and then um/ we'll take things from there
- B: Is there any hope of/ knowing within the next week or so?/ so that I can/ [tell....]
- A: [I can't really say that] 'cos we haven't/ done the account/ if the client's happy/ then/ then we can take it from there/ it's not/ then we're gonna have to um/ look at the... situation and/ see where we go from there
- B: [So basically...]
- A: [Until we get the project done/ then]/ I'm afraid you have to put the holiday on hold
- B: Right so
- A: Thanks for being so sympathetic
- B (smiles)

## R8

- A: Sarah/ um/ this um/ new project we've got in here/um/ I'm just a bit/ behind on a few things I've got a lot of things on my/ things on my plate at the moment/ we've got um/ a few letters/ I've got clients I've got meetings to do/ and um/ I was just wondering if you could/ find any time to um/ print out a couple of letters for me that we could/ send off to um/ [some of our clients]
- B: [Yeah/ sure] Do you have any copies there with you?
- A: Um/ yes/ they're in my office/ they're on/ disk so/ if you just um/
- B: So I'll just have to print them out/ brilliant
- A: Just have to/ well/ there's a rough kind of/ guide there that we/ that..../but they need to expand a bit/ it's just the usual job/ you know/ the usual kind of formalities that/..../ but the basis of it is there/ you just [ need to um/] expand

B: [How many?]  
A: Well// two dozen/  
B: Ah/ yeah/ not a problem/ that's alright/ [I'll get them done within half an hour]

A: [Right/ and they'll have to be/]  
individually typed to/ each company/ 'cos it's the same kind of lines but/  
different kind of approach for each company/ you know/ it's a bit/ like that

B: Do you want me to post them for you?

A: Yeah/ if you could

B: Yeah/ sure/ not a problem

A: OK/ thanks very much

**A8**

B: Neil/ you know those um/ letters that you asked me to type out/

A: Yeah

B: Well there's a slight problem with them/ your wording in them/ I don't think it's quite right/ the structure is all wrong/

A: Yeah/ I've just had a look at the first few done/ and/ I think there is a problem with the wording/ I think we'll have to um// we'll have to come together on this one/ and um/ pull up our socks and we'll have to redo the whole letters/ the whole lot/ I think

B: OK/ well I've got 10 minutes/ now free/ Do you want to go over them?

A: Right/ I think/.... will take more than 10 minutes so/ um/ if we arrange to do it over the/ lunch break or/ stay behind one evening at work/ I think we should get them done that way

B: It will have to be today because they're due out tomorrow/ right?

A: Yeah/ that's OK/ yeah

B: Yeah/ OK

**R9**

B: OH Sarah/ How are you doing?/ I haven't seen you for a long time/ tell you what/ you should come round to my house one day/ I've got a house in the country side/ no one's using it for the next few weeks/ we should get together?

A: Oh/ I'D LOVE TO/ I've been SO stressed out for the last three weeks/ I'll be looking for someone to go/ stay with/ Is it OK if I come?

B: YEAH/ sure/ we haven't seen each other for a while we should get together/ Have a chat about old times/ see how things are going and that

A: That'd be BRILLIANT

B: We'll be both away from the hassle and bustle of life/ yeah/ it'd be great

A: EXCELLENT

B: Right/ I'll see you soon then

A: OK/ I'll give you a phone

### A9

B: Oh Sarah/ it's good to see you/ How did you go with the house/ then?/ Was it good?

A: Oh/ it was BEAUTIFUL/ Neil/ the only thing is I dropped/ some black ink on your carpet in the living-room

B: My new Afghan carpet/ I can't/ ah/ don't worry about it

A: I'm SO SO sorry/

B: Don't worry about it

A: I tried to get it out/ it wouldn't come

B: Oh/ don't worry

A: Are you sure?

B: Yeah/ it's only/ it's only a carpet/ I'll just have to/ send it away to get a new one done again

A: I'm sure you can get it cleaned somewhere

B: Yeah/ don't worry/ as long as you had a good time/ really/ you had a break

A: I had a brilliant time

B: Ah/ that's good

A: Thank you SO much

B: No worries/ no worries/ we'll sort it out somehow

A: [I REALLY...]/ OK

### R10

A: Oh/ excuse me/um/ I don't mean to be a hassle/ I was wondering if you um/ wouldn't mind swaping seats so um/ me and my child can sit down together?

B: Um/ well/ there's plenty of other seats/ I don't mean to be rude but/ there are plenty of seats

A: I know/ but they're all singles and I was wondering/ since you're sitting on your own if you wouldn't mind/ sit on there and um/ we can sit together/ and I'll keep an eye on my child

B: Yeah/ I don't mind/ right

A: OH!/ I'm ever SO sorry/.../ sorry/ I'm very sorry about that

## R11

A: Um/ I don't mean to/ to take a liberty or anything but/ I just wondered if maybe/ you could lend me some money/ from the petty cash?/ 'cos I've got LOADS and LOADS of bills in/ they've all come at once/ I haven't got any money to pay for them//

B: Ah/this/ anyway it's not a good time/ I've just/ I've just got the new/ appointment/ manager/ and// I don't think they're gonna like if I start dishing out money left right and centre/

A: [I...]

B: [considering I'm getting everything] I'm gonna be taking a liberty myself by/ as soon as they think I'm in power/ then they'll think/ [.....]

A: [I wouldn't ask you if I wasn't desperate]

B: [I know you wouldn't]/ I know you wouldn't

A: [You know I'll pay it back]

B: Um/ I think we'll have to// we'll have to work out something/ I don't/ but I don't think it'll have to go through the/ Any idea how much you need?/ Is it a lot or is it/?

A: Quite a bit/

B: You see/ I don't really want to do this/ it's not going to be that good/ I just/ I won't make a good impression 'cos I've just got this position which I've been/

A: Yeah/ I understand that

B: overlooked for the last few times/ and I've JUST got it and I might keep it and// I just don't/ just don't think it's the right time/ well/ I'd like to help you out/ but/ I don't think/ that now it's the right time to do it/ not as soon as I got this position/ 'cos/ it's gonna be/

A: Yeah/ yeah

- B: not looking that good  
A: I understand  
B: I'm really sorry about this  
A: It's OK

### A11

- B: Hello/ take a seat/ um/ I've called you in about the um/ the money I lent you for the um// for whatever you need it/ really/ what you needed it for it's not up to me but um/ yeah/ you said you'd pay back a week later/ it's been three weeks since I lent you the money  
A: Yeah/ I've got it now/ I'm REALLY sorry/ here it is/ but/ I just didn't expect to take that long/ I just/ a few things came up/ I needed the money for those things as well/ I was ALWAYS gonna pay it back/ it just [took longer..]  
B: [Ah/ OH]/ thanks for paying it back/um/ I've been able to cover it with the boss so/ he hasn't really noticed that it's gone/ um/ but/ in future/ I don't think they'll be able to do this again/ if had a prompt payment then/ maybe we would have been able/ to do it again but it hasn't been that good/ in/ I've been able to cover it this time/ I DON'T think I'll be able to cover it in the future/ so/ um/ just make sure this is the once and only time  
A: Right/ sorry  
B: It's OK

### R12

- A: Hi/ um/ I see you've got a new laptop computer there/um/ all the computers have packed in and I/ have to type up a report for a Japanese counterpart/um/ it's actually in an hour's time/ and it's short/ about two to three hundred words/so/ Would it be alright if I borrowed it for a bit?  
B: Yeah/ that shouldn't take you too long/ would it?  
A: No/ it wouldn't take me long at all/ thanks very much  
B: Yeah/ sure/ I'll just finish off the letters and then I'll give it up to you  
A: Thank you very much

**A12**

A: Um/ I don't know how to put this/ but um//

B: What's happened to my computer?

A: Well/ the screen's in shit/ it kind of fell on the ground/ when I was answering the phone/ it was total and utter accident/ [it's just...]

B: [I DON'T BELIEVE THIS/] this is BRAND NEW/ I need it for the job//

A: You don't really

B: Well/ as you said yourself it's very handy/

A: Yeah/ it is handy/ like/ my SINCEREST apologies/ I don't know what happened/ it was just/ it was just REALLY clumsy on my behalf/ um/ I'll pay to have it fixed

B: OK/ that's grand

A: That's very kind of you

B: Thank you very much/ sorry/ you didn't know how to handle it

A: That's not a problem/ don't do it again.

Informantes: 4 hombres, Facultad de Ciencias

**R1**

A: Buenas tardes/ perdoname una cosita/

B: Si

A: Yo tengo que terminar un trabajo para mañana

B: Si

A: Necesitaría un libro que vos tenés

B: Lo sacaste de la biblioteca/ buscaste en la biblioteca

A: Quería saber si me lo podías prestar [o si no]

B: [Ta/ yo ahora] no lo tengo acá/ este/ pero/  
mañana demañana vos estás acá/ en la Facultad

A: Yo vengo mañana temprano sí

B: Ta/ yo mañana al mediodía estoy acá/ y te lo paso

A: //Si

B: Lo dejo en biblioteca/ tú vas y este/

A: //Ta

B: Y este//

A: Perfecto//Muchas gracias

B: Denada

**D1**

A: Buenas tardes/ perdoname una cosita/ el libro que me diste lo precisás urgente

B: El libro que te PRESTE

A: Que me prestaste

B: Y/s/lo necesitaría con urgencia pero/ vos me dijiste que me lo ibas a traer ahora

A: Te lo iba a traer pero hubo un cambio y no lo termine de leer

B: Ta/ ta/ o sea/ tratá de traérmelo no hay apuro así urgente pero// traelo porque/

A: Sí no te preocupes



## R2

A: Este/ mirá yo tengo que salir a/ a hacer unos mandados/ al centro/ tengo que comprar unas cosas/ no se si vos podés cubrirme/ tengo que ir HOY/de/ de 4 a 7/ tengo que estar afuera/ no se si me podés cubrir

B: ¿Cuál es el problema?

A: El problema/o sea/ sí es concretamente.../ yo salgo y vos me cubrís

B: Bueno quedate tranquilo/ no hay problema

A: Tamos/ gracias

## D2

B: Hola/ cómo te va/

A: Todo bien

B: Llegaste por fin

A: Sí/ qué estabas esperando acá

B: No no no/estaba recién llegando/ me iba a pedir un café/ querés uno

A: Sí sí/pedimos dos

B: Bueno//

A: Y/ cómo/ cómo fue el día hoy/ estuvo pesado

B: No/ no muy agitado//hay unos problemas ahí en la parte de cuentas/ vinieron/ los contadores en una/ en un área/ este// que no da/ no sé y están viendo ahí problemas con/eh/ la gente que está encargada de la caja// o sea/ un problema difícil/ creo que va a haber reunión/ yo cualquier cosa te llamo para la parte de los trabajadores con el directorio de empresa

A: No hay problema/ vos llamame que yo voy

B: En parte era para hablar de eso

A: Bua// Perdoname

B: No pasa nada/ llama al mozo

### **R3**

A: Che Marcel/ no me cuidas el escritorio un segundito que voy a salir a buscar una/  
voy a comprar algo a la esquina

B: Está bien/ te cuido

A: Este/ ta bo/ cualquier cosa si viene el jefe/ decile que yo salí y ya vengo// es un  
segundito

B: Ta bien/ le digo/ sí/ no pasa nada/ anda tranquilo

### **D3**

A: Pa' hermano/ disculpá la demora pero me encontré con un conocido ahí y nos  
quedamos tomando una/ y me demoré un poquito/ todo bien

B: Menos mal que no apareció el jefe sino/

A: No llamó nadie[importante]

B: [no] no llamó nadie

A: Menos mal

B: Menos mal/sí

### **R4**

A: Loco/ nos perdimos

B: Pa'/ por dónde agarraste/

A: Yo que sé/ doblé pa' cualquier lado/ el mapa este no se entiende nada

B: A ver/ mostrame// tenés/tenemos que agarrar por esta calle/ 10 cuadras más y  
doblar a la izquierda

A: Estás seguro

B: Sí/ sí fijate acá

A: Vamos a terminar en cualquier lado

B: Y bueno que sea lo que Dios quiera

**D4**

A: PA' / tenía el mapa en el bolsillo

B: Quién

A: YO/

B: Ajá

A: No me dí cuenta

B: Eh/ qué curioso

**R5**

A: Qué hacés tanto tiempo

B: Cómo andás

A: Bo/cómo va la cosa/la flia

B: Bien/ bien/bien

A: Este/ laburo/ todo bien/ no

B: Más o menos/ por suerte

A: Escuchame/ seguís teniendo el auto

B: Eh

A: Seguís teniendo el auto

B: No/ lo vendí

A: Lo VENDISTE

B: Sí no podía pagar la patente y el seguro

A: // pa' / una lástima te lo iba a pedir ahí para llevar  
unas cosas

B: No a vos no te presto nada

A y B (se rien)

A: Bueno/ ta gracias igual

**D5**

A: UY/ UY/ UY/UY

B: Qué CAGADA/ a la mierda tapizado

A: Disculpame hermano

B: No/ no pasa nada/ no es culpa tuya

A: Bueno/ yo qué se/ pero me pones en una situación/ cuánto saldrá a ojo tapizar ésto

B: Ah/ no precisa con limpiarlo alcanza/ [hay productos]

A: [te parece]

B: Sí

A: Ta bravo/ eh

**R6**

A: Loco/ tengo que ir al aeropuerto y preciso un auto/ tú auto URGENTE/ tengo que ir a buscar a alguien y que llega YA//

B: (respira ondo) Bueno loco/ tomá la llave

A: Bueno

B: POR FAVOR// ya sabés/ CUIDAMELO

A: // Yo lo cuido/ lo cuido como si fuera MIO

B: Bárbaro/ espero que lo cuides más

A: Bueno/gracias

**D6**

A: Tomá la llave/ No vayas a mirar el auto (se rie)

B: Bueno/ qué/ le paso algo al auto

A: Y/ algo le paso

B: Cómo/ contá/ por favor/ el auto es de la empresa es muy importante

A: Y bueno/ descontámelo del sueldo

B: Bueno/ pero qué le paso

A: Le REVENTE las luces y el paragolpes

B: Cómo hiciste eso ANIMAL

A: Me comí a uno que frenó adelante mío

B: Vos querés que me echen

**R7**

A: Hola Gastón/ Cómo andás [tanto tiempo]

B: [Hola/ cómo te va]/ cómo andas

A: // bien/ Laburo bien

B: Bien/ todo bien/ preparandome para salir

A: Estás/ estás por salir mañana/ no

B: Sí/me voy

A: Qué lástima// che vos sabés que tengo un problema/ necesito que//

B: Qué te paso

A: Y/ tengo el proyecto este trancado/ vos sabes que necesitaría una mano URGENTE/ pa' que me saquen del apuro sino se me va todo a la mierda y/ chau

B: Y HOY tendría que ser

A: Y si/ si podés/ vos no podés atrasar un par de días// la salida loco

B: Pa y bueno/ tengo que ver si no me hacen problemas// con el pasaje/ si

A: Ta'/ macanudo/ me llamás y/

B: Te llamo/ te llamo en un rato voy a/ llamo ahora a la empresa/ y/ te aviso

A: BARBARO

B: Tamos

A: Ta'/ te agradezco

B: Bueno

**R8**

A: Hola

B: Cómo andás che

A: Bien y vos

B: Acá andamos

A: Perdoname tengo un problemita

B: // A ver

A: Tengo que escribir una carta para un proyecto/ pero/ no soy muy diestro con la máquina/ Te animás a pasármela

B: Como no/ como no/ qué/qué/ para qué es

A: Es para un proyecto que tengo que entregar

B: // De qué tipo// Dónde querés que lo haga

A: Eh?

B: Dónde querés que lo haga

A: Acá si podés

B: Bueno pero/ estás muy apurado

A: No/ no tengo apuro/ si puede ser para hoy/ dentro de un rato

B: Lo haría en el correr de la tarde

A: Bueno/ te lo alcanzo y lo pasás

B: Matosas

A: Ta'/ gracias

## D8

B: Bueno viejo/ toma/ acá están

A: AH/ muchas gracias/ lo terminaste

B: Sí impresa/ sí/ sí

A: // ah

B: O sea la impresora es muy buena/pero bueno

A: Mirá bo/ acá tenés un errorcito/ perdoname que te lo diga

B: Bueno hermano/ tenés todas las cosas/ arreglalo VOS

A: Bueno no sé/ me prestás la máquina o....

B: Para nada/ yo te lo arreglo después/ quedate tranquilo

A: Bueno

## R9

B: [Gastoncito]

A: [Cómo andás]

B: Qué es de su vida

A: Todo bien

B: Y acá estamos/ che

A: Escuchame una cosita/ que tenés pensando hacer las próximas dos semanas

B: Dos semanas/ no sé/ me estaba por ir pa' afuera/ creo

A: Yo tengo la casa afuera si querés nos podemos ir/ y quedar ahí

B: Ah/ justito/ estaba buscando [un lugar donde ir]

A: [podemos invitar a alguna otra gente también]

B: Sí/ cuántos entramos

A: Cuatro o cinco entramos bien/ cómodos

B: FENOMENO/ llamamos a los guachos//

A: Llamamos a la chiquilinada y nos vamos [a hacer un asadito]

B: [hacer un asadito]

A: Tranqui

B: Barbaro

A: Nos vemos/ entonces

## D9

B: Qué hacés

A: Y acá estamos/te vine a traer la llave loco

B: Y bo/ cómo te fue

A: Fenómeno/ fenómeno hicieron unos días bárbaros

B: Te hicieron buenos días

A: Sí sí/ alucinantes

B: El vecino molestó mucho

A: No/ más o menos/ tiró un par de tiros/ tengo algunos problemas TECNICOS con tú alfombra

B: //mmmm

A: Vos sabés que se me cayó unnn/ coso de tinta/ salado

B: Ay/ bueno

A: Y bueno/ yo que sé/ se hizo una manchita

B: Se lava/ no hay problema

A: Estás seguro

B: Sí/ no hay problema

A: Bueno loco [lamento]

B: [ no hay problema]

A: Lavamos juntos

B: Bárbaro loco

A: Tamos

**R10**

B: Hola

A: Disculpe/ no me cambia el asiento este/ y se siente allá así yo me puedo sentar con el nene en este

B: Bueno/ no hay problema

A: Bueno/ gracias

B: UU/ disculpe no lo ví

A: No hay problema/por favor

B: Gracias

A: Ta' luego

**R11**

A: Buenas

B: Qué desea

A: Eh/ Ud. recuerda que yo la última vez que estuve por acá/ para pedir dinero me dijeron que no prestaban más/ que no me iban a dar más

B: Eh/ este/ no/ no se puede adelantar dinero

A: Ta/ lo que pasa es yo estoy en una situación muy especial/ lo que pasa es que sino pago el fin de semana/ me CORTAN la luz el agua y el gas// la verdad que no sé

B: En ese caso tendrías que traer los recibos/ y si es verdad lo que estás diciendo/ te prestaríamos

A: Bueno/ entonces yo voy hasta casa y/ mañana los traigo/ cuando venga mañana los traigo

B: Bueno/ muy bien

A: Bueno/ gracias

**D11**

A: Buenas/ buenas tardes

B: Este/hace tres semanas que te presté la plata para pagar las cuentas y dijiste que la devolvías en una

A: [Sí]

B: [Qué pasó]



A: .....perdomane/ no/ te la vine a traer ahora/ porque recién la pude juntar

B: Bueno/ esta bien [más vale tarde que nunca]

A: [te pido perdón pero/ no pude hacer nada]

## **R12**

A: Hola/ chiche nuevo tenés

B: Sí/ tengo acá la computadora portátil

A: Ta LINDA/ no me la dejás ver un rato

B: Vichala/ es/ básicamente lo mismo que cualquiera/ el tema es que/ la podés llevar a todos lados y que facilita porque podés llevar el trabajo a todos lados

A: Qué bueno es eso

B: La verdad que es bueno/ este/ aparte la posibilidad de conectar la impresora y todo eso y/

A: Idéntico a una computadora

B: Sí sí/ es lo mismo el tema es el tamaño no más/ que te facilita para muchas cosas

A: Bueno

## **D12**

A: Loco// te debo como QUINIENTOS DOLARES

B: Qué pasó

A: Se me cayó tú computadora al piso y se rompió la pantalla

B: NO/ me estás jodiendo

A: No/ no es en serio/ yo te lo voy a pagar/ me vas a tener que dar tiempo

B: Bo/ mirá/ vamos a hacer una cosa/ esta RECIEN comprada/ saqué la garantía y capáz [que puedo]

A: [Ta' pero fue un accidente] de/

B: No creo que me la cubra/ vamos a ver lo que podemos hacer

A: Vos llevála/ [cualquier cosa yo]

B: [ta]

A: pago lo que tenga que pagar

B: Ta/ no te preocupes/ yo voy a tratar que la garantía cubra lo que se pueda

A: Ta bien

B: Ta

Informantes: 2 hombres y 2 mujeres, combinación de informantes I, Facultad de Ciencias

### **R1**

A: Mire Profesor/disculpe/ pero necesito el/ un libro para terminar un trabajo y ta/ la biblioteca está cerrada y no sé/ quería saber si no me lo podría prestar//

B: Pa'/ mirá yo ahora lo estoy usando pero digo/ lo termino de usar la semana que viene/ si querés te dejo mi teléfono y me llamás

A: Bueno/ gracias

B: Ta/ hasta luego

### **D1**

A: Hola Profesor/ quería decirle/ tenía que traerle el libro hoy y/mmm/ se me olvidó/ digo/no/ disculpe la molestia/ se lo traigo mañana

B: Esta todo bien/ igual yo no tengo apuro así que/ cuando puedas traerlo/ ta pero acordate no te olvides

A: Sí

### **R2**

A: Disculpá/ tengo que ir a hacer unos mandados ahí al centro/este/ no te importa/ no te importa si me cubrís/ una hora por ahí

B: NO/ no hay ningún problema/ andá tranquilo

A: Ta/ de más

### **D2**

B: Hola cómo andás/

A: [Todo bien]

B: Llegué tarde

A: No/ yo igual estaba hace cinco minutos

B: Ah/ ta/ lo que pasa es que me demoré/

A: Ta bien

B: Qué tomás/ café

A: Sí/ vamos a pedir un café  
B: Tomamos/ qué hiciste/ cómo te fue  
A: Bien/ PA/ disculpá  
B: AY/ me ensuciaste  
A: Pa/ disculpá  
B: No pasa nada/ igual está todo sucio  
A: Te traigo una servilleta por acá

### **R3**

A: Attendeme el teléfono por un minuto y/ y decí que vuelvo enseguida/ no  
B: Bueno/ perfecto/ vas a demorar mucho o/  
A: No/ unos quince minutos  
B: Bueno/ ta/ sino cualquier cosa que digo  
A: No/ que vuelvo enseguida  
B: Bueno

### **D3**

A: Eh/ Hubo alguna llamada para mí  
B: Sí/ hubieron varias/ a todos les dije que/ venías en quince minutos pero/ volvieron a llamar y/ no sé/ no sabía qué decirles y les dije que llamen en un rato más  
A: Ah/ bueno/ o sea que dentro de un rato me van a volver a llamar  
B: Sí/ eh/ por lo menos la mayoría dijeron eso  
A: Ah bueno/ gracias

### **R4**

A: No sé dónde estamos/ me parece que estamos perdidos  
B: Eh// no tengo idea porque yo pensé que había que doblar a la derecha/ en la/ cuarta esquina  
A: Sí/pero/ la verdad que no sé porque yo el mapa no sé dónde lo dejé/ vos me lo diste ante de salir pero/ahora la verdad es que no/no lo tengo por ningún lado  
B: Y/ tenemos que preguntarle a alguien  
A: Sí/ mirá/ allá hay uno/vamos a preguntarle a ese

**D4**

A: Y/ mirá/ acabo de encontrar el mapa/ me vas a matar/pero espera que lo vichamos y vemos cómo llegamos

B: (se rie) Pero/ podemos guiarnos por lo del peatón

A: Y bueno/ no sé/ hace como quieras

B: Ta/ nos fijamos

**R5**

A: Hola vecino/ disculpe la molestia pero/ me faltan trasladar unas cosas acá/ y la verdad que no tengo auto no tengo nada/ no sé/ si Ud. me podría arrimar/ hacerme un favorcito/

B: Bueno/mirá/ este/ ahora tengo que hacer algo pero/ digo/ decime/ pa/ [dentro de media hora]

A: [pero sino lo incomoda]

B: No no/ no hay ningún problema/ vos dentro de media hora decime/ o venís a casa o algo y yo te/ ahí vamos/ adonde sea

A: Bueno/ muchas gracias eh

B: No/por nada

**D5**

A: AY!/ ay qué HORRIBLE/ disculpe por favor/ que/no/ yo le limpio no se preocupe [o le pago el]

B: [no] quedate tranquila/ dejalo así/ después arreglamos igual/ yo [yo lo mando a limpiar]

A: [ay qué horrible]

B: No hay problema

## R6

A: Qué tal gerente

B: Hola

A: Este/ le quería decir/ resulta que tuve un/ problema con el coche/ tengo que ir al aeropuerto AHORA y no/ tengo otra forma de viajar que no sea esa/ yo no sé si Ud. no me podría prestar el suyo

B: Y/ bueno/ cuando sería/ en éste momento/ ahora

A: Sí/ tiene que ser YA/ ahora [este/ no puedo esperar]

B: [Bueno/ sí] yo tengo que quedarme acá así que no hay problema/ se/ se lo arrima/ si viene TEMPRANO/porque [me tengo que ir temprano]

A: [si] espero que si/ no sé cuanto voy a demorar/ pero/ voy a tratar de hacerlo cuanto antes

B: Bueno/ [no hay problema]

A: [Muchísimas gracias/ eh]

## D6

A: Bueno (se rie)/ [aquí estamos]

B: (se rie) [Llegaste]

A: Por suerte estamos bien/ este/ tuve un pequeño accidente/ en su auto/ pero/ [no]

B: [pero]

A: No se preocupe porque yo/ se lo voy a mandar a arreglar [y....]

