Call 2

1	((Phone rings))	
2	V2:	hello↑

3 P: hi good evening ↑could I speak to ↑V xxxx

4 V2:   ↑yeah

5 P: how   you doing? ah
6   this is Richard from XXX Tours

7 V2:   aha↑

8 P: hi I just wanna clarify you booked a
9   flight with us ah ahm for the twenty third of May?

10 V2:   yeah yeah I've booked tickets
11   to go back to Malaysia on twenty third of May

12 P: okay ahm >you've done it with a credit
13   card I didn't believe it's under your name↑[so I just]

14 V2:   [oh yeah that's my mum's]

15 P: okay the
16   thing is the credit card is not gone through

17 V2:   it did ↑not get through?

18 P: ↑no but what happens now honey is that you were ahm you actually you have to
19   pay a surplus of twenty hundred dollars additional which ah your full price would
20   be ahm a thirty two hundred and twenty five dollars now

21 V2:   ↑what <why why >it
22   has been increased like that? [because]=

23 P: [ahm]

24 V2:   = because they said it went through and now
25   you're saying it did not↑ get through↑

26 P: I know honey that's the thing it did ah looked
27   like it was gonna go through but then ah we suddenly got ah its not been ↑rejected
28   has your mum been involved in any kind of credit card fraud in the past?

29 V2:   I don't
30   think so

31 P: because ahm apparently this I've been told this happens a lot in
32   Malaysia↑

33 V2:   oh it is so↑ what do you want me to do now?

Comment [YK1]: Yes/No Question

Comment [YK2]: Request for Information

Comment [YK3]: Answer

Comment [YK4]: Wh Question

Comment [YK5]: Request for Information

Comment [YK6]: No Response

Comment [YK7]: Yes/No Question

Comment [YK8]: Request for Confirmation

Comment [YK9]: Answer

Comment [YK10]: Yes/No Question

Comment [YK11]: Request for Confirmation

Comment [YK12]: Answer

Comment [YK13]: Yes/No Question

Comment [YK14]: Request for Confirmation

Comment [YK15]: Answer

Comment [YK16]: OIR

Comment [YK17]: Wh Question

Comment [YK18]: Request for Information

Comment [YK19]: Request for Confirmation

Comment [YK20]: Non-answer Response

Comment [YK21]: Yes/No Question

Comment [YK22]: Suggestion

Comment [YK23]: Non-answer Response

Comment [YK24]: Yes/No Question

Comment [YK25]: Request for Confirmation

Comment [YK26]: Wh Question

Comment [YK27]: Request for Information

34	P:	>what I need you to do	
35		now is to come into our office as early as tonight↑ and just make the additional	
36		payment honey<	
37	V2:	can I just call Kent and talk to him instead?	
38	P:	↑you know I need to	
39		settle this ↑tonight otherwise you need to pay that surcharge	
40	V2:	<↑I can't I can't send	
41		tonight cause my mum is in Malaysia and I'm in the US and right now I can't reach	
42		her so>	
43	P:	ok here is the thing if you don't give me an answer an answer in a within	
44		tonight I'm gonna have to cancel your flight and give it to somebody else	
45	V2:	↑I can't send it I ↑don't have the money that's why she paid for it cause I can't I	
46		↑can't afford it from here that's why she paid for it	
47	P:	oh oh ok we're in a bit of a	
48		problem then because then I'm gonna have to book you on the next flight so	
49		because I need that	
50	V2:	and then ↑how much is that's gonna cost?	
51	P:	that's that's not	
52		that much more that's gonna cost you ah twenty two hundred dollars	
53	V2:	the one I	
54		booked before this was a thousand two hundred this is like a thousand more than	
55	P:	I know	
56	V2:	=what I paid for?	
57	P:	=I know but ah I know honey but I'm so sorry that's	
58		what happens though when things don't go through so can I do you want me to	
59		book you on the next flight↑	
60	V2:	can you can you just ask Kent to call me back please?	
61	P:	okay what let me give you a couple of options okay then you pick one and then I'll	
62		get Kent to call you back at this number okay?	
63	V2:	okay	
64	P:	okay what you can	
65		choose is either to pay the amount which is thirty two hundred and twenty five	
66		dollars to us you can either wire the money or you can come to our office I'll open	
67		up just for you:: and make the payment tonight o:r I can book you on the next flight	
68		and you could arrange you have a little bit of time maybe a week or so to make that	
69		money and	
70	V2:	↑I can't it's impossible it's impossible I ↑can't give you I ↑can't	
71		give you an answer right now cause neither one is possible for me right now	

