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Site do VOICE: www.voice.com

8

Anexo

8.1

Convenções de transcrição

S1, S2	Identidade dos participantes
?	Entonação ascendente
.	Entonação descendente ou final da elocução
MAIÚSCULA	Fala em voz alta ou muita ênfase
(.)	Pausa menor que 1 segundo
(1), (10)	Pausa marcada por segundos
<1> <1>, <2> <2>	Sobreposição
=	Continuação
: ou ::	Alongamento
@ @ @	Risada
<@> <@>	Elocução proferida com risada
(palavra)	Fala duvidosa
<L1de> <L1de>	Fala na L1 do participante
<LNde> <LNde>	Fala em outra língua (não inclui o inglês, nem a L1 do participante)
{palavra}	Tradução em inglês de elocução proferida em outra língua
<fast> <fast>	Modos de fala
hh, hhh	Respiração
<coughs>	Barulhos dos participantes
[place 1]	Anonimato
{mobile rings}	Eventos contextuais
<um> xxx </um>	Fala inteligível

8.2

Transcrição dos dados

8.2.1

Encontro de serviço: Prorrogação de estadia na Áustria

Participantes: S1: cliente

S2: atendente

- 1 S1 hello.
- 2 S2 <L1ger>(gruess gott) {hello/dis} </L1ger> (1)
- 3 S1 e:r i want to (.) prolong to: stay. (3) until two thousand six (2)
- 4 S2 until the end of june or until the end of december. two thousand and six. =
- 5 S1 = september <un> x.</un> (1)
- 6 S2 so just one year.
- 7 S1 yes just one year. (226) {S2 works on the computer, calculates something; very loud background noises}
- 8 S2 have you paid another deposit in [place1] ? (1)
- 9 S1 e:rm deposit?
- 10 S2 mhm (.) <1> i guess you paid </1> another one in [place1] . (.)
- 11 S1 <1><un>xxx </un></1>
- 12 S1 mhm
- 13 S2 e:rm (1) you paid four hundred euro as (.) reservation <8> deposit </8> to our office. (.)
- 14 S1 <8>yes </8>
- 15 S2 hh and did you pay (.) to <loud> [PLACE1] </loud> another deposit? (3)
- 16 S1 e:rm (1) two thousand (.) three?
- 17 S2 mhm (.)
- 18 S1 october (.) i pay.
- 19 S2 you paid it. and do you have the confirmation that you paid it because it's like that. (.) for the prolongation (.) hh you have to pay (.) or- e:rm (.) the whole or the or the total amount of the administration fee. you know you have to pay fifteen euro per month? (1) to [org1] (.) hh and normally we will DEDUCT this amount from the deposit. (.) NOW i could offer you that i (.)

- deduct e:r (1) the four hundred euro (.) from this amount and then (.) you just have to pay one hundred forty euro to us. (1)
- 20 S1 mhm
- 21 S2 that's s- you- er your booking started i:n september two thousand and three
- 22 S1 oh no no no.
- 23 S2 and
- 24 S1 e:rm
- 25 S2 now <2> you would like- </2>
- 26 S1 <2>OCTOBER .</2> (1) october. (3) {S2 looks the date up}
- 27 S2 no in september.
- 28 S1 (but erm) booked october.
- 29 S2 you're booked from september. (2)
- 30 S1 a:nd.
- 31 S2 i think there was a problem e:r with your visa. (.) but then you even have to pay the rent (.) for september i guess. (6) do you remember you- the last time you came to our office was because (.) hh erm (.) we sent you an invoice for the rent of september. because [place1] hh <3> asked you fo:r </3> for the rent of september.
- 32 S1 <3>no no no:.</3>
- 33 S1 no. from from (142) {S2 works on her computer; after about a minute, she asks a colleague in german a question, high level of background noise}
- 34 S2 <smacks lips>here your <spel> i d </spel> (300) {S2 works on her computer, conversations in german can be heard in the background} e:r my colleague will just check (.) fo:r because (.) we somehow used a part of the deposit for the rent (.) for september. and she will check it now. (1) so it will just take a few minutes. (2)
- 35 S1 mhm (5) but e:r (.) two two thou- (.) two thousand three?
- 36 S2 mhm
- 37 S1 i was e:rm (.) e:rm working (.) i:n tokyo
- 38 S2 mhm
- 39 S1 er unti:l (.) thirtieth (.) of (1) september (.) and (as) (.) in september i send (.) you: the messa:ge (.) from japan to here
- 40 S2 mhm (1) that you <4> were </4>
- 41 S2 <4>erm </4> that (.) i have a: (.) certification? (1)
- 42 S1 that you're going to: to start

