

Listening script

Unit 11

16

(A = administrator; P = parent)

A: Accommodation Office, Tom speaking. How may I help you?

P: Yes, hi. My name's Margaret Williams.

A: Oh, hi.

P: Mmm ... I understand that you're looking for host families for international students.

A: Yes, we're always looking for suitable families, as we have a lot of demand at the moment. How did you hear about us?

P: Mmm ... from a friend, Mrs Dalton, who's already with your agency. We live in the same street as her in Maltby.

A: Ah yes ... I know who you mean. You're quite close to several of our schools.

P: ... and I just wanted to ask some questions about registering with you.

A: No problem.

P: OK. Can you tell me how we go about becoming a host family with you?

A: Well, once a family first approaches us, we like to make a preliminary visit to the home, have an informal chat and discuss all the registration details first.

P: That sounds great. Do we need to make an application at this stage?

A: No, we like to come and visit you first and provided we're then both happy after the preliminary chat, we usually begin the registration process there and then, and you can complete it and send it in by email.

P: What about references and things like that?

A: Mmm, if the application for registration is submitted and accepted, we need to do some background checks first of all, and we like to have at least two references from families or professional people. We'd only do these if you made a definite commitment to proceed.

P: OK.

A: We think it's better to check that a family's clear about what is involved in the whole process ... then we can begin the application process.

P: How long does the process take?

A: It depends, but it's usually a few weeks, unless there are any delays.

Once everything is agreed, we match students with suitable families at the beginning of a term and usually at the beginning of the academic year in September.

P: That all sounds reasonable.

A: Can I ask how many students you were thinking of hosting?

P: We thought that we would like to take two to start with. We have two daughters aged 14 and 15, so we'd like two students around a similar age ... that would be ideal ... it's easier then for them to strike up a friendship.

A: That shouldn't be a problem.

A: Obviously, we have to look at things like how far the host family home is from schools we cover, access to libraries, whether you have wi-fi, access to public transport and the neighbourhood in general.

P: OK. That sounds very reasonable. I think we'd like to proceed.

A: OK, that's good. We could actually do a preliminary visit at the end of this week, Thursday morning or Friday afternoon, or any time on Saturday, and have a more detailed chat and start the application process, if appropriate.

P: OK, we're both free on Friday afternoon.

A: That'd be fine. Can I have the number of your house?

P: It's 53.

A: 53 and two more things ... could I take a mobile number?

P: Yes, it's 08977 392251.

A: ... 392251.

P: Yes, that's right.

A: ... and your email address?

P: It's MAW973@maltby.co.uk.

A: OK, I'll email you the confirmation of the meeting, and shall we say 2 pm?

P: Yes, that'd be ...