B: [Pero estás bien]/ no te paso nada

A: Sí sí sí/ está todo PERFECTO este// lo único es que se rompieron los faros delanteros y el paragolpes pero//

B: Pero no hay problema tiene seguro//

A: Bueno/ bárbaro (y se rie)

**R7**

A: Ehh/ no podrías cancelar laa/ el viaje por unos días mientras terminamos un proyecto y después PODER/ IRTE/ más adelante

B: FA/ mirá/ NO SE/ a mí se me REcomplica porque digo/ esto lo puedo hacer sólo AHORA/ digo/ yo más adelante no lo puedo hacer/ la única oportunidad para hacerlo es/ ahora/ ésta FECHA/ así que se me recomplica

B: Y/ te podríamos cubrir los GASTOS para la próxima fecha/ en este momento te necesitamos pero//

A: Lo que pasa es que no es por PLATA/ digo/ no sé/ pero sino esta todo bien/ digo/ cualquier cosa / digo/ yo lo cancelo y/ TA/ veo como puedo arreglar mi situación y/ta/ te llamo

B: Bueno sino yo consigo a otra persona

A: Ta

B: Gracias

**R8**

A: Eh/ podrías escribirme estas cartas a máquina/ así / yo puedo ir adelantado otra parte del trabajo

B: SI/ todo bien

A: Bueno gracias

**D8**

B: Este/ tomá/ te traigo las cartas que me mandaste escribir/ digo/ están todas

A: AH/ me equivoqué no eran las que yo/ lo que yo quería// disculpá pero/ me lo/ me lo podrías hacer otra vez

B: OTRA VEZ/ te parece/ ta

A: Bueno igual no importa/ lo hago YO después

B: Bueno

A: No hay problema

B: Tamos

**R9**

A: Hola/ todo bien

B: Sí bien

A: Qué andás haciendo

B: No/nada/ éste fin de semana voy a ir aaa/ mi casa en el interior/ que/ que tengo que hacer unas refracciones ahí

A: PA QUE LASTIMA/ justo quería ir por una semanita porque tengo que/ estudiar para un examen que tengo en la Facultad//ta/ pero/ ta/ de última tú tenés que/ hacer esos arreglos/ ta/ todo bien

B: Pero NO/ igual yo te la presto este/ éste fin de semana y el próximo voy/ y/ la arreglo

A: Ta/ no hay drama/ IMPECABLE

**D9**

A: Te vengo a devolver las llaves de la casa que/ que me diste

B: Bueno [muchas gracias]

A: [Sabés] sabés que tuve unos problemas/ tipo se me CAYO/ tinta negra en la alfombra/ de/ de tu casa/ PA/ disculpá/ lo intenté sacar pero no pude/ tipo ahora/ no sé/ digo/ si la vas a mandar a la tintorería o qué/ si lo pueden sacar decime lo que te costó/ y bua/ yo te lo pago/ esta todo bien

B: Bueno si/ yo iba a ir éste próximo fin de semana/ así que/ que lo arreglo/ y sino puedo/ te aviso

A: Ta

B: Por eso no hay problema

A: Ta/ cualquier cosa yo te compro otra

B: Bueno

**R10**

A: Ay señor/ no le molestaría sentarse acá atrás así yo me puedo sentar con el nene

B: En dónde

A: Acá atrás

B: Ahí atrás/ ta todo bien/ a ver déjeme pasar

A: Ay/ lo pisé/ disculpe

B: Esta todo bien

### **R11**

A: Buenas

B: Hola

A: Este/ sabe que tengo un problema/ tengo que pagar unas cuentas y/ no tengo un peso y/ ta/ no sé si me podría hacer el favor de/ de hacerme un préstamo/ no es mucha plata/son/ 2000 pesos

B: 2000 pesos/y// bueno/ se puede/ se puede

A: Se puede

B: Digo/ no sé/ no lo vas a demorar mucho/

A: Y no/ pienso que ahora a fin de mes ya te lo pago

B: Bueno/ sí/ como no

A: Ta

### **D11**

B: Hola

A: (se rie) PA/ disculpá que/ me haya atrasado dos semanas pero ta/ digo/ no pude conseguirlo antes.....

B: Bueno/ digo/ ta/ me hubieras dicho antes pero/ está todo bien no hay ningún problema

A: Ta/ perfecto

### **R12**

A: Podrías prestarme por un rato la computadora/ así/ puedo/ hacer éste trabajo que/ es un minuto

B: Si/ como no/ te la presto/ tomá

A: Bueno/ gracias



**D12**

A: Se rompió la computadora

B: No me jodas/ qué pasó

A: Se me cayó al piso/ fue sin querer y/ se rompió/

B: NO JODAS

A: Se co/ se le rompió la/ la pantalla/ así que/ que tenemos que hacer algo/ yo voy la compro/ no sé

B: Si pa/ está salada/ tengo que mandarla al técnico y/ a ver que me dice/ este/ vos dame el teléfono y yo/ le digo y/

A: Yo te dejo un teléfono y me/ me mandás los gastos/ que/ que me hago cargo

B: [Ta]

A: [Si puedo]

B: Ta/ bárbaro

Informantes: 4 mujeres, Facultad de Ingeniería

**R1**

A: Ay/ hola/ yo este voy a/ yo te/ o sea/ preciso un libro que tenés vos/ y/ ta/ yo voy a tu clase y lo preciso/No me lo podrías prestar

B: //Lo que

A: Uno que/ lo que pasa es que la Biblioteca está cerrada ahora y/ este/ no/ no lo puedo conseguir y/ sos la única persona que sé que lo tiene

B: Ay/ no sé/ este/ que/ de qué libro me estas hablando/ del de la clase

A: Sí

B: [Es para]

A: [Es para entregar LA TAREA]/ para entregar la tarea que/ pusiste ahora/ que el lunes la tenemos que entregar y// no tengo dónde sacar/ material

B: Bueno/ pero como sería el.../ cómo te lo presto

A: [Y yo te lo copio]

B: [Sacar fotocopias]

A: Bueno/ pero no/ no me lo podés dar/ prestármelo por estos días/ son tres días nada más/ así que/ yo te lo devuelvo cuando termine la tarea//

B: No sé/ vamos a ver si podemos hacer otra cosa/ eh/ no sé/ eh

A: No me lo podés prestar// ta/ no lo tenés acá

B: No/ no lo tengo pero/ igual/ ta/ pero te lo puedo/ cuando sería que te lo tengo que entregar

A: Si hoy no lo tenés/ digo/ mañana

B: Ta/ te lo traigo mañana

A: Perfecto

**D1**

B: Hola/ disculpá/ no me trajiste el libro

A: No sabés lo que me pasó/ me lo olvidé

B: COMO que te olvidaste si me habías dicho que hoy

A: Si pero/ lo que pasa es que ta/me demoré con la tarea y que sé yo/ y estoy/ salí apurada de casa y/ lo dejé//

B: Y cómo vamos a hacer/ cuándo lo vas a traer

A: Mañana

B: Sin falta me lo llevás

A: Sí

B: Bueno/ está bien

## R2

A: Eh/ hola/ no podrías cubrirme un ratito mientras voy a hacer unos mandados/ es algo urgente que tengo que hacer

B: Pero/ no vas a demorar mucho/ no/ porque hoy hay bastante trabajo/ entonces

A: AY/ dos horas

B: Bueno/ pero nada más que un par de horas

A: Bueno/ muchas gracias/ ta

## D2

B: Ay/ hola

A: Ay/ hace rato que estoy acá/ que te pasó

B: Ay no/ lo que pasa que/ ta/ salí un poquito más tarde y después todavía/ viste el tránsito como esta/ no podía llegar

A: Ta bueno/ no hay problema/ igual yo estaba acá tomando un café/

B: Si

A: Si/ igual no está muy bueno/ pero

B: No/ no está bueno

A: No/no

B: Qué tiene

A: No/ no me gusta/ ta/ está quemado

B: Bueno/ qué decís

A: Ay/ nada/ AYYY/ te vas a quemar

B: PA/ está CALIENTE y ahora cómo me voy

A: Te acompaño al baño/ te acompaño

B: Y qué

**R3**

A: Voy a salir por unos minutitos/ me atendés el teléfono por favor

B: Bueno/ vas a demorar mucho

A: No no/ unos minutitos nada más

B: Ta/ eh// le tengo que decir algo a alguien si llaman

A: Sí/ que ya vuelvo si podés

B: Ta/ bárbaro

A: Gracias

B: Chau

**D3**

A: Hubo algún mensaje/ algo importante

B: No/ no llamó nadie

A: Bueno/ muchas gracias

B: No/ de nada

**R4**

A: Vos/ te fijaste bien en el mapa cómo era/ para llegar

B: Más o menos

A: Porque/ no sé/ agarramos esta calle// y no

B: Pa/ porque yo te lo dí enseguida/ no me fijé mucho/ no me acuerdo

A: [Ta/ hacemos]

B: [Y no lo tenés encima]

A: SI/ pero/ agarramos ésta calle y no/ no es la dirección// no llegamos/ no sé/ vamos a preguntarle a/ a aquel señor

B: Bueno

**D4**

A: Pa/ me olvidé que tenía el/ el mapa en el bolsillo/

B: Ta/ ta/ muchas gracias señor/ seguimos

## R5

A: Ah/ cómo estás/ tanto tiempo

B: Bien y vos

A: Bien/ bien/ quería pedirte un favor/ tenía que/ transportar unas cosas y/ precisaría este/ si me podés prestar el auto/ por uu/ una horita//

B: Cuándo

A: // el sábado/ el sábado de tarde

B: Ah/ el sábado

A: Es MUY importante/ no tengo con quién/ es importante/ me tengo que/ trasladar

B: Pa/ mirá/ la verdad que no/ no va a ser posible porque yo tengo que hacer unos mandados [entonces]

A: [Ta]

B: Ta/ me disculpás

A: Ta/ sí/ no importa

B: Bueno

## D5

A: PA/ ay/ lo que pasó/ que espantoso

B: [Bueno/ ta/ dale]

A: [Ay no/ perdoname]/ [te lo limpio]

B: [No/ no/ no/ no] DEJA yo lo limpio y/ después//

A: //si/ si

B: No importa/ no importa/ yo tengo un producto para sacarlo

A: Si

B: SI/SI/SI

A: Bueno/ ta

B: Está todo bien

## R6

A: Buenas tardes

B: Hola/ cómo andás

A: Eh/ bien// me surgió un problema/ que/ necesito ayuda/ se me rompió el coche y tengo que ir a buscar a un/ a un / amigo al aeropuerto// no sé si Ud. me podría prestar

el suyo/ por un momento/

B: AY/ AHORA/ en este momento

A: Si/ ahora/ [YA esta llegando]

B: [AY/no] yo/ digo/ no/ ahora yo tenía que ir a pasar a buscar a mi señora/  
y no/no puedo

A: //AH/ bueno/ ta/ gracias igual

B: Pa/ disculpá/ pero no te puedo ayudar ahora// Por qué no tomás un taxi

A: Lo que pasa que no/ no tengo mucha/ plata/ por eso

B: Y algun otro compañero

A: Bueno si/ le voy a/ a preguntar a Pedro a ver

## D6

B: Hola/ Y/ cómo te fue

A: Ay/ tomá/ tomá la llave/ no sabés lo que me pasó

B: Qué// QUE le PASO [al auto]

A: [Tuve un accidente]/ tuve un accidente/ iba crusando/ un  
semáforo

B: // GRAVE

A: Si pe/ digo/ NO/ a mí no me pasó nada pero/

B: Y EL AUTO

A: El auto/ el paragolpes

B: Cuánto/ mucho

A: Pero/ más o menos

B: Y qué/ te chocaron o chocaste

A: No/ me chocaron

B: [Ah/ ta]

A: [Yo iba.....]

B: [Y fueron] a la Comisaría a declarar

A: Si/ todo eso/ si ya/ está/ y/ tiene seguro el auto

B: Sí/ el mío sí/ y el de el

A: Y el del tipo también

B: // ah/ ta

A: Digo/ quedó todo arreglado/ como que va a cubrir el seguro del/ del otro/ del otro  
auto// así que// DISCULPEME

**R7**

A: Ay/ hola

B: Quién habla

A: Andrea/ cómo andás

B: Bien

A: Ay/ no sabés/ estamos por terminar el proyecto de Equio

B: //si

A: el afiche de/

B: //si

A: Yyy/ precisamos que estén TODOS/ Vos no podrías postergar tus vacaciones

B: Pa/ pero justo [ahora]

A: [Vos sabés que es un proyecto muy importante para la compañía]  
sino sale a flote el proyecto

B: Y cuándo hay que entregar eso

A: ESTA semana/ y aparte los necesitamos a TODOS/ no podrías

B: Pa

A: Igual si querés/ después te podés tomar una semana más

B: Bueno/ bueno/ estamos// ya hice reservaciones/ pero voy a ver cómo lo cancelo/  
igual

A: Ay/ SI porque te necesitamos

B: Bueno/ta/ta

**R8**

A: Hola Andrea

B: Hola/ Qué contás

A: Bien/ todo bien/ eh/ necesito que me/ hagas un favor

B: //si

A: a ver si no me podrías escribir unas cartas a máquina que necesito para/ para que  
[las lleven ahora]

B: [AY/ AHORA]

A: Si/[ es para terminar el trabajo]

B: [Estoy Recargada de trabajo]/ no puedo

A: Pero no podés dejar lo otro para después  
B: Cuántas son  
A: Son unas cartas/ son pocas  
B: Son pocas  
A: Pocas/ sí  
B: Cuánto me llevará/ hacer eso/ mucho  
A: NO/ una hora mas o menos/ O MENOS  
B: UNA HORA  
A: [Son urgentes]  
B: Qué son/ este// cuántas son/ son muchas  
A: Son/ 4 mas o menos  
B: Ay/ yo te podría/ no podrías darme dos a mi y dos a//  
A: Bueno/ ta  
B: A la chiquilina de acá lado  
A: Voy a ver/ muchas gracias  
B: De nada

## D8

B: Toma/ te traje lo que me dijiste  
A: Ay/ no sabés lo que me pasó/  
B: Qué  
A: Me equivoqué/ te dí otras/otras cosas/ otras cartas/ [ otras...]  
B: [Y qué] éstas no sirven para nada  
A: No/ esas eran las que no/ no eran URGENTES//pa/  
B: Pa/ que mal/ estuve trabajando para eso/ instalate vos  
A: Ay/ no me dí cuenta/  
B: Estoy Reatrasada ahora  
A: Bueno/ eh/perdoná  
B: Bueno/ no importa

## R9

A: Hola  
B: Hola/ cómo andás tanto tiempo



A: Bien/ sabés que/ me enteré estás libre/ ba/ que tenés tú casa SOLA como por dos semanas/ ahora

B: //si

A: Y me gustaría/ no es por invitarme no/ me encantaría ir porque estoy deseando tener unas vacaciones/ o algo

B: Ay bueno/ no lo que/ MIRA la primer semana este/ digo/ ta la van a estar reparando y eso pero la segunda si querés

A: // No hay problema

B: No/ ninguno

A: Ta/ todo bien/ ta// ta/ hablamos entonces

B: Bueno/ ta/ llamame por teléfono y de paso hablamos

A: Ta/ perfecto

B: Ta

## D9

A: Hola

B: Hola/ Y/ Cómo te fue/ la pasaste bien/ no

A: [Buenísimo]

B: [Una semana espectacular]

A: Sí/ buenísimo/ impecable/ sí los días preciosos

B: Te gustó

A: DIVINA/ hay un pequeño inconveniente

B: Qué

A: Que/ se me cayó/ tinta negra/ en una alfombra/ la del living/

B: La del LIVING

A: Sí/ mirá/ yo conozco/ no sé/ yo podría/ te lo VOY a arreglar de una forma no sé/ después convenimos cómo/ comprar una nueva no me parece/ bueno no sé/ teñir a no ser/ [algo]

B: [Pero vos]/ digo/ la mancha/ con qué la manchaste

A: Con tinta

B: Mucho

A: No no/ no muy grande no es/ pero supongo que algún producto tiene que haber para sacarla/ no/ yo la voy a arreglar no te preocupes/ igual

B: Sí

A: Sí sí

B: Quedará bien/ digo/ vos pensás [que sí]

A: No sé/ pero/ creo que sí/ ta

B: Ta bien

## R10

A: Ay/ disculpe señor/ Ud. no me cambiaría de asiento/porque yo me quiero sentar con el nene

B: Sí sí como no

A: Ta/ AY/ perdón lo pise/ disculpe no me dí cuenta

B: Ta/ no pasa nada

## R11

A: Ay/ yo quería/ tengo un gran problema/ tengo muchas deudas en mi casa y/

B: //si

A: no tengo para pagar/ porque tuve que pagar otras y/ preciso/ sino me puede hacer un adelanto//

B: Bueno/ de cuánto/ de todo el sueldo

A: NO/ pero preciso para pagar las cue/ es bastante /

B: Querés que te de mucho sueldo junto/ por ejemplo

A: No no no/

B: Uno

A: Sí/ con uno alcanza

B: Bueno/ ta/ sí / lo voy a PENSAR

A: //ta

B: Hablamos después/ ta

A: Ta/ después/ bueno pero/ si puede/ digo/ es urgente

B: Ta/ ta/ supongo que sí/ que no hay problema pero tengo que consultar [con el..]

A: [Ta/ cuándo]

vengo a averiguar

B: Este/ mañana/ mañana pasa que ya te ...

A: Ta/ ta/ porque lo preciso urgente

B: Bueno

### D11

A: Bueno/ qué pasó con el dinero [ que tenías que pagarme]

B: [vine a pagártelo ahora]

A: Ahora

B: Sí

A: AH bueno/ ta/ ta

B: Bueno/ muchas gracias

### R12

A: Mirá/te quería pedir un favor/ eh/ sé que tenés una computadora nueva/ ahí

B: //si

A: que la precisaba usar por un ratito

B: Para qué

A: Para una cosa acá del trabajo

B: Y no podés usar otra

A: PA/ digo/ podría pero tengo que esperar/ unas horas para que esté desocupada y eso

B: Ta/ esperá que yo termino una cosa que estoy haciendo

A: //bueno

B: y ya está

A: Ta/ gracias

### D12

A: PA/ se me rompió la computadora se me cayó al piso

B: COMO/ cómo que se te cayó/ cayó al piso

A: Disculpame/ yo/[ te le pago]

B: [Pero qué estabas haciendo]

A: Estaba atendiendo el teléfono y/ se me cayó/ TE LA PAGO/ TE JURO que te la pago/ pero/ no sé DE DONDE saco la plata [le pido a mi padre]

B: [pa/ me la acabo] de comprar

A: [Te juro]

B: [Tarde tanto tiempo] para juntar

A: Ta/ perdoname pero/ te la pago/ te la pago

B: Ta/ yo que sé// sale CARISIMA [la computadora]

A: [YA SÉ] ya sé/ pero... no sé/ pido plata prestada/  
lo que sea

B: Ta/ y todo lo que tenía adentro

A: Ah/ eso sí

B: Se destruyó todo// no no no/ qué horrible

A: Bueno

B: Bueno/ ta/ta

A: Bueno

Informantes: 4 mujeres, Facultad de Humanidades

## R1

B: Eh/ bueno/ yo estaba haciendo un trabajo sobre/ eh / los homi... que tenía que hacer para una de las materias que estoy cursando en Antropología/ que este/ Antropología Biológica y precisaba un libro que tiene información sobre las.../ que me comentaron que tú lo tenías porque ya en biblioteca lo tenían prestado/ me lo podrías prestar o no sé

A: Bueno sí/ eh/ el libro este está en el Departamento y ahora lo tengo yo/ pero/ lo voy a volver a/ dejar así lo pueden fotocopiar TU y los otros compañeros que lo necesiten

B: CUANDO/ cuándo lo vas a volver a dejar ahí

A: Y/ mirá/ ahora/ éste fin de semana me lo llevo pero/ el LUNES yo vengo al mediodía/ más o menos/ el lunes este/ lo dejo/

B: [En el Departamento]

A: [En el Departamento] y ya ahí lo podés sacar fotocopias/ dejás la cédula/ este/ sacás la fotocopia

B: //Ah/ lo tenemos que fotocopiar/ no se puede llevar[ el libro]

A: [No] no se puede llevar porque ya hay otra compañera tuya que/ le tocó creo que el mismo tema y/ me lo pidieron/ este/ para fotocopiar también porque les interesa el material/ TAMBIEN hay material en/ en la biblioteca Y MISMO en el Departamento hay más fotocopias

B: Mismo en el Departamento hay más fotocopias [APARTE del libro]

A: [sobre el tema] claro/ sobre el tema

B: Y en biblioteca también hay otro

A: Sí/ en biblioteca/ no estoy segura/ creo que sí/ pero/ hay más fotocopias en el Departamento

B: Bueno 'ta/ bueno muchas gracias

A: No/ por nada

## D1

B: Hola

A: Hola/ HAY/ Profesora/ me olvidé de traerle el libro que Ud. me prestó

B: Hay/ qué lástima porque/ realmente lo NECESITO

A: Para HOY lo necesitaba

B: Sí/ hoy detarde tengo una clase con/ lo tengo/ lo necesito/ tú/ tú ahora te vas o  
[como]

A: [Y detarde] a qué hora más o menos

B: De dos a seis voy a estar en el Departamento

A: Bueno 'ta bárbaro/ entonces hacemos una cosa/ yo/ ahora me tengo que ir/ pero/  
'ta/ me voy para mi casa/ lo voy a buscar y yo más o menos a eso de las cinco/ porque  
yo cinco y media tengo clase/ más o menos a esa hora yo/ se lo traigo y se lo dejo en  
el Depar/ tú vas a estar en el Departamento

B: Sí sí sí sí sí

A: Bárbaro yo te lo dejo/ te lo llevo al Departamento

B: 'Ta/ no sabes cuánto te agradezco porque REALMENTE lo necesitaba

A: Bueno/ 'ta/ bárbaro/ ahora te lo traigo

## R2

A: Eh/ Hola Andrea/ Cómo andás

B: Cómo estás

A: Bien/ eh/ mirá Andrea ahora tengo que/ salir una hora/ antes del mediodía/ de 11 a  
12/ tengo que hacer unas vueltas en el centro/ quería saber no sé si me podrías cubrir  
en ese momento/ ANTES/ antes del mediodía VUELVO/ 12/ 12 y 5 estoy acá/ pero  
tengo que dar unas vueltas en el centro y quería saber si vos te podrías quedar acá a  
cubrirme

B: 'Ta/ sí/ bárbaro igual justo a esa hora más o menos no hay mucho trabajo/ así que/  
no hay problema [porque 'ta...]

A: [Yo vuelvo digo] soy puntual/ a las 12 estoy acá

B: 'Ta/ bárbaro si sos puntual no hay problema

A: 'Ta/ muchas gracias

## D2

A: Hola Cómo estás

B: Hola Cómo andas

A: Mirá/ recién llegué/ Querés que te pida un café o/

B: Bueno/ bárbaro

A: Sí/ pedimos un cafecito// Cómo te está llendo en el trabajo

B: Bien/ bien/ todo bien/ por suerte/ este/ acá descansando un poco

A: Ah/ te traigo el café// Todo bien/ y tu familia

B: Bárbaro/ bárbaro

A: Qué frío que hace hoy/ está helado

B: Me TIRASTE el café

A: Hay me muero/ hay no/ [perdoname]

B: [sos de terror]

A: qué horrible

B: Bueno ta/ para que pido acá para/ no sé/ si tienen algún trapito o algo para [limpiar el...]

A: Hay me muero

B: No/ no

A: Hay/ qué horrible/ nunca tiro nada/ aparte/ [qué horrible]

B: [Bueno/ no te pongas nerviosa] si acá son familia

A: No/ fue horrible/ aparte pantalón nuevo/ que todavía es claro

B: (se rie)

### **R3**

A: Natalia/ voy a salir por unos minutos/ eh/ si podés atender el teléfono mientras yo no estoy [y yo ya vuelvo]

B: [Sí/ como no]

A: Sabes cómo es el funcionamiento..

B: Eh/ sí sí

A: Bueno/ entonces te dejo todo/ eh/ listo y vos te hacés cargo

B: 'Ta

### **D3**

A: Se me hizo un poco tarde/ Hubieron muchas llamadas

B: Sí/ hubieron BASTANTES

A: Se complicó mucho

B: Este/ SI/ porque te esperaba a una hora y viniste más tarde/ bueno 'ta/ yo las atendí no hubo problema pero/ la próxima vez/ este/ tratá de llegar en hora

A: Bueno/ disculpame y poneme al tanto de todo

B: Sí sí

#### R4

A: Hay/ este/ SE que me diste el mapa/ para para llegar a la calle X pero no/ yo estoy perdida/ me perdí/ no tengo noción de las calles

B: Tenés el mapa

A: Sí lo tengo pero no/ no me ubico bien en/ en éste mapa

B: Vamos a preguntarle a alguien

A: Sí/ y por qué no le preguntas a / a ese señor//

#### D4

A: Hay/ vos sabés que tengo el mapa en el bolsillo/ no/ este/ dejá/ no era necesario preguntarle a esa persona/ este/ espera/ vamos a fijarnos mejor en el mapa

B: Bueno/ pero la ayuda de esa persona nos puede servir

A: Bueno/ está bien/ preguntémosle

#### R5

A: Buenos días

B: Buen día

A: Cómo anda/ bien

B: Bien y Ud.

A: Bien/ mire le iba a hacer/ eh/ un pedido/ este/ yo/ tengo que mudar unas cosas de mi departamento/ eh/ a TRES cuerdas de acá/ es este/ una cómoda que tengo que/ que mudar/ pero/ el problema es que/ bueno/ ando/ justo no/ estamos a fin de mes y no cobré y / bueno/ mis parientes no están/ este/ sé que Ud. tiene una camioneta/ no sé si le sería mucha molestia/ si yo/ le pidiera que/ que me arrimara hasta ahí

B: Ahora

A: NO NO/ eh/ [cuando a Ud. le convenga]

B: [sí sí]

A: este/ arreglamos una hora/este/ yo/ en la camioneta entra perfecta en la parte de



atrás pero/ no sé/ Ud. me dice el horario y eso porque

B: // 'Ta/ arreglamos un día y/ y vemos/ concretamos

A: No hay problema entonces

B: No no no habría problema

A: Bueno/ bárbaro/ entonces yo hablo con Ud./ la llamo por teléfono y/

B: Sí sí

A: concretamos un día/ Ud. piensa/ me dice un día y / 'ta/

B: Bueno

A: Muy amable/ muchas gracias

B: No por nada

## D5

B: HAY/ Qué horrible/ se cayó/ se cayó una botella de aceite y ensució todo

A: Hay/ ME MUERO/ NO/ aparte ésta botella no tenía que estar acá/ no me dí cuenta que estaba mal tapada y no/ QUE HORRIBLE [bueno]

B: [Bueno/ no importa]

A: No no no/ yo yo/ yo le pago este/ el lavadero que/ que acá a la vuelta hay un lavadero que/ que lo laven todo/ y que por adentro también le limpien el tapizado

B:[ No/ no se preocupe]

A:[ NO NO] digo/ todavía que me lleva/ la cómoda hasta el otro lado/ que tengo que trasladar este/ lo que pasó es/ no/ yo me encargo de de/ de que/ de arreglar el/ el percance que sucedió

B: No se preocupe/ le ponemos eh/talco y/ y el aceite sale

A: No no/ mejor le pago el lavadero

B: Bueno/ como quiera

## R6

A: Hay/ disculpe gerente/ sabe que/ tengo que ir a buscar a una persona al aeropuerto y/ y necesito ir AHORA porque llega y se me rompió el auto/ Ud. no me podría alcanzar

B: Mmm/ bueno/ eh/ a qué hora es que/ que tenés que salir al aeropuerto

A: Y/ ahora nomás dentro de un ratito

B: Bueno/ eh/ yo hago una llamadita por teléfono este/ y te arrimo entonces para ahí/ yo JUSTO tengo que ir para Carrasco/ este/ te arrimo entonces pero/ ya llega el vuelo digo/ va a demorar mucho eso

A: Y si/ ya llega el vuelo/ tendría que ir ahora

B: DIGO/ pero vamos y volvemos

A: Sí sí sí

B: Ah bueno/ si si eh/ yo hago una llamada y después te aviso

A: Hay/ bueno muchísimas gracias

B: No por nada

## D6

A: Hay/ no sabe lo que me pasó

B: Y bueno/ no será para tanto/ qué pasó

A: Me siento HORRIBLE porque eh/ CHOQUE/ rompí el paragolpes/ este

B: De MI auto

A: Sí/ abollé una/ una/ francamente no sé/ no sé cómo explicarle esta situación

B: Bueno/ veamos

A: Fue un accidente/ REALMENTE no sé cómo pasó/este/ cuando quise acordar/ me HABIAN chocado y bueno/ yo me hago cargo de todos los gastos

B: Y/ fue culpa de Ud. o/ fue un/

A: Mire/ SINCERAMENTE estoy TAN nerviosa que NO SE/ este/ AHORA no sé de quién fue la culpa / pero yo lo que sé es que me VOY a hacer cargo de de [...]

