



Unit 12 Telephone Talk

Task 03

Announcer: Part 2 of Hannes' conversation with his supplier.

Hannes: So, have you got that?

Supplier: Yes, but can I just check the first letter again for the street name. The phone line is a bit crackly. Is it "S" for sugar or "F" for Freddy?

Hannes: It's "S" for sugar.

Supplier: Ok, now for the town name ... Does the post-code really go in before the town name?

Hannes: Yes it does, here in Austria. The town is Kitzbühel. That's K, I, T – Z, B, U with an umlaut, – H, E, L.

Supplier: I knew it was going to be difficult to spell! What is an "umlaut"?

Hannes: It's a letter with two dots on top. It simply means an 'E' after the 'U' if that's any easier in your computer system.

Supplier: Thanks. I have always wondered about those letters! So let me repeat that back to you ... It's K, I, T – Z, B, U, E (instead of an umlaut) – H, E, L?

Hannes: That's correct. I don't think English computer keyboards have any of our "umlaut" letters, do they?

Supplier: No, they don't and I'm sure many of our programmes wouldn't be able to process them in mailing address lines, either.

Hannes: I'm glad I could help, then.

Supplier: Yes, that's an excellent tip. Thanks!

Hannes: You're welcome. When can we expect your consignment?

Supplier: It'll probably be with you sometime next week. We're sending it by DHL.

Hannes: I'll pass on the information to our buyer.

Supplier: Thank you, Hannes. You've been most helpful. Bye.

Hannes: Good bye, Joe, and I look forward to speaking to you again.