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SERIES P: TELEPHONE TRANSMISSION QUALITY,
TELEPHONE INSTALLATIONS, LOCAL LINE
NETWORKS

Methods for objective and subjective assessment of
quality

Subjective evaluation of conversational quality

ITU-T Recommendation P.805



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TELEPHONE TRANSMISSION QUALITY, TELEPHONE INSTALLATIONS, LOCAL LINE NETWORKS

Vocabulary and effects of transmission parameters on customer opinion of transmission quality	Series	P.10
Subscribers' lines and sets	Series	P.30
		P.300
Transmission standards	Series	P.40
Objective measuring apparatus	Series	P.50
		P.500
Objective electro-acoustical measurements	Series	P.60
Measurements related to speech loudness	Series	P.70
Methods for objective and subjective assessment of quality	Series	P.80
		P.800
Audiovisual quality in multimedia services	Series	P.900
Transmission performance and QoS aspects of IP end-points	Series	P.1000

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ITU-T Recommendation P.805

Subjective evaluation of conversational quality

Summary

ITU-T Recommendation P.805 describes methods and procedures for conducting conversation tests to evaluate communication quality. The methodology uses examples of scenarios, rating scales and analysis procedures to estimate the subjective quality of telecommunication services. Conversation tests allow the simulation of more realistic situations close to the actual service conditions experienced by telephone customers. In addition, conversation tests are designed to assess the effects of impairments that can cause difficulty while conversing (such as delay, packet loss, echo, interruptions, noise, clipping, etc.), and may be used to study overall system effects or specific degradations as well.

Source

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FOREWORD

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The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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CONTENTS

	Page
1 Scope	1
2 References.....	1
3 Definitions	1
4 Abbreviations and acronyms	1
5 Conventions	2
6 Conversation test process	2
6.1 Purpose	2
6.2 Test facilities	2
6.3 Test design.....	3
6.4 Test conditions.....	4
6.5 Subjects.....	5
6.6 Tasks.....	6
6.7 Questions	8
6.8 Data analysis and report	10
Appendix I – Relationship between MSD and number of votes per condition	11
Appendix II – Data analysis and presentation of results.....	12
II.1 Calculation and presentation of basic statistical measures.....	12
II.2 Thorough analysis	13
Appendix III – Example of instructions for the conversation test	14
Appendix IV – Example scenarios in German language	15
Appendix V – Example scenarios in English language	54
Appendix VI – Example scenarios in French language.....	93
Appendix VII – Example of a Richard's task.....	132
Appendix VIII – Example scenarios for random number verification tasks	133
Appendix IX – Example scenarios for interactive short conversation tests	135
Bibliography	138

ITU-T Recommendation P.805

Subjective evaluation of conversational quality

1 Scope

This Recommendation describes the method and procedures for generic conversational testing. The protocol described below is aimed to evaluate the effects of degradation such as delay, echo, voice clipping and dropped packets on the quality of voice communications. The methodology described in this Recommendation corresponds to the conversation-opinion tests recommended in [ITU-T P.800]. Contrary to listening tests, conversation-opinion tests are designed to assess the effects of impairments that may influence the quality of speech while conversing (such as delay).

Procedures adapted to specific equipment can be found in [ITU-T P.831] for echo cancellers, [ITU-T P.832] for hands-free terminals and ITU-T Rec. P.840 for circuit multiplication equipment.

2 References

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published. The reference to a document within this Recommendation does not give it, as a stand-alone document, the status of a Recommendation.

[ITU-T P.800] ITU-T Recommendation P.800 (1996), *Methods for subjective determination of transmission quality*.

[ITU-T P.800.1] ITU-T Recommendation P.800.1 (2006), *Mean Opinion Scores (MOS) terminology*.

[ITU-T P.831] ITU-T Recommendation P.831 (1998), *Subjective performance evaluation of network echo cancellers*.

[ITU-T P.832] ITU-T Recommendation P.832 (2000), *Subjective performance evaluation of hands-free terminals*.

3 Definitions

This Recommendation defines the following term:

3.1 conversation test: A subjective test in which two participants have a real-time conversation, as described in Annex A to [ITU-T P.800] and in [b-Telephonometry].

4 Abbreviations and acronyms

This Recommendation uses the following abbreviations and acronyms:

ANOVA	ANalysis Of VAriance
MANOVA	Multivariate ANalysis Of VAriance
MOS	Mean Opinion Score
MSD	Minimum Significant Difference
POTS	Plain Old Telephone Service

5 Conventions

None.

6 Conversation test process

6.1 Purpose

Conversation-opinion tests allow the subjects involved to be in a more realistic situation simulating the actual service conditions experienced by telephone customers. In addition, conversation-opinion tests are designed to assess the effects of impairments that can cause difficulty while conversing (such as delay, packet loss, echo, interruptions, noise, clipping, etc.). They can be used to study overall system effects or specific degradations, such as delay.

Subjects participate in the test as paired sets of communicators. They are seated in separate sound-proof rooms and asked to hold a conversation through the transmission chain and then to give their opinion of the quality on different quality scales. Acoustic noise environments may be simulated in one or both of the rooms.

Depending on the purpose of the test, either expert, experienced or untrained (naïve) subjects may participate. Such tests can be useful to manufacturers, operators and customers, and are an important assessment tool because they provide the closest simulation of real telephony interactions between subscribers. Untrained (naïve) subjects are used when it is important to get an indication of how the general telephone-using population would rate the overall quality and difficulty in using the connection with the system under test. This can be used to give a "global" evaluation of the performance in a range of conditions. However, untrained subjects are unable to describe and identify accurately the types of degradation associated with the system under test.

The main characteristics of a conversation-opinion test are:

- To be very close to a real conversation where people are required to interact and may adapt their behaviour to accommodate the system under test.
- The use of a task to stimulate a conversation with equal participation of both parties.
- Different subjects may have variable behaviour in a conversation (due to culture, personality, etc.), which could create greater variability in subjects' responses in the assessment of speech quality.
- Since subjects have to concentrate on participating in the conversation, and are not specifically involved in assessing the quality performance during the conversation, their final measures may be less sensitive than in listening-only tests.
- Conversation tests are the most valid method for measuring the effect on acceptability of certain system impairments, such as delay.
- Devices under test and simulation tools must be available at the testing lab and must run in real time.
- This conversation test methodology can be adapted to field testing; however, it is foreseen that the control of some experimental variables (e.g., delay, packet loss, acoustic noise, etc.) would be limited.

6.2 Test facilities

A conversational test has to provide as realistic a communication environment as possible. All processes in the communication link are required to be real time.

Switching between conditions that involve different coders and/or different networks parameters must be transparent to the subjects. This may require specialized instrumentation and procedures.

Asymmetry between two subjects in a communication is typical of many actual speech communication scenarios; an asymmetric scenario may be defined by different acoustic noise environments or different transmission conditions. Special consideration may be needed to ensure accurate simulation of acoustic noise environments. For example, significant low frequency power is required for the simulation of automobile environments.

Typical test facilities are illustrated in Figure 6-1 below.

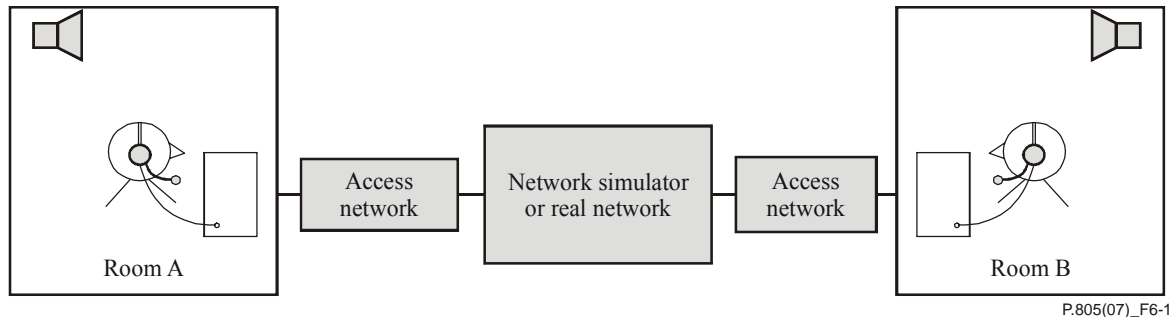


Figure 6-1 – Example of test facilities

Each subject sits in a separate sound-proof room where a variety of acoustic noise environments can be simulated. The environment in both rooms can be the same or different. Examples of different environments are quiet room, office, car, railway station, train and cafeteria. A quiet room might be simulated by the introduction of a suitable level of Hoth noise. Certain chambers also allow reverberation to be considered as an experimental variable.

A description of sound-proof rooms can be found in [ITU-T P.800].

In addition, the send and receive sensors used by the subjects may be the same or different. For example, handset, headset with microphone or microphone and loudspeaker may be used; the choice of the equipment depends on the use case.

6.3 Test design

Most of the test design issues relevant to listening-only tests are also relevant to conversation tests, for example, reference conditions and presentation order effects. A major limitation to conversational test design is the duration of each individual task, or trial, required to exercise each experimental condition. Properly exercising a communication system requires conversations lasting a minimum of 2 minutes. Typical trials require 4 to 5 minutes duration where the conversation period takes 2 to 3 minutes and the response period another 2 minutes. This would limit the total number of conditions in a subject's session to about 24 conditions which would take about 3 hours including instructions, preliminaries and breaks. Tasks designed to measure some system degradations may require conversations longer than 2 to 3 minutes. Compromises have to be made between the test duration and the choice of conditions. If more conditions are to be tested, the test must be separated into several sessions/experiments and may require different subject panels.

An example is shown below in Table 6-1.

Table 6-1 – Timetable for a 24 condition test

	Visit 1				Visit 2		
	Instruction	Session 1	Break	Session 2	Session 3	Break	Session 4
Number of conversations		7 (incl. practice)		6	6		6
Time	15 mins	35 mins	10 mins	30 mins	30 mins	10 mins	30 mins

Conditions that are identical in both directions and that use the same sensors and same acoustic noise are called symmetric conditions. Any other case is considered asymmetric. For asymmetric conditions, subject pairs should be required to swap location for each condition. This limits the total number to 12 asymmetric conditions.