B: [Bueno  
decime una cosa] vamos a hacer eh/la denuncia/ policial/ mi auto me lo cubre el seguro pero/ este/ vamos a arreglar toda esa parte de trámite primero/ este/ tu te encargás/ y después bueno le reclamamos la otra parte pero no/ no te preocupes/ no sé cuánto será que se chocó aparte

A: Pero quédese tranquila que yo me voy a hacer cargo

B: Bueno/ después vemos entonces

## R7

A: Hay/ hola/ mirá te quería hablar/ este/ tú te tomas vacaciones ahora/ no

B: Sí

A: Eh/ porque mira/ viste el proyecto que/ me dije/ me solicitaron que presentara

B: Si si

A: Bueno/ porque yo estuve viendo y necesito que/ el/ la colaboración de TODO el personal/ en éste proyecto/ y TU justo te vas QUINCE días/ y tu cargo es BASTANTE importante/ en éste proyecto me/ me / me influiría/ negativamente en el proyecto/ este/ no sé/ quería/ hablar contigo a ver si se podría POSPONER el viaje/ porque REALMENTE me/ me perjudicaría BASTANTE

B: El problema es que yo ya tenía este viaje planeado desde hace mucho tiempo/ no sé podría retrasar un poco el proyecto/

A: Si/ este/ bueno lo que podría hacer es hablar con/ con un superior/ este/ y ver si hay alguna forma de modificarlo/ explicarle la situación/ porque eh/ este/ a MI digo/ me PERJUDICARIA/ el proyecto no/ no funcionaría si/ si tú te fueras/ ahora/ pero/ de/ de alguna forma de solucionarse va a tener así que bueno/ yo hablo con/ eh/ mi superior y después te/ hablo contigo

B: Perfecto

A: Gracias

## R8

A: Necesito que me hagas un favor/ eh/ necesito que escribas unas cartas acerca del proyecto/ que me solicitaron

B: Unas cartas

A: Sí/ son cinco

B: Bueno y/ AHORA/ fuera de hora/ cómo/ no sé

A: Cuando tú puedas

B: Bueno/ 'ta/ no hay problema

A: Gracias

## D8

B: Hola/ te traje las cartas que me habías pedido/ acá están las cinco/ no sé/ fijate a ver si están bien o si les falta algo

A: Bueno muchas gracias/ a ver// HAY/ me equivoqué/ te dí el texto equivocado/ no podrías/ las podrías cambiar

B: [COMO que te equivocaste/ no tiene nada que ver lo que hice]

A: [Disculpame] me equivoqué/ te dí las cartas mal/ PODRIAS rehacerlas/ Sería mucha molestia

B: Eh/ bueno /no/ pero HOY es imposible porque me tengo que ir

A: // No/ [cuando puedas]

B: [para mañana te las  
hago]

A: Hay/ sí/ muchísimas gracias

B: Cinco también

A: Si sí/ gracias

B: Por nada (y se rie)

## R9

A: Che/ hola/ cómo andás

B: Bien y vos

A: Bien/ eh/ sabés que estaba por llamarte/ este/ porque tenía ganas de hablar contigo/  
eh/ seguís teniendo aquella casa en/ en Villa Serrana

B: Sí la tengo/ por qué/ tendrías ganas de ir

A: SI/ como vos me habías ofrecido aquella vez la casa/ y mirá ahora justo tengo unas  
vacaciones y/ yo/ este/ tenía ganas de ir [a pasar unos días]

B: [Perfecto]/ DOS SEMANAS está la casa libre  
si querés

A: Ah/ BARBARO/ BUENISIMO/pa/ te agradezco pila porque aparte tengo ganas de  
ir para allá

B: Ta

A: Gracias/ genial

## D9

A: Hola/ cómo andás

B: Bien/ cómo te fue en tus vacaciones

A: Te traigo las llaves/ eh/ mirá me fue BARBARO/ disfruté pila de la casa pero/ hubo  
un pequeño inconveniente

B: Qué pasó

A: Eh/ no/ viste la alfombra que tienen ustedes/ la alfombra negra

B: // si si

A: Bueno/ este/ se me cayó TINTA y se estropeó/ PERO/ yo ya me la traje para Montevideo y la tengo en la tintorería/ me dijeron que no iba a haber problema y que iba a estar bien pero/ quería que supieras porque/ fue así/ sin querer se me cayó este/

B: Bueno/ no pasa nada./ digo

A: Yo te la alcanzo la semana que viene/ porque supongo que va a estar bien/ pero/ quería que lo supieras

B: Bueno bárbaro/ no pasa nada

A: Lo pasé bárbaro

B: Cuando esté pronta me la alcanzás

A: Bueno/ bárbaro

### **R10**

A: Disculpe señora/ le molestaría mucho cambiarse de asiento porque me gustaría estar con el niño/ para que no esté solo

B: No no no hay problema/ yo me cambio de asiento

A: Gracias// Hay/ disculpe

B: Bueno 'ta/ no se haga problema

A: Hay/ qué vergüenza

B: NO/ no hay problema/ no hay problema

### **R11**

A: Hola/ buenos días/ mire yo le venía a plantear un problema que tengo/ se me acumularon unas cuentas que yo tenía para pagar y quería pedirle por favor si Ud. no me podría adelantar algo de sueldo/ si/ digo/ podría haber mucho problema con eso

B: Mm/ tendría/ que ver/ o sea/ no es costumbre de la empresa/ dar adelantos a los sueldos/ pero si es un caso muy urgente

A: Mire yo/ digo/ las cuentas que tengo que pagar son BASTANTE grandes/ le prometo que va a ser sólo UNA VEZ el adelanto que después yo/ que tenga éstas cuentas saldadas/ no/ no le voy a volver a pedir/ este/ después lo descontaría del/ del sueldo/ supongo yo

B: Bueno/ por ésta vez vamos a hacer una excepción

A: Bueno/ muchas gracias

**D11**

A: Hola/ buen día

B: Buenos días

A: Eh/ uh/ disculpe la demora pero/ tuve otros problemas y no le pude traer el dinero antes/ le/ le vengo a traer el dinero que le pedí prestado para/ para las cuentas

B: Bueno/ eh/ está ATRASADO//

A: Lo que pasa es que me fue IMPOSIBLE juntar el dinero antes/ y bueno/ muchos problemas/ este/ yo le tengo el dinero ACA/ digo/ ya/

B: Sí/ yo se lo acepto/ pero/ quiero que vea que habíamos acordado que/ que el dinero lo regresaba en una semana/ si/ digo/ ésto no puede suceder si llegamos a un acuerdo se tiene que cumplir

A: Bueno/ eh/ no sé/ lo lamento/ digo no/ REALMENTE no pude juntar el dinero antes

B: Bueno LAMENTABLEMENTE no/ no se le va a poder volver a hacer/ el favor

**R12**

A: Hay/ disculpá/ no me prestarías tu computadora portátil

B: Eh/ si si/ no hay problema/ para qué la precisas

A: No quería hacer un trabajo para la oficina

B: 'Ta

A: No hay problema

B: No no no

A: Gracias

**D12**

A: Hay/ sabés que tuve un accidente

B: Qué pasó

A: Cuando fui a / a atender el teléfono/ se/ se cayó la computadora y rompí la/ la pantalla

B: COMO/ Se te rompió la pantalla de MI computadora

A: Sí/ si si/ no sé/ este/ YO averiguo y/ y te compro una o/ no te preocupes que yo me responsabilizo por los gastos

B: 'Ta/ si te responsabilizas de/ de los gastos/ digo [te agradezco]

A: [sí sí]

B: porque la verdad que es una computadora MUY CARA

A; [Si si yo entiendo]

B: [lamentablemente yo tengo un montón de gastos]

A: No/ realmente fue un accidente/ disculpame

Informantes: 4 hombres, Facultad de Ingeniería

**R1**

A: Bueno/ necesitaría un libro/ que la biblioteca está cerrada y no podría este/ no podría estudiar sin el// no sé si me lo podrías prestar/ o cuándo podría/

B: Y no sé qué libro es/ si yo lo tengo te lo podría prestar

A: Es un libro de Análisis II/ el teórico

B: Me fijo/ si lo tengo te lo presto un RATO para que le saques fotocopia o algo si no lo preciso

A: 'Ta/ no sé/ tenes algún teléfono o algo

B: Sí/ te doy mi teléfono

**D1**

B: Y el libro

A: No/ mirá el libro/ este// me lo dejé olvidado en casa/ no sé/ te lo traigo hoy cuando pueda/ este/ te llamo o algo

B: LLAMAME porque es el UNICO que tengo

A: 'Ta

**R2**

A: Mirá/ tengo que hacer un mandado hasta ahí/ me cubrís un segundo

B: Y/ no sé/ depende/ qué tenés que hacer

A: Y/ unos trámites ahí

B: Bueno/ pero sólo 10 minutos

A: Bueno



## D2

B: Hola qué tal/ cómo anda

A: Bien// UY/ uy/ DISCULPA

B: No/ este/ ésto no puede ser así// este/ no sé/ espéreme que voy al baño y/ y vengo

A: 'Ta/ pero disculpá

## R3

A: Escuchame/ tengo que salir/ eh/ no me podés atender el teléfono mientras no esté

B: No no no/ es TU trabajo es TU responsabilidad/ en otra oportunidad si demostrás ser responsable/ puede ser/ pero por ahora no

A: Bueno/ pero tengo que salir

B: Qué es lo que tenés que hacer/ si es de urgencia podés salir sino/ no/ espera tu salida de trabajo

A: Bueno/ pero tengo que ir a ver a mi novia

B: Ah no no/ en horario de trabajo no/ no se puede/ Ud. tiene que terminar su trabajo y después deja para su recreación personal

A: Pero/ es importante/ DEBERIA salir y lo único que tenés que hacer es/ atender/ el teléfono/ mientras no estoy

B: Corre peligro la vida de tu novia

A: No/ no corre peligro la vida de mi novia/ pero ya que sos un NOVATO/ en la COMPANIA/ este/ haceme la pierna

B: Bueno/ por ésta vez pasa/ bueno/ la ganaste

## D3

B: Y/ qué pasó/ no era que ya volvías/ este/ este/ qué pasó/ una hora y media demoraste mi viejo

A: Bueno 'ta/ hay cosas que no se pueden/ APURAR

B: Qué fue lo que te pasó/ me tuviste ahí una hora y media con el teléfono y no pude terminar mi trabajo

A: No importa que pasó/ pero qué/ fue un trabajo MUY difícil que no pudieras hacer

B: No pero vos/ yo dejo de hacer mi tarea y después el jefe me/ me reprocha a mí/

A: [NO]

B: [por lo menos] quiero que me digas qué pasó

A: No/ NO puedo decirte lo que pasó/ pero/ muchas gracias por atenderme el teléfono/  
hoy por tí mañana por mí/ no/ hoy por mí mañana por tí

B: Bueno/ 'ta bien

#### **R4**

A: Bo/ no entiendo el mapa este que me diste/ bo / no lo habrás dibujado mal

B: No/ yo hago las cosas generalmente bien/ fijate/ por ahí

A: Pero yo no te entiendo/ no lo puedo interpretar bien/ me parece que estamos perdidos

B: Y será porque no sabes manejar e interpretar el mapa al mismo tiempo

A: Y vos que estás sentado sin hacer nada podrías leer el mapa/ ahí

B: Pero está MUY claro/ tenés que salir por acá/ y doblar a la derecha después

A: BO/ pero no lo entiendo/ estamos perdidos/ preguntale a ver/ al viejo ese que está en la esquina a ver si sabe por dónde ir

#### **D4**

A: AH/ MIRA/ encontré el mapa/ lo tenía acá en el bolsillo/ mirá no era necesario que le preguntaras al tipo éste

B: Nooo

A: Pero igual/ menos mal que le preguntaste porque está todo horrible

B: NO/ el mapa está BIEN/ pasa que no sabés COMPRENDER

#### **R5**

A: ¿Cómo andás tanto tiempo?/ Mirá/ te andaba/ justo andaba pensando en vos/ tengo que llevar unas cosas/ y vos no me podrías llevar con el coche las cosas hasta/ hasta el departamento

B: Sí sí/ no hay problema/ AHORA mismo

A: Y sí

B: Y bueno/ vamos

**D5**

A: UY/ el aceite/ disculpá/ no sé/ después lo limpio/ no sé/

B: [Pero...]

A: [La tapicería../ no sé]

B: TENE MAS CUIDADO/ está BUENO el coche/ viejo

A: Y qué querés/ después arreglamos/ limpiar y arreglamos

B: Sí/ pero digo/ no sé/ va a salir caro viejo

A: Y/

B: Esas cosas/ tienen que ir en bolsas de nylon con CUIDADO/ las cosas se tienen que hacer BIEN

A: Bueno/ no es pa' tanto

**R6**

A: Eh/ perdoná/ necesito un favor/ no te animás a prestarme el coche que tengo que ir al aeropuerto urgente

B: EL COCHE

A: Es una urgencia

B: [Es una urgencia]

A: [DE VERDAD]

B: Pero CUIDALO

A: No no/ muy tranquilo/ en serio/ en una buena

B: Tranquilo no

A: Sí sí sí

B: 'Ta/ tomá

A: Gracias

**D6**

A: Mirá tuve un problema con el coche/

B: Qué le hiciste

A: Este/ choqué/ pero NO mucho/ sólo se rompió el/ paragolpes y las luces

B: Sabés cuánto sale un paragolpes y las luces de ese auto

A: Bueno/ estoy seguro que tenías seguro

B: Sí pero igual/ estaba IMPECABLE// QUE LE HICISTE/ pobre auto/ no

A: No pero/ NO ES MUCHO/ no es mucho/ yo te pago el deducible/ DESCONTALO del sueldo

B: Bueno

## R7

A: Mirá/ tenemos un proyecto MUY importante en la compañía y/ y andamos cortos de tiempo/ me parece que no te vas a poder ir

B: Yo reservé pasaje// yo me voy o me voy/ yo te dejé eso a tu cargo

A: Pero escuchame una cosa/ si no terminamos el proyecto/ es el ULTIMO pasaje/ el ULTIMO viaje que vas a tomar vos y YO

B: Yo no sé/ yo lo reservé/ voy a probar/ si me pueden cambiar la reserva de día/ 'ta/ sino

A: Pero sino te la cambian vas a perder menos plata/ perdiendo los pasajes que quedándote sin laburo mi viejo

B: Y// vamos a pensar

## R8

A: Disculpá me podés escribir una carta a máquina

B: Eh/ en éste momento estoy un poco ocupado/ es muy importante

A: Y si/ bastante importante

B: Y bueno/ pasame que lo hago y ya/ ya sigo

## D8

B: Mirá/ acá tengo las cartas que me pediste

A: PA mirá que/ que está mal acá/ está mal escrito ésto/

B: Y pero bueno/ mirá/ todavía que te hago un favor de pasarte las cartas/ me/ me las criticas

A: Pa/ me las podés hacer de nuevo/ dale

B: No no no/ ahora pasátelas vos

A: // FA

B: No no me des... el trabajo

### **R9**

A: BO me enteré que no va a haber nadie en tu casa/ no me/ no me la podrías/ no me dejarías ir por un par de semanitas

B: Y/ si me la cuidas bien y no le haces nada/ sí

A: SI/ yo te la cuido

B: Ta/ tomá

### **D9**

A: Eh/ mirá/ acá tenés las llaves/ este/ mirá que tuve un probleMITA con la alfombra/eh/ se me cayó una tin/ una tinta/ pero no es NADA digo/ nada/ nada de importancia

B: La alfombra esa que está en el living

A: Sí pero es una manchita de nada/no/ ni se nota// si querés yo después te paso un jabocinto y sale

B: Ta/ si sale 'ta sino/ vamos a ver

### **R10**

A: Disculpame/ te podrías cambiar de asiento así me siento con el niño

B: Sí/ como no/ no hay ningún problema

A: UY disculpame te pisé

B: No hay problema/ no hay problema

### **R11**

A: Disculpe jefe/ ando medio necesitado de dinero y/ y querría saber si me puede dar un adelanto de dinero para que pague las cuentas/ que me van a cortar la luz/ puede ser

B: Sí/ este/ bueno/ cuánto precisa

A: Y/ ando necesitando 1500 pesos no sé/ si me puede adelantar

B: Mirá/ en éste momento/ o lo que pueda sino/ estamos un poco cortos de plata pero/ se puede solucionar/ yo voy a hablar con/ con los encargados/ este/ deme su nombre/ podemos acordar algo

A: Bueno/ Guillermo... es el nombre/ puede darme la plata no más

B: (se ríe)

### D11

A: Eh/acá tengo el dinero jefe/ disculpe ahí se me/ me atrasé un poquito [Ud. sabe]

B: [Sí no no] ya veo que/

BASTANTE no/ tres semanitas/ no no es poco

A: Bueno jefe Ud. sabe las complicaciones y los trámites

B: Bueno/ este/por ésta vez pasa/ pero la próxima/ más vale que sea puntual

A: Muy bien/ muchas gracias jefe

B: NO/ por favor

### R12

A: Qué tal/ cómo andás

B: Bien

A: Y esa computadorita

B: Y/ es nueva la estamos aprendiendo a usar

A: TA BUENA/ EH/ la podrías prestar un ratito

B: Y/ con cuidado/ digo/

A: Yo de ésto SE/ [yo de ésto sé]

B: Sabés

A: SI/ por favor

B: Bueno vamo' arriba

A: Bueno/ gracias

### D12

A: A la MIERDA/ este/ bueno/ disculpame/ se me/ se me cayó la computadora y/ y se le rompió la pantalla

B: NO MI VIEJO/ PERO ERA NUEVA

A: Bueno/ éstas cosas suelen pasar

B: Pero si tenés cuidado NO pasan/ qué estabas haciendo

A: No/ me llamaron por teléfono y// no/ no sé/ mañana vamos a/a/

B: Y SI/eh/ si se puede recuperar y la información que tenía adentro [tenía mucha información]

A: [NO es sólo] es sólo la pantalla/ viste/ lo de adentro está

B: Y bueno/ entra a contactar/ mirá que te va a salir unos cuantos pesos

A: Bueno/ este/ vamos a ver que podemos hacer y/ te aviso

B: 'Ta.

Informantes: 3 hombres y 1 mujer, Combinación de informantes I, Facultad de Ingeniería

## **R1**

B: Buenos días

A: Buen día/ yo quería hacerle una pregunta/ este/ quería saber si es posible que me preste el libro de Teoría I que yo necesito y que/ que el único ejemplar que hay lo tiene

Ud./

B: Bueno eh/ AHORA/ en éste momento no lo tengo/ lo/ me decís/ un horario en que puede traerlo/ después de clase

A: //mañana puede ser

B: La clase que viene te lo traigo

A: Bueno/ el viernes entonces

B: Bueno/ nos vemos entonces

A: Gracias

B: Ta luego

## **D1**

B: Eh/ disculpame/ te acordás que me tenías que traer el libro hoy no

A: Sí sí/ justo me lo olvidé pero si quiere para la próxima clase se lo traigo

B: Bueno acordate porque mirá que lo necesito

A: Bueno/ ta bien/ lo voy a tener en cuenta

B: Ta luego

A: Chau

## **R2**

A: Eh disculpá/ tengo que ir al centro a hacer unos mandados/ me/ me cubrís porque/ tengo que salir/ voy y vengo y/

B: Sí/ por hoy puede ser pero/ pensalo bien para la próxima

A: Bueno 'ta/ pero es una changa nomás



**D2**

B: Hola / qué haces acá

A: Hola/ cómo andás/ qué contás

B: Bien/ acá andamos/ qué casualidad encontrarnos acá

A: Sí/ yo pedí un café querés otro vos

B: Buena 'ta/ pido otro// UY/ disculpá se me cayó el café

A: Ah/ no pasa nada

B: Pará que llamo al mozo y le digo [que te]

A: [ta bien]

B: Ta

**R3**

A: Daniel/ no te animás a atender el teléfono mientras yo salgo un momentito

B: Sí como no

A: Bueno gracias

**D3**

A: Disculpá porque me retrasé un poquito pero/ a veces pasa viste/ me encontré con María y me entretuvo me charló y después...y bueno/ llegué medio tarde

B: Ta/ no hay problema

**R4**

A: Este/ che estamos perdidos por dónde vamos

B: Y no tenés el mapa por ahí/ dónde decía

A: Sí pero no se entiende/ a ver preguntale a ese peatón que viene ahí

B: Este/ señor disculpe una pregunta/este/ me puede indicar por dónde queda la calle

X

**D4**

A: Mm mirá/ tenía el mapa/ tenía el camino acá en el mapa/ lo tengo en el bolsillo

B: Bueno/ igual el señor me dijo que había que/ seguir dos cuadras/ por ésta misma calle después doblar a la derecha/ tres cuadras más así que mejor hacemos eso que es más fácil

A: Bárbaro

**R5**

A: Qué tal/ cómo estás

B: Cómo le va/ bien

A: Mirá estoy por mudarme y necesito ayuda un poco para/ la mudanza viste que/ no tengo mucha plata y para contratar un servicio está difícil

B: Y que andarías precisando

A: Y/ no sé si vos me podrías llevar en el auto unas cositas

B: Eh/ sí por qué no

A: Bueno/ HOY podría ser detarde

B: Eh/ dejame pensar si tengo algo que hacer//este/ mirá no sé digo/ si lo podemos dejar para el fin de semana que tengo más tiempo libre

A: Bueno

B: Podría ser [...]

A: [sábado demañana]

B: El sábado demañana estaría perfecto

A: Bárbaro quedamos en eso

**D5**

B: Eh

A: QUE MACANA

B: Me parece que se te cayó el aceite/ espero que lo tengas TAPADO porque sino se tan van [a ensuciar las cosas]

A: [Si querés] pará acá donde puedas y me fijo y sino/ si se cayó algo lo limpio con un/ trapo

B: Bueno digo/ no tengo problema/ las cosas son tuyas así que paramos y vemos

A: Bueno

## R6

A: Eh/ permiso/ cómo le va/ eh

B: Pase/ pase

A: Eh/ mire le voy a pedir un favorcito sino/ si Ud. me podría/ si Ud. me podría prestar

el coche/ sino lo tiene que usar eventualmente porque tendría que ir a buscar a alguien al aeropuerto

B: Para cuándo sería eso

A: Y sería con URGENCIA/ [yo no sé bien]

B: [ahora]

A: Hoy/ ahora YA en éste momento/ eh/ no sé si Ud. estaría dispuesta a eso

B: Y si me lo/ si vuelve antes de las 6/ sí

A: Eh/ no no yo pienso para ir a buscarlo/ hacerle el transporte no más/ o sea llevarlos... y bueno/ eh/ después se lo traigo

B: Bueno

A: // Si Ud. no tiene problema que salga del trabajo

B: Ta bien

A: Gracias

## D6

A: Eh/ bueno jefe/ eh...

B: Qué pasó con el aeropuerto

A: Y nada/ con el aeropuerto no pasó nada/ el problema es que cuando venía trayendo a/ la persona/ como quería llegar y traerle el coche lo MAS rápido posible/ este/ frenó una mujer de golpe y// y bueno no me dí cuenta y/ la choqué/ de atrás/ este/ la culpa es MIA/ eventualmente eh/ le voy a pagar los daños/ eh

B: // Bueno

A: No salimos lastimados/ si se preocupa por eso

B: Sí/ me preocupaba BASTANTE (se ríe)

A: Este/ así que bueno eh// Ud. no se preocupe eh/ yo/ mi coche [está averiado]

B: [cómo arreglamos con ésto]

A: Eh/ voy a ver si puedo ir contra el seguro de mi auto/

B: //aha

A: Y/ bueno/ si mientras/este/ mientras Ud. tenga el auto en el taller yo le presto el mío

B: Me parece bien

A: Así que/ digo/ muchas gracias por habermelo prestado y era nada más que para el transporte

B: De nada/ y mañana me trae su coche entonces

A: Como no

B: Bueno

A: A primera hora lo paso a buscar

B: Está bien/ gracias

## R7

A: Pasá/ pasá que quiero hablar contigo/ yo sabés que te voy a necesitar ahora para el proyecto éste importante/

B: //ah

A: Sé que vos/ estás por tomar vacaciones

B: Sí/ [justamente]

A: [A mí me gustaría que te quedes]

B: Pero tengo todo ya arreglado antes de irme

A: Y qué tal si lo POSPONES una semanita

B: Bueno mira/ tendría que pensarlo/ a ver/ no voy solo no/ este/ le voy a pedir cualquier cosa/ voy a tratar de / de posponerlo

A: Podrías avisarme para mañana

B: Sí yo te aviso

A: Bueno

B: Ta

## R8

A: Hola/ necesito que me escribas unas cartas si es posible/ tenés un poquito de tiempo

ahora

B: Sí/ como no

A: Bueno/ se trata de una carta para/ el gerente de IBM/ y es BASTANTE urgente

B: Bueno ta/ yo te lo hago/ me decís más o menos/ [decime]

A: [bueno] muchas gracias

B: Ta

### D8

B: Hola/ cómo andás

A: [Bien]

B: [Este] te traje la carta que me pediste que te hiciera

A: Ah/ bueno/ a ver// UU pero/ no es exactamente lo que yo quería/ se ve que se me traspapeló o algo/ yo necesito ésta otra

B: Bueno ta/ damelo que yo te lo hago ahora rápido y te lo doy

A: Bueno/ muchas gracias

B: Ta/ ta luego

### R9

A: Hola/ cómo andás

B: Cómo andás

A: Mirá este/ sé que vos tenés una casa afuera

B: Es cierto

A: Este/ está libre ahora/ en el fin de semana

B: Cómo para qué

A: Y/ mirá/ quiero irme/ tomarme unos días/ comerme un asado y hacer vida tranquila

B: Todo bien/ sí/ puede ser/ unos días te la presto

A: Bueno ta/ después hablamos

B: Bueno

A: Ta

### D9

B: Cómo andás/ cómo te fue por afuera

A: Bien bien/ pero mira tuve un/ un pequeño problemita ahí/ este/ se me cayó/ se me hizo una mancha en la alfombra con tinta negra/ y este/ traté de limpiarlo pero no no

A: Muy grave la cosa

B: No es poquito/ digo/ disculpá/ digo/ fue sin querer

A: Bueno bueno/ no pasa nada

B: Cualquier cosa hablamos luego

A: Sí sí

### **R10**

A: Eh/ qué tal señor/eh/ le molestaría dejarme el asiento así me siento con mi hijo

B: Sí como no/ encantado

A: Muchas gracias/ AY disculpe lo pisé/ fue sin querer

B: No/ no es nada

### **R11**

A: Mm/ disculpe

B: Pase pase/ qué necesita

A: Este/ necesito un adelanto del sueldo porque/ porque me estoy quedando sin/ tengo que pagar las cuentas de luz de agua y de/ de teléfono y/no tengo más dinero/ Ud. podría/

B: Ud. cuánto hace que trabaja acá

A: Y/ hace bastante tiempo ya/ como un año más o menos

B: Bueno/ está bien/ en ese caso/ me parece que se podría pensar el asunto/ yo tengo que hablar con Tesorería y mañana vemos

A: Bueno muchas gracias

B: De nada

### **D11**

A: Este/ [bueno Sra. Gerente]

B: [Pase pase] qué desea

A: Este/ yo le venía a hablar por el préstamo que/ me consiguió

B: // si

A: Digo/ bueno resulta que hubo/ un inconveniente en el banco y/ y no me dejan retirar dinero

B: //mm

A: Este/ le voy a pedir un plazo más/ de algunas semanas más/ para poder reintegrárselo

B: Y qué le parece irlo pagando de a poco/ en vez

A: //mm

B: En vez de que sea todo de una sola vez y dentro de un tiempo

A: Lo que pasa es que el banco me tiene trancado el dinero y/ no puedo pagar/ no puedo sacar nada/ no puedo hacer ningún retiro

B: Está bien/ quedamos así

A: Bueno

## R12

A: QUE LINDA MAQUINA yo justo que necesito terminar unos trabajitos

B: VIO/ la verdad que / qué le puedo decir/ tengo que terminar de configurarla y después se la presto/ porque la verdad que tengo que hacer un trabajito yo también ahora

A: Y/ lo terminarás pronto[ porque si...]