- 43 S1 yes from <5> from october.</5>
- 44 S2 <5>booking from october on.</5> (.) i think you're right i just want to check it =
- 45 S1 = yes =
- 46 S2 = so (.) that we're sure that everything is okay. (2) <fast> so but </fast> in case (32) {S2 looks for something, goes away and gets a paper} so in case you don't have to pay for september (7) {S2 looks at the paper and calculates} the administration fee would be: (4) five hundred twenty-five. (1) {S2 shows the paper to S1} this would be from october till december two thousand and three then for the whole year (.) two thousand FOUR (.) two thousand five and (.) the nine months (.) if you prolong (1)
- 47 S1 mhm
- 48 S2 and then an open amount of five hundred (.) twenty-five (1) euro. =
- 49 S1 = <soft>yes </soft> and and then (.) an:d the rest from the (fee) .
- 50 S2 yes. (.) and I could offer you (.) if you sh- if you show me the confirmation that you paid ANOTHER deposit in [place1] (.) then i could use (.) the deposit of four hundred euro for part of the administration fee? (.) hh and then you erm (.) just would have to pay (.) one hundred twenty-five euro? (.) and afterwards i could care for the prolongation. (.)
- 51 S2 mhm.
- 52 S1 because you have to pay for all acc- e:r for for the whole ad-administration fee before i can care fo:r (.) a pro- e:r prolongation. (.)
- 53 S1 e:r when should i pay? (1)
- 54 S you can pay it right now? (1) and (.) I just (.) or i even can phone [place1] (.) do you have one hundred twenty-five euro? here right <6> now?</6>
- 55 S1 <6>now?</6> no.
- 56 S2 because (.) at first i need (.) one hundred twenty-five and afterwards i can prolong you. so you could go (.) to a bank right now there's one on the campus {S2 points at the window} (.) o:r i give you a payment slip {S2 shows a payment slip} and you transfer it. (3)
- 57 S1 er yes.<7><un> xx </un></7>
- 58 S2 <7>you </7> prefer this. (1) so just one second (117) {S2 talks to a colleague in german for some time} okay you don't have to pay anything for september. you're right. (.) i'm sorry for this mistake. (10) {S2 asks her colleague something in german}

- 59 S1 did you correct? (.)
- 60 S2 par<1>don?</1>
- 61 S1 <1>did you </1> did you correct? (1) e:r <2> with the </2> rent?
- 62 S2 <2>e:rm </2> (.)
- 63 S2 what do you mean? =
- 64 S1 = the re- the rent? (.)
- 65 S2 yes everything is okay (.) right now. i just will e:rm (.) will phone [place1] if they have a deposit of you (.) then you don't have to come back with the confirmation of [place1] . (1) that's the last one. (96) {S2 works on the computer, talks to a colleague in german and briefly talks on the phone} so as soon as i (.) receive (.) this amount on our account (.) i'm sending you a confirmation to your email address. (1) for the prolongation until the end of september two thousand and six. (1)
- 66 S1 hm email?
- 67 S2 so hh e:rm (.) you pay this amount in the bank (.) and when I see it in our account? (.) i'm going to send (.) an a confirmation (.) to your email address
- 68 S1 ah <3> do you know my </3>
- 69 S2 <3>that confirms </3> yes i think so i should have it in the system. (.) is this the right one?{S2 points at computer} (1)
- 70 S1 yes.
- 71 S2 yeah. (.) and then you get a confirmation (.)
- 72 S1 uhu okay.<4> i </4>
- 73 S2 <4>via </4> email. (.) but (.) first i i i (.) i have er i need this amount on our account.
- 74 S1 i see.
- 75 S2 o<5>kay.</5>
- 76 S1 <5>erm </5> erm (the the) e:r (2) but including that (1) five hundred?
- 77 S2 yes. i would use the DEPOSIT you paid the four hundred euro (1) hh i would use this amount for th- for the rest of the administration fee. and then ALL admini- e:r for for each month (.) the administration fee (.) is paid until the end of september two thousand and six. so for the whole (.) period (.) and even for the prolongation. (.) then you don't have to pay anything else to [org1] . (1) okay? (.)
- 78 S1 okay