It is recognized that there is a trade-off between the test resolution and the number of votes per condition. The relationship between these two parameters is given by the following general equation for minimum significant difference (*MSD*):

$$MSD = \pm C_{df,p} \sqrt{EMSq/n}$$

where:

$C_{df,p}$ is a t-like value determined by the particular statistical test, the probability level (p), and the degrees of freedom (df)

$EMSq$ is the error mean square derived from the ANOVA

n is the number of votes per condition

Some further information is given in Appendix I.

In order to achieve a sufficient resolution between conditions, it is recommended that the minimum number of subject pairs should in general be 16, but it is also recognized that this number may have to be relaxed in some circumstances in order to reduce the available time for the test but this will reduce the reliability of results.

6.4 Test conditions

Some conditions, including transmission channel and environmental noise, may vary with time. To incorporate this effect, the trial time needs to be increased to scale with the dynamics of the condition. Care should be taken by the experimenter/analyst in order not to overestimate the impact of impairments of non-linear and/or time-variant systems occurring infrequently during the conversation.

Certain types of environmental noise may require sophisticated sound reproduction systems. [b-EG 202 396-1] describes methodologies to create appropriate noise conditions. It also provides a noise database for several environmental conditions, including car simulations.

Examples of test condition variables are:

- Environmental noise (street, car, cafeteria, etc.).
- Room reverberation (none to highly reverberant).
- Transducer (hands free, headset, handset, noise canceller, microphone array, etc.).
- Frequency bandwidth (narrow-band, wideband, audio band, etc.).
- Transmission channel/network characteristics (delay, packet loss, fading, etc.).
- Terminal (mobile phone, soft phone, POTS, etc.).

- Coder (ITU-T G.700-series Recommendations, etc.).
- Etc.

All these variables may be asymmetric. A table summarizing the test conditions must be provided. An example is shown below in Table 6-2.

Table 6-2 – Example of table summarizing the test conditions

Subjects	Number	Naïve/experienced/expert subjects
Groups	Number	2 subjects/group
Rating scales	Number	
Objective of the test		Echo, delay, coder testing
Communication system	Types	Hands-free/headset (monaural/binaural)/handset/group audio terminal Transmission channel, network simulator, access interface
Communication environment		Noise

Acoustic sensors should be calibrated at the beginning of the test; subjects may or may not be allowed to modify the listening level.

When appropriate, sidetone has to be set to a level matching the tested application.

The test environment for each test room shall be defined with the following parameters:

- Room characteristics (size, reverberation time, etc.) see [ITU-T P.800].
- Background noise:
 - level of noise;
 - type of noise (car, babble, etc.);
 - frequency spectrum;
 - dynamic characteristics of the noise field.

6.5 Subjects

The choice of naïve (untrained), experienced or expert subjects depends on the questions and the required degree of precision in the results.

In general, the advice given in [ITU-T P.800] should be taken into account when selecting test subjects.

Some care should be taken when selecting subjects for conversation tests. As with any speech signal processing equipment, some potential subjects will be more experienced than others. It is recognized that the levels of experience with specific equipment or technology is a continuum ranging from those who are completely unfamiliar with technical behaviour of the equipment under test ("non-experts") to those who are thoroughly competent in the operation and maintenance of this equipment ("experts").

The age and gender of all types of subject, together with their partners, should be recorded for all types of tests, but especially for any formal conversation test as opposed to informal expert evaluations.

Unless gender, age and other socio-economic characteristics are design factors of the test, then a formal conversation test should be populated (on a best-endeavour basis) with a random mix of subjects.

6.5.1 Untrained subjects (naïve)

Untrained subjects are accustomed to daily use of a telephone. However, they are neither experienced in subjective testing methodology, nor are they experts in technical implementations of the equipment under test. Ideally, they have no specific knowledge about the device that they will be evaluating. Consistent with [ITU-T P.800], the subjects have not participated in any subjective test in the previous 6 months. In order to control experimental variability associated with subject pair familiarity, it may be appropriate to require that subject pairs are not familiar with each other. Information on familiarity should be reported (unknown, casually acquainted, friends, family members, etc.). Each subject pair is given the opportunity to become familiar with each other in a controlled period of time. Time should be allowed for instructing the subjects about the procedure of the test and the task they have to perform. Practice conditions (the result of which is not included in the result analysis) should be used at the start of the test to ensure that the subjects are comfortable with the test procedure and understand the task. The subject pool should be representative of the telecommunication user pool and the application that the experiment is designed to measure.

6.5.2 Experienced subjects

Experienced subjects are experienced in subjective testing including subjects who participate routinely in subjective testing but does not include individuals who routinely administer, design or run subjective evaluations. Experienced subjects are able to describe an auditory event in detail and are able to separate different events based on specific impairments. They are also able to describe their subjective impressions in detail. However, experienced subjects neither have a background in technical implementations of the equipment under test, nor do they have detailed knowledge of the influence of these implementations on subjective quality.

6.5.3 Experts

Experts are experienced in subjective testing. Experts are able to describe an auditory event in detail and are able to separate different events based on specific impairments. They are able to describe their subjective impressions in detail. They have a background in technical implementations of the equipment under test and do have detailed knowledge of the influence of particular implementations on subjective quality. Individuals directly involved in the design or development of the specific system under test shall be excluded from that particular test.

6.6 Tasks

In addition to the descriptions for full conversation tests in [ITU-T P.800] and [b-Telephonometry], the following consideration may be taken into account. Conversational tests have been carried out with observers (operators) present in the test room together with the subjects, but this is generally not recommended. Instead, an audio/visual link should be used to observe or communicate with the subjects. It is the task of the observers (operators) to document all comments which subjects mention during or after the test. This documentation can be useful for further analysis. In addition, audio/video recordings of the conversations can be made.

6.6.1 Requirements for tasks to be used for untrained subjects

A task should be selected that best fits the requirements of the specific objective of the experiment and the cultural factors of the subject pool. The characteristics required for selecting a task are that:

- it should allow for the generation of a sufficient number of equivalent versions. Each version should stimulate an equivalent level of conversation and interaction;
- it should stimulate semi-structured conversations (too 'open' conversations make it impossible to measure communication efficiency, but too structured communications do not leave room for the subjects to develop a balanced opinion of the channel);
- it should be easily learned;

- it should be intrinsically motivating;
- it should allow for interruptions from the subjects;
- it should be insensitive to changes in subjects' task strategy or skill in performing the task;
- it should represent a cooperative effort between the communicators rather than a competitive effort;
- it should induce the subjects to make use of a rich, varying vocabulary with sufficient two-way interaction;
- it should induce discussion that is phonetically rich and temporally widely distributed (short *and* long utterances and interruptions).

6.6.2 Examples of conversational tasks

The following conversational tasks meet the requirements given in clause 6.6.1:

- Subjects are asked to reach an agreement on an order of preference or time for a set of picture postcards as described in [b-Telephonometry].
- In the so-called "Kandinsky test" the subjects are asked to describe to their partner the position of a set of numbers on a picture. Both subjects have similar pictures, but with some of the numbers in different positions. It is recommended that the picture should be designed for the task and that both the picture and the numbers are easy to describe. This can be achieved by using pictures consisting of coloured, geometrical figures (e.g., Kandinsky or others).
- In the so-called "short conversational tests" proposed by the Ruhr University (Bochum, Germany) in [b-COM 12-35-E], scenarios developed by them are derived from typical situations of every day life: railway enquiries, rental of a car or an apartment, etc. These scenarios have been elaborated to allow a well-balanced conversation between both participants, to stimulate the discussion between persons and to facilitate the naturalness of the conversation. These conversations are approximately 2.5 to 3 minutes in duration. Examples of such scenarios are presented in Appendices IV (German), V (English) and VI (French).
- [b-Telephonometry] also gives some guidance on "simplified conversation tests", where shortcuts are suggested to reduce the time taken or to increase the number of treatments in one experiment. Subjects are asked to rate a number of individual degradations after they have given their opinions on quality and difficulty.
- In the task taken from [b-RICHARDS], random shapes are presented to the subject on a paper sheet or screen. Twenty-four shapes is a typical number on one sheet. There are no meaningful relationships between shapes and their names. The detail and concrete method of how to generate the shapes can be found in [b-RICHARDS]. The operator prepares the same set of sheets for both subjects, but with the shapes in a different order. During the conversation, each subject arbitrarily chooses one shape on the sheet and describes one of its features to his/her partner. His/her partner either guesses the name of the shape based on the information provided or requests additional information from their partner until the shape is identified. Then partners swap their role and continue with another shape. Example shapes are given in Appendix VII.
- A "game" where subjects work with their partner to complete a cooperative task or solve a problem. This approach can be used effectively to control the trial-to-trial variability. Care must be taken to ensure that the game does not limit the conversational vocabulary. The popular board game "BATTLESHIP" is an example of such a task.

In addition to such conversational tasks, specific tasks may be used which stress the interactivity of the conversation, however at the expense of being less realistic and more competitive. Such tasks may be:

- The mutual reading of random numbers or other items as fast as possible, see, e.g., [b-KITAWAKI].
- The mutual verification of numbers or other items as fast as possible, see, e.g., [b-KITAWAKI] or [b-HAMMER]. An example for such a task is given in Appendix VIII.
- More interactive versions of the short conversation test tasks, called "interactive short conversation tests", see [b-RAAKE] and [b-HAMMER]. The task consists of the fast exchange of data. Two subjects are described to be colleagues working in two different sections in one big company, exchanging, e.g., telephone numbers and email-addresses. In order to speed up the conversations, tasks are presented in terms of tabulated data which have been iteratively optimized based on a series of informal tests. These showed that the tabulated data underlying the conversations should not be too different for the two subjects, in order to avoid natural delay in the responses due to the necessity of searching for items in the tables. On the other hand, it was found that too identical list-orders lead to a training effect so that the subjects started to develop a "walkie-talkie" speaking style. As a compromise, one item in the list of each subject is chosen so that it cannot be found in the list of the other subject, with changing positions. This way, fast conversations can be achieved without a strong effect of a "walkie-talkie" style. An example for such a more interactive scenario can be found in Appendix IX.