B: [Mira soy una bala] soy una bala/ eh/ aparte digo/es nueva pero/ es muy parecida a una que tenía yo antes/ entonces/ el único problema es que es todo chiquito/ porque es portátil

A: Ah/ pero JUSTO lo que yo necesito/ hoy detarde estará pronta

B: Eh/ sí/ para la tarde

A: Yo te la devuelvo mañana

B: Ah/ JUSTO mañana/ vos sabés que si me la podés dar denoche me viene bárbaro

A: // bueno

B: [Porque]

A: [Al salir]

B: A la salida/ sí/ si sería posible

A: Bueno/ quedamos así

B: De nada

## D12

A: Cómo anda/ este/ sabe que tuve un pequeño inconveniente con su computadora

B: Si dígame

A: Estaba hablando por teléfono y accidentalmente se me cayó

B: Ah/ pero no hay problema

A: Pero el problema es que la pantalla se rompió

B: AH/ el monitor se rompió

A: Sí//

B: Y bueno

A: Cómo/ cómo puedo ayudarlo [a]

B: [Digo]/ la COMPUTADORA no se asegura este/

A: Y cuánto costaría [cambiar el monitor]

B: [Es NUEVA] realmente es NUEVA/ lo que pasa es que la garantía no cubre éstos/ éstos casos/ eh/

A: [Yo estoy dispuesta a pagar]

B: [Ruptura accidental]

A: A pagar lo que sea necesario

B: // eh/ sí/ tendría que ver eh/ cómo sería/ es una LASTIMA/ era NUEVITA NUEVITA/ bueno que le vamos a hacer

A: [Fue un accidente...]

B: [Sí esas cosas] pasan y/ la verdad que/

A: // Pero

B: Tendría que llamar a la persona que me la vendió/ así/ eh// vería qué/ qué pasa/ cómo se puede arreglar ésto pero/ [esperemos que sea...]

A: [bueno disculpeme pero/]

B: Espero que se pueda/ resolver a la brevedad

A: Bueno

B: QUE LASTIMA



Informantes: 4 hombres, Facultad de Ingeniería

## **R1**

A: Profesor/ la biblioteca sabe que está cerrada/ y yo sé que Ud. tiene un libro que yo necesitaba/ para hacer un trabajo/ me lo podría prestar o se complica mucho

B: No no hay problema yo este/ qué qué libro es el que necesita

A: Eh/ Dinámica de los Flúidos

B: Bueno sí/ este/ por cuánto lo quiere/ por el fin de semana/ por

A: Y/ por lo menos por una semana [no sé si...]

B: [Por una semana] bueno

A: Si es muy complicado

B: No/ no va a haber problema/ yo se lo facilito/ Ud. lo lleva y después me lo trae

A: Bueno/ se lo alcanzo aquí mismo a la Facultad o/ otro lado/ no sé/ como le quede mejor

B: Sí sí sí/ acá en la Facultad está bien

A: Bueno/ muchas gracias/ entonces paso a buscarlo después/ este/ cuándo va a estar Ud. en la oficina

B: Pase cuando Ud. quiera/ yo voy a estar/ voy a estar siempre acá

A: Bueno muchas gracias

B: No/ por nada

## **D1**

A: Profesor/ sabe que salí muy apurado de casa hoy/me/ me olvidé de agarrar el libro para traérselo/ este/ me disculpa/ se lo traigo mañana

B: Sí sí no hay inconveniente [lo...]

A: [Disculpe porque] había prometido que se lo traía en una semana pero/ con el apuro que anduve la verdad que me olvidé de/ sacarlo

B: Bueno sí/ lo estuvo mirando

A: Lo estuve mirando/ sí/ me vino bárbaro para poder terminar el trabajo

B: Y/ le pareció lindo

A: Y/ está interesante el libro

B: Está bien

## R2

A: Eh/ tengo que salir a hacer un/ una diligencia/ este/ Ud. me podría cubrir

B: Sí no hay problema/ cuánto rato va a demorar/ no sabe

A: Y/ pienso que/ una hora dos horas

B: Bueno sí/ no hay problema yo lo cubro/ vaya tranquilo

## D2

B: Buenas/.....veo que no estaba perdiendo el tiempo

A: Sí no no/ este/ yo recién estaba llegando/ cómo estás

B: Bien bien por suerte /este/ un poco cansado pero bien/ qué pedimos/ un café / dos cafés

A: Pedimos dos cafés/ te parece

B: Me parece bien sí/

A: Bueno este/ cómo está todo/ bien

B: Bien/ por suerte bien/ este/quería ver cómo iba el trabajo de ustedes/ porque me parece que están medio sobrecargados/ no sé si necesitaban una mano/ traer gente de otra Sección/ prestada o/ contratar a alguien temporalmente a ver si pueden terminar con el proyecto o/ está todo bien

A: [Sí]

B: [Piensan ustedes] que van a poder

A: Nosotros pensamos que sí/ que está marchando bien/ que las cosas van a salir/ dentro de lo que se pensaba

B: Pero estima que los tiempos convenientes/ digamos/ no los plazos que habíamos hablado al principio

A: Sí sí

B: Se van a cumplir sin problemas/ o/ porque no hay problema/ si necesitan más gente o/

A: Bueno/ bárbaro

B: O apoyo de otro tipo/ háganlo saber

A: Bueno/ cualquier cosa/ AY disculpame/ se me volcó el café/ eh/ MOZO

**R3**

B: En qué te puedo ayudar

A: Me podés atender el teléfono mientras yo me voy un ratito

B: Como no/ yo te atiende el teléfono/ anda tranquilo

**D3**

A: Bo/ disculpa la demora/ me atrasé un ratito ahí

B: Sí pero no pasa nada/ está todo bien

**R4**

A: Bo/ sos un boludo/ te dije que traigas el/ el mapa

B: No bo/ eras vos que lo tenías que traer bo

A: Bueno a ver/ preguntale al flaco ese que está ahí parado

**D4**

A: UPS/ ¡qué encontré acá! (los dos se ríen)

B: Estás pintado/ estás pintadísimo

**R5**

B: Buenas jefe/ cómo le va/ todo bien

A: Muy bien y vos/ bo/ me podés ayudar ahí/ con/ el apartamento ahí/ no hay problema con el coche y eso

B: Sí como no/ cuando quieras llamame

A: Ta

**D5**

A: Bo/ perdoná/ fue un accidente/ te lo limpio ahora

B: No/ no pasa nada/ ésto ya se arreglará

## R6

A: Disculpeme que lo interrumpa/este/ necesitaba hablar con Ud. quería plantearle una situación/este/

B: Sí/ dígame/ qué desea

A: Si mire/ yo este/ tengo que llevar a un pariente al aeropuerto/ este/ y se me rompió el auto/ este/ y bueno dada la situación/ quería/ quería preguntarle si era posible/

B: No vaya/ vaya tranquilo no más y/ deje avisado ahí/ en la ficha pero/ vaya tranquilo nomás

A: Bueno/ ta/ gracias

## D6

A: Eh/ disculpe gerente/ este/ le vengo a devolver la llave/ le quería decir que/ hubo un accidente de tránsito/ el coche tuvo unos [pequeños desperfectos/ este]

B: [QUE PASO] Ud. es un anormal/ qué me hizo al auto

A: No no/ yo le voy a explicar/ hubo un/ un accidente/ unos pequeños problemas/ vió

B: No no/ lo voy a matar/ lo voy a matar/no no/ mal mal mal

A: Mire yo este/

B: // NUNCA MAS/ [nunca más]

A: [Se lo voy a] ARREGLAR/ no va a haber problema

B: Nunca más/ nunca más/ sí pero/ lo que arregla ta/ no/ BUENO/ vamos a ver / vamos a ver

A: Ta bien/ hasta luego

## R7

A: No te podés quedar acá unos días más acá para ayudarme porque la verdad necesito una mano para terminar el proyecto bo/ porque/ sino no voy a poder terminarlo y necesito de TODOS/ TODA la gente/ que esté disponible/ dos días/ DOS TRES DIAS que acorta tus vacaciones/ después no sé// después veremos cómo arreglamos/ no sé/ te agradecería mucho/

B: Bueno/ este// y yo tengo/ lo que pasa es que el problema es que tengo/ YA saqué los pasajes/ tengo reservado para/ [para salir]

A: [FA/ me matás] me matás/ son/ son DOS DIAS que vas a atrasar/ dos o tres días no más

B: Tendría que cambiar/ marcar el pasaje y//

A: No sé/ averiguá y/ igual/ si no podés / ta/ mala suerte

B: Bueno yo trato de averiguar/ [si puedo arreglar]

A: [Hace lo posible]

B: Si puedo arreglar lo del pasaje/ y puedo arreglar todo lo demás/ este/ cambio un poquito las vacaciones y/ hago vacaciones igual

A: Ta

## **R8**

A: Eh/ no me haría/ este/ el favor de/ escribirme una carta a máquina

B: Sí/ como no/ no tengo problema/ en un minuto te la llevo

A: Bárbaro/ muchas gracias

## **D8**

B: Tomá/ acá están las cartas que me pediste

A: Ah/ bueno/ bárbaro/ ah/ me/ sabés que/ me confundí y/ te dí mal la/ te dí equivocada la carta que te tenía que dar/ este/ sería mucho inconveniente si te doy la que REALMENTE te tuve que dar y me la pasas a máquina

B: No no no/ no pasa nada/ todo bien

A: Bueno/ gracias

## **R9**

A: Bo/ tengo un par de semanas libres ahora/ no/ sería mucha molestia pedirte la casa tuya que tenés afuera para ir a veranear un rato

B: Sí/ no hay ningún problema/ sí sí

**D9**

A: Bueno/ muchas gracias por todo pero/ tuve un pequeño inconveniente se manchó un poquito la alfombra/ traté de sacar el coso pero no puede/ cualquier cosa/ estoy dispuesto a todo pero/

B: Bueno/ bueno no hay problema/ Pasaste bien

A: Todo bien/ por suerte/ muy bien/ muchas gracias

B: Bueno/ espero que la hayas disfrutado

A: Gracias

**R10**

A: Eh/ disculpeme/ no me haría el favor de cambiarme de asiento para que me pueda sentar/este/ con un niño que vengo

B: Sí/ como no/ no es ninguna molestia

A: AH/ disculpeme que le pisé el pie

B: No/ no pasa nada

A: Bueno

**R11**

A: Mirá eh/ necesito pagar unas cuentas/eh/ no sé si/ me podrías facilitar algo de dinero/ un adelanto para poder pagarlas porque/ sino me van a cortar ahí/ el agua/ el gas y la luz y no/ la verdad/ no tengo ganas de que me corten/ si es posible pedir un adelanto/ te agradecería

B: Sí/ no hay problema/ cuánto necesitas

A: No/ necesito/ no es mucho/ necesito/ 500 pesos

B: 500 pesos sí/ no hay problema/ pasa por la Contaduría/ deciles que hablaste conmigo y cualquier cosa que me llamen/ que te hagan el vale ahí/ este/ ya te dan la plata también/ bueno/ no necesitas más

A: No no no/ eso nada más/ muchas gracias

B: Bueno

## D11

A: Mirá las cosas se me complicaron ahí con/ con la plata bo/ todavía no te puedo pagar y no sé viste/ pienso yo que mañana voy a tener la plata pero/ no sé/ todo depende/ viste/ de cuándo cobre/ no sé/ vamos a ver/ no sé/ si me esperas unos días más

B: Bueno/ eh/ qué tuviste / problemas [con las cuentas]

A: [Sí/ ando con unos problemas bárbaros] sí de/ de guita y no no/ no sé qué hacer/ pero/ pero quedate tranquilo que /que te voy a pagar/ quedate tranquilo

B: Bueno/ no hay problema/ hasta ahora siempre has pagado/ si se te complicó la cosa

## R12

A: Escuchame vos/ ví que trajiste una computadora portátil un/ notebook/ de los nuevos/ última generación es / no

B: Sí

A: Quería pedirtelo prestado para ver si lo podemos/ este/ transferir un/ unos programas que tenés en el notebook

B: Sí sí como no/ [no hay problema]

A: [Que tenés en el notebook]

B: Sí sí sí/ agarrala/ tomá/ me la traes antes de que termine el horario y no pasa nada

A: No tenés drama

B: No no no

A: Bárbaro

B: No la iba a usar ahora así que/ agarrala no más

A: Bueno/ bárbaro

## D12

A: Dónde querés pegarme//che vos sabés que/ QUE CAGADA/ estaba por/ por prender tu computadora ahí/ y de repente levanté el teléfono se engachó el cable ese y se cayó la computadora al piso/ y se rompió

B: PA/ no me digas eso/ no no no/ con lo que me costó conseguirla/ no no no/ no puede ser

A: [Disculpá yo sé que es una cagada]

B: [...puta madre bo/ no puede ser]/ bo

A: Quedate tranquilo que te vamos a comprar otra/ ya hablamos acá con el/ [los jefes y/]

B: [Bueno/ ta]/ ta/ bueno/ ta no hay drama/ qué se va a hacer/ fue un accidente

A: Sí/ quedate tranquilo te vamos a comprar otra/ este/ el mismo modelo no sé si la compraste acá o te la trajeron

B: Sí me la trajeron pero igual/ yo que sé// después vemos cómo hacemos

A: Bueno

B: Qué cagada

A: Quedate tranquilo que/ ta



Informantes: 4 mujeres, Facultad de Ciencias

## **R1**

A: Eh/ mirá yo soy alumna de tu clase/ eh/ necesito un libro y/ la biblioteca está cerrada/ es el libro de/ de Biología.../no sé si/ podría ser que me lo prestara por 10 minutos y voy hasta ahí/ hasta/ al kiosco y lo fotocopio

B: Mirá/ sí/ tenemos como 3 copias pero/ es muy solicitado/ tendría que preguntar acá/ a al encargada del laboratorio porque yo soy solamente un ayudante/ pero de repente/ ta le pregunto y te lo puedo prestar/ este/ ahora/ digo/ mirá que es un libro muy útil/ te conviene conseguirlo que te va a servir para todo el curso/ nosotros sacamos todo el material de ahí/ de repente en la biblioteca/ en otras bibliotecas que no sea la de la Facultad lo podés conseguir/ pero yo te lo consigo ahora/ sí

A: Ta/ bárbaro/ yo igual estuve buscándolo por otras bibliotecas y no lo encontré por NINGUN lado/ la verdad que no me lo pude comprar así que/

B: Sí es cierto/ es un libro muy caro pero/ nosotros ya tratamos el tema/ y usamos éste libro TAN caro/ y bastante pero bueno/no tenemos otra alternativa/ Bueno por qué no consultas con alumnos de otros años que todos lo usan/ capáz que alguno tiene unas fotocopias o las puede vender luego

A: Ta/ yo voy a/ voy a ver digo/ pero no sé

## **D1**

A: PA/ perdoná yo sé que te tenía que traer el libro hoy pero/ te juro que me lo olvidé/ fue sin querer/ te lo traigo el/ no sé/ hoy detarde/ voy a casa y vuelvo

B: Ta/ por favor si podés traerlo hoy detarde porque ya/ ya me preguntó la/ la encargada a ver si ya me lo habían devuelto y/ aparte lo necesitaría para hoy detarde así que si puede/ yo estoy acá hasta las/ seis/ seis y media por ahí

A: Ta bárbaro/ yo ahora después tengo clase y después salgo/ voy te lo traigo/ ta/ bárbaro gracias

## R2

A: Mirá yo tengo que salir a hacer unos trámites/ y no sé/ me podés cubrir/ voy a demorar como MUCHO dos horas/ podrías/ seguro que una hora y media dos estoy por acá

B: Ta bárbaro/ pero trata de no demorar mucho porque/ yo voy a tener cosas que hacer también

A: Ta/ si no te preocupes yo voy a salir un ratito no más

B: Bueno

## D2

A: Hola cómo le va/ la estaba esperando acá/ le pido un café/ o alguna otra cosa

B: Este/ no no/ no se preocupe yo ahora me lo voy a buscar/ este/ además quiero ver si me compro algo más para comer

A: Eh/ bueno yo/ no sé/ quería hablar con Ud. sobre unas cosas de la empresa/ y me pareció una amistad desde hace tanto tiempo/ podría ayudarme/ con ésta situación

B: Sí/ cuenteme/ a ver

A: AY disculpe/ perdón/ fue accidental/ no sé si quiere le pedimos a la/ a la chica que nos preste algo/ algún trapito para limpiar

B: Si no/ no se preocupe/ yo ahora le pido a la señora

A: Bueno

## R3

A: Eh/ mirá/ tengo que salir unos minutos/ te dejo encargada del teléfono/ puede ser

B: Puede ser sí

A: Mirá/ te pido que cuando atiendas el teléfono eh/ digas el nombre de la compañía/

B: //mm

A: Ta/eh/ buenos días buenas tardes/ lo que sea/ decís tu nombre/ y después ta/ le preguntás en qué lo podés ayudar

B: Muy bien

A: Ta

B: Ta

**D3**

A: Hola/ ya volví/ disculpame la demora/ cómo te fue

B: No pasó nada/ está todo bien/ me fue bárbaro

A: Si no tuviste problema con alguna llamada

B: No no/ para nada

A: Dejaste todo anotado por las dudas

B: Sí todo

A: Sí

B: mm

**R4**

A: Disculpame pero no/ el mapa/ lo dejé

B: En dónde lo dejaste

A: Lo dejé en mi casa/ pero/ allá hay alguien/ si le preguntás

B: Podríamos/ sabrá

A: Y/ con intentar no se pierde nada

B: Bueno/ vamos a ver qué pasa

**D4**

A: AY/ QUE IDIOTA QUE SOY/ encontré el mapa en el bolsillo

B: Tenés razón (y se ríen las dos)

**R5**

A: AY/ mirá disculpá que te moleste/ te podría pedir un favor

B: Como no

A: Mirá/ es sin ningún compromiso/ si tu me decís sí o sino yo no me ofendo/ queda todo bien

B: mm

A: Pero tengo que hacer una mudanza/ digo/ son algunas cosas/ poquitas

B: //si

A: No tengo plata para un flete/ digo/ tampoco tengo auto/ me podrías prestar el auto o acompañarme a ayudar a hacer las cosas

B: Y/ tu dónde vivís

A: Vivo acá cerca/ no no hay problema

B: //ta//Bueno mira/ no sé/ el auto en éste momento  
no lo tengo pero/ no sé/ cuándo pensabas hacer la mudanza

A: Y/ cuando a tí te quedara bien/ digo/ si podés sino no

B : Bueno/ bueno/ yo podría alguna tarde si es poco rato/ puedo/ sí/ como no

A: Bueno/bárbaro/ta

## D5

A: AY/ me quiero morir/ me quiero morir/ disculpame no sé qué hacer

B: Bueno/ no te preocupes/ no sé/ después vemos y/ me ayudas/ no sé/ preguntamos  
con qué lo podemos limpiar

A: No/ ay no/ yo voy a buscar a alguien/ busca en algún lugar que te lo puedan  
limpiar/ yo corro con los gastos/ por favor disculpame

B: Ta bueno/ no te preocupes/ después lo arreglamos

## R6

A: Ay mire/ le tengo que pedir algo urgente

B: Como no/ dígame

A: Llega mi madre de Estados Unidos y tengo que ir al aeropuerto a buscarla y mi/  
auto se acaba de romper/ así que le voy a pedir por favor a ver si no me podría prestar  
el auto/ es solamente/ cuarenta cincuenta minutos/ y/ lo traigo denuevo/ no sé si podría

B: Bueno// sí/ eh/ vas sola o querés que alguien te acompañe

A: No no voy sola/ le agradecería muchísimo

B: Bueno/ ta/ te pido que ni bien lo termines de usar me lo devuelvas

A: Sí sí /ta/ muchas gracias

## D6

A: AY no sabe lo que me pasó/ disculpeme/ yo ya le digo que/ yo me voy a encargar de todo/ a al vuelta del aeropuerto/ tuve un pequeño accidente/ y se abolló el paragolpe y se rompieron algunas luces / pero no se preocupe que yo tengo seguro/ y me voy a encargar de que/ en menos de lo posible esté arreglado

B: Bueno/ le puede pasar a cualquiera/ pero/ ta/ digo/ no te hagas problema

A: [Bueno/muchas gracias/ disculpe]

B: [No va a haber problema]

## R7

A: Eh/ bueno mirá/ yo te mandé llamar porque/ tenemos que terminar el proyecto y no da el tiempo/ lo que te quería pedir es/ no sé/ si te podrías quedar y posponer el viaje

B: PA/ la verdad que/ no sé/ en éste momento me parece BASTANTE complicado porque mirá/ AYER reservé el pasaje y hablé con mi grupo de amigos/ que somos como DIEZ/ y me va a ser bastante complicado por/ por las fechas y los compromisos...de las otras personas pero/ bueno/ si me decís así puede ser que/ de última yo me separe del grupo y vaya/ después/ no sé/ es importante

A: Es MUY importante

B: Bueno

A: MUY importante/ si pudieras quedarte yo te lo agradecería mucho

B: [Bueno]

A: [Te pagaría horas extras]

B: Bueno bueno/ entonces yo arreglo

## R8

A: Me podés escribir una carta

B: Sí pero/ para qué necesitabas la carta/ qué tipo de cartas

A: Es para un proyecto que tengo encargado

B: //aja/ y el proyecto es individual/ tu sola  
o [...]

A: [Yo sola]

B: Y/ a ver/ contame un poco de qué se trata/ si yo más o menos te puedo/ no sé/ qué

estilo de carta necesitás/ recomendación/ o algo para escribir o es/ solamente recomendación

A: No/ es como para elaborar un proyecto

B: aja/ para elaborar un proyecto/ bueno mirá/ yo en éste momento no puedo si querés/ combinamos alguna hora detarde/ venís me contás un poco de qué se trata el proyecto y hacemos la carta

A: Ta/ bárbaro

## D8

B: Mirá/ acá está la carta que me pediste que te pasara a máquina/ no sé/ mirá el formato si te parece adecuado o/ yo ya la revisé varias veces y me parece que está bien

A: Si / la carta digo está bárbara/ muchas gracias pero el problema es que yo me equivoqué y te dí otro proyecto

B: //ah/bua/ no sé/ este/ bueno ta/ dame la/ la nueva y yo te la copia enseguidita ahora/ es muy larga

A: NO NO

B: Ta/ entonces te la vuelvo a pasar

A: Bueno/ muchas gracias

## R9

A: Mirá te iba/ te quería pedir un favorcito/ tenía planeado de hace tiempo irnos de paseo con unos amigos y a último momento se nos frustró/ la salida y te quería pedir si me podías prestar por una semana la casa de/ de campo/ de tu familia/ si es sin compromiso/ no sé si tenías planeado algo/ o si podés pedírselo a tus padres

B: No/ yo en realidad no tengo nada/ sí te la presto

A: Sí/ seguro/ seguro ya o

B: Sí seguro ya

A: Ta/ bueno [yo te llamo]

B: [PIENSO]que seguro YA

A: Ta/ yo te llamo entonces

B: Bárbaro

### D9

A: Mirá/te vine a dar una mala noticia/este/ bueno te vengo a devolver las llaves/ y/ mirá la semana pasada estábamos con estos amigos que te dije que íbamos y la verdad que se me fue un poco la cosa de las manos/ y hubo un poco de lío y/ a uno se le/ cayó un frasco de tinta arriba de la alfombra/ del living/ pero/ ta mira ya hablé con una agencia de éstas de limpieza/ ya me avisaron el presupuesto y yo me encargo de TODO/ así que bueno/ lamento y te prometo encargarme de que quede todo bien

B: Sí mirá/ si se arregla el problema está todo bien

A: Bua perdoná y ta/ te prometo que va a quedar todo bien

B: No pasa nada

### R10

A: Disculpame/ estoy con mi nene/ no me podrías cambiar el asiento/ para estar con él

B: Sí sí como no/ sentate no más/ sentate/ sentate

A: AY disculpame te pisé

B: No pasa nada/ no pasa nada

A: Gracias

### R11

A: Bueno/ venía a pedirle a ver si no me puede ayudar en la situación que estoy/ que / tengo que pagar urgente el agua/ el gas y/ la luz y/ la verdad que/ en éste momento no tengo el dinero/ no sé si/ podría por ésta vez hacer una excepción/ y adelantarme un poco de sueldo

B: Por ésta vez podría ser/ pero no es costumbre

A: Gracias

### D11

A: Eh/ acá le traigo el dinero que me prestó/ disculpe que no se lo pude traer antes...pero justo conseguí el dinero

B: Sí pero podrías haber avisado que no lo ibas a traer

A: Sí/ disculpe yo pensé que lo iba a conseguir/ pero/ no/ no sé/ no se me dió

B: Ta/ no importa/ no pasa nada

## **R12**

A: QUE BARBARA tu computadora/ me la podés prestar un minuto

B: Sí si/ este/ sabes cómo funciona

A: Sí

B: Ta/ este/ si podés traérmela porque/ tengo que hacer un trabajo

A: Si/ quedate tranquila que te la devuelvo enseguida

B: Bueno/ toma

## **D12**

A: Mirá/ digo/tengo algo/ malo para decirte/ este/ atendí el teléfono y tu computadora se me cayó digo/

B: Se te cayó

A: Sí pero/yo/ corro con los gastos/ cueste lo que cueste

B: Pero qué/ se rompió mucho

A: Eh/ si/ este/ se / el monitor

B: Bueno ta/ eh/ la verdad que te agradezco que te hayas hecho cargo porque/ no era mía/ era de mi/ hermano

A: No no no/ yo corro con los gastos// ta bueno/ disculpame

B: Bueno



Informantes: 2 hombres y 2 mujeres, Combinación de informantes I, Facultad de Humanidades

**R1**

A: Disculpá/ vos tenés el libro que necesi/ un libro/ de Antropología que/ está en el Departamento/ [que necesito para]

B: [Pero/ tenés el nombre del autor]/ no sé/ este/

A: Sí/ de Harris

B: Por qué/ cuál es el tema que te/ que te interesa profundizar

A: La parte de parentesco

B: Hay un libro de Fox/ también que de repente/ no sé/ [es más específico]

A: [Ta/ pero en la biblioteca] NO lo encontré/ [entonces]

B: [YO en el Departamento] no tengo ninguno/ pero/ este/ [...el de Fox]

A: [Pero me dijeron que] me dijeron que lo tenías tu

B: Mm/ no no no/ te dijeron MAL/ mirá eh/ yo te puedo asegurar porque/ porque justo es un tema en el que yo profundizé pero/ eh/ te digo el libro de Fox por ejemplo/ es un libro que trata el tema por lo menos para empezar a /

A: Ta/ si me lo podés prestar/ bárbaro porque [ya empiezo...]

