

# Intercultural service interactions A case study from Turkey

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Bu proje Avrupa Komisyonu tarafından desteklenmektedir.  
Bu yayın yalnızca yazarın görüşlerini yansıtmakta  
olup Avrupa Komisyonu burada belirtilen bilgilerin kullanımından sorumlu tutulamaz.

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## How to read the transcript: Symbols used

x stands for a letter

xxx	Small letters only, respecting real pronunciation, no abbreviations
xxXxx	Capital letters indicate particular emphasis on a sound
xxxx <u>x</u>	Underlined letters indicate sounds pronounced longer than usual
(...)	Non audible or non understandable stretches of sounds
[xxx] [xxx]	Speaker A overlaps with the speech of speaker B
xxx= =xxx	latching between two turns: no pause between speaker A's and speaker B's turns
\	Falling intonation
/	Rising intonation
	Suspending intonation
*	Short pause (1 second or less)
**	Pause of 1-2 seconds
***	Long pause (3 seconds and more)
*sec*	Very long pause with indication of the length of seconds taken
	<i>speed (annotation in CAPITAL LETTERS)</i>
<<FAST: xxx>>	high speed
<<SLOW: xxx>>	slow speed
	<i>volume (annotation in CAPITAL LETTERS)</i>
<<LOUD: xxx>>	high volume
<<SOFT: xxx>>	low volume
	<i>comments (annotation in CAPITAL LETTERS)</i>
<<COMMENT>>	action comment
<<COMMENT>>	information about context of situation

### Abbreviations

ACM = Adult-in-Contact-with-Mobility

AM = Adult-in-Mobility

M = man

F = woman

I = Interpreter

# Asking for information how to live and work in Turkey

TRS 1

**Transcription:** M. Emin AKSOY; Nevin PECORELLI (for the English parts only)

**Place:** Ministry of Education – YNED, Yozgat

**Date:** 22.09.2012

**Interactants:**

AM-F woman from Italy  
ACM-F civil servant from the Ministry of Education

**Duration:** 4'11'

1		BACKGROUND NOISE
2	AM-F	günaydın
3	ACM-F	günaydın buyrun
4	AM-F	might i come to
5	ACM-F	yes (...) yes welcome
6	AM-F	merhaba
7	ACM-F	merhaba
8	AM-F	do you speak english
9	ACM-F	so so
10	AM-F	i am ** from italy
11	ACM-F	yes
12	AM-F	i come from italy *** i will work here for ** two years
13	ACM-F	[i understand]
14	AM-F	[with my ]
15	ACM-F	yes
16	AM-F	with my husband
17	ACM-F	yes
18	AM-F	with my family
19	ACM-F	yes
20	AM-F	my son
21	ACM-F	yes
22	AM-F	my son has to finish school my son
23	ACM-F	mhm finish
24	AM-F	he has to *** to go to school
25	ACM-F	okay
26	AM-F	yes what * can i do
27	ACM-F	how old is he
28	AM-F	fifteen
29	ACM-F	fifteen

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30	AM-F	[fifteen]
31	ACM-F	[yes ] yes okay do you have residence permission
32	AM-F	no
33	ACM-F	onu nasıl ifade edebilirim like this this your name your
34		husband's name your son's name like this we we need this
35		documents
36	AM-F	what is this document what is the name of this document
37	ACM-F	residence permission residence permission
38	AM-F	and in turkish
39	ACM-F	ikamet tezkeresi
40	AM-F	can you please write it
41	ACM-F	ay çok heyecanlıyım
42	AM-F	i- ikamat ikamat teş- teşekkür
43	ACM-F	yes
44	AM-F	and where can i can get this permission
45	ACM-F	emniyet müdürlüğü
46	AM-F	office where municipal[ity ]
47	ACM-F	emniyet müdürlüğü nasıl denir [police] station in poli- at
48		police station
49	AM-F	at police station
50	ACM-F	yes
51	AM-F	not municipality not the citizen town hall no
52	ACM-F	i don't understand
53	AM-F	police
54	ACM-F	yes
55	AM-F	please in turkish
56	ACM-F	emniyet
57	AM-F	emniyet
58	AM-F	and where is the police station
59	ACM-F	mhm
60	AM-F	in the city
61	ACM-F	yes city centre
62	AM-F	and do you have the address
63	ACM-F	i don't know
64	AM-F	the address you don't have telephone number
65	ACM-F	number i i can take number she makes a call speaking in turkish
66		this telephone number also emniyet müdürlüğünün telefon
67		numarasını söyledim mhm tamam teşekkür ederim
68	AM-F	okay
69	ACM-F	okay
70	AM-F	teşekkür ederim
71	ACM-F	not at all
72	AM-F	okay thank you very much