It should be noted that the impact of, e.g., transmission delay in situations provoked by such interactive tasks may be more severe than in situations provoked by the tasks which are in accordance with clause 6.6.1. This may be due to the structure of the conversation being changed, see, e.g., [b-HAMMER] for a discussion.

6.7 Questions

[ITU-T P.800] and [b-Telephony] recommend both a "quality" question using a five-point scale and a "difficulty" question using a binary scale. Some organizations felt that subjects were confused by the "difficulty" question, while other organizations would still prefer to continue using it. As a result, both these scales are reproduced here but new scales are also provided. These new scales may help the subjects to formulate an overall quality judgement by initially focusing their attention on different quality dimensions.

In [ITU-T P.800] and [b-Telephony], the scales are as follows:

"What is your opinion of the connection you have just been using?"

- Excellent
- Good
- Fair
- Poor
- Bad

The experimenter allocates the following values to the categories: Excellent = 5; Good = 4; Fair = 3; Poor = 2; Bad = 1.

All further statistical processing is performed in terms of these numbers.

"Did you or your partner have any difficulty in talking or hearing over the connection?"

- Yes
- No

The experimenter allocates the following values to the responses: Yes = 1; No = 0.

The new scales are given below and the intention is that after each trial (corresponding to one specific condition) the subjects have to evaluate multiple aspects of the communication. The following questions are provided as examples and are representative of the multiple aspects to be considered. Several five-point category scales are provided as well as a binary response scale. The cognitive load on the subjects and therefore the number of questions asked should be minimized to reduce subject fatigue and any possible confusion.

"How would you assess the sound quality of the other person's voice?"

The five-point scale descriptors are:

- No distortion at all, natural
- Minimal distortion
- Moderate distortion
- Considerable distortion
- Severe distortion

"How well did you understand what the other person was telling you?"

The five-point scale descriptors are:

- No loss of understanding
- Minimal loss of understanding
- Moderate loss of understanding
- Considerable loss of understanding
- Severe loss of understanding

"What level of effort did you need to understand what the other person was telling you?"

The five-point scale descriptors are:

- No special effort required
- Minimal effort required
- Moderate effort required
- Considerable effort required
- Severe effort required

"How would you assess your level of effort to converse back and forth during the conversation?"

The five-point scale descriptors are:

- No special effort required
- Minimal effort required
- Moderate effort required
- Considerable effort required
- Severe effort required

"Did you detect (insert distortion of interest here)?"

- Yes
- No

"If yes, how annoying was it?"

The five-point scale descriptors are:

- No annoyance
- Minimal annoyance
- Moderate annoyance
- Considerable annoyance
- Severe annoyance

"What is your opinion of the connection you have just been using?"

The five-point scale descriptors are:

- Excellent quality
- Good quality
- Fair quality
- Poor quality
- Bad quality

The previous examples should be supplemented by the experimenter to address the needs of the specific experiment. When using multiple scales for assessing the multi-dimensional aspect of quality, care should be taken to ensure that the previous responses are not available to the subjects.

6.8 Data analysis and report

6.8.1 Analysis methods

Depending on the experimental design, t-tests, post-hoc multiple means test, ANOVA or MANOVA shall be conducted, as appropriate.

A simple correlation analysis across the various questions should support the MANOVA results. This analysis can provide a more easily understood description of the results.

6.8.2 Reported results

The report must contain the questions and the category scales used.

Summary results should include, as a minimum, mean ratings and standard deviations for all tested conditions and for all questions. If the experimenter expects a gender pairing effect, this special case should be also considered in the design of the experiment and particularly in the pairing of subjects. This effect should be analysed and reported.

Appendix I

Relationship between MSD and number of votes per condition

(This appendix does not form an integral part of this Recommendation)

Using Fisher's least significant difference (LSD) measure as one example of an MSD measure, the following calculation gives some indication of the accuracy that can be expected from a given experiment size. In the case of Fisher's test,

$$C_{df,p} = \pm\sqrt{2} \times t_{df}$$

Assuming $t_{df} \approx 2$ (for 95% confidence) for a large number of degrees of freedom, and EMSq (RMSq) is typically about 0.4, then the LSD (MSD) can be calculated for a given number of votes per condition by evaluating the expression for $C_{df,p}$ in the above equation and substituting the result into the general equation given in clause 6.3. The results are shown graphically below for the situation where the number of subjects is the same as the number of votes per condition:

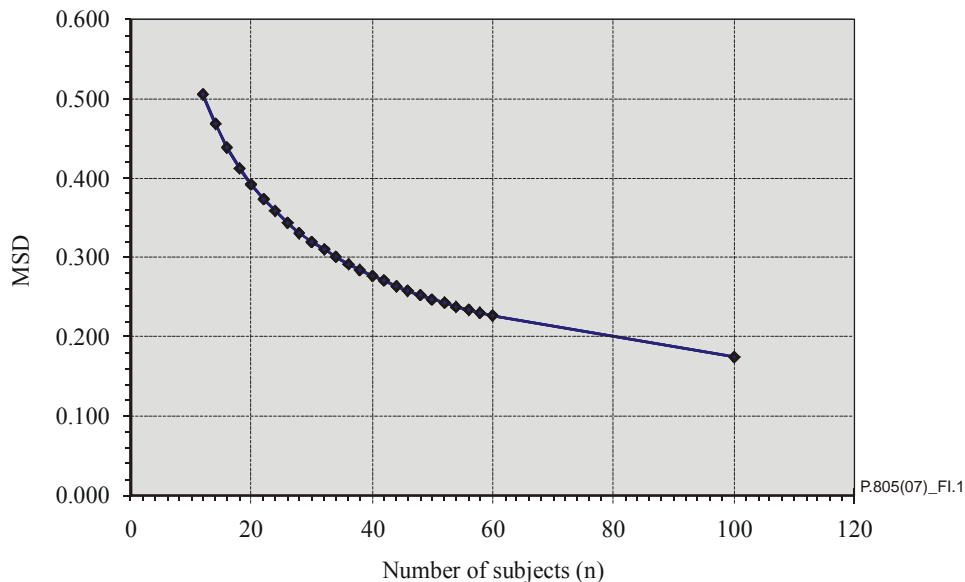


Figure I.1 – Relationship between MSD and number of votes per condition

This graph indicates that the LSD (MSD) calculated in this way for 32 subjects (16 pairs) is approximately 0.3.

Appendix II

Data analysis and presentation of results

(This appendix does not form an integral part of this Recommendation)

The test results should include a table with the following information for each condition in the experiment:

- The "conversation test mean opinion score" (MOS-CQSy) for each condition obtained from all the subjects. Where y applies to narrow-band, mixed bandwidth and wideband (refer to [ITU-T P.800.1]).
- When the conditions are symmetrical, the mean value is calculated from all the scores for the two test rooms. Asymmetric conditions have to be run in two trials in order to keep the same number of votes per condition. The results of a pair of asymmetric conditions are combined as follows:
 - The votes from the A end of condition 1 and the B end of condition 2 have to be combined and vice versa.
 - The standard deviation of the "MOS-CQSy" obtained for all the subjects, for each test condition.

II.1 Calculation and presentation of basic statistical measures

The overall mean (\bar{Y}_c) over N subjects for condition C can be obtained from:

$$\bar{Y}_c = \frac{\sum_{i=1}^N Y_{i,c}}{N}$$

The standard deviation (S_c) over N subjects for condition C can be obtained from:

$$S_c = \sqrt{\frac{\sum_{i=1}^N (Y_{i,c} - \bar{Y}_c)^2}{N-1}}$$

Finally, the confidence interval (CI_c) at the $(1 - \alpha)$ level can be calculated as:

$$CI_c = (t_{1-\alpha, N-1}) \frac{S_c}{\sqrt{N}}$$

Some form of post-hoc multiple means tests should be used to compare test condition means.

The test results should be reported by the test laboratory and the global analysis laboratory in tabular form.

II.2 Thorough analysis

Two statistical analyses should be conducted on the data obtained with these subjective scales. The first analysis consists of a multivariate analysis of variance (MANOVA), which analyses the multiple scales, i.e., dependent variables, and determines the global effects of the experimental factors involved in the experiment. Each individual rating scale in conversation tests involving multiple questions is a separate dependent variable. We would expect the ratings on these dependent variables to show some degree of inter-correlation across test conditions. If the variables were perfectly correlated then we would conclude that each scale was measuring the same underlying variable. We could then combine them into a single measure (e.g., by averaging them) for purposes of statistical analysis and hypothesis testing. If, however, the ratings were uncorrelated, we would conclude that each scale is measuring a different underlying variable and therefore should be treated separately in subsequent analyses. In practice, the degree of inter-correlation among such dependent variables usually falls somewhere between these two extremes. MANOVA is a statistical technique designed to evaluate the results of experiments with multiple dependent variables and determine the nature and number of underlying variables. One previous standardization exercise used conversation tests involving five rating scales. However, MANOVA showed that there was only a single significant underlying variable and provided a "composite conversational quality" measure that was a weighted average of the five rating scales.

In the second statistical analysis, a specific ANOVA should be run on each dependent variable or rating scales to determine if there are significant effects of specific experimental factors for each separate dependent variable. These individual ANOVAs indicate if the differences observed between the ratings obtained for the different conditions are significant for one given dependant variable compared to the composite dependant variable(s) derived from the MANOVA. Finally, Pearson's correlation coefficients should be computed among all dependent variables, to reveal the relationships among those variables.