B: [Mm/ te digo] está en biblioteca/ el de Fox/ estoy segura que está/ este/ a menos que esté reservado

A: Ta/ bueno entonces vuelvo y/ y lo voy a buscar cualquier cosa te puedo consultar

B: Ta sí/ yo por las dudas es igual/ digo/ me quedo con el tema/ de repente en la clase que viene te/te tiro una línea o algo

A: Ta/ bárbaro/ gracias

**D1**

B: Este/ sabés que/ HOY le había prometido a otra persona prestarle un material

A: AY/ me REolvidé del libro/ cierto/ pensé en traerlo pero justo me olvidé/ si querés te lo traigo mañana/ puede ser

B: Si el problema no es conmigo digo/ así como/ te lo pude prestar a vos es porque más o menos todo el mundo/ digo/ se va poniendo al día/mirá/ todo bien porque igual ésta persona igual es un tema que tiene que preparar con tiempo

A: Me REOLVIDE/ sino [lo hubiera traído]

B: [La idea es que] no sé/ tratemos de acordarnos de ésas cosas

A: Sí sí/ claro

B: Este/ ta/ no te preocupes / [mañana me lo traes]

A: [MAÑANA sí] seguro

**R2**

A: Tengo que ir al centro/este/ digo si me llama alguien/ no sé/ digo/ vuelvo en / una hora

B: Si a/ qué al centro a hacer una diligencia

A: Sí sí tengo que hacer cosas personales/ está todo bien no

B: En el horario de trabajo

A: Ta/ sí sí pero digo/ está todo bien o/ me tengo que quedar/ digo/ creo que no tengo por qué/ darte TODOS los detalles de lo que tengo que hacer en ésta hora/ digo/ no sé/ tengo que salir por una hora/ está todo bien/ me cubrís

B: Sí/ hoy no hay mucho trabajo así que no hay problema

A: Ta/ ta/ gracias

**D2**

A: Este/ mirá digo/ya que estamos acá tomando/ un café/ quería plantearte algo

B: // si

A:Este/ digo en la oficina/ mantenemos una relación/ jerárquica de alguna manera organizacional pero/

B: //si

A: A mí no me gusta ese tipo de relaciones y además somos personas/este/ entonces/ no es porque hayan sucedido situaciones que/ me hayan [hecho sentir incómodo]

B: [Cómo cuál]

A: No no/ no han sucedido

B: // ah

A: Situaciones de ese tipo pero/este/ digo no/ no me muevo bien con relaciones jerárquicas donde/

B: Por qué/ qué es lo que te incomoda// algo en particular o/

A: sí sí

B: O simplemente lo jerárquico

A: No no no este/ me molesta porque/ eh/ hay un uso de poder/ este/

B: Uso o abuso

A: No simp/el uso del poder/ digo como gerente este// creo que lo tenemos son roles diferentes es un planteo como algo personalmente/ digo/ roles diferentes y nada más [lo digo para aclararlo]

B: [Si]

A: porque bueno/ yo soy una persona libre y/ yo lo que espero en el trabajo es cumplir siempre con mi rol/ digo pero/este/ a nivel personal bueno/ para eso están éstos espacios/ creo que en el trabajo no tenemos que mezclarlos/ y por las dudas me anticipo/ digo porque no me gusta que/ [...estas situaciones]

B: [lo voy a tener en cuenta]/ no creí que/ el uso del poder/ molestará

A: No no no/ es que he tenido experiencias en otros trabajos anteriores

B: Ta/ en otros trabajos y no en éste

A: Claro/ digo por eso/ digo hace poco que nos conocemos/ como nos conocimos de antes éste trabajo para mí es nuevo/ digo/ prefiero anticiparme a eso porque ahora además la relación personal que tenemos/ vamos a tener una relación de trabajo

B: Bien

A: PA/ disculpame/ no tiene nada que ver con la conversación

B: Ah

A: No sé/ te ensuciaste mucho

B: No no no / no llegó/ no llegó

A: Ta

**R3**

A: Mirá voy a ir a atender/ a salir a dar unas vueltitas/ te quedás atendiendo el teléfono

B: Sí/ como no/ si te llaman/ te lo paso

A: Ahí está/ ta/ bárbaro

**D3**

B: Llamó tu madre que dice que NO la llamaste en todo el día/ no sabe nada de vos

A: AY/ si tengo que llamar/bueno/ después la llamo/ gracias

**R4**

A: Paro ahí y preguntale a esa señora a ver/ dónde queda la calle X

B: Disculpe/ me podría decir dónde queda la calle X que no sabemos llegar

**D4**

A: Es verdad/ yo sabía dónde era porque digo/ ahora encuentro el mapa/ disculpame

B: Ah bueno/ ta/ no pasa nada/ qué suerte

**R5**

A: Disculpá que no te conozco mucho y yo soy nueva en realidad en el barrio/ pero necesito tras/ trasladar/ y necesito un vehículo/ no sé si vos podés/ si podés prestarme/ ayudarme

B: Bueno/ buenos días/ mirá/ ayá en la esquina hay un taxiflet/ decile que te manda Pablo/ que te va a hacer/ te van a ayudar

A: Ta pero/ el problema es que en realidad no tengo mucha PLATA/ digo/ no sé si/ podré arreglar con él para/[que me...]

B: [Es muy lejos donde vas]

A: No no/ en realidad no es muy lejos

B: Bueno vamos/ yo te acompaño

A: Ta/ gracias

**D5**

A: AY QUE DESASTRE/me siento mal/ mirá lo que pasó/ qué hacemos/ te lo limpio/  
no sé

B: Y bueno/ qué vas a hacer son cosas de la vida digo/ no te preocupes/ yo al llegar a  
casa lo limpio

A: Si// bua/ está bien

**R6**

A: Sr. Gerente /

B: Si/ qué desea

A: Des/ Necesito su coche/ si me lo puede prestar/ digo tenemos una relación/ de hace  
tiempo y/ tengo que ir al aeropuerto a buscar a una persona/ me lo podés prestar

B: Bueno/ a ver/ a qué hora/ no sé si lo/ tengo que utilizar/ a qué hora

A: Al mediodía

B: Al mediodía/ sí/ está bien no hay problema

A: Muchas gracias

B: No hay de que

**D6**

A: Le tengo que decir/ una/ una cosa

B: [Qué sucedió]

A: [Yo voy a pagar] todo pero/

B: [No me asustes]

A: [Tuve un pequeño] accidente y/ se rompieron/ los faroles del coche

B: No te pasó nada/ salieron todos bien

A: No no pasó nada

B: Bueno/ no hay problema

**R7**

A: Sé que me vas a matar/ pero necesito que te quedes porque necesito terminar el  
trabajo y/ me va a ser imposible sino/ no están todos/ eh/ no sé/

B: Vos SABIAS que ésto iba a pasar/ la semana pasada sabías

A: Si pero/

B: Me estás quemando todo/ porque/ digo/ vos sabés que yo/ es la única semana que me tomo en todo el año

A: Si yo sé pero [te pido..]

B: [Y YO] soy solidario [siempre que]

A: [No podés pasar] el/ el/ sé que es una locura pero/ [pasar el pasaje para otra...]

B: [Lo que pasa que ADEMÁS hay otra cosa]/ digo/ yo no quiero ser indispensable/ yo te puedo ayudar/ pero/ digo/ no puede ser que/ que ASI sobre la fecha me/ estoy llendo y/ [me digas que me tengo que quedar]

A: [RECIEN me doy cuenta] que no me el tiempo/ no/ no sé eh/ te pago más o [te doy...]

B: [Lo lamento] lo lamento/ digo/ si querés yo voy a tener unas horas/ antes de irme/ digo/ vemos las cosas/ te puedo/ ayudar

A: Bueno ta/ unas horas/ sí / necesitaría que te quedes más tiempo pero/ bueno ta/ unas horas/ te agradezco

## R8

A: Tengo un problemita

B: Siempre con problemas

A: Me tranco/ tengo que terminar el trabajo ese

B: // bien

A: Me tranco para escribir a máquina/ no/ te animás a pasarme unas cartitas

B: Mmm/ sí sí/ yo mirá/ éstas cartas las paso/ digo/ yo tengo un/ una filosofía y es/ yo a mí me gusta enseñar/ a pescar y no darte el pescado/ entonces vamos a hacer lo siguiente/

A: Decime

B: Digo/ yo te voy a pasar esas cartas

A: Ta

B: Pero después/ con tiempo/ vamos a dedicarle un rato [aunque sea después del trabajo]

A: [SI me encanta]

B: a que vos/ porque no/ digo/ [sino siempre que necesites pasar cartas]

A: [Me encanta porque digo/ no puede vivir sin]

B: Pero/ sabés qué/ tendría que haber nacido de vos también/ podrías haber pedido que te enseñara a escribir a máquina [y no que te pasara las cartas]

A: [Bueno/ pero/ ta]

B: No es la primera vez

A: Gracias

## D8

B: Bueno mirá/ tengo prontas las cartas que me pediste

A: AY/ sos un divino/ a ver/ AY// me vas a matar/ te dí la redacción equivocada/ es que éstas NO ERAN/ me confundí como vos me pusiste/ te pusiste a hablar / que/ viste/ me confundí de carpeta// eh/

B: Y/ qué hacemos

A: Podrías/ AY NO SE/ es que tengo que entregarlo HOY/

B: //ajá

A: Sino/ acepto que me enseñes/ no pasa nada/pero// podés pasármelas denuevo

B: Me agarraste en un buen día

A: AH/ Gracias/ tomá

## R9

A: Che te acordás que/ vos tenés/ no no te vas a acordar/ digo/ allá en Tacuarembó tenés/ este/ un ranchito ahí

B: Ah sí/ la casita de mis padres

A: Sí/ahí/ cerca de Valle Edén

B: Sí/ precioso

A: Este/ no sé digo/ como me imagino que en ésta época vos no vas para ese lado/ andaba con ganas de tomarme una semana y/ ta/ no sé/ te/ quería ver [sino la iban a ocupar]

B: [Mirá/ mirá] la casa va a estar vacía / lo que pasa que tengo// tengo muebles que/ que quedaron de la abuela y/ y son de CUIDADO / o sea son más bien de sentimientos/ NO tengo problema pero/

A: Si no no

B: Una de las habitaciones está cerrada y no/

A: Si si si no/ este/ digo/ hablamos los detalles/ [yo lo único que quería saber]

B: [TA/ no hay problema]  
A: Si podía disponer/ eh/[de ir ahí]  
B: [Sí] no hay problema/ cuando quieras pasa por casa y te doy las llaves  
A: Ta/ bárbaro

## D9

A: Che/ no sabés/ pasé DE MAS  
B: Si  
A: De más/ de más  
B: Me encanta  
A: Alucinante [alucinante]  
B: [Ah/ qué suerte/ bárbaro]  
A: Este/  
B: No hubo problemas /la casa la encontraste bien  
A: Sí sí no/ la casa estaba/ estaba bien/ este/ tuve eh/ digo un/ pequeño accidente ahí/ este/  
B: Qué/ qué pasó  
A: Se me manchó una/ una alfombra/ digo/ REALMENTE traté/ de [limpiarla]  
B: [la del living]  
A: Sí/ yo sé que/ [que...]  
B: [Ta/ si pero bueno]/ ta/  
A: Este/  
B: No/ no pasa nada  
A: No sé/ digo/ si/ pudiera remediarlo/ pero no sé si/ fue un accidente  
B: Ta/ no te hagas problema/ está todo bien  
A: Bueno bárbaro/ puedo ir devuelta  
B: Sí ( se rien los dos)

## R10

A: Disculpe  
B: Si  
A: Eh/ vengo con el nene/ Ud. no me cambiaría de asiento así/ yo me siento junto con él



B: Sí/ eh/ no queda ningún asiento de a dos no

A: No no queda

B: Y el maternal/ lo ocuparon

A: Sí

B: Ta/ ta no hay problema

A: Bueno/ gracias// AY AY / perdone/ disculpe que lo haya pisado

B: Sí/ no hay problema

## **R11**

A: Sr. Gerente/ eh/ me encuentro apremiado/ tengo unas cuantas cuentas y necesito/  
un adelanto de dinero/ me lo puede dar

B: De cuánto más o menos

A: Eh/ dos mil pesos/ y/ prometo que/ lo pagaré en cinco cuotas/ de 400 pesos/ a  
descontar del sueldo

B: Sí/ arregle no más con/ con la secretaria/no hay problema

A: Muchísimas gracias

## **D11**

A: Sr. Gerente

B: Si

A: Me/ me da un poco de vergüenza pero/ RECIEN HOY pude conseguir el dinero

B; Yo le quería preguntar exactamente eso porque/ quedamos en algo y no se cumplió

A: Eh/ no sé si Ud. quiere/ que yo le pague con/ algún interés o/

B: Si tiene toda la plata ahora no hay problema

A: Si tengo el dinero/ y/ y le prometo que no va a volver a suceder

B: Bueno/ espero espero

## **R12**

A: Disculpá/ digo/ estuve viendo tu computadora y nunca trabajé con una/ no sabía si  
me la podías prestar/ un rato para/

B: Mirá/ este/ es una computadora que RECIEN la compré y/ la traje acá pero/este/ es

simplemente para conectarla con la computadora de la empresa/ pero/ si querés usarla podés

A: Bueno/ ta/ gracias

## D12

A: No sé cómo explicarte pero/ tuve un incidente con la/ computadora/ [pero/]

B: [PERO SOS ESTUPIDO]

A: NO/ disculpa

B: Qué pasó

A: Eh/ justo estaba ateniendo el teléfono/ y/ se cayó la/

B: Sos MUY POCO RESPONSABLE/ [bueno]

A: [NO/no fue con]

B: [COMO VAS A ARREGLAR] este asunto

A: No sé/ tendría que pedir algún adelanto porque/ digo/ la plata no la tengo

B: HACE LO QUE TENGAS QUE HACER/ pero yo quiero mi computadora EXACTAMENTE/ IGUAL que como te la presté

A: // Sí / seguro/ disculpame/ digo/ fue un incidente totalmente/

B: Mm/ me parece que/ disculpas NO HAY/ acá es/ eh/ REGRESAR lo mismo que llevaste

A: Sí sí/ seguro

B: Y punto

A: Digo/ sí

Informantes: 2 hombres y 2 mujeres, Combinación de informantes II, Facultad de Medicina

## R1

A: Eh/ Profesor/ cómo le va/ por favor/ mire/ estoy precisando un libro que/ la biblioteca me cerró y no/ y lo precisaría para terminar un trabajo/ por favor/ no / no sé cómo haría/ digo/ me lo podría prestar

B: Qué libro precisás

A: Un libro de Cirugía/ es para realizar un trabajo de/ de cáncer de mama

B: De Cirugía/ pero yo soy/ residente de Medicina/ por qué no le pedís a un cirujano mejor

A: Bueno porque Ud. es más avanzado que yo y/ bueno pienso que de cualquier manera Ud. está más empapado que yo en el tema y bueno/

B: Qué tengo más vinculación con los cirujanos decís vos

A: NO/ que Ud. está mejor que yo en el tema y Ud. me podría quizás/ acceder/ aparte yo sé que Ud. tiene ese libro/ estoy SEGURISIMO/ porque Ud. ya cursó/ y me lo podría prestar

B: Bueno/ y/ cómo se llama el libro/ a ver si lo tengo porque de repente/

A: El tratamiento diagnóstico del cáncer de mama

B: El tratamiento diagnóstico del cáncer de mama/ y el autor quién es

A: El autor es Berdale

B: Ta/ este/bueno/ voy a ver/ tengo que revisar en casa/ a ver si lo tengo porque yo cirugía/ no toqué más nada desde/ que cursé/ Ciclipa II este/y/ bueno/ ta/ puede ser que/ que te de esa mano/ sí

A: Bueno/ cómo hacemos

B: Eh/

A: Yo le dejo mi teléfono o/ me quiere [dejar el teléfono y yo la llamo]

B: [Bueno/ o yo te doy algún teléfono] y/ vos me llamás/ NO mejor yo te llamo/ porque tengo complicaciones a veces estoy en casa/ a veces no estoy/ no tengo movicom/ este/ estoy muy complicada/ yo te llamo

A: Bueno

**D1**

A: PROFESOR

B: Javier cómo andás/ andás bien

A: Bien/ y Ud.

B: Bien por suerte/ bárbaro

A: Disculpe/ si ya me iba a preguntar por el libro

B: Sí/ si

A: Bueno mire/ lo que pasa es que me olvidé salí apurado de casa y no

B: Bueno ta/ ta/ [no importa]

A: [me olvidé]

B: Igual/ digo/ yo/ este/ no lo uso en realidad/ pero/ me gustaría tenerlo en mi legajo/  
este/

A: No/ quedese / quedese tranquilo se lo devuelvo

B: Viste/ es como que es una necesidad de/ de/ es una tranquilidad/ tengo MIS libros/  
además yo se los voy a prestar a mi sobrina/ cuando [esté haciendo Ciclipa II]

A: [bien]

B: Ta/ pero

A: Bien bien bien

B: Ta no/ usalo todo lo que/ precisas

A: Perfecto

B: Y/ ta/ después me lo traes

A: Bueno/ muchas gracias

**R2**

A: Eh/ Javier/ te/ cómo andás

B: Cómo le va

A: Bien/ este/ tengo que pedirte un favorcito

B: Sí/ como no

A: Porque me mandaron a hacer una/ una diligencia al centro y este/ y voy a demorar  
como una hora/ una hora y pico

B: Bueno/ [adelante]

A: [Vos te] animás a cubrirme

B: Sí/ como no no hay problema

A: Sí/ no tenés problema

B: SI/ no hay problema

A: Está todo bien

B: POR FAVOR

A: Bueno/ bárbaro

## D2

A: OH/ qué tal/ cómo andás

B: [Cómo estás]

A: [Este] mirá que ya te pedí un cafecito/ sí

B: Bueno/ bárbaro/ [vamos a tomarlo]

A: [este/ vamos a charlar]

B: Tenés un tiempo libre

A: Sí sí sí

B: Bueno/ fantástico

A: Ta/ charlamos de algo/ este/ UY/ AY/ perdoname bo/ QUE CAGADA

B: No/ no importa/ no importa/ no hay problema/ pero igual te voy a clavar con...

A: Mentira/ mentira/ no vos no/ no tenés problema/ en serio

B: NO/ no tengo problema/ en serio/ no hay problema

A: No sé qué/ no sé/ digo/

B: No/ yo ahora voy/ me cambio igual

A: Tengo que/ que hacer algo para/

B: No importa

A: Redimirme

B: Bueno pagame el café

A: Bueno/ ta/ ta bien/ es justo

## R3

A: Buen día

B: Buen día/ yo soy la nueva empleada señor

A: Ah bueno/ encantado/ mucho gusto

B: Mi nombre es María

A: Bueno/ el mío es Juan/ este/ podría atenderme un segundo/este/ el teléfono que yo

tengo que salir

B: Como no/ eh/ dejo algún mensaje cuando Ud. se retire a los que lo llaman

A: No no/ porque sólo tiene que recibir mensajes/ y este/ anotar o pasar

B: Perfecto/ Ud. a qué hora va a regresar señor

A: Y/ más o menos en veinte minutos

B: Muy bien

### D3

B: Eh/ buenos días señor/ lo llamó su Sra./ dijo que por favor la llame a su casa/ y también lo llamó un Sr. pero no quiso dejar dicho de parte de quién era

A: Bueno/ este/ disculpe la la/ el retraso/ pero lo que pasa es que se me hizo tarde y este/ este/ bueno/ y lo llamaré a la brevedad

B: Muy bien

### R4

A: Ay Juan/ de dónde sacaste éste mapa que me diste que no sé dónde estamos parados

B: Me lo dieron/ me lo dieron en la oficina

A: Sos un despiste con patas/ yo no sé qué vamos a hacer

B: Bueno

A: Ahí hay alguien/ le vamos a preguntar a él/ Sr. disculpeme Ud. me podría decir cómo se llega a la calle X

### D4

A: Esperá/ esperá/ no preguntes/ ay/ tenemos el mapa acá

B: Sí pero con el mapa éste no podemos ir a ningún lado

A: Si pero éste mapa es el que nos lleva/ ya me dí cuenta donde estamos

B: Ah bueno/ entonces vamos

**R5**

A: Qué hacés/ cómo andás Guille/ tanto tiempo

B: Qué tal/ cómo andás/ tu nombre era

A: Juan

B: Juan

A: Somos vecinos y no me conocés/ [decime una cosa/]

B: [no sé/ nunca nos hablamos mucho] viste

A: Por casualidad tenés algo que hacer ahora

B: Y/ voy al trabajo

A: Bueno pero/ más tarde no podrías/este/ no podrías ayudarme a llevar unas/ unas cosas que tengo llevar del departamento/ vos que tenés auto

B: No sé/ yo viste// voy a estar ocupada pero/ bueno sí/ puede ser sí/ a qué hora

A: Y no sé/ a la hora que vos dispongas/ o si estás ocupada yo lo puedo hacer en cualquier momento

B: Bueno/ y/ tendría que ser después de las nueve de la noche más o menos

A: Bueno/ bárbaro

B: Ta

**D5**

B: PA

A: PA/ disculpame bo

B: QUE CAGADA/ y no/ y qué/ qué vas a hacer/ no fue culpa tuya

A: [No pero pasa que]

B: [Quedó suelta ahí la botella]

A: Tendría que haber previsto cerrar mejor la/ la botella

B: Pa/ qué cagada

A: Ahora qué podemos hacer

B: Y no/ nada/ qué vamos a hacer/ [...]

A: [te ayudo a limpiarlo] cuando lleguemos

B: Sí eso estaría bien

A: Bueno

B: Ta/ bárbaro

**R6**

A: Eh/ Jefe/ tengo un problemita/

B: Qué le pasó

A: Este/ el tema es el siguiente/ yo tengo que ir/ al/ en carácter urgente al/ aeropuerto a buscar a un/ familiar/ y este/ se me rompió el coche/ y no tengo otra manera de llegar/ Ud. sería tan amable de prestarme el coche/ o es mucho pedir

B: Bueno/ depende del tiempo que vaya a demorar/

A: [Claro/ sí/ está el problema ...]

B: [Porque yo necesito el auto]/ más tarde

A: Ta/ pero eso es ahora no más/ tengo que ir en éste/éste momento

B: Bueno/ está bien [se lo presto]

A: Puede ser

**D6**

A: Jefe/ llegué/ no me pregunte cómo llegué/ pero llegué/

B: Digo/ por la manera de decirlo/ suena feo/ qué pasó

A: Tuve un problemita vió/ con los nervios/ el familiar éste hace años que no veo/este/ y se rompieron las luces de/ de los faroles/ y bueno/ por supuesto que yo/este/ cargo con todas las cuentas/ no

B: Y cómo fue/ qué le pasó

A: Y/ vió al salir/ raspó ahí con/

B: //pero/ bueno/ Ud. se hace cargo

A: Sí sí sí/ no se preocupe que yo/ me hago cargo

B: Bueno

A: Disculpeme/ vió/ la verdad que no no esperaba que me pasara eso

B: Bueno/ ta/ si Ud. se hace cargo/ no/ no pasa nada

A: Bueno

B: Como si nada hubiera pasado

**R7**

A: Dra. Silvia por favor no puede presentarse en mi escritorio

B: Sí/ dígame doctor

A: Eh/ Ud. se había/ eh/ se iba ir/ pensaba irse de vacaciones



B: Exactamente ya tengo reservado mi pasaje

A: Bueno mire/ no va a poder irse porque/ resulta que/ surgió un nuevo trabajo y/ requiero de su presencia y de TODO el personal/ para quedarse

B: [ Bueno]

A: [ Lo lamento mucho] pero no/ no

B: REALMENTE yo mi licencia la pedí con mucho tiempo de anticipación y/ me parece BASTANTE falta de ética/ éste procedimiento que Ud. está empleando conmigo

A: Bueno/ lamentablemente no va a poder ser/ posible su viaje

B: Bueno

A: Vamos a tener que postergarlo [por razones de trabajo]

B: [pero por/] POR LO MENOS/ eh/ requiero que se me diga qué trabajo TAN importante es éste para que yo no me pueda ir

A: Es elaborar un trabajo estadístico que/ que requirio de su/ de su capa/ TODA su capacidad

B: [No hay nadie que me pueda reemplazar]

A: [ES FUNDAMENTAL que Ud. pueda quedarse] / NO//

B: Bueno/ está bien

## **R8**

A: Silvia/ por favor no me podés escribir un trabajo a máquina/ que/ a pasar un/ un trabajito a máquina que tengo mañana presentarlo acá/ [tenés algún momento]

B: [Qué es para el proyecto ese] que estás haciendo

A: Exactamente/ te animás

B: FA/ me estás matando Javier pero/ es mucho

A: Es poco/ no no no no es mucho/ no es mucho/ es poco

B: Ta/ ta

A: Es unos minutos no más

B: Bueno ta/ te lo paso

A: Bien

**D8**

B: Bueno Javier/ acá tenés tus famosas cartas/eh

A: AY SILVIA/ no/ perdoná/

B: QUE

A: Te dí todo mal/ el trabajo equivocado

B: Javier/ yo te voy a matar

A: POR FAVOR/ PERDONAME/ mirá fue un momento ahí de confusión/ no podés/  
pasarme/ ESTE/ trabajo que yo te dí está equivocado

B: Bueno yo te lo paso pero te lo entrego el lunes

A: Ta/ gracias

**R9**

B: Silvia/ cómo te va

A: Bien y vos

B: Bien bien/ acá andamos

A: Tanto tiempo

B: Pero/ escuchame

A: Tu familia

B: Todos bien/ todos bien/

A: Me alegro

B: Vos sabés que te estaba buscando porque quería hacer una comida en casa/ tengo/  
el fin de semana que viene libre

A: En qué casa

B: En el interior/ afuera/ en Shangrilá/ tengo/ no hay nadie/ digo/ voy a hacer una  
comida y ta/ pensaba en vos y en otros amigos más/ querés venir

A: Ah/ me estás invitando a TU casa/ pensé que me ibas a pedir MI casa/ eh/ con qué  
amigos/ este/ vas a hacer/ este/

B: Con Juan/ con Guillermina

A: Nosotros cuatro

B: Nosotros cuatro una comida

A: Una comida/ bueno/ vamos

**D9**

B: Bueno/ Silvia/ me trajiste la llave de la casa

A: AY Javier/ yo no sé cómo decirte lo que me pasó

B: Qué pasó/ bo/ qué/ a ver/ qué pasó

A: No mirá yo te/ te PROMETO que me voy a hacer cargo del arreglo pero/ viste esa alfombra ESPECTACULAR que trajo tu madre de la India

B: Qué pasó con la alfombra

A: Una manchita pequeñita le hice

B: Cuánto de grande

A: Y como de/ medio metro

B: Cómo MEDIO METRO/ yo te mato

A: Porque se me cayó tinta y le puse agua para sacarla y/ se expandió

B: No no no/ no te presto más la casa/ no

A: Y bueno/ qué voy a hacer / tomá la llave

B: No

**R10**

A: Sra./ por favor/ no se podría correr un poquitito/ eh/ cambiarse de asiento/ así yo me siento con un niño que vengo/ por favor

B: Pero/ lo podés llevar en la falda también

A: Cómo que lo puedo llevar en la falda/ por favor porque es chiquito/ digo/no quiero

B: Sí/ está bien/ no pasa nada

A: No hay problema

B: Sí sí sí

A: AY disculpe/ disculpe que la pisé/ digo/ perdone

B: Ta/ no pasa nada venís con el niño

A: Bueno/ tamos/ gracias

**R11**

A: Eh/ buenos días

B: Buenos días

A: Eh/ tengo que/ hacerle una propuesta

B: Adelante

A: Eh/ sucede que yo/ bueno hace muchos años que trabajo en la empresa

B: //mm

A: Este/ creo que/ soy una buena pro/ empleada

B: Si

A: Este/ bueno a mí se me cortó el crédito de los adelantos

B: //aha

A: No sé por qué motivo/ no/ no me interesa en éste momento/ eh/ es irrelevante/ pero yo bueno/ eh/ en base a todas esas cosas que le dije que/ que hablan en favor de/ de mi persona

B: Si

A: Quisiera saber si Ud./eh/ me podría /adelantar un/ una cierta cantidad de dinero/ porque en éstos momentos estoy pasando/ por una situación/ MUY DIFICULTOSA económicamente

B: Bueno/ vamos a pensarlo/ porque la filosofía mía no es de estar dando créditos pero/ vamos a pensarlo ya que Ud. hace tanto tiempo que está trabajando en la empresa/ digo/ [vamos a hacer una excepción]

A: [Ud. considere la situación que yo vivo]

B: Cuánto es la suma

A: Eh/ de mil dólares

B: BUA/ VAMOS A PENSARLO/ voy a pensarlo y mañana enseguida le contesto

A: Bueno/ le agradezco que lo tenga en cuenta

## D11

A: Buenos días

B: Buen día

A: Cómo le va

B: Muy bien y a Ud.