- 79 S2 okay. here you are @@@ (7) {S2 writes the confirmation and whispers to herself in german}
- 80 S1 and the next bank?
- 81 S2 hh yes a:nd i will send you a confirmation such a confirmation via email.
- 82 S1 i <5> see.</5>
- 83 S2 <5>okay?</5>
- 84 S1 okay so (i) (3) {S1 puts the form in his bag} bye-bye.
- 85 S2 bye. have a nice day.

8.2.2

Encontro de serviço: Pedido de visto para familiares

Participantes: S1: atendente

S2: cliente

- 1 S1 <LNger>hallo. {hello} </LNger> (1) {another service encounter can be heard in the background}
- 2 S2 hello. i: want to apply: (1) for the visa of my family.
- 3 S1 mhm?
- 4 S2 i went to: (.) the district office an:d they <1> told me </1> that i need a letter =
- 5 S1 <1>mhm </1>
- 6 S1 = mhm (.)
- 7 S2 that i'm living he:re and paying my: (.) <2> rent. an:d </2>
- 8 S1 <2>rent. mhm </2> (1) may i have a look?
- 9 S2 mhm ah ya- and this i got from (.) (they had it) {S2 gives her a paper}
- 10 S1 mhm (14) {S1 looks at the paper and types on her computer} for july. for [place1] (2)
- 11 S2 for? (1)
- 12 S1 <loud>for which er student house you need the confirmation?</loud>
- 13 S2 (here) i'm living. {S1 points at the paper} (1) {the other service encounter ends}

- 14 S1 mhm and for family visa? (.) {another staff member asks S1 a question in German} (2)
- 15 S2 erm: yah for family visa but the:y the- she told me that i need only: (.) that information that i'm living he:re (.) an:d i am paying (.) it regularly. (1)
- 16 S1 i see. hh okay i will print you the: confirmation for here first.
(gap 00:02:50) {non-e; S1 occasionally talks with her colleagues in german, while she writes and prints out the confirmation for S2; her mobile phone rings and has a short telephone conversation in german; then she continues printing the confirmation}
- 17 S1 <soft>here.</soft> (.) <3> it is </3> the right form or? (1)
- 18 S2 <soft><3><LNger>(danke) {thank you} </LNger></3></soft>
- 19 S2 erm i need to <un> xx </un> (for it) (.) <4> much </4>
- 20 S1 <4>it's only- </4> it confirms that (.) <5> YOU (.) are living in </5> [place2] (.)
- 21 S2 <5>i'm living here?</5>
- 22 S1 from first of july (.) until the end of june this year?
- 23 S2 okay:
- 24 S1 an:d the monthly rent is one hundred ninety.
- 25 S2 and i'm paying it regularly.
- 26 S1 yeah. (.)
- 27 S2 i'm paying it regularly.
- 28 S1 because it's it's MONTHLY rent. (.) <6> this </6> form says monthly rent.
- 29 S2 <6>(erm) </6>
- 30 S2 hh okay. but she was saying that er: i need it: that i am paying it (1)
- 31 S1 because erm u- er usually all the scholarship holders erm: (.) apply for a visa with this confirmation. (.) <fast><6> so it should be </6> enough. = </fast>
- 32 S2 <6>okay.</6>
- 33 S2 = okay =
- 34 S1 = hopefully @ <7> @@ </7>
- 35 S2 <7>okay.</7> so but if (.) she ask something new then i will again come <1> to you </1> so (1)
- 36 S1 <1>okay @@ no problem.</1>
- 37 S2 erm she: she told me that (.) i need confirmation? that i'm living he:re? that (.) and i'm paying it regularly.