Appendix III

Example of instructions for the conversation test

(This appendix does not form an integral part of this Recommendation)

INSTRUCTIONS TO SUBJECTS						
<p>In this experiment we are evaluating systems that might be used for telecommunication services.</p> <p>You are going to have a conversation with another user. The test situation simulates communication between two pieces of equipment under test. Most of the situations will correspond to silent environment conditions, but some will simulate more specific situations, such as in a car, in a railway station or in an office environment, when other people are talking in the background.</p> <p>After the completion of each call conversation, you will have to give your opinions on the quality by answering to the following questions that will be displayed on the screen of the black box in front of you. Your judgement will be stored. You have 8 seconds to answer to each question. After "pressing" the button on the screen, another question will be displayed. You continue the procedure for the six following questions.</p>						
"How would you assess the sound quality of the other person's voice?"						
No distortion at all, natural	Minimal distortion	Moderate distortion	Considerable distortion	Severe distortion		
"What level of effort did you need to understand what the other person was telling you?"						
No special effort required	Minimal effort required	Moderate effort required	Considerable effort required	Severe effort required		
"How would you assess your level of effort to converse back and forth during the conversation?"						
No special effort required	Minimal effort required	Moderate effort required	Considerable effort required	Severe effort required		
"Did you detect echo?"						
		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="padding: 2px 10px;">No</td> <td style="padding: 2px 10px;">Yes</td> </tr> </table>	No	Yes		
No	Yes					
"If yes, how annoying was it?"						
No annoyance	Minimal annoyance	Moderate annoyance	Considerable annoyance	Severe annoyance		
"What is your opinion of the connection you have just been using?"						
Excellent quality	Good quality	Fair quality	Poor quality	Bad quality		
<p>From then on you will have a break approximately every 30 minutes. The test will last a total of approximately 60 minutes.</p> <p>Please do not discuss your opinions with other listeners participating in the experiment.</p>						

Appendix IV

Example scenarios in German language

(This appendix does not form an integral part of this Recommendation)

Erläuterung der Symbole:

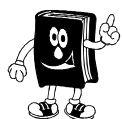
Als Anrufer haben Sie folgende Symbole:



Dieses Symbol bedeutet: Sie sind der Anrufer. Warten Sie bitte, bis der Versuchsleiter Sie auffordert, das Gespräch zu beginnen.



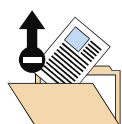
Neben diesem Symbol ist der Grund ihres Anrufes eingetragen (z.B.: Ich möchte ein Ticket kaufen!)



Neben diesem Symbol steht eine Bedingung, die beim Informationsaustausch berücksichtigt werden soll (z.B.: Ich möchte ein Ticket kaufen → ABER möglichst günstig!)



Neben diesem Symbol sollen Sie alle Informationen eintragen, die Sie von Ihrem Gesprächspartner benötigen.



Neben diesem Symbol stehen alle Informationen, die ihr Gesprächspartner benötigt und die Sie weitergeben sollen.

Wenn Sie angerufen werden, haben Sie folgende Symbole:



Dieses Symbol bedeutet: Sie werden angerufen. Warten Sie bitte bis zum Klingeln und heben Sie dann den Hörer ab.



Neben diesem Symbol stehen Informationen, aus denen Sie die Information herausuchen sollen, die Ihr Gesprächspartner benötigt (z.B.: Ticketpreise der Bahn für Erwachsene, Schüler/Studenten, Kinder, Senioren, etc.).



Neben diesem Symbol sollen Sie alle Informationen eintragen, die Sie von Ihrem Gesprächspartner benötigen.

Beide Gesprächspartner haben dieses Symbol:



Neben diesem Symbol steht eine Frage, zu der weder Sie noch Ihr Gesprächspartner eine Information vorliegen hat. Sie sollen diese Frage kurz diskutieren und zu einer einvernehmlichen Lösung kommen.



Übung: Reisebüro

Ihr Name: *Waalke*



Last minute Reise für 1 Woche in den Süden



ab morgen,
nicht nach Spanien,
möglichst günstig



Preis : _____ DM

Abflugtag : _____ um _____ Uhr

Reiseziel : _____

Hotel : _____



Reservierung : Abflug Düsseldorf,
Mastercard,
Kreditkartennummer: 9685 4712 0951 2781,
Gültig bis 10/97



Wie lange vor dem Abflug sollte ich am Flughafen sein?

Übung: Reisebüro

Ihr Name: *Windspielreisen Reisebüro*



**Last-minute Reisen
für 1 Woche
ab Düsseldorf oder Frankfurt**

Reiseziel	Abflug heute	Abflug morgen	Abflug übermorgen
Spanien (Mallorca) Hotel Playas Arenal <i>Halbpension</i>	589,- DM Abflug 19.30 Uhr	759,- DM Abflug 10.15 Uhr	929,- DM Abflug 10.15 Uhr
Italien (Sizilien) Hotel Città del Mare <i>Vollpension</i>	719,- DM Abflug 19.10 Uhr	779,- DM Abflug 8.50 Uhr	889,- DM Abflug 8.50 Uhr
Portugal (Algarve) Hotel de Lagos <i>Halbpension</i>	499,- DM Abflug 20.20 Uhr	549,- DM Abflug 9.45 Uhr	689,- DM Abflug 9.45 Uhr

(Alle Preise pro Person und incl. Mwst)



Reservierung: NAME : _____
KREDITKARTE : Mastercard Visacard
: American Express Eurocard
KREDITKARTEN-NR. : _____
GÜLTIG BIS : _____
ABFLUG : Düsseldorf Frankfurt



Szenario 1: Bahnauskunft

Ihr Name: *Mueller*



Gewünschte Verbindung: Bochum → München



Datum: 20.7.

Verbindung nachts, Schlafwagen

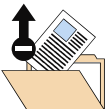
möglichst ohne Umsteigen



Abfahrt : _____ Uhr

Ankunft : _____ Uhr

Zugnummer : _____



Reservierung : 1 Bett im Schlafwagen,
1. Klasse,
Nichtraucher



Ist der Zug zuschlagpflichtig?

Szenario 1: Bahnauskunft

Ihr Name: *Bahnauskunft Deutsche Bahn AG*



Fahrplan: Bochum → München

<i>Zug-Nummer</i>		D 1127	IC 829	D 1511
Bochum	<i>ab</i>	19:18	20:50	22:09
Köln	<i>an</i>		21:49	
<i>Zug-Nummer</i>			EN 225	
Köln	<i>ab</i>		22:44	
München	<i>an</i>	4:39	6:30	7:16
		Schlaf-/Liegewagen nur in der 2. Klasse	Schlaf-/Liegewagen nur in der 2. Klasse	Schlaf-/Liegewagen in 1. und 2. Klasse



Reservierung: NAME : _____

ANZAHL BETTEN : _____

KLASSE : _____

RAUCHER :

NICHTRAUCHER :



Szenario 2: Bahnauskunft

Ihr Name: *Schmitt*



Gewünschte Verbindung: Dortmund → Berlin



am 5.10,
Berlin Bahnhof Zoo,
Ankunft zwischen 16:00 und 16:30 Uhr

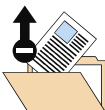


Abfahrt : _____ Uhr

Umsteigen : _____ um _____ Uhr

in/um : _____ Uhr

Ankunft



Reservierung : 2 Sitzplätze,
2. Klasse,
Nichtraucher



Reicht die Zeit zum Umsteigen?

Szenario 2: Bahnauskunft

Ihr Name: *Bahnauskunft Deutsche Bahn AG*



Fahrplan: Dortmund → Berlin

<i>Zugnummer</i>	IC 645	IC 506	ICE 941
Dortmund	<i>ab</i> 9:27	11:27	14:28
Magdeburg	<i>an</i> 12:35	14:35	
<i>Zugnummer</i>	IR 2341	IR 2343	
Magdeburg	<i>ab</i> 12:49	14:49	
Berlin Zoo	<i>an</i> 14:01	16:01	18:51



Reservierung: NAME : _____
ANZAHL PLÄTZE : _____
KLASSE : _____
RAUCHER :
NICHTRAUCHER :



Szenario 3: Flugauskunft

Ihr Name: *Meyer*



Gewünschte Verbindung: Düsseldorf → Berlin



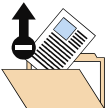
am 23. Juni,
morgens,
Direktflug bevorzugt



Abflug : _____ Uhr

Ankunft : _____ Uhr

Flugnummer : _____



Reservierung : 1 Platz,
: Economy Class

Adresse : Hohlstraße 66, 41747 Viersen
☎ 02162/2 08 33



Von welchem Flughafen kommt man besser ins Stadtzentrum: Tegel oder Schönefeld?

Szenario 3: Flugauskunft

Ihr Name: *Fluginformationsdienst Flughafen Düsseldorf*



Flugplan: Düsseldorf → Berlin

	Lufthansa	British Airways	Lufthansa
<i>Flugnummer</i>	LH 2615	BA 381	LH 413
Düsseldorf	<i>ab</i> 6:30	6:35	8:20
Frankfurt	<i>an</i>	7:35	
Frankfurt	<i>ab</i>	7:50	
Berlin Schönefeld	<i>an</i> 7:35		
Berlin Tegel	<i>an</i>	8:55	9:25
	(täglich)	(täglich)	(täglich)



Reservierung: NAME : _____
ADRESSE : _____
: _____
TELEFON : _____
ANZAHL PLÄTZE : _____
KLASSE : Business Economy



Szenario 4: Flugauskunft

Ihr Name: *Janssen*



Gewünschte Verbindung: Frankfurt → New York



am 10.06,
Flughafen JFK



Abflug : _____ Uhr

Zwischenlandung in/um : _____ um _____ Uhr

Ankunft : _____ Uhr



Reservierung : 1 Platz,
MasterCard
Kreditkartennummer 2602 2704 1612 1807,
gültig bis 2/99



Wie groß ist die Zeitverschiebung zwischen Frankfurt und New York?

Szenario 4: Flugauskunft

Ihr Name: *Fluginformationsdienst Flughafen Frankfurt*



Flugplan: Frankfurt → New York

	Lufthansa	United Airlines	Lufthansa
<i>Flugnummer</i>	LH 400	UA 129	LH 402
Frankfurt	<i>ab</i> 9:50	7:25	13:30
London Heathrow	<i>an</i>	8:00	
London Heathrow	<i>ab</i>	9:15	
New York JFK	<i>an</i>	11:40	
New York Newark	<i>an</i> 12:15 (Ortszeit)	(Ortszeit)	16:05 (Ortszeit)



Reservierung: NAME : _____
ANZAHL PLÄTZE : _____
KREDITKARTE : _____
KARTEN-NR. : _____
GÜLTIG BIS : _____



Szenario 5: Theaterkasse

Ihr Name: *Bochhoven*



2 Karten für die "Dreigroschenoper"



nächstes Wochenende (Samstag oder Sonntag)

Studentenkarte



Tag : _____

Beginn : _____

Preis : _____ DM

Saal Großer Saal Kleiner Saal Studiobühne



Reservierung : 2 Plätze,
Parkett Mitte



Bis wann müssen die bestellten Karten im Theater abgeholt werden?