A: Bien por suerte/eh/ bueno/ antes que nada quería agradecerle que/ tuvo esa gentileza de/ acceder al pedido que le hice

B: //ajá

A: Este/ y bueno vengo a devolverle su dinero/ perdone la tardanza y muchas gracias

B: Bueno/eh/ quiero decirle que/ no se va a volver a repetir ésto/ que no se vuelva a repetir por favor

A: Como no/ gracias

## **R12**

A: Buen día/ cómo andás/ no me prestás la computadora un poco

B: No

A: Que tengo que hacer un trabajo

B: Ay disculpame pero es mi notebook/ que es personal/ yo no lo presto

A: Bueno/ pero no/ no abro la parte esa/ digo/ no precisa/ es para usar sólo el office y/ tengo que hacer una planilla además

B: No mirá/ si querés usala pero ACA/ al lado mío

A: Ta/ bárbaro no pasa nada/ no hay ningún problema

B: OK

## **D12**

B: Terminaste

A: No sabés lo que me pasó/ disculpame/ vos sabés que sonó el teléfono y/ y sin querer la/ la/ al querer contestar se me cayó al piso y se me rompió la pantalla

B: TE MATO

A: FA/ si yo sé/ digo/ disculpame/ pero no tengo/ vos sabés que no no/ en éste momento digo/ se/ se me haría imposible de/ recuperártela

B: No/ no me importa/ me tenés que comprar una

A: Si pero/ no tengo plata ahora es imposible

B: Bueno/ firmame un pagaré

A: Bueno/ lo voy a pensar

B: NO/ AHORA o llamo a la policía

A: Vos vas a llamar a la policía/ somos amigos/ no me vas a llamar a la policía

B: NO/ AHORA

A: Pero te digo/ te estoy diciendo que cuando se me pase ésta situación/ ta

B: AHORA

A: Bueno/ llamá a la policía entonces porque no tengo plata

B: Muy bien

Informantes: 4 hombres, Facultad de Ingeniería

## **R1**

A: Che Pablo/ mira / te andaba necesitando/ andaba necesitando un libro que necesito para hacer/ este/ un trabajo/ eh/ no sé/ podríamos arreglar algún horario para que me lo puedas alcanzar o lo voy a buscar a algún lado/ si me lo podés prestar

B: Ta bárbaro decime sí/ decime el título del libro/ y si lo tengo no pasa nada/ arreglamos/ pasás por casa o te lo doy acá/ en la Facultad

A: Eh/ bueno se llama/ el libro es Análisis Matemático/ I

B: //ta

A: Y/ este/ bueno/ no sé/ te viene bien que/ pase el martes por tu casa

B: Ta/ yo lo tengo en casa/ pero/ pasá/ a qué hora pasas

A: Y no sé/ yo puedo pasar/ demañana/ hasta la una puedo

B: No/ entonces va a tener que ser otro día porque yo trabajo hasta las seis/ digo/ después de las seis vengo para acá/ para Facultad/ si estás acá en Facultad/ te lo doy/ nos vemos acá en Facultad y/ te lo/ te lo alcanzo

A: Ta/ bueno/ el martes/

B: Seis y media siete

A: Ta/ yo vengo el martes a las siete y nos encontramos/ en qué parte de Facultad nos encontramos

B: En el 05

A: Bueno/ yo paso por ahí y lo paso a buscar y/ bueno después que lo...y eso te lo alcanzo

B: Bárbaro

A: Ta

## **D1**

B: Ricardito cómo andás

A: Che vos sabés que me olvidé del libro/ no

B: Te olvidaste

A: Sí/ me olvidé/ no sé/ vos lo necesitabas URGENTE/ digo/

B: No/ urgente no/ pero había quedado en prestárselo a otro/ a otro muchacho/ digo/

no sé cuándo lo podrás/ cuándo te ACORDARAS/ vos que sos un chico muy ocupado

A: Y/ no sé/ yo te lo puedo alcanzar adonde/ cuando quieras/ digo/ yo salgo de acá/ a las seis y voy para casa/ te lo puedo alcanzar hasta tu casa o/ si me decís dónde vive éste muchacho/este/

B: No/ igual/ igual no hay tanto apuro/ traémelo mañana y ya está

A: Bueno/eh/ mañana vas a estar acá

B: Sí/ mañana estoy todo el día

A: Bueno/ te lo alcanzo mañana entonces

B: Lujó

## R2

B: Adelante

A: Pablo/ mirá/ tengo que ir a hacer unos mandados/ al centro

B: //ajá

A: Y voy a demorar más o menos unas hora/ digo/ podrías cubrirme/ digo/ tal vez se te complica mucho

B: UNA hora/ y bueno/ a ver/ dejame ver la agenda// eh/ SI ahora justo ahora no tengo nada que hacer/ te cubro pero venís entonces

A: Sí en una hora estoy acá/ ta/ digo/ me voy y vengo

B: Bueno

A: Lujó/ gracias

## D2

B: Che/ ya estás tomando un café/ no me esperaste

A: Sí lo que pasa que llegué un rato antes y estaba acá

B: Ah/ no/ así no puede ser/

A: No te ofendas/ tomamos dos cafecitos y el segundo lo empezamos juntos

B: Bueno ta/ perfecto

A: PA/ disculpá/

B: QUE HACES/ me volcaste el café

A: Disculpá/ no sé que me pasó se me resbaló de la mano

B: Pero pará/ ésto es intencional/ tenés algún problema/ algún problema conmigo

A: No/ para nada/ para nada bo/ nada que ver

B: Bueno/ a ver/ MOZO traiga una servilleta

A: Mandala a la/ tintorería que yo te pago el

B: No/ no te preocupes/ si fue sin querer/ mirá yo lo pago/ si fue queriendo

A: Bueno/ en realidad hace tiempo que lo quería hacer/ pero ta/

### R3

A: Tengo que salir un segundo/ no te animás a atenderme el teléfono cuando/ cuando salga

B: Bueno bueno yo te lo atiende/ no/ no hay problema/ vas a demorar mucho

A: No/ voy a ir hasta/ ahí/ tengo que dar unas vueltas y/ vuelvo

B: Trata de no/ de no demorarte mucho porque yo/ me tengo que ir en un rato/ así que

A: Ta/ sabés utilizar la central o

B: No/ la verdad que no tengo mucha idea/ si me decís

A: Bueno/ si apretás éste botón/ se la pasas a / Gerencia/ si apretas éste se la pasas a Secretaría y/ bueno/ acá tenés la lista de/ todas las demás Secciones

B: Ta/ ta ta ta ta ta

A: Bueno gracias

### D3

A: PA/ se me RECOMPLICO y/ y llegué / llegué tarde/ cómo te fue

B: No pasó nada/ llamaron un par de/ de clientes y / los mandé a hablar con el Gerente y eso/ no tuve mucho problema/ en realidad tampoco tuve mucho trabajo así que/ no/ no te calentés

A: Bueno/ muchísimas gracias

B: No/ no es nada

### R4

A: Pa/ vos sabés que/ me diste el mapa pero no/ no me acuerdo bien cómo/ cómo ir a / a la calle/ este/ vos tenés idea

B: Sí mirá/ tenés que este/ que seguir por acá/ y acá lo tenés que agarrar al revés porque lo tenés al revés el mapa

A: //ah/ta/ta

B: Y acá tenés que agarrar para/ la izquierda y/ tres cuadras/ y queda cerca



A: Ta no/ mejor vamos a hacer una cosa/ preguntale al que está ahí en la esquina/ a ver si sabe porque así no seguimos perdidos porque sino no vamos a llegar más

B: Bueno/ ta/ estamos

#### **D4**

A: Pa/ vos sabés que te/ tenía una mapa acá en el bolsillo/ no me había dado cuenta/ fue al/ la verdad fue al pedo preguntarle a/ al tipo ese que le preguntamos porque si nos hubieramos fijado en el mapa hubieramos sabido/ sin problema

B: Yo te lo dije/ está bien/pero por lo menos/ ahora ya sabemos/ más seguro

#### **R5**

A: Pa/ vos que tenés auto/ este/ no sé si me / me podrías dar una mano que tengo que llevar una/ unas cosas de casa hasta la casa de un amigo ahí/ y ahora la verdad/ siempre tengo un amigo que me lleva las cosas pero/ ahora se fue para afuera y eso/ y no/ [no me puede dar una mano]

B: [Y bueno/ este] tiene que ser ya/ o puede ser dentro de cinco minutos

A: NO NO NO/ las tengo que llevar en el correr del día/ digo/ no hay apuro pero/

B: Ta/ dejame/ subir hasta casa/ que tengo que agarrar unas cosas/ y/ te/ te aclanzo hasta ahí

A: Ta/ buenísimo/ gracias bo

#### **D5**

A: PA/ se cayó el aceite bo

B: PA/ para que freno

A: Aparte mirá/ lo tenías impecable/ bo/ y yo vengo a tirarte ésto acá

B: PA/ se manchó mucho bo/ bua/ ta/ más se perdió en la guerra dicen/ no/ vamos a ver si sale con algo

#### **R6**

A: Bueno/ este/ la verdad que te tengo que pedir un favor ENORME/

B: Si/ qué/ a ver decime

A: Mirá/ justo tengo que ir hasta el aeropuerto/ y/ se me acaba de romper el coche

B: //si

A: Digo/ yo sé que vos tenés el auto/ lo cuidas mucho pero bueno ta/ te lo voy a pedir a ver si no me lo podés prestar para/ para ir hasta ahí

B: Bueno/ yo te lo presto pero/ cuidalo loco porque vos sabés que está impecable yo me mato cuidándolo y/ ta/ si me lo podés traer/ no demorás más de una horita porque/ yo me

A: Bueno/ voy hasta ahí urgente y/ demoro lo menos que pueda

B: Ta ta ta/ tomá acá tenés la llave

## D6

A: Buenas

B: Buenas/ cómo te fue

A: LAMENTABLEMENTE eh/ tengo una noticia para darte

B: Qué pasó/ le pasó algo al auto

A: Eh/ digamos que/eh/ pasó/sucedió un accidente

B: Qué/ fue mucho/ qué pasó

A: NO/ ( se rie) apenas un abolloncito/ no/ te explico/ estaba por cruzar un semáforo y justo se puso la amarilla y el de adelante clavó los frenos y bueno/ no me dió el tiempo para frenar/

B: Y/ le tomaste la chapa y eso

A: Eh/ sí sí/ tomé todos los datos/ digo/ el deducible igual te lo pago yo [no pasa nada]

B: [Por qué] habrá sido culpa tuya

A: NO

B: No

A: No fue de ... porque andaba adelante/ digo

B: Bueno/ entonces después vamos a arreglar después/ para el seguro y eso

A: Bueno

## R7

A: Hola/ te llamaba/ para joderte / porque sabés que me ha llegado/ un trabajo/ este/ IMPORTANTISIMO/ y/ la semana que viene/ vas a tener que/ que venir a trabajar

B: No/ no me hagas eso/ vos sabés que estoy planeado estas vacaciones desde hace/

MIL AÑOS y / me voy ahora/ no tenés otra persona para llamar/

A: La/ la persona indicada para ésto/ sos vos/ digo/ lo lamento pero/ [vas a tener que venir a trabajar]

B: [pa/ digo/ me partís al medio] mi mujer me va a matar/ digo/ no hay otra forma de entregarlo/ de entregarlo/ en otro momento/ una semana más tarde/ por lo menos una semanita de vacaciones

A: Lo tenemos que entregar para ésta semana

B: Bueno ta/ si no hay más remedio lo vamos a tener que hacer

## **R8**

A: Carlitos tengo que pedirte un favor/ porque estoy medio complicado con/ con unas cosas/ tengo que escribir unas cartas/ eh/ me las podés pasar a máquina

B: Sí como no/ pasame el/ el original

A: Ta/ bárbaro/ digo/ cuánto/ cuánto demorarás/ son dos cartitas

B: Y/ si vas a tenerlo bien / este/ no sé eh/ media hora

A: Pa/ demorás /eh/ ta bien/ ya te lo traigo

## **D8**

B: Bueno/ terminé antes/ te traje acá las cartas

A: Bueno ta gracias/ a ver cómo quedó/ PA/ me vas a matar/ te dí las cartas equivocadas/ con todo éste loquero del/ del proyecto la verdad que me equivoqué de cartas/ son otras dos/ digo/ no pasa nada/ me las podés hacer igual/ disculpá que te haga trabajar el doble pero estoy medio enloquecido y/ me equivoqué con las cartas

B: Bueno/ digo/ dámelas pero no sé si te las voy a poder terminar para/ para media hora/ porque tengo otras cosas para hacer

A: Bueno ta/ cuanto antes puedas mejor/ lo importante es que me las hagas HOY

B: Bueno

## **R9**

A: Cómo andás che/ qué andás haciendo por acá

B: Y/ acá andamos

A: Tomando una

B: Y/

A: Ta bien/ che/ dame un café acá/ este/

B: Traeme otra grapa a mí también

A: Andaba necesi/ te/ necesitaba pedirte una cosa/ este/ me podría quedar en/ la casa que tenés en el interior/ afuera/ este/ allá en Piriápolis/ la necesitaría por una semana/ quiero/ tomarme unas vacaciones/ de / una semanita para pasar tranquilo/ la / la tendrás/ me la podrás prestar o/ tenés algo arreglado

B: Bueno/ este/ ta/ justo/ justamente la tengo libre por/ por dos semanas/ pero/ digo/ yo que sé/ CUIDALA

A: No loco/ vos sabés que yo te la cuido/ no rompo nada no te preocupes/ está todo bien/ este/ sí ta/ si me hacés el favor bárbaro

B: No sé/ después pasa por casa y te doy la llave

A: Bueno/ te viene bien/ yo paso/ mañana por ahí/ mañana temprano y/ me tirás con la llave/ después a la semana cuando yo vuelva te llamo y te la doy/ te parece

B: Tamos

A: Bueno/ ta luego

## D9

A: Pa loco/ no sabés cómo fue/ BARBARO/ pasé una semana bien tranquilo/ impecable pero me pasó una cosa/ vos me vas a matar

B: No me digas

A: Sí/ se me cayó una tinta en la alfombra

B: UY/ la alfombra esa que era de mi vieja

A: FA/ era de tu vieja/ yo no sabía/ lo que pasa que ta/ justo se me resbaló de las manos bo/ y este/ vos sabés que la intenté sacar pero no pude bo/ este/ no sé qué vamos a hacer con la alfombra pero/ si yo te puedo ayudar en algo no sé/ decime/ habrá alguna alfombra de esas para comprar por algún lado

B: No sé/ este/ ta igual/ yo que sé/ no te preocupes/ no sé llevate la/ la alfombra y fijate si podés sacar la mancha y sino ta

A: Ta/ yo intenté sacarla allá afuera pero ta/ digo/ me la llevo ahora a ver si puedo/ no sé/ la mandaré a algún lugar a ver si la pueden sacar porque yo intenté con todo/ con jabón con/ los productos y eso/ pero no pude

B: Y eso que te dije que tengas cuidado con las cosas de la casa

A: Se me resbaló/ fue sin querer vos sabés que la cuidé/ cuidé TODO pero/ justo en ese momento estaba distraído y se me cayó

B: Bueno

A: No sé/ ta/ yo la llevo

B: ta/ quedamos/ yo te traigo la/ la alfombra y/ vos la llevás [a limpiar a algún lado]

A: [Ta/ no hay problema]

B: Sino ta

A: Bueno/ demás

## R10

A: Mirá/ te/ te quería pedir un favor/ sabés que/ que estoy con el niño y justo no hay ningún asiento doble/ te/ te molestaría mucho cambiarte de asiento para/ para que me pueda sentar con él

B: No/ para nada/ este/ sentate/ tomá/ yo me voy para allá atrás que hay/ que hay lugar

A: U/ perdón perdón

B: Qué hacés/ está todo bien bo

A: Ta ta/ muchas gracias

## R11

A: Este/ Sr. Gerente

B: Sí señor

A: Este/ sabe que tengo un problema que/ llegaron las cuentas a casa de la luz/ la intendencia y todo/ y tengo que pagar/ sino pago me/ la verdad que me echarían de/ de la casa y eso sería bravo porque no tengo otro lugar para ir/ la verdad que en éste momento no tengo a quién pedirle prestado/ no sé si me podría/ dar un adelanto o prestarme/ algo de plata

B: Y/cuánto sería ese adelanto/ cuánto andaría necesitando para pagar esas cuentas

A: La verdad que/ pienso que mil mil quinientos pesos más o menos

B: Mil quinientos pesos de adelanto/ y bueno mira yo/ en éste momento no dispongo de/ de esa plata pero/ este/ la mitad aproximadamente un poco más de la mitad le podría adelantar/ no sé si/ trate de poder conseguir por otro lado/ la otra/ lo que resta y bueno/ sino consigue/ pase/ digo/ no sé cuándo tiene que pagar las cuentas pero/este/

A: Yo tengo que pagar pasado mañana

B: Y bueno sino consigue/ yo HOY le puedo adelantar esa plata/ sino consigue por ahí/ bueno venga a hablar conmigo a ver si/ lo podemos solucionar de otra manera/este  
A: Bueno bueno/ muchas gracias

## D11

A: Eh/ buen día Sr. Gerente/

B: Buen día

A: Este/ vine a/ a traerle/ el dinero que Ud. me había prestado/este/

B: //ajá

A: Disculpe que no se lo haya podido traer antes/ pero tuve/ una serie de inconvenientes/ familiares/ y bueno pero/ le quiero agradecer/ que muchas gracias que que/ pude salir del apuro y/ bueno/ tome/ acá está la plata

B: Bueno/ este/ está bien/ recuerde que Ud. había quedado de traer/ este/ hace dos semanas/ pero ta/ este/ yo justo andaba necesitando la plata/ así que me quedo contento que haya podido solucionar los problemas

A: Bueno/ bárbaro

B: Y bueno/ la próxima vez si necesita dinero/ y yo se lo puedo prestar/ pase por acá/ trate de devolverlo en tiempo y forma

A: No/ sí voy a tratar de/ voy a tratar/ si

B: Este/ lo tomaré en cuenta para la próxima vez

A: Bueno/ muchas gracias

B: No/ por favor

## R12

A: Eh/ disculpame/ este/ ví que trajiste la/ la computadora portátil que vos tenés y yo la andaba necesitando porque tengo que hacer un trabajito/ yo no sé si vos me la podrías prestar un ratito

B: Bueno/ este/ vos sabés de ésto/ o estás muy

A: Sí sí sí/ si yo hace tiempo que trabajo acá y/ trabajo con computadoras y/ si si no no/ no te preocupes por eso

B: Bueno/ mientras te hagas responsable [de no borrarle ninguna información importante]

A: [Sí Sí]

B: Te la presto [por qué/ vas a demorar mucho]

A: [no no no] yo en una horita ya/ liquido todo/ no sé si/ [la precisas]  
B: [Bueno ta] no no  
bárbaro  
A: Quedate tranquilo/ que no/ no va a pasar nada  
B: Lujó  
A: Tamos

## D12

A: FA/ disculpame/ mirá/ me vas a matar lo que pasó pero/ este/ estaba justo con la computadora caminando y/ sonó el teléfono y/ fui a atender el teléfono y ta/ justo había gente y/ hacia mucho ruido/ y fui a atender el teléfono y se me cayó la computadora y se/ se rompió la pantalla/ pero no te preocupes porque yo tengo un amigo que trabajo en eso y/  
B: Pero loco/ TE DIJE que la cuidarás  
A: Ta ta/ disculpame/ yo sé yo sé/ digo  
B: Digo/ te lo presté de BUENA FE porque ta/ digo/ me dijiste que hace tiempo trabajabas acá/ bárbaro  
A: Claro/ disculpame tenés razón pero/ fue un accidente/ digo/  
B: [Bueno.....]  
A: [.....]  
B: Para reponerla  
A: Sí sí sí por favor/ sí sí sí/ tengo un amigo que trabaja en eso y/ bueno/ yo para/ en ésta semana ya te/ te la arreglo y te la traigo  
B: Bueno/ te agradecería porque la verdad que la necesito [porque...]  
A: [Ta/ ta ta ta]  
B: Trabajo todos los días con ella  
A: Si querés te/ te presto/ te presto una que tiene un amigo y/ así no quedás en banda  
B: Bueno/bárbaro/ mejor/ mejor así no quedo/ sin computadora  
A: Ta

Informantes: 2 hombres y 2 mujeres, combinación de informantes I, Facultad de Ingeniería

### R1

A: Eh/ disculpe/ eh/ fui a la bibiloteca porque quería sacar un libro y me dicen que/ que lo tiene Ud./ es un libro de/ lenguaje natural

B: Un libro de lenguaje natural/ qué título

A: Se llama 'Natural Language Understanding'/ eh/ lo necesito porque tengo que entregar una tarea mañana y/ y tengo que basarme en ese libro

B: Creo que te informaron mal/ ese libro lo tiene Crispino/ yo lo tuve un tiempo y se lo devolví/ lo fotocopié

A: //ah

B: Y se lo entregué

A: Bueno/ muchas gracias

### D1

A: Profesor/ eh/ disculpeme/ este/ me olvidé de/ traer el libro

B: Te olvidaste del libro

A: Sí

B: Qué lástima/ yo lo precisaba hoy/ pero digo/no hay ninguna forma de que me lo puedas arrimar/ para luego/ más tarde

A: Y no/ porque ya es tarde/ no sé/ no puedo volver a mi casa ahora/ y traérselo/ se lo traigo mañana/ a primera hora

B: Mañana de mañana podés traerlo

A: Sí/ a qué hora se lo traigo

B: Y ta/ a primera hora/ en todo caso sino estoy yo se lo dejás a alguien ahí que me lo pueda/ hacer llegar

A: Bueno/ como no/ perfecto

B: Bueno/ chau



## R2

A: Hola/ mirá/ tengo que hacer/ unos mandados tengo que ir al centro a dar unas vueltas/ te/ te quería pedir si me podrías cubrir una hora más o menos/ yo vuelvo

B: Una hora

A: Sí/ una hora

B: [Bueno/ sí como no]

A: [No hay problema]

B: Andá sí sí

## D2

B: Hola

A: Cómo estás/ bien / mirá / justo estaba llegando y me pedí un café para mí/ querés uno

B: Sí/ sí gracias

A: Te pido/ mozo/ dos cafés// UY/ se me volcó el café/ disculpá

B: AY éste era mi pantalón nuevo

A: Qué macana/ por no decir qué cagada

## R3

B: Hola

A: Hola

B: Qué tal

A: Mirá tengo que salir por unos minutos de la oficina/ así que te pediría si/ si podés este/ atender el teléfono en mi lugar

B: Sí/ como no

A: Lo único que tenés que decir es/ buenas tardes/ y/ nada más que/ decir con qué empresa se está comunicando la persona y en qué lo podés este/ ayudar/ nada más

B: Muy bien

**D3**

A: Hola/ ya volví/ cómo te fue

B: Bien/ por suerte bien

A: Llamaron muchas personas

B: Sí/ llamaron

A: Y todo bien/ no tuviste ningún problema

B: No/ por suerte

A: Bueno bárbaro

**R4**

A: Estamos perdidos

B: Je je/ si yo acá tengo el mapa pero/ te lo dí a vos en realidad el mapa

A: Sí está acá/ fijate a ver si encontrás dónde estamos

B: Bueno damelo a ver/ me fijo/ qué calle es ésta

A: X

B: Bueno/ a ver/ si es por acá/ no nos pasamos tres cuadras/ tenemos que retroceder

A: Ta/ volvemos

B: Bueno

A: Ah mirá/ ahí hay un peatón/ fijate/ preguntale

B: Bueno preguntamos sí/ mejor

**D4**

A: Ah/ mirá/ acá está el mapa/ ya encontré/ dónde estamos/ mejor no le preguntes nada

B: No le preguntamos nada

A: No

B: Bueno

**R5**

A: Eh/ hola/ disculpe/ yo soy su vecina de/ de al lado/ tengo que llevar unas cosas a mi apartamento y no tengo auto/ Ud. no podría eh/ llevarme en su auto/ cuando pueda

B: Sí como no/ está acá cerca/ si querés vamos

A: Bueno/ vamos

**D5**

A: AY/ la botella de aceite se cayó y manchó todo el tapizado

B: Bueno

A: Disculpeme/ no sabía que iba a pasar esto

B: Bueno ta/ limpiamos no importa

A: Yo lo limpio

B: No/ limpiamos los dos/ no importa

**R6**

A: Hola jefe

B: Hola

A: Necesitaría un favorcito

B: Eh/ si

A: Tengo que llegar RAPIDO al aeropuerto/ y NO tengo otra forma que ir en coche/ necesitaría el coche suyo/ me lo prestaría

B: Y/ bueno/ sí/ como no

**D6**

A: Hola jefe/ tuve un problemita/

B: Qué pasó con el auto

A: Y/ un pequeño choqucito y lo rompí ahí/ farol y/ pero yo se lo arreglo/ se lo pago/ pago todo o sino me lo descuenta del sueldo

B: Tiene seguro/ no/ no hay problema/ lo paga el seguro

A: Bueno/ yo lo pagaría igual/ pero si tiene seguro/ mejor

**R7**

A: Hola

B: Hola

A: Eh/mirá te hablo del trabajo/ habla Laura

B: Ah/ cómo estás

A: Eh/ mirá/ surgió un/ un problemita/ este/ tenemos que hacer un trabajo y precisamos de/ de toda la gente y yo quería pedirte si no podías cancelar tus vacaciones por ahora [ tomarte un mes adelante]

B: [qué/ qué es lo que pasó] es algo MUY importante como para que tenga que

A: Sí sí/ necesitamos TODA la gente y / es urgente/ es imprescindible que se haga

B: U/ qué macana/ digo/ yo tenía reservado un pasaje/ tenía que ir a buscarlo AHORA MISMO/ y se me complica todo la verdad

A: No lo podrías dejar para más adelante

B: Digo/ es/ es TAN complicado que me tenga que/ que quedar

A: Sí / realmente sí

B: Y bueno/ ta/ de última lo cancelo

A: Después si querés te podés tomar más días más adelante/ más los que te ibas a tomar ahora

B: Bueno en tal caso/ creo que/ me serviría

**R8**

A: Eh/ no me podrías escribir éstas cartas

B: Cuáles cartas

A: Estas/ a máquina

B: Mm/ no mira/ yo la verdad que mi trabajo no es/ escribir cartas/ yo estoy/ para otra cosa/ no sé si/ querés llamar a la secretaria o algo

A: Bueno

B: Alguien que te pueda hacer eso

A: Ta bien/ disculpá

B: No/ por favor

**D8**

B: Hola si/ mirá acá tengo las cartas que/ me habías pedido que te escribiera

A: AY/ vos sabés que éstas no eran las cartas/ te dí las cartas equivocadas

B: No eran esas

A: No/ las que yo tenía que escribir/ realmente eran éstas otras

B: //mm

A: No me las podrías hacer por favor

B: Bueno [pero no creo que tenga mucho tiempo]

A: [disculpame la...]