- 38 S1 usually it should be this one.
 39 S2 okay.<2><fast> thanks a lot </fast> thanks a lot </2> (.)
 40 S1 <2>okay. bye-bye.</2>
 41 S2 <soft>okay <LNger> danke {thank you} </LNger></soft> (3)
 {S2 leaves}

8.2.3

Encontro de serviço: Impressão de endereço

Participantes: S1: cliente

S2: atendente

- 1 S1 <1>hello.</1>
 2 S2 <1>hello.</1><L1ger> gruess gott {hello/dis} </L1ger>
 3 S1 yeah this is my passport <8> er (you) </8> have ordered a
 room a new room for me
 4 S2 <8>yeah </8>
 5 S2 mhm
 6 S1 but e:r now i need er: the address. so can you print er the new
 address for me? (.) PRINT .
 7 S2 <fast>sorry.</fast> you need a confirmation or (.) just a
 second.<2> i just think.</2>
 8 S1 <2>mhm.</2> (22) {S2 makes a remark to the observer in
 german, works on the computer, then takes the passport from
 S1}
 9 S2 thank you s- so: (.) you're now living in: (1) [place1] =
 10 S1 = <fast>yeah yeah yeah.</fast>
 11 S2 and then move in [place2] =
 12 S1 = <fast>yeah yeah yeah yeah.</fast>
 13 S2 and you need?
 14 S1 can you print =
 15 S2 = yah =
 16 S1 = PRINT = {S1 draws the shape of a paper in the air}
 17 S2 = m<4>hm </4>

- 18 S1 <4>the </4> address for me. (1)
- 19 S2 the: confirmation for your vi<5>sa?</5>
- 20 S1 <5>yeah </5> yeah yeah yeah.
- 21 S2 for visa.
- 22 S1 yeah yeah yeah.
- 23 S2 okay for the (.) for the new period from july till novem<6>ber.</6>
- 24 S1 <fast><6>yeah </6> yeah yeah </fast><7> okay. thank you very much.</7>
- 25 S2 <7>okay. no problem.</7> (238) {mostly there is silence, other conversations can be heard in the background; at one point, S2 talks to a colleague in german, while she continues working on the computer; then S1 prints the confirmation, stamps it and hands it to S1} so: (.) that's the confirmation
- 26 S1 okay.
- 27 S2 for the period from first of july till the <1> thirtieth of no</1>vember.
- 28 S1 <1>yeah yeah yeah.</1> thank you.
- 29 S2 you're welcome.<2> bye.</2>
- 30 S1 <2>m- </2> bye. (1) {S1 leaves}

8.2.4

Encontro de serviço: Aluguel de quarto

Participantes: S1: cliente

S2: atendente

- 1 S1 {parallel conversation in German between a second student and another advisor starts}<L1ger>gruess gott. {hello/dis}</L1ger>
- 2 S2 <LNger>hallo. {hello/cls} </LNger>
- 3 S1 i need (.) i need a (.) room for october
(gap 00:00:01) {un; technical problems with the microphone}
- 4 S1 <un>xxx </un> (room maybe) er on <un> xxx </un> =
- 5 S2 = have you already sent erm an email to my colleague <L1ger>

- [first name1] ?</L1ger>
- 6 S1 <un>x </un> i: =
- 7 S2 = you're an erasmus student. (.)
- 8 S1 i'm writing my <LNger> diplomarbeit {diploma thesis} </LNger> here and i will need to stay here until october. (.)
- 9 S2 i see:. (.) you want to prolong your room.
- 10 S1 mhm yeah
- 11 S2 then you =
- 12 S1 = <un>x </un> (small)
- 13 S2 you you also have to write an email. to send an email to her. (.) because we need a written er written (.) request. (.)
- 14 S1 okay. (1) (and) i: don't want my room for june.
- 15 S2 mhm (.) i see. but then you <1> have to </1> move {parallel conversation in german between the second student and the other advisor ends} er you have to move out (.)
- 16 S1 <1>yeah </1>
- 17 S1 m<2>hm </2>
- 18 S2 <2>to</2>tally you have to (.)
- 19 S1 Yeah
- 20 S2 take <3> your </3> things out of your room.
- 21 S1 <3>yo- </3>
- 22 S1 yeah but i need a room for october. is it okay?
- 23 S2 so only july erm <L1ger> und {and} </L1ger> ONLY october. only for one month.
- 24 S1 only october.
- 25 S2 it's okay yes. (.) it might get difficult but in case you book it right now (and this) is no problem.
- 26 S1 er yeah i live in [place1] so i'd like to keep a room somewhere there.
- 27 S2 mhm (.)
- 28 S1 is it going to be (3) because it's:
- 29 S2 because at the moment it's april so i guess it won't be a problem.
- 30 S1 yeah a single room. AND i spoke with e:r <LNger> akademikhilfe {association that supports students} </LNger> and they told me that (1) <4> they do they do have a room </4> and yah that i should speak with you. oh where exactly: should i s- send that email (2) {S2 gives a note to S1}