Szenario 5: Theaterkasse

Ihr Name: *Schauspielhaus Bochum*



Theaterprogramm

Wochentag	Großer Saal	Kleiner Saal	Studiobühne
Montag, 20.00 Uhr	Kabale & Liebe	--	--
Dienstag, 20.00 Uhr	--	Blick zurück im Zorn	Dilletantenball III
Mittwoch, 20.00 Uhr	Romeo & Julia	--	--
Donnerstag, 20.00 Uhr	Dreigroschenoper	Blick zurück im Zorn	Der Fluch
Freitag, 20.15 Uhr	Kabale & Liebe	--	Dilletantenball III
Samstag, 19.30 Uhr	Dreigroschenoper	Sommernachtstraum	Der Fluch
Sonntag, 19.45 Uhr	Romeo & Julia	Sommernachtstraum	--



Reservierung: NAME : _____

ANZAHL PLÄTZE : _____

PREIS : Regulär (14,- DM bis 60,- DM)

Ermäßigt (12,- DM)

PLÄTZE : _____

Parkett Rang

Lins Mitte Rechts



Szenario 6: Konzertkasse

Ihr Name: *Dr. Platvoetz*



2 Karten für Starlight Express



Samstag, den 05.07.97 oder
Sonntag, den 06.07.97,
Karten für unter 100,- DM



Datum : _____

Uhrzeit : _____

Platz-Kategorie : _____

Preis : _____ DM/Ticket



Reservierung : Düsseldorf Straße 224,
45481 Mühlheim
☎ 0208 / 47 59 40



Wird in dem Musical auf deutsch oder auf englisch gesungen?

Szenario 6: Konzertkasse

Ihr Name: *STELLA – The Musical Company*



Starlight Express

	Samstag 05.07.97 20.00 Uhr		Sonntag 06.07.97 20.00 Uhr	
	Preis	Status	Preis	Status
Parkett	140,- DM	<i>Ausverkauft</i>	110,- DM	
Tribüne	170,- DM	<i>Ausverkauft</i>	140,- DM	
Mitteltribüne	170,- DM		140,- DM	<i>Ausverkauft</i>
Seitentribüne	120,- DM		90,- DM	
Rang	90,- DM		60,- DM	<i>Ausverkauft</i>



Reservierung : ANZAHL PLÄTZE : _____
 NAME : _____
 ADRESSE : _____
 TELEFON : _____



Szenario 7: Autovermietung

Ihr Name: *Pfeifer*



1 Kleintransporter für einen Umzug



für ein Wochenende (Samstag und Sonntag),
mindestens 1.80 m Ladehöhe,
möglichst günstig



Modell : _____

Ladehöhe : _____

Preis : _____ DM/Tag



Reservierung : Eurocard

Kreditkartennummer: 8823 7453 6592 0023

gültig bis 12/99

Führerschein Klasse 3



Ab wieviel Uhr kann ich den Wagen morgens abholen?

Szenario 7: Autovermietung

Ihr Name: *Allround Autovermietung*

Belegungsplan Kleintransporter



Tag	Ford Transit	Mercedes Sprinter	VW Transporter
Montag	<i>belegt</i>	<i>belegt</i>	
Dienstag	<i>belegt</i>	<i>belegt</i>	
Mittwoch		<i>belegt</i>	<i>belegt</i>
Donnerstag	<i>belegt</i>		<i>belegt</i>
Freitag		<i>belegt</i>	
Samstag			
Sonntag	<i>belegt</i>		
Führerschein	Klasse 3	Klasse 3	Klasse 3
Freie Kilometer	100 km	100 km	100 km
Preis pro Tag	129,- DM	169,- DM	109,- DM
Ladehöhe	2 m	2.30 m	1.90 m



Reservierung: NAME : _____

KREDITKARTE : _____

KREDITKARTE-NR. : _____

GÜLTIG BIS : _____

FÜHRERSCHEIN : Klasse 1 Klasse 2 Klasse 3



Szenario 8: Autovermietung

Ihr Name: *Sehl*



1 PKW mieten



Donnerstag bis Samstag,
möglichst günstig



Modell : _____

Standort : _____

Preis : _____ DM/Tag



Reservierung : American Express

Kreditkartennummer: 6430 5188 1926 4623

gültig bis 09/98



Ist die Versicherung im Preis enthalten?

Szenario 8: Autovermietung

Ihr Name: *Intercar Autovermietung*



Belegungsplan PKW's

Tag	VW Golf	Opel Corsa	Mercedes C 240	Audi Quattro
Montag		<i>belegt</i>	<i>belegt</i>	<i>belegt</i>
Dienstag			<i>belegt</i>	<i>belegt</i>
Mittwoch	<i>belegt</i>	<i>belegt</i>	<i>belegt</i>	
Donnerstag	<i>belegt</i>			
Freitag	<i>belegt</i>			
Samstag	<i>belegt</i>			
Sonntag	<i>belegt</i>		<i>belegt</i>	<i>belegt</i>
Preis/Tag	87,-DM	78,- DM	103,- DM	99,- DM
Freie Kilometer	300 km	100 km	100 km	100 km
Standort	Parkhaus Bahnhof	Parkhaus Bahnhof	Parkhaus Herner Str.	Parkhaus Herner Str.



Reservierung: NAME : _____

KREDITKARTE : MasterCard Visa American Express

KARTEN-NR. : _____

GÜLTIG BIS : _____



Szenario 9: Zimmerreservierung

Ihr Name: *Waissenberk*



2 Einzelzimmer



16.-23. März,
mit Bad und/oder Balkon bevorzugt



Zimmer Nr : _____ und _____

Bad : JA NEIN JA NEIN

Balkon : JA NEIN JA NEIN



Reservierung : 1. Zimmer für André Waissenberk

2. Zimmer für Sarah Osterloh

☎ 0 234 / 89 71 26



Liegt im März noch genug Schnee zum Skifahren?

Szenario 9: Zimmerreservierung

Ihr Name: *Resort Hotel Tirol*



Zimmerbelegung

Woche	Zimmer Nr 106	Zimmer Nr 118	Zimmer Nr 235	Zimmer Nr 257
01.03.-07.03.97		<i>belegt</i>	<i>belegt</i>	<i>belegt</i>
08.03.-15.03.97	<i>belegt</i>		<i>belegt</i>	
16.03.-23.03.97				
24.03.-31.03.97	<i>belegt</i>	<i>belegt</i>		
Zimmerart	Doppelzimmer	Einzelzimmer	Einzelzimmer	Doppelzimmer
Bad	ohne	mit	mit	ohne
Balkon	mit	mit	ohne	ohne



Reservierung: NAME (n) : _____
 : _____
 TELEFON : _____



Szenario 10: Apartmentreservierung

Ihr Name: *Dr. Sieverding*



1 Ferienwohnung in Rimini/Italien



24.-31. März

für mindestens 4 Personen

möglichst in Strandnähe



Name der Wohnung : _____

Größe : _____ Personen

Preis : _____ DM/Woche

Nähe zum Strand _____ m



Reservierung : Königsallee 109

44789 Bochum

☎ 0234/75618



Ist es im März schon warm genug zum Baden?

Szenario 10: Apartmentreservierung

Ihr Name: *Family Club Italien*



Apartmentbelegung

Woche	Apartment "Calderone"	Apartment "Angeli"	Apartment "Pronti"	Apartment "Riviera"
01.03.-07.03.97		<i>belegt</i>	<i>belegt</i>	<i>belegt</i>
08.03.-15.03.97	<i>belegt</i>	<i>belegt</i>	<i>belegt</i>	
16.03.-23.03.97	<i>belegt</i>			<i>belegt</i>
24.03.-31.03.97				<i>belegt</i>
Größe Personen	3	4	6	6
Nähe zum Strand	ca. 200 m	ca. 50 m	ca. 50 m	ca. 50 m
Preis pro Woche	210,- DM	379,- DM	290,- DM	569,- DM



Reservierung: NAME : _____
 ADRESSE : _____
 : _____



Szenario 11: Pizzaservice

Ihr Name: *Clemens*



1 große Pizza



für 2 Personen

vegetarische Pizza bevorzugt



Belag

: _____

Preis

: _____ DM



Lieferung an

: Glücksburger Str. 41,

Bochum

☎: 7 34 20



Wie lange dauert es bis die Pizza geliefert wird?

Szenario 11: Pizzaservice

Ihr Name: *Pizzeria Roma*



Pizza

Pizzen	1 Person	2 Personen	4 Personen
Toscana (Schinken, Champignons, Tomaten, Käse)	8,- DM	15,- DM	27,- DM
Tonno (Thunfisch, Zwiebeln, Tomaten, Käse)	10,- DM	19,- DM	35,- DM
Fabrizio (Salami, Schinken, Tomaten, Käse)	8,- DM	15,- DM	27,- DM
Vegetaria (Spinat, Champignons, Tomaten, Käse)	9,- DM	17,- DM	31,-DM



Lieferung an: NAME : _____
ADRESSE : _____
TELEFON : _____



Szenario 12: Partyservice

Ihr Name: *Hessler*



Essen für eine Party



für 30 Personen
möglichst günstig



Angebot : _____

Portion : _____

Beilage : _____

Preis /Person : _____ DM



Lieferung an : Talstraße 124
44869 Bochum

Datum : Samstag, den 31.05.97 um 12.00 Uhr



Wieviel alkoholfreie Getränke sollte man für 30 Personen bestellen?