A: Podría ser para otro día

B: Bueno/ si/ para mañana/ todo bien

A: OK/ bárbaro

**R9**

B: Hola

A: Hola

B: Cómo andás

A: Bien/ mirá vos sabés que se fueron mis viejos y/ tengo una casa libre/

B: Sí

A: Vamos a hacer una fiestita el sábado/ qué te parece

B: El sábado/ bueno/ este/ digo/ bien de bien

A: Bueno/ avisale a la gente y/ vamos ahí

B: Bueno/ perfecto

**D9**

B: Hola cómo andás/ cómo te fue

A: Hola/ qué tal/ me fue bárbaro pero/ digo/ tuve un pequeño/ antes que nada un pequeño problemita/ mirá/ se me cayó/ tinta negra arriba de una alfombra/ que está en tu casa/ digo/ ta/ me fue IMPOSIBLE quitarle la mancha/ así que digo/ no sé/ en una de esas lo conveniente será/ mandarla a algún lugar donde la puedan limpiar bien o/ en su defecto/ comprar una nueva

B: Sí/ mejorar la tiramos y compramos una nueva porque ya estaba media/ [gastada]

A: [bueno/  
bárbaro]/ ningún problema

### R10

A: Disculpame/ te molestaría sentarte en ese otro asiento/ porque/ así mi hijo no se sienta solo/ digo sino este/ se pone nervioso/ después no sabe bien dónde se tiene que bajar y todo eso

B: Ta sí/ no hay ningún problema

A: Bárbaro/ gracias// AY disculpame te pisé

B: Ta/ no pasa nada / no importa

### R11

A: Hola Gerente

B: Cómo le va

A: Muy bien/ este/ necesitaría un adelanto porque tengo mi situación muy complicada/ en mi casa y/ la única salvación que tendría es que me diera un adelanto

B: Bueno/ Ud. sabe que la empresa en éste momento está pasando por/la misma situación que Ud./ muy complicada pero/ bueno/ está bien/ cuánto necesitaría

A: Cinco mil pesos

B: TANTO

A: Y sí/ la verdad que sí

B: No/ yo creo que/ podríamos adelantarle/ dos mil quinientos/ le alcanza

A: Bueno/ está bien

B: Bueno/ entonces quedamos así

### D11

B: Bueno Sr. González lo hice venir/ porque realmente este/ Ud. sabe que vino acá con un pedido/ de una parte de su sueldo / y nosotros este/ le conseguimos ese préstamo/ Ud. prometió devolverlo en una semana y/ y todavía estamos esperando/ no/ la compañía/ mal o bien/ cuenta/ con ese/ con ese dinero//

A: Sí// tenía pensado devolvérselo ahora / EN ESTE MOMENTO/ estoy muy agradecido/ perdone el atraso pero/ no pude devolvérselo antes

B: Bueno/ bárbaro/ no hay problema/ si tiene el dinero pase por/ por la oficina de la secretaria y/ déjeselo a ella

A: Muy bien/ muchísimas gracias

## **R12**

A: Hola/ qué tal

B: Hola

A: Qué linda máquina/ no me la prestás un rato que necesito hacer unas cosas

B: No las podés hacer acá/ conmigo

A: Bueno sí/ quiero ver cómo funciona en realidad/ porque nunca ví una de éstas

B: Bueno/ ta/ funciona así/ pero/ ta/ llevátela igual/ no hay problema

A: Bueno/ gracias

## **D12**

A: Vos sabés que tuve un problema con tu computadora/ se me cayó al piso y se me/ me rompió el monitor/ no te preocupes yo te compro una nueva

B: Bueno/ la verdad que/ me vas a tener que comprar una nueva porque la necesito

A: Sí/ no te preocupes/ capáz que demora un poco pero yo te compro una nueva

B: Bueno

A: Perdoname

B: Bastante rápido porque la necesito

Informantes: 2 hombres y 2 mujeres, combinación de informantes II, Facultad de Medicina

## R1

A: Eh/ Profesora disculpe/ este/ mire le iba a hacer una pregunta porque creo que Ud. debe tener éste libro de/ Medicina Legal que /este/ necesito para hacer el trabajo de/ de la monografía

B: //Bueno

A: Este/ de/ sobre/ el tema de audición que/ que fue el tema que ELEGI/ quisiera saber si Ud. me lo podría/ este/ facilitar para/ para poder terminar el trabajo no

B: Bueno/ sí tenemos los textos para estudiar/ eh/ podés retirarlos/ tenés textos que podés retirar en la Cátedra de Medicina Legal/ o podés eh/ concurrir a la biblioteca/ en biblioteca eh/ yo te hago una listita con los nombres

A: Ta/ pero el problema es que yo vengo de la biblioteca ahora /digo/ y como que/ estoy un poco /apurado con el tema porque/ me/ se viene la fecha/ para terminar/ el/ el trabajo y quisiera saber si/ Ud. /este/ tiene uno que me pudiese prestar

B: Bueno/ arreglamos y en el/ la próxima clase te traigo el texto/ yo tengo unos en mi casa te los traigo/ y/ de ahí podés sacar material/ creo que es suficiente para una monografía/ no/ no necesitas más/ ampliar en el tema

A: Bueno/ muchas gracias

## D2

B: Disculpame/ no me acuerdo tu apellido/ yo te había prestado un libro/ te acordás

A: Sí/ Sosa/ este/ SI/ en realidad eh/ terminé con el trabajo/ este/ pero me olvidé/ eh/ le prometo que mañana sin falta se/ se lo traigo acá no sé/ la puedo encontrar mañana en el hospital

B: Sí como no/ este/ te sirvió el libro

A: Sí muy bien estuvo/ digo/ saqué la verdad muy buenos datos y/ me/ me facilitó el trabajo

B: Bueno/ me alegro

A: Este/ mañana dónde la encuentro por acá

B: Bueno nos encontramos por acá/ cuando salgo de la clase y me devolvés el libro

A: Bueno/ muchas gracias



B: De nada

## R2

A: Eh/ buenos días/ señor sabe que le iba a pedir/ necesitaba salir eh/ por una hora más o menos calculo que me llevan unos/ unas/ unos mandaditos que tengo que hacer/ y / si

no me podría cubrir en ese horario/ es una hora más o menos no creo que demore más

B: Y/ que trabajo tenías que hacer hoy

A: Eh/ con respecto a la oficina

B: Sí/ Estás atrasada digo/ vas bien

A: No no no/ tenés que cubrirme nada más/ eh/ no no es nada/ no tenía nada atrasado de trabajo ni nada/ cubrirme por el horario que no voy a estar

B: Bueno/ no hay problema/ salí hace lo que tengas que hacer y tratá de venir cuanto antes /este/ que yo te cubro no más

A: Bueno/ bárbaro/ gracias

## D2

A: Hola/ cómo andás

B: Qué tal/ cómo anda

A: Eh/ ya hice todo/ este/ tuviste algún problema en la oficina

B: No/ ningún problema

A: En la hora que no estuve

B: No todo estuvo bien

A: Ningún inconveniente

B: Todo bien

A: Bueno bárbaro

B: Eh/ sentate por acá/ digo/ vamos a tomar un café

A: Bueno/ bárbaro

B: Este/ bueno y/ eh/ con respecto al/ al trabajo/ digo/ no importa/ después de esto vamos a la oficina y seguimos/ digo/ este/ cómo te fue con tus cosas bien

A: Bien bien/ pude hacer todo me dió el tiempo/ AY/ perdón/ disculpa

B: No no/ no pasa nada

A: Ta/ perdoná/ perdoná

### R3

A: Mirá/ no me atenderías el teléfono/ mientras voy a hacer un mandado y enseguida vuelvo

B: Sí como no/ encantada/ tengo que decir algo en particular

A: No no no/ eh/ decile que llamen más tarde que yo enseguida vuelvo

B: Bueno

### D3

A: Y/ llamó alguien

B: Llamó un señor Suárez y dijo que lo volvería a llamar

A: Bueno/ nadie más

B: No/ nadie más

A: Bueno/ muchas gracias

### R4

A: Estás seguro que el mapa que te dieron está correctamente hecho

B: Sí/ me parece que sí/ mirá ahí hay una estación de servicio/

A: Ay/ mirá/ allá hay un peatón/ no te animás a preguntarle

B: Bueno

### D4

A: Ay mirá/ disculpame/ me acabo de dar cuenta que tenía el mapa en el bolsillo

B: Viste/ yo te había dicho que lo tenías vos

### R5

A: Seguí con el coche

B: Eh/ sí/ sí/ lo tengo todavía

A: Porque mirá/ tendría que trasladar unas cosas de mi apartamento para otro lado/ me podrías dar una mano

B: SI/ son muchas cosas/ o te parece que sirve el auto para eso

A: No/ en un/ un par de viajes lo hacemos todo

B: Bueno bárbaro/ sí sí me/ me llamás por teléfono/ me avisás que arreglamos y/ llevamos/ te acerco el auto

A: Ta/ te llamo

## D5

B: AY/ la botella de aceite/ eh/ juntala que no se / no se caiga más el/ aceite en el tapizado

A: Pa/ qué macana/ perdoná

B: No/ no pasa nada/ digo/ capáz te tenés que encargar de limpiar

A: Sí/ ahora lo limpio

## R6

A: Hola/ sabés que te iba a pedir eh/ tengo que ir hasta el aeropuerto y/ tengo que llegar AHORA/ y necesito el coche/ eh/ lo estás uti/ usando o me lo podés prestar

B: Por qué tenés que ir al aeropuerto

A: Eh/ voy a buscar a/ un amigo que concretamos que lo/ lo retiraba en el aeropuerto/ no conoce mucho Montevideo y/ se va a perder

B: Bueno/ llevátele

A: Ta/ cuando vuelva te/ te busco y te doy las llaves

B: Ta/ sí no te hagas problema

## D6

A: Eh/ tengo las llaves del/ del auto ya fui al aeropuerto/ pero hubo un accidente

B: Qué accidente/ qué pasó

A: Eh/ no/ iba manejando y se me tiró uno en la esquina y/ se rompieron un poco las luces y/ el espolón pero/ eh/ avisame cuál es tu mecánico que/ me encargo de/

B: Qué pasó con el que/ chocaste o lo pasaste por arriba

A: No no/ otro coche se me tiró adelante

B: Ah/ otro coche

A: Sí sí pero no son muy/ muchos los daños/ pero de todas maneras yo me encargo/ decime tu mecánico y me encargo de los gastos

B: Ta/ igual no te hagas problema/ lo vemos

A: Bárbaro

**R7**

A: Mirá te llamaba por/ porque te acordás el proyecto que tenemos que terminar el trabajo

B: Sí

A: Vos me habías contado que/ este/ que te ibas de vacaciones

B: Sí/ acabo de sacar el pasaje

A: Eh/ mirá/ yo creo que la cosa se complicó/ y digo/ no sé si vamos a poder terminar a tiempo/ este/ te quisiera pedir/ digo/ si/ si podés buscar la manera de/ de quedarte unos días o algo para ayudarnos porque/ la verdad que estamos medio escasos de personal

B: Bueno/ digo/ lo que puedo hacer es llamar a la aerolínea y pedir si me pueden cambiar el pasaje para otra fecha

A: Bueno/ eh/ llamá/ arreglá y/ [me .....]

B: [y te confirmo]

A: Bueno/ gracias

**R8**

A: Mirá tengo que hacer un trabajo/ y habría que/ pasarlo a máquina/ eh/ como sé que dominás la cuestión/ de la dactilografía/ este/ y yo no/ te iba a pedir si me podrías pasar el trabajo

B: Bueno

A: Si tenés algún tiempo libre

B: Es muy extenso el trabajo

A: No no/ es corto digo/ pasa que/ a mí me llevaría mucho tiempo de repente

B: Bueno/ como no te lo paso a máquina/ sí

A: Bueno/ gracias

**D8**

B: Ya te terminé el trabajo que me pediste/ revisalo y cualquier cosa me decís y lo corrijo

A: Mirá/ me vas a matar/ me dí cuenta que/ ta/ mirando los papeles JUSTAMENTE/ y te dí/ el papel equivocado/ me pasaste una cosa/ este/ unos hojas que están mal/ este/

perdoname no sé si/ digo/ si tendrás algún tiempo libre para pasarme los otros o es mucha molestia

B: Bueno/ después del fin de semana o el lunes/ te los paso

A: Bueno

## R9

A: Mirá/ tengo licencia durante una semana y me gustaría irme a un lugar tranquilo/ y me acordé que tu tenés una casa en un/ balneario/ me la podrías prestar

B: Sí yo tengo una casa en Lagomar/ este/ mirá/ justamente digo/ estaba pensando digo/ que tendría que ir/ porque hace dos semanas que /este/ no la estoy ventilando y nada/ y está muy húmeda/ no hay problema yo te presto la llave y/ este/ te vas para ahí/ ya aprovechás/ y bueno/ de paso me/ me ventilás un poco la casa

A: Bueno bárbaro/ me parece bien

## D9

A: Mirá/ este/ me pasó un accidente en tu casa/ SIN querer se me cayó tinta negra sobre la alfombra y no lo pude sacar

B: Bueno/ta/ no te hagas problema/ son cosas que pasan/ este/ por lo menos lo pasaste bien

A: Sí/ traté de limpiarla todo lo que pude/ digo/ salió un poco pero no salió del todo la mancha

B: Y venitalaste la casa

A: Sí TODA ventilada y te corté el pasto

B: Bueno/ no te preocupes vamos a ver cómo vamos a hacer

## R10

A: Eh/ disculpame/ mirá/ este/ yo estaba con un compañero y/ como el viaje es largo quisiera/ saber si me podrías/ eh/ cambiar de asiento así nos sentamos juntos

[no hay problema]

B: [Bueno/ como no] Sí/ no tengo ningún problema

A: AY/ disculpame que te pisé

B: Bueno/ tratá de tener más cuidado la próxima vez

### R11

A: Eh/ buenos días

B: Buen día

A: Eh/ tengo un/ una preguntita para hacerle un problemita para plantearle/ eh/ sabe que necesitaba un adelanto del sueldo/ y/ quería ver si me lo podía facilitar

B: Y/ para cuándo lo necesitarías

A: Hoy

B: Hoy ya/ bueno mirá/ no estamos en/ en fecha de cobro pero/ digo/ este/ yo voy a hablar con el Contador y/ vamos a ver si te lo podemos/...

A: Es muy urgente

B: Muy urgente/ bueno mirá/ este/ dejame hacer una llamada y/ en cuestión de quince minutos/ este/vení por acá/

A: Bárbaro/ bárbaro/ gracias

### D11

A: Eh/ hola/ cómo andás

B: Hola

A: Sabés que tengo el dinero del/ del adelanto/

B: Sí/ en realidad lo que acordamos es que ibas a traerlo antes pero/ digo/ veo que se te atrasó un poco

A: Sí/ tuve unos problemitas económicos/ y/ no contaba con ello y/ se me atraso el/ el pago/ pero/ te lo traigo ahora

B: Ta/ no hay problema pero digo/ para otra vez tenelo en cuenta porque digo/ tuve problemas con el Contador digo/ que/ se quejó en realidad digo no/ te lo hice como un favor pero digo no/ no podía/ demorarse tanto

A: Bárbaro sí/ gracias/ disculpame te digo en serio/ perdoname pero/ se me atrasó

B: Bueno/ que no vuelva a ocurrir

### R12

A: Ah/ esa es la computadora nueva

B: Sí/ viste qué linda que está

A: No me la prestás un poquito

B: La sabés manejar

A: Mm/ Sí

B: Bueno/ cualquier cosa yo me quedo contigo y te explico lo que no sepas

A: Ta/ bárbaro

## **D12**

A: AY/ disculpá/ viste lo que me pasó

B: No/ qué te pasó/ el rato que te dejé solo

A: Sí/ vos sabés que agarré fui se me cayó al piso la computadora y se me reventó la pantalla

B: Bueno/ vamos a tener que hablar con el Director de la empresa/ porque

A: No/ no te hagas problema yo por mí lado te lo arreglo

B: Bueno/ bárbaro pero tratá de que sea rápido

Informantes: 4 mujeres, Facultad de Humanidades

**R1**

A: Eh/ perdón/ Profesora/ eh/ no tendría el libro de Lingüística que lo necesito para hacer un parcial

B: Mira/ justamente lo dejé en la fotocopidora/ para que todos los alumnos pudieran acceder al libro/ este/ ahí dejé todos los capítulos/ los que te pueden interesar/ y bueno/ tenés para estudiar de todo ahí/ así que/ anda no más a la fotocopidora y/ sacá el material

A: Bárbaro/ gracias

**D1**

B: Disculpame/ a tí te presté el libro no/ de Lingüística

A: Sí perdoná

B: No/ porque en realidad no me acordaba si eras vos o era otra persona/ este/ me lo trajiste

A: No/ mirá me olvidé de traértelo/ te lo puedo alcanzar mañana

B: Sí sí sí mañana yo estoy de mañana [si querés venir]

A: [Ta/ bárbaro] disculpame

B: No es nada

**R2**

A: Permiso

B: Hola/ cómo andás

A: Eh/ mira necesito ir a hacer un mandado/ este/ no me podés cubrir por una horita más o menos [mientras yo voy al centro y vengo]

B: [Sí como no/ sí bárbaro]

A: Es sólo por una hora/ ta/ digo

B: Sí sí andá tranquila

A: Bueno/ muchas gracias



## D2

A: Hola/ cómo andás che

B: Bien bien/ lo más bien [toma asiento]

A: [Estás tomando] un cafecito

B: Sí/ si esperándote

A: Bueno/ me siento contigo

B: Sí/ si toma asiento no más

A: Este/ bueno cómo andás

B: Lo más bien/ cómo marcha el trabajo

A: UY/ perdoname

B: AH

A: [Ay disculpame no me dí cuenta]

B: [No pasa nada]

A: Querés que te acompañe al baño para [cambiarte]

B: [No no no] no pasa nada/ no pasa nada/ dejá

yo voy al baño y me limpio sola

A: En serio/ ta/ [disculpame]

B: [No no no]

A: La verdad fue/ fue sin querer

B: No/ por favor

## R3

A: Cómo andás/ sabés que suena el teléfono y/ no voy a poder atender/ eh/ no lo podés atender vos/ que voy a hacer un mandadito y ya vuelvo

B: Ta/ eh/ cómo lo manejo

A: Eh/ te animás

B: Sí

A: Más o menos tenés idea de cómo es

B: Sí

A: Mirá el botoncito éste que está acá/ este/ cualquier cosa si/ si lo que te preguntan no lo entendés/ este/ apretás éste botoncito/ y/ hablás directamente con el encargado de toda la Sección y le preguntás a él

B: Ta bárbaro

A: Después volvés y volvés a atender

B: Sí/ no te preocupes

### D3

A: Y/ qué / qué necesitaba la persona

B: Ta/ eh/ mirá/ estuve reocupada/ eh/

A: Le pediste que me llamara más tarde

B: Sí no sabía qué hacer/ no pensé que ibas a tardar tanto/ te/ te apunté acá/ te dejé

A: Ah/ ta/ bárbaro

### R4

A: No te acordás cómo llegar a la calle/ no

B: No te dí el mapa

A: Sí pero/ lo dejé arriba de la mesa

B: AY/ no te puedo creer (se rien las dos)/ yo no me fijé/ y nunca vine por acá/ y lo que pasa que convencida que nos podíamos guiar bien por el mapa

A: Por qué no le preguntas a aquel a ver si/ si sabe/ si nos dice cómo llegar

B: Claro

### D4

A: PA/ sabés una cosa/ lo tenía en el bolsillo (se rien)

B: No

A: No me mates

B: Qué chambona

A: Bueno/ vamos

### R5

A: No sabés lo que me pasó/ estoy RECOMPLICADA tengo un montón de cosas para llevar/ para trasladar acá a unas cuerdas/ y mirá/ tu no te animás a acompañarme hasta ahí [me llevás]

B: [Como no] pero y/ por qué tenés tantas cosas/ qué te pasó

A: Lo que pasa que/ es/ mirá/ es un montón de libros y de cuadernos y/ cosas que/ unos apuntes que pedí

B: Ta/ no hay problema/ yo te acompaño/ en todo caso le podemos decir a mi hermano que está acá y él nos puede ayudar también/ así no vamos tan cargadas nosotras

A: AH/ lujo/ muchas gracias

## D5

B: UY/ me parece que se cayó/ la botella de aceite

A: AY ME MUERO

B: Ta/ no importa/ no pasa nada

A: [NO/ cómo no importa]

B: [No pasa nada/ no pasa nada]/ levántala pero ta/ no pasa nada

A: No pero/ pará pará vamos a un servicentro ahí/ a ver si de repente [poniendo...]

B: [mirá/ ya

llegamos/ ya llegamos]/ cuando lleguemos le pasamos un trapo y ta

A: Y te parece que la mancha de aceite no salga

B: Y bueno/ y sino sale mala suerte/ qué vas a hacer/ ahora ya está

## R6

A: Hola/ cómo estás

B: Bien y vos

A: Bien bien/ mirá/ estoy /en un aprieto bárbaro necesito que me ayudes/

B: //bueno

A: Vos sabés que/ que tengo que ir al aeropuerto/ YA porque me está por llegar un familiar/ y se me quedó el auto/ este/ vos no me prestarías el tuyo/ [eh/ para ir]

B: [Sí sí sí] tomá

A: Este/ yo dentro de/ unos minutos salgo/ o sino en todo caso si vos podés me llevás hasta ahí/ como a vos te venga cómodo

B: Yo no sé si voy a poder salir ahora

A: Ta/ ta/ entonces/

B: Pero/ lleválo y después/

A: Ta/ buensímo/ bueno gracias

## D6

A: Hola

B: Hola /cómo estás

A: Ay/ mirá/ no me vas a creer lo que me pasó

B: Qué te pasó

A: Soy una desgraciada / choqué el auto

B: Pero/ cómo fue

A: Pero no te hagas problema porque yo corro con toda [la responsabilidad...]

B: [No pero pará] PARA/ porque  
de repente vemos

A: No mirá/ pasó que choqué

B: Contra un auto

A: Un auto sí/ un auto que iba adelante mío y/ ta/ y se rompieron un poco los faroles  
pero/ este/ no hay problema porque [.....]

B: [yo tengo el auto asegurado]/ pero pará la  
responsabilidad es tuya/ la responsabilidad es de la otra persona porque podemos hablar  
con/ el auto que chocaste/ y si él tiene seguro

A: Sí sí yo este/ quedé en hablar con el muchacho/ este/ pero lo que no quiere es que  
vos te preocupes porque corre por cuenta mía

B: No importa

A: Este/ te pido perdón porque se me cae la cara además/ te vengo a pedir el auto  
prestado y te/ encima te lo devuelvo chocado

B: No te voy a decir que me hace feliz pero/ lo puede pasar a cualquier/ me podría  
haber pasado a mí también

A: Ta/ este/ te pido perdón denuevo porque [la verdad]

B: [ta/ ta]

A: [no esperaba que]

B: [lo solucionamos entre las dos]

A: Gracias

## R7

A: Hola mirá/

B: Hola/ cómo andás

A: Disculpame que te moleste/ pero sabés que / voy a precisar todo el personal/ SE que te estás por ir de vacaciones [pero/ te voy a precisar]

B: [OY/ AY]/ por qué/ qué pasó

A: Podrá este/ cancelar el pasaje

B: Mirá/ yo saqué el pasaje justo hoy para/ para irme/ este/ pero

A: Lo que pasa es que te voy a precisar/ no / no tengo OPCION

B: PA/ bueno ta

A: Si querés te/ te alcanzo hasta la agencia/ no sé/ para/ cancelar el pasaje

B: No hay otra posibilidad

A: NO HAY otra posibilidad

B: Bueno

A: Necesito de todo el personal

B: Bueno/ si vos decís

A: Disculpá/ lo lamento/ en otro momento se te compensará

B: Bueno/ ta

A: Gracias

## R8

A: Hola

B: Hola/ qué tal/ qué andabas precisando

A: Bien/ acá ando/ vos sabés que/ estoy haciendo un trabajo/ este/ y/ viste que yo no sé

escribir a máquina/ vos no me podrías pasar unos trabajos que yo tengo [cuando tengas un ratito libre]

B: [sí como no]

A: Mirá que no hay apuro

B: La semana que viene te sirve

A: Sí sí/ yo no tengo apuro/ este/

B: Ta/ dejámelo

A: Pero no te compliques/ cuando tengas el tiempito libre/ [lo hacés]

B: [No no] sí la semana que viene te lo hago

A: Ta/ buenísimo/ gracias

**D8**

B: Hola/ cómo andás

A: Hola/ cómo andás

B: Mirá/ te terminé de pasar las cartas a máquina

A: AH bueno/ dame a ver/ qué bueno che

B: Estás conforme

A: PA/

B: Qué tenés que decir

A: Vos sabés que/ ta/ la culpa fue mía/

B: Qué pasó

A: Me confundí de/ de trabajo/ te dí otro

B: Pa bo

A: Pero ta/ ahora ya está/ ta/ la culpa fue mía

B: Qué macana

A: No te preocupes/ no te preocupes/ yo me arreglo

**R9**

A: Hola

B: Hola/ cómo andás

A: Vos sabés que te andaba buscando porque

B: // yo también/ estaba pensando en vos

A: Estaba pensando en irme de vacaciones

B: // Sí

A: Y me acordé que vos tenés una casita por allá/ y/ te agradecería si me la prestás/  
aunque sea por una semana

B: Mirá/ justo/ te estaba buscando por eso

A: No me digas

B: Creo que/ no sé/ me habían comentado que vos tenías vacaciones/

A: La tenés libre entonces/ me las prestás

B: Sí sí / te iba a decir si querías ir que no hay drama/ si querés ir

A: Ta/ bárbaro/ muchas gracias

B: Está a disposición tuya

**D9**

A: Hola

B: Cómo te fue

A: Mirá/ sensacional pero/ tengo una mala noticia para darte

B: Qué te pasó

A: Me vas a matar

B: Qué te pasó

A: Se me cayó tinta negra arriba de la alfombra

B: Bueno ta/ por qué/ qué estabas haciendo/ también cómo se te ocurre poner el frasquito por ahí

A: Disculpame/ este/ la semana que viene cobro y/

B: Cómo quedó

A: Y/ quedó desastroza y/... una limpieza

B: Ta/ no hay problema/ vemos después cómo lo arreglamos

A: Bueno

B: En todo caso después/ lo arreglamos

**R10**

A: Disculpame

B: Si

A: este/ me dejarías sentarme ahí así me siento/ con [con la nena]

B: [Sí/ como no]

A: Digo/ yo te dejo el otro asiento/ si querés

B: Sí sí

A: No te importa

B: Sentate/ pasá/ no hay problema

A: Ta/ gracias/ AY perdoná que te pisé/ perdoname la verdad no me dí cuenta que estaba tu pie abajo/ perdoname

B: Está bien/ está bien/ no pasa nada

**R11**

B: Adelante

A: Eh/ buenos días

B: Buenos días

A: Por favor/ eh/ le puedo hacer una pregunta

B: Eh/ si si si/ es cortito

A: Sí sí

B: Bueno/ como no/ tome asiento

A: Gracias/ eh/ mire este/ yo/ a mí se me está por vencer/ YA se me venció/ se puede decir/ la luz el agua y el teléfono y/ sinceramente NO tengo dinero para/ para pagar y quería pedirle si no me podría hacer un adelanto/ del sueldo

B: //mmm/este/ Sí/ Ud. sabe que ésta es un empresa muy/ muy flexible en ese sentido/ y este/ me extraña que no haya/ por qué no vino antes/ ya se le venció

A: Sí ya se me/ se me vence mañana/ estoy a punto de/ de estallar

B: Bueno/ pase por la oficina de Contaduría que yo ya llamo para allá

A: Bueno/ muchas gracias

## D11

B: Adelante

A: Eh/ buenos días

B: Buenos días

A: Eh/ no sé si se acuerda de mí

B: Sí/ como no me voy a acordar

A: Este/ yo soy Rodríguez

B: //mm

A: Ud. me prestó hace tres semanas dinero para pagar la cuenta

B: Sí

A: eh/ bueno/ yo le prometí que le iba a traer el dinero/ se lo iba a alcanzar a/ a la semana y bueno/ no lo pude hacer

B: //mm

A: Se lo alcanzo ahora y le pido me disculpe por el atraso

B: Qué pasó/ hubo alguna complicación

A: No no/eh/ después me surgieron otros problemitas pero ya/ está todo solucionado

B: Bueno

A: Muchas gracias

B: Eh/ lo tendremos en cuenta/ pero recuerde venir a avisarnos antes/ nosotros en/ la empresa hace confianza en Ud./ deposita confianza en Ud.



