



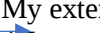
PROJECTA

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Task

- Listen to a phone message from a worker informing about a certain change requesting “squarely” confirmation. (CLB 5 and 6).
- Listen to a phone message from a worker informing about a change requesting a specific action: a) acceptance or b) refusal. Making a decision is key. (CLB 7 and 8).

CLB 5	CLB 6	CLB 7	CLB 8
Transcript			
Hello Paula, this is <u>CARL*</u> at extension <u>3472*</u> . 	Hello Paula, <u>CARL SMITH *</u> here. 	Hello Paula. This is <u>VERA LANG*</u> in HR. 	Hello Paula. This is <u>VERA LANG*</u> in HR. 
Well, as discussed this afternoon, I am glad you're taking over the <u>NIGHT*</u> shift. 	Well, as discussed this afternoon, I am glad you're taking over the <u>NIGHT*</u> shift in <u>production</u> . 	I understand that you and Carl Smith have discussed the position this afternoon and you have accepted taking over the <u>NIGHT**</u> shift in <u>production</u> . 	Carl Smith has confirmed that you'll be taking over the <u>NIGHT**</u> shift in <u>production</u> . Congratulations on your new role. 
What I forgot to confirm was the <u>START*</u> date. So, let <u>me**</u> know what date works best for <u>you</u> . 	What I forgot to confirm was the <u>START*</u> date. So, let <u>me**</u> know what date works best for <u>you**</u> . 	What Carl did <u>not</u> confirm was the <u>START*</u> date of the shift, though. Would you contact <u>Carl**</u> at <u>3472*</u> and let <u>him**</u> know, please? 	Carl did not confirm the <u>START*</u> date for the shift, though. Please contact <u>Carl**</u> at <u>3472*</u> and let <u>him**</u> know. 
Let <u>me**</u> know the <u>START**</u> date at extension <u>3472*</u> . 	Let <u>me**</u> know the <u>START*</u> date at extension <u>3472*</u> . 	Now, not sure if you're leading <u>THREE*</u> or <u>FIVE*</u> teams, Paula. For this position, the minimum expectation is <u>THREE*</u> . 	Now, the <u>minimum**</u> expectation for teams is <u>THREE*</u> . Not sure if you're leading <u>THREE*</u> or <u>MORE*</u> , though. Please Let <u>me**</u> know <u>ASAP*</u> whether is the <u>minimum**</u> or <u>not**</u> My extension is HR100. <u>Vera**</u> Lang at HR100. Leave a message; your <u>NAME*</u> and the <u>NUMBER*</u> of teams. Don't forget to contact <u>CARL*</u> as well. 
Once again, it's Carl at extension <u>3472*</u> . 		Please let <u>me**</u> know your preference; I mean the <u>minimum**</u> or something else <u>ASAP*</u> please. My extension is <u>HR100*</u> . <u>Vera**</u> Lang at HR100. 	
Huge thanks. 	Thanks a lot. 	Much appreciate it. Thanks. 	Much appreciate it. Thanks. 

CRITERIA

* Prominence: highlight the most important information. Words are marked in boldface capital letters.

**Light stress: underlined words

Line: low intonation 

High intonation 

Middle 