Szenario 12: Partyservice

Ihr Name: *Good Time Party Service GbR*



Party Angebote

Angebot	Preis/Person	Beilage	Portion
Warmes Buffet (ab 40 Personen)	14,- DM	Salate	500 g
Kaltes Buffet (ab 30 Personen)	9,- DM	Schokoladenpudding	400 g
Gulasch (ab 25 Personen)	6,- DM	Baguette	350 g
Bockwürstchen (ab 20 Personen)	4,50 DM	Kartoffelsalat	300 g



Lieferung an: NAME : _____
ADRESSE : _____
ANZAHL PERSONEN : _____
TAG, DATUM & UHRZEIT : _____



Szenario 13: Bibliothek

Ihr Name: *Hüllstrung*



Buch ausleihen



Ein Krimi von Agatha Christie
falls das Buch ausgeliehen ist, bitte vormerken



Buchtitel : _____

vorgemerkt für : _____

den : _____ Tage

Ausleihdauer



Bestellung : ☎ 026 23/27 81

Kundennummer: H 1092



Wieviel kostet das Ausleihen?

Szenario 13: Bibliothek

Ihr Name: *Stadtbücherei Bochum*



Lieferzeiten für bestellte Bücher

Auswahl von Autoren	Auswahl von Titeln	ausgeliehen bis nächsten	Ausleihdauer
Agatha Christie	Mord im Orientexpress	Freitag	10 Tage
	Tod am Nil	Montag	10 Tage
	Die Mausefalle	Dienstag	10 Tage
Astrid Lindgren	Pippi Langstrumpf	<i>erhältlich</i>	8 Tage
	Die Kinder von Bullerbü	Mittwoch	8 Tage
	Karlsson vom Dach	<i>erhältlich</i>	8 Tage
Michael Ende	Jim Knopf und Lukas der Lokomotivführer	Donnerstag	12 Tage
	Momo	<i>erhältlich</i>	12 Tage
	Die unendliche Geschichte	Freitag	12 Tage



Bestellung : NAME : _____

KUNDENUMMER : _____

TELEFON : _____



Szenario 14: Bibliothek

Ihr Name: *Jacoby*



Buch verlängern



"Pippi Langstrumpf" von Astrid Lindgren
seit 1 Woche ausgeliehen
möglichst lange verlängern



Datum heute : _____

Verlängert bis : _____

Preis : _____ DM



Reservierung : Kundennummer: J 91 38 70



Welche anderen Bücher gibt es noch von Astrid Lindgren?

Szenario 14: Bibliothek

Ihr Name: *Stadtbücherei Bochum*



**Verlängerungen für Bücher,
die bereits 1 Woche ausgeliehen wurden**

Buchart	Verlängerung um max.	Preis
Biographien	KEINE VERLÄNGERUNG MÖGLICH	--
Fantasy	7 Tage	2,- DM
Horror	14 Tage	2,50 DM
Kinderbücher	5 Tage	1,- DM
Krimi	7 Tage	1,50 DM
Nachschlagewerke	KEINE VERLÄNGERUNG MÖGLICH	--
Sachbücher	1 Monat	3,50 DM



Reservierung: BUCHTITEL : _____
VERLÄNGERT BIS : _____
NAME : _____
KUNDENNUMMER : _____



Szenario 15: Wohnungsanzeige

Ihr Name: *Kayser*



Wohnungsanzeige aufgeben



Rubrik: Mietangebote
am Samstag,
möglichst auffällig



Textart : _____

Preis : _____ DM

Überweisung auf : _____



Text : 3 Zimmer, KDB¹, 67 m², 745,- DM kalt, ab 01.07.97,

☎ 0 234/71 45 30



Wie hoch ist die Auflage des Stadtspiegel am Wochenende?

¹ KDB = **K**üche-**D**iele-**B**ad

Szenario 15: Wohnungsanzeige

Ihr Name: *Anzeigenannahme Stadtspiegel Bochum*



Preise pro Zeile für Wohnungsanzeigen

Textart	Tage					
	Montag	Dienstag	Mittwoch	Donnerstag	Freitag	Samstag
Text fett + umrahmt	10,- DM	10,- DM	12,- DM	10,- DM	12,- DM	15,- DM
Text fett	8,- DM	8,- DM	9,50 DM	8,- DM	9,50 DM	13,- DM
Text einfach + umrahmt	7,- DM	7,- DM	8,50 DM	7,- DM	8,50 DM	11,- DM
Text einfach	5,- DM	5,- DM	6,- DM	5,- DM	6,- DM	10,- DM

Kontonummer 444 100, BLZ 430 500 01, Sparkasse Bochum

Rubrik : Mietangebote Mietgesuche Sonstige



Text : _____
: _____
: _____



Szenario 16: Wohnungssuche

Ihr Name: *Nowack*



Preise und Besichtigungstermine für Wohnungen in Bochum



3 Zimmer KDB¹,
ca. 50 bis 65 qm,
Besichtigung nur am Wochenende möglich

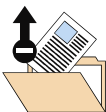


Größe der Wohnung : _____ m²

Adresse : _____

Besichtigung am : _____ um _____ Uhr

Preis : _____



Telefon : ☎ 0234/80 23 63 (privat)
0234/55 00 12 (Büro)



Wie hoch ist die Kautiön?

¹ KDB = **K**üche-**D**iele-**B**ad

Szenario 16: Wohnungssuche

Ihr Name: *Trend Immobilien GmbH*



Freie Wohnungen in Bochum

Wohnung	2 Zimmer KDB ¹	1 Zimmer KDB	3 Zimmer KDB	3 Zimmer KDB
m²	47 m ²	30 m ²	58 m ²	64 m ²
Adresse	Markstr. 235	Talstr. 41	Feldweg 2	Blumenallee 78
Besichtigung	Nächsten Mittwoch ab 17.30 Uhr	Nächsten Freitag ab 18.00 Uhr	Nächsten Samstag ab 10.00 Uhr	Nächsten Samstag ab 14.00 Uhr
Miete (kalt)	564,- DM	385,- DM	756,- DM	928,- DM



Termin für: NAME : _____
 TELEFON : _____
 TAG + UHRZEIT : _____



¹ KDB = Küche-Diele-Bad

Szenario 17: Arzttermin

Ihr Name: Rheinhardt



Termin beim Augenarzt



möglichst vormittags vor 9.00 Uhr

Mittwoch oder Donnerstag



Termin : Tag : _____

Datum : _____

Uhrzeit : _____



Angaben zur Person : Krankenkasse UNIKA,
regelmäßiger Patient, letzter Besuch vor 6 Monaten,
Kontrolltermin



Wie lange muß ich bei Ihnen warten?

Szenario 17: Arzttermin

Ihr Name: *Augenarztpraxis Dr. Otto*



Terminplan

1. Juniwoche

	Montag, 02.06.97	Dienstag 03.06.97	Mittwoch 04.06.97	Donnerstag 05.06.97	Freitag 06.06.97
8.30		Klos			Sting
8.45	Kohl			Kree	Gabriel
9.00	Blüm	Sammer	Chapuisat	Feiersinger	Jackson
9.15	Waigel	Kohler	Riedle		
9.30	Seehofer	Cesar		Tanko	Ami Grant
9.45	Rau	Sousa	Ricken	Tretschok	Bon Jovi
10.00	Lafontaine	Zorc	Herrlich	Bout	Clapton
10.15	Schroeder	Möller	Heinrich		Grönemeyer
10.30	Scharping	Lambert	Freund		
10.45		Reuter		De Beer	Domingo



Tag, Datum & Uhrzeit : _____

Welche Krankenkasse? : _____

Waren Sie schon einmal bei uns? : JA NEIN

Wann waren Sie das letzte Mal da? : _____

Worum geht es? : Brille Kontrolle Beschwerden

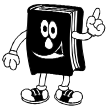


Szenario 18: Arzttermin

Ihr Name: *Reineke*



Termin beim Augenarzt verschieben



möglichst nachmittags nach 17.00 Uhr

Wochentag egal

es handelt sich um einen Kontrolltermin



Neuer Termin : Datum : _____

Uhrzeit : _____



Angaben zur Person : Alter Termin: Dienstag 15.30 Uhr

Krankenkasse BUDAKA,

Kontrolltermin



Wie lange dauert der Kontrolltermin?

Szenario 18: Arzttermin

Ihr Name: *Augenarztpraxis Dr. Otto*



Terminplan

1. Juliwoche

	Montag	Dienstag	Mittwoch	Donnerstag	Freitag
15.30	Klos	Reineke		Sousa	Sting
15.45		Kohl	<i>Am</i>	Tanko	Gabriel
16.00	Sammer	Blüm	<i>Mittwoch</i>	Ricken	Jackson
16.15	Kohler	Waigel	<i>nachmittag</i>	Chapuisat	
16.30	Cesar	Seehofer	<i>hat</i>	Riedle	
16.45	Reuter	Rau	<i>die</i>	Herrlich	Bon Jovi
17.00	Zorc	Lafontaine	<i>Praxis</i>		Clapton
17.15	Möller	Schroeder	<i>geschlossen</i>		Grönemeyer
17.30	Lambert	Scharping	!	Heinrich	
17.45					Domingo



Alter Termin : _____

Neuer Termin : _____

Krankenkasse : _____

Worum geht es? : Brille Kontrolle Beschwerden



Appendix V

Example scenarios in English language

(This appendix does not form an integral part of this Recommendation)

If you are the caller, you have the following symbols:



This symbol means that you are the caller. Please wait until the supervisor tells you to start the conversation.



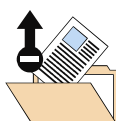
Next to this symbol, the reason for your call is given (e.g., I would like to buy a ticket).



*Next to this symbol is a condition which should be applied to the exchange of information (e.g., I would like to buy a ticket → **but** as cheaply as possible).*



Next to this symbol you should write down what information you want to receive from your partner.



Next to this symbol is all the information your partner requires and which you will pass on to him/her.

If somebody rings you, you have the following symbols:



This symbol means that you are being called. Wait until it rings and pick up the receiver.



Next to this symbol is information from which you should select the details that your partner requires (e.g., train ticket prices for adults, children, special conditions for students).



Next to this symbol you should write down all the information you require from your partner.

Both speakers have this symbol:



Next to this symbol is a question to which neither you nor your partner will have information. You should discuss the question briefly and find a solution that is acceptable to both of you.



Practice: Travel agent

Your name: *Walker*



One week last minute trip to the Mediterranean



Departing tomorrow
Not to Spain
As cheap as possible



Price : _____ £

Day of departure : _____ at _____ h

Destination : _____

Hotel : _____



Reservation : Flying from Manchester

Mastercard

Credit card number: 9685 4712 0951 2781

Valid till 10/99



How long before the departure time do I have to check in?