A: Disculpeme/ no se va/ no se volverá a repetir

B: Muy bien

## **R12**

A: Buenos días

B: Hola / qué tal

A: Qué tal/ veo que trajiste tu computadora portátil

B: Sí/ este/ tiene un problemita y no sé cuál es/ quería saber si/ si bueno/ si Ud. me lo podrían arreglar

A: AH/ no funciona

B: No

A: Ah/ porque yo te iba a pedir si me la podrías prestar un ratito

B: Sí sí sí/ como no

A: Bueno yo la vicho y

B: Vichale / ves si la podés arreglar y/ utilízala

A: Ta/ gracias

## **D12**

A: Eh/ hola este/

B: Hola/ utilizaste la computadora

A: Mirá/ sí/ tengo una mala noticia para darte/

B: Sí

A: Eh/ se me cayó/ por accidente y/ rompí la pantalla

B: AH

A: Pero no te preocupes que/ voy a intentar solucionártelo/ eh/ ya hablé con una persona que tiene/ una casa de/ un compushop/ este/ para/ pasado mañana/ está pronta

B: Ta

A: Se te complica mucho

B: No no no no/ digo/ lo único que me deja medio preocupada/

A: Pero no/ quedate tranquila/ te la arregla SEGURO porque ya hablé con él/ disculpame pero/

B: No no

A: Fue un accidente

B: Bueno/ si

Informantes: 2 hombres y 2 mujeres, combinación de informantes II, Facultad de Arquitectura

## **R1**

A: Ah/ qué hacés/ vos sabés que te estaba buscando/ preciso un libro

B: Bueno/ si lo tengo te lo doy

A: Sí vos lo tenés es aquel de Historia/ te acordás/ tengo que/ tengo que terminar el trabajo rápido y/

B: Bueno/ cómo no / te lo doy/ enseguida/ esperame que te lo voy a buscar

A: Dónde queda tu casa

B: Eh/ te paso la dirección de/

A: Lo podemos ir a buscar/ yo tengo tiempo/ podemos ir ahora

B: Bueno sí sí sí/ vamos

A: Vamos

## **D1**

A: PA/ me vas a matar/ no te traje el libro

B: Eh/bueno/ sí/ me lo tendrías/ quería que me lo devolvieras/ pronto porque lo necesito para otro muchacho que me lo pidió

A: Pa/ lo precisás hoy HOY

B: Eh/ en cuanto puedas/ porque realmente lo necesito / [éste muchacho me lo vino a pedir hace unos días]

A: [Ta/ hago una cosa] mirá/ta/  
no entro a Taller/ me voy para casa lo agarro y te lo traigo

B: Bueno/ como quieras/ tampoco no es para tanto apuro

A: No/ digo/ igual / no pasa nada

B: Ta

## **R2**

A: Hola/ cómo andás/ mirá necesito que me hagas un favor tengo que ir al centro a hacer unos trámites y necesitaría que cubrieras por una hora/ sino tenés problema

B: No/ problema no tengo/ digo/ pero/ tenés trabajo pendiente

A: Tengo algo sí/ pero es medio URGENTE/ sino te importa/ necesitaría ir ahora/ y este/ si hay problema después me quedó un rato más fuera de hora

B: No/ no hay problema

A: Gracias

## D2

A: Ah/ cómo andás/ mirá eh/ me acabo de/ traer un café si querés te invito uno/ y charlamos

B: No está bien/ yo voy a buscármelo

A: Bueno ta/ te espero acá// AY / disculpame se me cayó el café/ espera que voy a traer una servilleta o algo [mojado para...]

B: [No importa el....] sale 500 pesos pero me pagás y listo

A: (se rie) Bueno/ bárbaro

## R3

A: Una cosita/ no me hacés el favor de atender el teléfono mientras voy/ a hablar con el jefe un minuto

B: Sí/ como no

## D3

A: PA/ disculpame/ lo que pasa es que me hizo esperar/ este hombre como/ pila de rato

B: Ta/ no te preocupes/ yo lo atendí digo/ no hay problema

## R4

A: Eh/ estamos los dos perdidos/ qué hacemos ahora

B: No sé/ no te dí el mapa/ no lo miraste

A: Sí pero/ no sé dónde lo puse//Bueno/ eh/ mirá / hay un señor allá/ le podemos preguntar/ qué te parece

B: Y sí/ sino hay otra

**D4**

A: Ay sabés/ tenía el mapa/ en la cartera/ no me dí cuenta/ perdoname (se rie)/ lo había perdido/ bueno pero ahora que ya le preguntamos al Sr. y tenemos el mapa/ podemos ubicarnos/ mejor

B: Bárbaro/ menos mal

**R5**

A: Mirá/ no te conozco bien/digo/ te conozco poco así que/ te pido mil disculpas/ este/ no serías tan amable de prestarme/ de acompañarme hacia mi/ mi nuevo apartamento/ con mis cosas en tu auto/ o sea/ si me ayudaras [a hacer la mudanza]

B: [Sí/ ningún problema] en ayudarte/ sí sí sí/ no tengo/ nada que hacer ahora te acompaño

**D5**

A: FA/ perdoname/ se me volcó el aceite//

B: AH/ bueno/ ningún problema/ no te preocupes/ después lo limpio y/ o sea/ te paso la cuenta o te pido que me ayudes a limpiar

A: Sí sí/ te ayudo/ te ayudo

B: Bueno/ bárbaro

**R6**

A: Hola/ cómo andás/ mirá tengo un problema/ se me rompió el coche y tengo que ir a buscar a/ a mi madre que viene/está en el aeropuerto/ me está esperando y necesito ir en auto/ no sé si me lo podrías prestar// tendrías algún inconveniente

B: Sí/ VA/ mucho inconveniente no/ si me prometés que lo cuidás

A: Sí sí sí [como no]

B: [Como si fuera] su/ eh/ tu madre

A: (se rie) como si fuera mi madre/ bueno/ te agradezco

**D6**

A: Mirá/ me vas a matar pero tuve un problema/ choqué y se me/ rompieron los faroles del auto pero/ no te preocupes/ que / ésta tarde/ en cuanto salga lo llevo al taller/ y/ mañana ya lo tenés pronto/ ya hablé con el mecánico y todo/ así que/ me dijo que lo recibía hoy que para mañana/ a PRIMERA hora iba a estar pronto

B: Bueno/ está bien pero me lo habías PROMETIDO

A: Bueno disculpame/ la verdad que no/ no fue intencional

B: Así quedan las cosas

A: Bueno ( se rie)

**R7**

A: Qué hacés Carlitos/ te jode/ quedarte acá en Montevideo/ de vacaciones/ eh en vez de irte de vacaciones porque teng/ me salió un trabajo y hay que terminarlo URGENTE y te necesito//

B: Mirá no/ digo/ ya reservé el pasaje/ me es IMPOSIBLE quedarme

A: Digo/ si yo te lo pago/ el pasaje de vuelta/ digo/ no hay drama yo te cubro los gastos/

B: Bueno lo que puede ser digo/ ta yo tengo urgencia de ir / y de que ta/ volver enseguida/ no quedarme mucho tiempo/ si eso te parece bien/ si te sirve//

A: Ta/ sí/ bárbaro

**R8**

A: Cómo andás Carla/ todo bien

B: Bien/ bárbaro

A: Vos sabés que necesito un favor/ vos que sabés escribir a máquina/ te animás a pasar las cartas

B: Bueno sí/ cuando me sobre un tiempo/ digo/ [no te prometo que sea YA]

A: [Sí sí sí]/ tomate tu tiempo/ no hay drama

B: Sí sí

A: Es secundario

## D8

B: Bueno/ las hice/ hice lo que me/ me pediste/ no sé/ qué te parece/ fijate digo/ si están bien/ era exactamente lo que querías ésto

A: PA/ la cagué// fijate que/ que te dí las cosas que no eran/ era ésto en realidad/

B: Vos sabés que tengo que hacer otra cosa

A: Pa/ y cuándo tengas un ratito libre te animás a pasármelo

B: Bueno/ sí/ pero/ YA no va a poder ser / digo/

A: No no/ tomate tu tiempo/ para la semana que viene

B: Sí sí sí

## R9

A: Cómo andás/ qué tal

B: Qué hacés/ todo bien

A: Todo bien/ mirá/ quiero pedirte algo/ un favor no sé si me lo podrás hacer/ sabés que estoy necesitando unas vacaciones irme a un lugar tranquilo/ para poder descansar y me acordé que tenés una casa afuera/ digo/ no sé si me la podrías prestar/ por un tiempo/ no sé si la vas a necesitar/

B: Y mirá/ ahora yo estoy sola allá/ si te jode que yo esté / digo/ me puedo ir/ pero/ o sea/ yo estoy ahí/ tranquilo solo/ es la grande la casa/ digo/ tiene 383 habitaciones y bueno/ si querés te elegís el ala norte para vos/ y yo la parte del sur

A: Bueno/ sí/ digo/ la verdad que estoy necesitado de descansar

B: Todo bien

A: Claro/ cada uno tiene su privacidad/ digo/ yo necesito descansar/ pero no/ sí sí/  
BARBARO

B: OK/ llamo a la servidumbre

## D9

A: Mirá/ no sabés lo que me pasó/ me vas a matar/ pero/ tiré tinta negra/ sobre la alfombra del comedor/ no la pude sacar con nada/ digo/ TE PROMETO que te compro otra alfombra/ así/ te pido mil disculpas/

B: No te hagas drama

A: No sé cómo disculparme

B: No no/ no hay problema si igual es de mi viejo/ qué problema te hacés

A: No/ pero igual/ te voy a comprar otra

B: No pasa nada/ estaba dibujando y bueno ta/ se me cayó la tinta china ahí/ y/ no me salió/ no pasa nada

A: Bueno

### **R10**

A: Ah/ disculpame/ te jode cambiarte de asiento para éste de adelante/ porque vengo con el [chico]

B: [Ah/ sí] ningún problema/ no te preocupes

A: Disculpame/ te pisé

B: No/no pasa nada

### **R11**

A: Eh/ buen día yo soy/ Victoria González/ tengo el siguiente problema/ eh/ me vinieron las facturas/ de la luz el agua/ esas que hay que pagar URGENTE y/ no/ se me

acabo la plata/ y este/ ya me dijo que adelantado no/ no me pueden dar nuevamente/ necesitaría saber si me pueden adelantar/ porque lo tengo que pagar YA sino me cortan la luz y todo

B: Y mirá/ to podemos hacer un vale

A: Bueno

B: Digo/ pero sólo por ésta vez/ tratá de administrate mejor en el futuro

A: Bueno/ gracias

### **D11**

A: Eh/ buen día/ no sé si recuerda que yo hace tres semanas/ le pedí un/ un préstamo/ y/ me había pedido que se lo devolviera/ en una semana pero realmente no/ no/ no pude devolvérselo antes/ así que le vengo a devolver y/ este/ le agradezco mucho sinceramente porque/ me sacó de un apuro/ si no hubiese sido por el préstamo que Ud. me dió realmente no/ no hubiese podido pagar las cuentas

B: Mirá no hay problema por la demora/ digo/ tratá de que no se vuelva a repetir y/ bueno/ aparte digo se compensa tu demora con la/ efectividad de tu trabajo

A: Bueno/ muchas gracias/ entonces

**R12**

A: No me prestarías/ no me dejarías probar a ver un poquito/ a ver qué se siente trabajar con esa computadora portátil

B: Bueno /sí/ te la puedo prestar pero POR FAVOR te pido que me la cuides porque/ es NUEVA/ digo/ la estoy estrenando/ y me salió BASTANTE cara

**D12**

A: Podés hacerme lo que QUIERAS/ decime lo que quieras/ te pido/ pero/ estoy TERRIBLEMENTE mal/ no me vas a creer lo que me pasó [pero...]

B: [YA SE] la rompiste/ la computadora

A: Bueno NO/ se rompió no la rompí/ fui a atender el teléfono y/ sin querer/ se rompió

B: Te voy a matar/ me vas a tener que comprar otra/ PERDONAME pero/ o no sé/ la llevás a un service/ o algo/ pero yo sin la computadora [no me puedo quedar]

A: [No no no] te la llevo/ te la llevo/ ya/ YA me voy/ ya hablo con el jefe y voy a/ al service acá/ a / a la esquina

B: Bua/ me la prometés que me la traes para hoy

A: Y bueno/ depende de/ SI SI SI



Informantes: 2 hombres y 2 mujeres, combinación de informantes II, Facultad de Arquitectura

## **R1**

A: Profesora/ quería/ preguntarle una cosa/ si puedo/ hablar con Ud.

B: Sí cómo no/ García / cuál / cuál es el tema del que quieres saber

A: Eh/ mire mi problema es que/ necesito un libro/ este/ para la materia/ y sólo sé de una persona que lo tiene/pero/

B: Bueno pero entonces tomando en cuenta el tema/ eh/ mandado en clase / Ud. puede guiarse con la/ con/ los libros de la biblioteca que están a su disposición//

A: Profesora/ la biblioteca está cerrada lo que pasa/ no/ Ud. no me podría ayudar de alguna manera/ eh/ si tiene el libro Ud. o/

B: Bueno mire/ eh/ yo tengo algunos libros que le pueden llegar a servir/ el problema es que son bastante intensos/ pero en/ de 5 a 6 de la tarde puede encontrarme en mi casa/mi dirección es/ Jacinto Trapani 2584/ eh/ Ud/ eh/ qué día lo espero

A: Eh/ cualquier día/ el día que a Ud. le quede bien

B: Bueno el miércoles es el día que yo tengo/ que/ me queda mejor el horario/ podría esperarlo ese día

A: Bueno muy bien/ le agradezco/ gracias

## **D1**

B: Buen día García/ eh/ le sirvió el libro que le presté

A: Sí/ le agradezco mucho/ este/ pero Ud. sabe que/ me/ me acabo de dar cuenta al verla a Ud. que me olvidé del /de traerle el libro

B: No/ por favor/ digo/ si Ud. no lo está utilizando cuando lo deje/ le deje de ser necesario/ eh/ Ud. sabe mi dirección o sino me lo puede traer acá/ no hay problema

A: Bueno/ muchas gracias/ le agradezco pero/ la verdad me siento en falta porque/ yo cuando digo que voy a traer las cosas/ las voy a hacer así/ que yo le prometí que el libro se lo iba a traer hoy y/ la verdad que / me hice un trampa a mi mismo porque/

B: Pero no/ por favor/ no hay problema

A: Bueno / muchas gracias

## R2

A: Buen día/ no/ mire

B: Buen día señorita

A: Eh/ venía a preguntarle porque hoy necesitaría del horario de trabajo/ que es el único horario que tengo abierto en la oficina/ de transporte/ eh/ ir a hacer unos trabajos/ quería saber si a Ud. no le molestaba que/ cuando saliera a hacer el resto de los/ los mandados del día/ llevara a cabo esos también/ que son personale

B: Bueno/ eh/ y Ud. cuánto demora en hacer ese trámit

A: Y bueno/ y pienso que con media hora me bastaría/ en total tendría que salir una hora y media para llevar a cabo el resto de los/ de los trabajos asignados

B: O sea que Ud. demora una hora y media en hacer el trabajo de la empresa y MEDIA hora más [para sus trámites]

A: [NO] una hora y media en total sería/ media hora es mía/ de mi trabajo

B: Bueno/ yo pienso que con su buen comportamiento no habría problema/ eh/ no se pase de su tiempo

A: Bueno/ le agradezco

## D2

A: Ay/ disculpe/ me tomé la libertad de ordenar/ de pedir dos cafés

B: Por favor/ fuera de horario del trabajo me podés hablar/ comunmente porque/ además de patrón empleado somos amigos

A: Bueno/ muchas gracias/ lo que pasa que/ es la costumbre/

B: Claro/ no te sientas así/ este/ qué hiciste hoy

A: Bueno hoy/ eh/ el trabajo estuvo bastante agotador/ porque me/ hoy eh/ era día de cierre/ pero/ bárbaro/ aparte de eso

B: Y el compañerismo de la empresa

A: Está marchando muy bien/ por suerte/ no hemos tenido problemas/ no han habido discordias entre los/ el resto/ AH/ perdón/

B: No/ no hay problema

A: Fue una torpeza mía/ por favor/ eh/ disculpame no sé/ no sé qué me pasó/ hoy ando con los reflejos un poco mal/ disculpame

B: No no no hay problema/ eh/ no hay ningún problema

A: No/ pero no te quemaste no

B: No no no/ no pasó nada/ querés comer algo

A: No no

### R3

A: Eh/ Valeria/ me atendés el teléfono/ un par de minutos que tengo que ir a hacer un mandado a/ a la esquina

B: Sí cómo no/ andá tranquilo

A: Bueno enseguida vengo

B: Ta

### D3

B: Ah/ ya volviste/ mirá/ llamaron varias personas y yo no sabía qué contestarles porque como/ no/ no sé/ me hicieron preguntas que yo no sabía/ y/ digo/ demoraste más de lo que me habías dicho

A: Ah/ disculpame/ lo que me pasa que/ me encontré con/ con un amigo que no veía hace muchos años/ entonces/ este/ nos sentamos a tomar un café en el bar de la esquina/ eh/ digo/ ta/ ahora/ anotaste algo de/ de quién llamó

B: Sí sí/ no hay problema/ yo te dejé todo anotado acá y/

A: //ta

B: Les dije que volvieran a llamar

A: Disculpame/ este/

B: Sí/ no hay problema

### R4

A: Te dieron el mapa y no lo entendiste/ cómo vamos a llegar

B: Eh/ pero yo te lo dí a VOS/ se supone que vos [manejás y]

A: [Sí claro] pero vos cuando te dan el mapa tenés que/ saber/ te tienen que explicar

B: Ah/ tal vez fue un error mío en no pedir que me/ que me/ que me marcaran con otro color las calles por las que tenemos que ir/ este/ ahora pará y vemos el mapa de nuevo

A: Bueno/ allá hay una persona por qué no le preguntás cómo llegar

B: Bueno

**D4**

A: AY/ mirá/ encontré el mapa//

**R5**

A: Eh/ Alejandra/ qué tal/ cómo andás/ mirá/ este/ recién me mudé y/ necesito traer unas cosas de/ de mi casa anterior y la verdad que/ en éste momento/ digo/ este/ no tengo en qué traerlas y digo/ no encuentro ningún amigo/ digo/ me podés dar una mano

B: Mirá no/ no te preocupes / yo tengo el auto en el garage/ cuando tu quieras en el momento que/ lo necesites/ si/ ven a casa y yo no tengo problema [si estoy te puedo ayudar]

A:  
verdad que/ pero muy muy amable

[Ah/ bueno] la

B: No/ por favor

**D5**

A: PA/ digo/ PA/ me vas a matar/ me vas a matar/ DISCULPAME/ pa/ que

B: Ta/ digo/ no importa

A: PA/ esto/ PA/ después lo arreglamos/ lo tengo que arreglar con algo/ bueno/ yo te invito a/ a comer algo/ a cenar y después bailamos

B: No/ no hay problema/ no/ no/digo/ tengo un spray especial para/ para las manchas

A: Pa/ pero igual/ qué tonto/ no me dí cuenta/ no la tendría que haber puesto ahí

**R6**

A: Buen día/ mire/ vengo a/ a molestarlo/ tuve un problema con el auto y tengo que llegar en media hora al aeropuerto/ porque me van a esperar/ y hay un embotellamiento en la calle principal por lo que no puedo tomar un taxi/ no sé si a Ud. le molestaría prestarme su auto

B: Eh/ bueno / cómo no/ este/ eh/ mi auto no/ pero te puedo dar un auto de la empresa [para / para que te lleve]

A: [Ah/ me parece perfecto]

B: Le digo a Juan que te lleve el auto de la empresa/ ta

A: Disculpe la molestia

B: Andá a decirle a Juan que te lleve

A: Gracias

## D6

A: AY/ mire vengo a/ a darle una mala noticia/ resulta que/ a la vuelta/ tuve un accidente/eh/ espero que me dis/ me sepa disculpar yo me voy a hacer cargo del arreglo del coche/ espero que me disculpe/ mire no/ la verdad es que no sé cómo ex/ cómo expresarle lo que siento en éste momento/

B: Este/ bueno/ mala suerte/ peor/ peor fuera si lo estuviera manejando Ud. por eso yo le dí el auto de la empresa/ digo/ ahora/ gracias a Dios la empresa tiene seguro y/ se va a hacer cargo del/ del arreglo/ este/[ no fue culpa de Ud.]

A: [pero]/ en todo caso yo no tendría problema/ si hay algún/ si/ si pasa algo con el seguro de/ de hacerme cargo de/

B: Bueno/ este/ eso lo arreglamos/ con/ con el encargado de/ de compras y ventas de la empresa

## R7

A: Eh/ Alicia/ hola/ Alicia

B: Sí/ hola

A: Este mirá/ habla Rodolfo

B: Cómo estás

A: Bien/ bien/ mirá tengo un gran problema/ eh/ me salió un gran proyecto ahora y/ me

enteré que tu te vas de viaje/

B: //sí

A: Puede ser

B: Sí

A: Bueno/ este/ yo quisiera decirte que yo necesito de/ de TODO el personal para trabajar en éste proyecto/eh/ no sé qué importancia tiene ese viaje para tí/ o si es un viaje de placer o cuál es el motivo/

B: Sí en realidad/ me iba a ir de vacaciones porque hace bastante que no me las tomaba/ pero no sé de última son vacaciones cortas

A: // sí

B: Es muy importante/ que no me pueda ir por unos días

A: Sí/ o sea/ yo te agradecería si lo pudieras posponer al viaje/ o sea yo no te digo más adelante podés tomarte el viaje/ pero ahora lo/ lo/lo necesito/ necesito a toda la gente trabajando/ así que por favor/ si podés quedarte/

B: Bueno voy a ver/ voy a hacer lo posible

## R8

A: Ana

B: Sí

A: Eh/ disculpame/ este/ mirá tengo que/ hacer ésta carta a máquina/ no me la podrás hacer tu

B: Sí sí/ esperá que termino de hacer unas cosas y / te la hago/ es muy urgente

A: No no no no /o sea/ cuando tu tengas tiempo me la hacés

B: Ta ta ta ta/el lunes te la hago

A: Bueno/ gracias

## D8

B: Alfredo tomá/ te traje las cartas que me habías pedido que te hiciera

A: Ah/ gracias/ AH/ Ana/ mirá/ este/ me vas a matar / mirá

B: Qué pasa

A: Eh/ me equivoqué de/ de cartas/ o sea/ de texto/ me equivoqué/ era otro el texto/ no me podrías hacer ésto de nuevo

B: Sí/ mirá/ ahora voy a demorar un poco más porque tengo un montón de cosas para hacer/ pero en cuánto pueda

A: Bueno está bien [la culpa]

B: [No te vuelvas a equivocar]

A: No no/ la culpa es mía/ gracias

## R9

A: Cómo andás Juan

B: Hola/ cómo andás

A: Bien y vos

B: Bien Cristina/ este/ mirá/ vos sabés que iba a proponerte una idea/ tengo/ en/ tengo la casa de mi vieja/ o sea/ yo era de Minas/

A: //sí

B: Y/ bueno y mi vieja se va de viaje y va a estar DOS semanas la casa libre/ vos no querés ir conmigo para allá y pasamos dos semanas de vacaciones

A: Bueno sí/ dejame ver / a ver si/ que arregle bien/ todo y/ te digo

B: Bueno

### D9

A: Te traje las llaves de la casa/ pero tuve un pequeño problema/ se me manchó la/ la alfombra con tinta y/ creo que no sale

B: AY AY AY/bueno/ este/ qué le voy a decir a mi vieja/ bueno/ este/ mirá eh/ vamos a ver qué pasa digo/ por mí/ digo/ yo no me hago mucho problema porque la alfombra es de mi vieja

A: Sí no/ yo/ digo/ voy a /buscar una alfombra igual o algo para/ y te la compro

B: Bueno/ en ese caso no hay ningún problema/ pasaste bien

A: Sí /bárbaro

### R10

A: Permiso/ señora disculpe/ eh/ mire / yo vengo con el chico acá/ Ud. no me cambiaría el asiento para que yo me pudiera sentar con el chico

B: Sí claro/ no/ no hay problema/ qué lindos ojos/ que tiene el niño

A: Bueno/ muchas gracias

B: Tome asiento por favor

A: AY disculpe/ no me dí cuenta que le he pisado el pie

B: AY no no no / no pasa nada

### R11

A: Buenas tardes

B: Buenas tardes señora

A: Mire/ venía porque tuve un problema/ con el sueldo/ me vinieron las cuentas antes

de lo que esperaba/ y quería saber si Ud. me podía hacer un préstamo

B: Eh/ bueno mire/ yo soy el nuevo gerente/ este/ yo no sé bien cuál es su situación en

la empresa/ cuántos años hace que Ud. trabaja

A: Yo estoy trabajando aquí hace 5 años

B: Hace 5 años/ bueno/

A: El problema que tengo/ mire/ es muy sencillo/ a mí las cuentas me llegan en una  
deter/ en un determinado momento del mes/ y los sueldos no están/ no son pagados en  
la fecha acorde/ no es un queja POR FAVOR/ simplemente le quiero decir que mi  
situación es ESA

B: Bueno/ este/ yo voy a estudiar la situación/ Ud. haga/ hágame el favor de/ llame al  
Jefe de Personal que se presente aquí con su curriculum y/ y con la historia de/ de su  
persona en la empresa

A: Bueno/ gracias por tenerme en cuenta

B: No/ por favor

## **D11**

B: Pase/ pase/ adelante

A: Buen día/ mire/ eh/ le vengo a traer/ el dinero que me prestó/ y a pedirle disculpas  
por/ por la demora es que me surgió un problema y no pude en el momento pagarle/  
espero que me disculpe/ no

B: Bueno

A: Esto no/ no va a ser una falta en la que reincida

B: Bueno/ este/ yo/ le agradezco que venga a pagar este/ y/ bueno/ yo me porté bien  
con Ud. cuando eh/ la conocía/ estudié su situación y yo le presté el dinero/ eh/ por  
favor que no se vuelva a repetir esto/ o sea/ [este]

A: [Sí/ por favor] discúlpeme/ eh/ fue una/ un  
mal comportamiento de mí parte

## **R12**

A: Qué interesante está la computadora portátil/ esa que/ tenés/ este/ a/ a ver/ me dejás  
eh/ vicharla un poco

B: Sí mirala/ no es muy moderna/ digo/ no es uno de los últimos modelos pero/ mirala

A: Gracias



**B: No me vayas a borrar lo que tengo**

**D12**

A: PA NO/ NO PUEDE SER/ no puede ser/ pa/ disculpame/ este// qué/ qué locura/  
bueno/ ahora te voy a tener que comprar una más nueva entonces/ este/ bueno/ vamos  
a ver

B: Me rompiste la computadora

A: Sí bueno pero/ digo/ ta/ tengo un amigo que es/ que es ingeniero en sistemas/ y  
vamos a ver para comprar algo ahí/ vamos a ver lo que hacemos/ la verdad/ fue una  
cosa increíble

B: Ta y con todo lo que yo tenía adentro/ no /no hay manera de/ que tu amigo me  
consiga todo lo que tenía adentro

A: Los programas sí/ bueno eso lo...pa/ disculpame/ es una cosa que/ increíble

B: Bueno