- 31 S2 <4><un>x </un> talk to us. @ </4>
 32 S2 to a general (.) housing address. (2)
 33 S1 this one here =
 34 S2 = and then the email will be forwarded to my colleague
 <L1ger> [first name1] .</L1ger> (.)
 35 S1 y:eah and e:r okay do i have to: speak with you afterwards or:
 36 S2 erm no. she will an<5>swer you the email </5>
 37 S1 <5>i i don- i don't want </5> to wait till september (.) in order
 to get a positive answer i i want to be sure =
 38 S2 = no you have to send the email and then she will answer you
 as soon as possible.
 39 S1 .mhm (.) okay. hh thank you
 40 S2 <@>you're welcome.</@> (1) {S1 turns to leave, then turns
 back again}
 41 S1 er what about june is there a problem (.) that i have to: move
 well my (.) contract anyway is till the end of june (.)
 42 S2 but then you have to pay the rent for june. (.)
 43 S1 the rent.{telephone rings, another advisor starts talking on the
 telephone in the background} the whole o<8>r: the </8>
 44 S2 <8>because you have </8> cancellation period of two months.
 (1) er at the moment it's end of april so: the earliest possibility
 would be the end of <@> june.</@> (3) you can cancel but it
 might be that you also have to pay the rent (.) for june. (1)
 45 S1 yeah and do i with whom do i have to speak for this (.) <6>
 with you o:r <LNger> akademik<soft>hilfe </soft>
 {association that supports students} </LNger></6>
 46 S2 <6>mhm erm: i will print you a form </6> (.) you can fill it in
 (28) {S2 prints out the form}
 47 S2 you only have to fill in your name (.)
 48 S1 Mhm
 49 S2 erm (.) {S2 points at the form} you- (.) the student house (.)
 the:<L1ger> [place1] </L1ger> (.) erm the original booking
 until the end of june (.) the:n (.) the changed erm duration of
 stay (.) so the end of may
 50 S1 Mhm
 51 S2 and then date and sign the sheet (just)
 52 S1 <soft>okay.</soft> (.) (96) {S1 fills out the form, the other
 advisor still talks on the phone, other people seem to come and
 go, after a while other advisors start talking to each other in
 german about their working desks}

- 53 S2 i'll make you a copy of it?
- 54 S1 hm (43) {S2 makes a copy of the form, advisors talk to each other in german}
- 55 S2 (here) =
- 56 S1 = so is it by the way <un> xx </un> paying paying (the rent) for june (1) no? =
- 57 S2 = in case you find someone you don't have to pay but usually you have to pay. (.)
- 58 S1 usually. (1) okay because (.) <7> okay if i don- </7>
- 59 S2 <7>cos otherwise </7> WE have to pay the rent <@> and </@> @@ <1> to <L1ger> [place1] .</L1ger></1>
- 60 S1 <1>mhm </1> aha. (.) okay. (1) so: yah but if you don't find somebody (1) then i can keep the room till the end of june. =
- 61 S2 = yeah the best is to contact us (.) through this email address
- 62 S1 Yeah
- 63 S2 a:nd erm le- let's say the end of MAY
- 64 S1 Mhm
- 65 S2 AND in case the room is still empty you can stay there we (will) the room agai:n then it's okay. (1)
- 66 S1 yeah. (1) okay. (.) thank you.
- 67 S2 bye-bye.
- 68 S1 bye.