Practice: Travel agent

Your name: *Thomas Cook travel agent*



One week last minute trip from Liverpool or Manchester

Destination	Departure today	Departure tomorrow	Departure the day after tomorrow
Spain (Mallorca) Hotel Playas Arenal <i>Half board</i>	£90 Dep. 19:30 h	£150 Dep. 10:15 h	£308 Dep. 10:15 h
Italy (Sicily) Hotel Città del Mare <i>Full board</i>	£140 Dep. 19:10 h	£160 Dep. 8:50 h	£290 Dep. 8:50 h
Portugal (Algarve) Hotel de Lagos <i>Half board</i>	£170 Dep. 20:20 h	£180 Dep. 9:45 h	£230 Dep. 9:45 h

(All prices are per person and include V.A.T.)



Reservation: Name : _____

Credit card : Mastercard Visacard
 American Express Eurocard

Credit card number : _____

Valid till : _____

Flying from Liverpool Manchester



Scenario 1: British Rail Travel Information

Your name: *Thompson*



Intended journey: London King's Cross → Inverness



Date: July 20th

Night train connection, sleeper

Through train if possible



Departure time : _____ h

Arrival time : _____ h

Train number : _____



Reservation : One berth in a sleeping-car

First class

Non-smoker



What time does the buffet car start serving breakfast?

Scenario 1: British Rail travel information

Your name: *British Rail travel service*



Timetable: London → Inverness

<i>Train number</i>	IC 1127	IC 829	IC 1511
London King's Cross	<i>Dep.</i> 19:18 h	20:50 h	22:09 h
York	<i>Arr.</i>	21:49 h	
<i>Train number</i>		EN 225	
York	<i>Dep.</i>	22:44 h	
Inverness	<i>Arr.</i> 4:39 h	6:30 h	7:16 h
	Sleeper only 2nd class	Sleeper only 2nd class	Sleeper 1st and 2nd class



Reservation:

Name : _____

Number of berths : _____

Class : _____

Smoker

Non-smoker



Scenario 2: British Rail travel information

Your name: *Hill*



Intended journey: London Euston → Carlisle



Date: October 5th

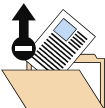
Arrival between 16:00 h and 16:30 h



Departure time : _____ h

Change at : _____ at _____ h

Arrival time : _____ h



Reservation : 2 seats

Second class

Non-smoker



Is there enough time to change?

Scenario 2: British Rail travel information

Your name: *British Rail travel service*



Timetable: London Euston → Carlisle

<i>Train number</i>	IC 645	IC 506	IC 941
London Euston	<i>Dep.</i> 9:27 h	11:27 h	14:28 h
Crewe	<i>Arr.</i> 11:05 h	13:35 h	
<i>Train number</i>	IC 2341	IC 2343	
Crewe	<i>Dep.</i> 11:20 h	13:47 h	
Carlisle	<i>Arr.</i> 14:01 h	16:01 h	18.51 h



Reservation: Name : _____
Number of seats : _____
Class : _____
Smoker
Non-smoker



Scenario 3: Information on flights

Your name: *Parker*



Intended journey: London Heathrow → Düsseldorf



Date: June 23rd

Morning flight

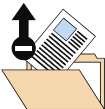
Direct flight preferred



Departure : _____ h

Arrival : _____ h

Flight number : _____



Reservation : One seat

Economy Class

Address : 47 Industry Street, Sheffield

☎ 20833



From which airport is it easier to get into Cologne city centre:

Düsseldorf or Cologne/Bonn?

Scenario 3: Information on flights

Your name: *Heathrow flight information*



Flight schedule: Heathrow → Düsseldorf

	Lufthansa	British Airways	Lufthansa
<i>Flight number</i>	LH 2615	BA 381	LH 413
Heathrow	<i>Dep.</i> 6:30 h	6:35 h	8:20 h
Brussels	<i>Arr.</i>	7:35 h	
Brussels	<i>Dep.</i>	7:50 h	
Düsseldorf	<i>Arr.</i> 7:35 h (daily)	8:55 h (daily)	9:25 h (daily)



Reservation:

Name : _____

Address : _____

: _____

Telephone number : _____

Number of seats : _____

Class Business Economy



Scenario 4: Information on flights

Your name: *Kelly*



Intended journey: Frankfurt → New York



Date: June 6th
To JFK airport



Departure : _____ h

Stopover at : _____ at _____ h

Arrival : _____ h



Reservation : One seat

MasterCard

Credit card number: 2602 2704 1612 1807

Valid till 2/99



What is the time difference between Frankfurt and New York? Are they ahead of us or behind?

Scenario 4: Information on flights

Your name: *Flight information Frankfurt airport*



Timetable: Frankfurt → New York

	Lufthansa	United Airlines	Lufthansa
<i>Flight number</i>	LH 400	UA 129	LH 402
Frankfurt	<i>Dep.</i> 9:50 h	7:25 h	13:30 h
London Heathrow	<i>Arr.</i>	8:00 h	
London Heathrow	<i>Dep.</i>	9:15 h	
New York JFK	<i>Arr.</i>	11:40 h	
New York Newark	<i>Arr.</i> 12:15 h (local time)	(local time)	16:05 h (local time)



Reservation:

Name : _____

Number of seats : _____

Credit card : _____

Credit card number : _____

Valid till : _____



Scenario 5: Theatre box office

Your name: *Richardson*



2 tickets for the "Three Penny Opera"



Next weekend (Saturday or Sunday)

Student reduction



Day : _____

Starting : _____ h

Price : _____ £

Auditorium Main auditorium Small auditorium Studio



Reservation : Two seats

Middle section of the stalls



By what time do we have to collect tickets we have reserved?

Scenario 5: Theatre box office

Your name: *Palladium Theatre, London*



Theatre programme

Weekday	Main auditorium	Small auditorium	Studio
Monday, 20:00 h	Hamlet	--	--
Tuesday, 20:00 h	--	Look Back in Anger	The Crucible III
Wednesday, 20:00 h	Romeo and Juliet	--	--
Thursday, 20:00 h	Three Penny Opera	Look Back in Anger	My Fair Lady
Friday, 20:15 h	Hamlet	--	The Crucible III
Saturday, 19:30 h	Three Penny Opera	A Midsummer Night's Dream	My Fair Lady
Sunday, 19:45 h	Romeo and Juliet	A Midsummer Night's Dream	--



Reservation:

Name : _____

Number of seats : _____

Price : Adults (£5 to £20) Reduction (£4)

Seats : Stalls Row
 Right Middle



Scenario 6: Concert box office

Your name: *Dr Spencer*



2 tickets for Starlight Express



Saturday, July 5th or

Sunday, July 6th

Tickets costing less than £35

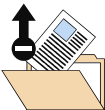


Date : _____

Time : _____ h

Seat category : _____

Price : _____ £ per ticket



Reservation : 12 Industry Street

London

☎ 47 59 40



Will the musical be in German or in English?

Scenario 6: Concert box office

Your name: *STELLA – The Musical Company*



Starlight Express

	Saturday, July 5th 20:00 h		Sunday, July 6th 20:00 h	
	Price	Availability	Price	Availability
Front stalls	£50	<i>Sold out</i>	£37	
Dress circle	£60	<i>Sold out</i>	£47	
Gallery	£60		£47	<i>Sold out</i>
Side gallery	£40		£30	
Row at the rear	£30		£20	<i>Sold out</i>



Reservation : Number of seats : _____

Name : _____

Address : _____

Telephone number : _____



Scenario 7: Renting a car

Your name: Phillips



One small removal van



For one weekend (Saturday and Sunday)

At least 1.80 m headroom inside

As cheap as possible



Type : _____

Headroom inside : _____ m

Price : _____ £ per day



Reservation : Eurocard

Credit card number: 8823 7453 6592 0023,

Valid till 12/99

HGV driving licence



How early can I collect the van?

Scenario 7: Renting a car

Your name: *AVIS Car Rentals*



Booking sheet for small vehicle

Day	Ford Transit	Mercedes Sprinter	VW Transporter
Monday	<i>Booked</i>	<i>Booked</i>	
Tuesday	<i>Booked</i>	<i>Booked</i>	
Wednesday		<i>Booked</i>	<i>Booked</i>
Thursday	<i>Booked</i>		<i>Booked</i>
Friday		<i>Booked</i>	
Saturday			
Sunday	<i>Booked</i>		
Type of licence	HGV	HGV	HGV
Kilometres free of charge	100 km	100 km	100 km
Price per day	£40	£60	£35
Headroom inside	2 m	2.30 m	1.90 m



Reservation: Name : _____
 Credit card : _____
 Credit card number : _____
 Valid till : _____
 Driving licence class 1 class 2 class 3



Scenario 8: Renting a car

Your name: *Pickering*



Rent a car



Thursday to Saturday
As cheaply as possible



Model : _____
Collection : _____
Point : _____
Price _____ £ per day



Reservation : American Express
Credit card number: 6430 5188 1926 4623
Valid till 09/99



Is insurance included in the price?

Scenario 8: Renting a car

Your name: *Hertz Car rentals*



Booking sheet for cars

Day	VW Golf	Vauxhall Corsa	Mercedes C 240	Audi Quattro
Monday		<i>Booked</i>	<i>Booked</i>	<i>Booked</i>
Tuesday			<i>Booked</i>	<i>Booked</i>
Wednesday	<i>Booked</i>	<i>Booked</i>	<i>Booked</i>	
Thursday	<i>Booked</i>			
Friday	<i>Booked</i>			
Saturday	<i>Booked</i>			
Sunday	<i>Booked</i>		<i>Booked</i>	<i>Booked</i>
Price/day	£ 30	£ 25	£ 35	£ 33
Kilometres free of charge	300 km	100 km	100 km	100 km
Collection point	Multi-storey car park in station	Multi-storey car park in station	Car park York Street	Car park York Street



Reservation: Name : _____
 Credit card : MasterCard Visa American Express
 Credit card Number : _____
 Valid till : _____



Scenario 9: Room reservation

Your name: *Francis*



Two singles



Dates: From March 16th to 23rd

With a bathroom/balcony if possible



Room number : _____ and _____

Bath : yes no yes no

Balcony : yes no yes no



Reservation : 1. Room for Andrew Francis

2. Room for Sarah Harrison

☎ 897126



Is there still enough snow in March to go skiing?

