

B Exercise 1 (Track 4)

- Cindy Wallace:* Good morning.
- Andrea Meier:* Oh hello, good morning, Mrs. ... Wallace?
- Cindy Wallace:* That's right! You even remembered my name!
- Andrea Meier:* Well, it's not too often that we have somebody from Scotland coming in, so it wasn't too hard to remember your name. How can I help you?
- Cindy Wallace:* I've made up my mind about your current accounts and I think I'd like to apply for one.
- Andrea Meier:* That's a very good decision indeed. Just come over here and have a seat while we run through the details of your account. ... So, you've had a look at our brochures. Would you prefer the Platinum or the Standard Account?
- Cindy Wallace:* Well, I think I'll go for the standard account. In Britain the accounts are always free of charge, so I don't believe in paying monthly fees.
- Andrea Meier:* Okay. So we'll open a Standard Account for you. First of all I'll need your data so I can fill in the application form. Then I'll print out the form for you to sign and I'll explain some of the paperwork. After that your account will be set up and free for you to use. Okay, your surname is Wallace. May I ask for your first name?
- Cindy Wallace:* Cindy. That's spelt C - I - N - D - Y.
- Andrea Meier:* Okay. Your date and place of birth please?
- Cindy Wallace:* I was born on the 18th of June 1971 in Aberdeen.
- Andrea Meier:* ... Okay. Aberdeen is spelt with a double e, right?
- Cindy Wallace:* Yes, that's right.
- Andrea Meier:* Okay. Now we need your address here in Germany.
- Cindy Wallace:* I've brought my certificate of residence with me. I thought you might need it.
- Andrea Meier:* Oh that's great. It's not absolutely necessary, but if you've got it on you I might just as well enter it here. Could you please tell me your street, house number and post code?
- Cindy Wallace:* That is Müllerstraße 12, the post code is 60322. The city is Frankfurt/Main, of course.
- Andrea Meier:* Right. Do you have an e-mail address you could give us?
- Cindy Wallace:* Yes, okay. That's cindy_w@cindywallace.co.uk.
- Andrea Meier:* Do you happen to have a telephone number where we can reach you in case of questions.
- Cindy Wallace:* Yes, that's 079 ... oh no, wait, that's my Scottish number, I'll have to pay heavy roaming fees if you phone me on that number. I'm still waiting for a German cell phone ... no, I don't have a number in Germany yet.
- Andrea Meier:* Well, that's no problem, you can just mail it to me as soon as you have one. Your occupation?
- Cindy Wallace:* I'm a personnel manager at the MS Hotel in Frankfurt.
- Andrea Meier:* How do you say this ... may I ask you if you are single or married?
- Cindy Wallace:* Oh, right, yes of course you may. You were looking for the word "marital status", correct? I'm married.
- Andrea Meier:* Okay, then I also need your name at birth.
- Cindy Wallace:* That's Fairweather.
- Andrea Meier:* And your nationality is British, is that correct?

- Cindy Wallace:* Well, of course. Unless you have the option Scottish on your form ...
- Andrea Meier:* No, sorry, I'm afraid that option is not provided. Have you thought about getting one of our credit cards? With the standard account these cards are available for free during the first year; from the following year on there will be a yearly fee of € 20 on them.
- Cindy Wallace:* Well, no thanks. I have a company credit card, and I don't think I'll need a German credit card. It'll be hard enough for me to work out the terminal, so I don't want to stretch my luck too far.