

Chapter 6 – Transcript

Note: The audio file for the following transcript is used in Activity 1: Listening to a Request in the Workplace and Activity 4: Identifying Stages of a Request Interaction in the Workplace.

Naomi: Hi Brenda, have you got a minute?

Brenda: Yeah, come in . . . sit down, Naomi.

Naomi: (walks in and sits down, looks at stack of paperwork on desk) You look like you've got **a bit of** a fun morning ahead!

Brenda: Yeah my favorite—paperwork! (laughs)

Naomi: Yeah, I've got **a bit** of that to do myself after lunch . . . now Brenda, I was just wondering if I could talk to you about the latest roster you've just put up.

Brenda: Oh don't tell me there's another problem.

Naomi: (sounds apologetic) Yeah, I know . . . it must be a nightmare trying to get all the shifts covered at the moment. (Brenda signals assent.) But um . . . I've got **a bit of a problem**. I just had a call from my mum last night and she and my dad are flying down to Melbourne next weekend. It's the first time they've been able to come down since I moved here and I was really hoping I could have the weekend free.

Brenda: Oh Naomi . . . you know how short staffed we are at the moment . . .

Naomi: Yes, I do . . . I just thought maybe I could swap the following weekend with Carla. I'm happy to **do two in a row**.

Brenda: OK . . . yeah, so . . . that'd be great **if Carla's OK with it**. Actually, she's coming this afternoon to pick up a group certificate so I could ask her then.

Naomi: Oh that would be great, Brenda. Shall I **pop in** when I **knock off** and check if that's OK?

Brenda: Yeah . . . OK . . . **we'll sort something out**.

Naomi: (gets up to leave) That'll be great. Thanks, Brenda.