72	P:	ok I'm just giving you a warning honey if you don't give me an answer now and I
73		take you off your flights I can't <u>guarantee</u> you you'll get a flight until June that ↑is
74		the problem that we are facing right now
75	V2:	<it is ridiculous> ↑can you just ask
76		Kent to call me later please? I'm=
77	P:	[ok ↑what]
78	V2:	[I can't] give you and answer right now
79	P:	okay what time is a good time then? I'm gonna take you off↑ the flights okay? so
80		I'm gonna take you off the flight so you could speak to Kent?
81	V2:	[ok fine yeah
82		and just do that
83	P:	so you're fine?
84	V2:	yeah
85	P:	so you won't be flying back to Malaysia till
86		June↑
87	V2:	↑yeah I <u>can't</u> do anything <u>about</u> it ↑sorry fine I ↑really <u>can't</u>
88	P:	okay
89		now look honey there's no point getting mad at me I'm just trying to help you out
90		okay
91	V2:	ok fine then
92	P:	you may
93	V2:	just ask Kent to call me just ask Kent to
94		call me ok
95	P:	I will do that ok can I ask you one more question?
96	V2:	↑yeah
97	P:	you really wanna go back to Malaysia is it?
98	V2:	↑yeah
99	P:	ok do you miss anything in Malaysia in particular like the radio↑
100	V2:	↑oh my god
101		you've gotta be kidding me this cannot↑ be Hitz FM I swear to god!
102	P:	what if I
103		told you it is P?
104	V2:	OH MY GOD OH XXX you hahah
105	P:	haha ((laughing))
106	V2:	↑you've scared a xxx part of me!
107	P:	I know hahhaha ((laughing))

Comment [YK49]: Yes/No Question
Comment [YK50]: Suggestion
Comment [YK51]: Answer
Comment [YK52]: OIR
Comment [YK53]: Wh Question
Comment [YK54]: Request for Information
Comment [YK55]: Yes/No Question
Comment [YK56]: Assessment
Comment [YK57]: Yes/No Question
Comment [YK58]: Request for Confirmation
Comment [YK59]: NO RESPONSE TO YK53
Comment [YK60]: Answer to YK55
Comment [YK61]: Answer to YK57
Comment [YK62]: Yes/No Question
Comment [YK63]: Request for Confirmation
Comment [YK64]: Answer
Comment [YK65]: Yes/No Question
Comment [YK66]: Request for Confirmation
Comment [YK67]: Answer
Comment [YK68]: Yes/No Question
Comment [YK69]: Suggestion
Comment [YK70]: Answer
Comment [YK71]: Yes/No Question
Comment [YK72]: Request for Information
Comment [YK73]: Answer
Comment [YK74]: Yes/No Question
Comment [YK75]: Request for Confirmation
Comment [YK76]: Answer
Comment [YK77]: Yes/No Question
Comment [YK78]: Suggestion
Comment [YK79]: Non-answer Response
Comment [YK80]: Wh Question
Comment [YK81]: Suggestion
Comment [YK82]: Non-answer Response

108	V2:	↑you you this is
109		not funny↑ $P I hate you who did this↑$

Comment [YK83]: Wh Question

Comment [YK84]: Request for Information

110	P:	Carmen

Comment [YK85]: *Answer*

111	V2:	aarrrggh ↑I'm gonna kill her
112		oh my god this is now oh I ↑hate her is this on air or something?

Comment [YK86]: Yes/No Question

Comment [YK87]: Request for Confirmation

113	P:	yeah can I say
114		something to you V though

Comment [YK88]: *Answer*

115	V2:	*Gotcha* I know

Comment [YK89]: Yes/No Question

116	P:	GOTCHA!!!! Hehehehe ((laughing))

Comment [YK90]: Suggestion

117	V2:	I'll kill you when I get back that's what I'm gonna do when I'm in Malaysia

Comment [YK91]: **Non-answer Response**

118	P2:	Hahhaha ((laughing))
119	V2:	I'm gona kill you when I get back