Scenario 9: Room reservation

Your name: *Resort Hotel Tirol*



Room plan

Week	Room No. 106	Room No. 118	Room No. 235	Room No. 257
From 1st to 7th March		<i>Booked</i>	<i>Booked</i>	<i>Booked</i>
From 8th to 14th March	<i>Booked</i>		<i>Booked</i>	
From 15th to 21st March				
From 22nd to 28th March	<i>Booked</i>	<i>Booked</i>		
Type of room	Double	Single	Single	Double
Bath	Without	With	With	Without
Balcony	With	With	Without	Without



Reservation: Name : _____

Telephone number : _____



Scenario 10: Booking an apartment

Your name: *Dr Silversmith*



One holiday apartment in Rimini, Italy



From March 24th to 31st

To sleep at least 4 people

If possible, near the beach

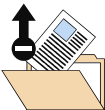


Name of apartment : _____

Size : _____ persons

Price : _____ £ per week

Distance from Beach : _____ m



Reservation : 233 Middle Street

Oxford

☎ 75618



Is it warm enough to go swimming in March?

Scenario 10: Booking an apartment

Your name: *Family Club Italy*



Apartment booking sheet

Week	Apartment "Calderone"	Apartment "Angeli"	Apartment "Pronti"	Apartment "Riviera"
From 1st to 7th of March		<i>Booked</i>	<i>Booked</i>	<i>Booked</i>
From 8th to 14th of March	<i>Booked</i>	<i>Booked</i>	<i>Booked</i>	
From 15th to 21st of March	<i>Booked</i>			<i>Booked</i>
From 22nd to 28th of March				<i>Booked</i>
Number of beds	3	4	6	6
Distance from beach	Approx. 200 m	Approx. 50 m	Approx. 50 m	Approx. 50 m
Price per week	£ 70	£ 120	£ 90	£ 180



Reservation: Name : _____

Address : _____



Scenario 11: Pizza service

Your name: *Clemence*



One large pizza



For 2 people

Vegetarian pizza preferred



Topping

: _____

Price

: _____ £



Delivery to

: 109 Weather Street

Brighton

☎: 73420



How long will we have to wait for the pizza to be delivered?

Scenario 11: Pizza service

Your name: *Pizzeria Roma*



Pizza

Pizzas	1 person	2 persons	4 persons
Toscana (ham, mushrooms, tomatoes, cheese)	£3.20	£5.95	£10.50
Tonno (tuna, onions, tomatoes, cheese)	£3.95	£7.50	£13.95
Fabrizio (salami, ham, tomatoes, cheese)	£4.20	£7.95	£14.95
Vegetarian (spinach, mushrooms, tomatoes, cheese)	£4.50	£8.50	£15.95



Delivery to: Name : _____
Address : _____

Telephone number : _____



Scenario 12: Party service

Your name: *Chatwin*



Food for a party



For 30 people

As cheap as possible



Offer : _____

Portion : _____

Side dish : _____

Price per person : _____ £



Deliver to : 436 Turner Street

Dover

Date : Saturday, April 5th, 12.00 h



How much beer should be ordered for 30 people?

Scenario 12: Party service

Your name: *Good Time Party Service Ltd.*



Special offers

Offer	Price per person	Side dishes/extras	Portion
Warm buffet (min. 40 people)	£5	Salads	500 g
Cold buffet (min. 30 people)	£3	Chocolate pudding	400 g
Irish stew (min. 25 people)	£2	Baguette	350 g
Hotdogs (min. 20 people)	£1	Potato salad	300 g



Deliver to: Name : _____
Address : _____
Number of people : _____
Day, date and time : _____



Scenario 13: Library

Your name: *Mackintosh*



Borrow a book



A detective novel by Agatha Christie

Please reserve it if it has already been taken out



Title of book : _____

Reserved for : _____

Borrowing period : _____ days



Order : ☎ 262271

Membership number: H 1092



How many books can I take out?

Scenario 13: Library

Your name: *City Library*



Delivery times for ordered books

Choice of authors	Choice of titles	Borrowed until	Lending period
Agatha Christie	Murder on the Orient Express	Friday	10 days
	Death on the Nile	Monday	10 days
	The Mouse trap	Tuesday	10 days
Astrid Lindgren	Pippi Longstocking	<i>Available</i>	8 days
	The Six Bulleby Children	Wednesday	8 days
Michael Ende	Jim Button and Luke the Engine Driver	Thursday	12 days
	Momo	<i>Available</i>	12 days
	The Never-ending story	Friday	12 days



Order : Name : _____
 Membership number : _____
 Telephone number : _____



Scenario 14: Library

Your name: *Jacobs*



Extend the length of time I can borrow a book



"*Pippi Longstocking*" by Astrid Lindgren

Taken out a week ago

Keep out for as long as possible



Date today : _____

Extension until : _____

Price : _____ £



Reservation : Membership number: J 91 38 70



Have you got other books by Astrid Lindgren?

Scenario 14: Library

Your name: *City Library*



**Extended borrowing period for books
that have already been out for one week**

Type of book	Extension of borrowing period (max.)
Biography	No extension possible
Fantasy	7 days
Horror	14 days
Children's book	5 days
Detective novel	7 days
Reference books	No extension possible
Non-fiction	1 month



Reservation: Book title : _____
Extension till : _____
Name : _____
Membership number : _____



Scenario 15: Flat to let

Your name: *Christie*



Put in an advertisement about a flat



Section: property to let

On Saturday

In as prominent a place as possible



Kind of text : _____

Price : _____ £

Cheque payable to : _____



Text : 3 rooms, kitchen, hall, bathroom, 67 m², £250 excluding bills

From June 7th

☎ 714530



How many copies of the Evening Chronicle are sold at the weekend?

Scenario 15: Flat to let

Your name: *Private Advertising Department, Evening Chronicle*



Price per line to adverts concerning flats to be let

Style of text \ day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Bold print + framed	£4	£4	£5	£4	£5
Bold print	£3	£3	£4	£3	£4	£5
Normal print + framed	£3	£3	£3	£3	£3	£4
Normal print	£2	£2	£2	£2	£2	£3

Cheques payable to: _____

Section To Let Accommodation wanted Miscellaneous



Print : _____
 : _____
 : _____



Scenario 16: Flat to let

Your name: *Nelson*



Price and appointments for viewing flats in London



3 rooms, hall, bathroom

Approx. 50 m by 65 m

Viewing only possible at the weekend



Size of flat : _____ m²

Address : _____

Viewing on : _____ at _____ h

Price : _____ £



Telephone : ☎ 802363 (home)

☎ 550012 (office)



Do I have to pay a deposit?

Scenario 16: Flat to let

Your name: *Trandy Property Developers Ltd.*



Vacant flats in London

Flat	Flat with 2 rooms	Flat with 1 room	Flat with 3 rooms	Flat with 3 rooms
Size	47 m ²	30 m ²	58 m ²	64 m ²
Address	235 Parker Street	41 Morning Street	2 Pitt Street	7 Flower Street
Viewing on	Next Wednesday from 17.30 h	Next Friday from 18.00 h	Next Saturday from 10.00 h	Next Saturday from 14.00 h
Rent excluding bills	£300	£230	£340	£400



Appointment for: Name : _____
Telephone number : _____
Day and time : _____



Scenario 17: Eye specialist's appointment

Your name: *Robinson*



Appointment at an eye specialist



If possible, before 9 am
Wednesday or Thursday



Appointment : Day : _____
Date : _____
Time : _____



Personal details : Last visit 6 months ago
Check-up



Will I have to wait even though I have an appointment?

Scenario 17: Eye specialist's appointment

Your name: *Practice Dr Wilson*



Appointments

First week in June

	Monday, 2nd	Tuesday, 3rd	Wednesday, 4th	Thursday, 5th	Friday, 6th
8.30 h		Flowers			Sting
8.45 h	Marshall			Kelly	Gabriel
9.00 h	Hill	Samson	Chapman	Flintstone	Jackson
9.15 h	Walsh	Coolman	Riddle		
9.30 h	Sims	King		Tanko	Grant
9.45 h	Reed	Simons	Robson	Tretschok	Bon Jovi
10.00 h	Owry	Zorco	Hermas	Bond	Clapton
10.15 h	Collins	Miller	Edwards		Dobson
10.30 h	Sharp	Lambert	French		
10.45 h		Reuter		Debenham	Domingo



Day, date and time : _____

Have you been here before? yes no

When was your last visit? : _____

Reason for visit? New glasses Check-up Problems/pain



Scenario 18: Eye specialist's appointment

Your name: *Robson*



Change an appointment



After 5 pm, if possible

Does not matter which day

It is only a check-up



New appointment time : Date : _____

Time : _____



Personal details : Old appointment: Tuesday 15.30 h

Check-up



How long does a check-up take?

Scenario 18: Eye specialist's appointment

Your name: *Practice Dr Miller*



Appointments

First week in June

	Monday	Tuesday	Wednesday	Thursday	Friday
15.30	Marshall	Robson			Sting
15.45		Ewing		Kells	Gabriel
16.00	Summer	Dickson		Carrington	Jackson
16.15	Hill	Coolman		Major	
16.30	Sims	King		Riddle	
16.45	Walsh	Snow	<i>Closed</i>	Windsor	Johnson
17.00	Zorro	Lowry			Clapton
17.15	Miller	Shriver			Parker
17.30	Lambert	Clark		Banks	
17.45					Debenham



Old appointment : _____

New appointment : _____

Reason for visit? New glasses Check-up Problems/pain



Appendix VI

Example scenarios in French language

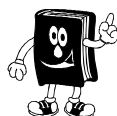
Symboles pour la personne qui appelle:



Ce symbole signifie que vous êtes la personne qui appelle. Attendez s'il vous plaît que la personne supervisant l'opération vous invite à commencer la discussion.



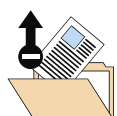
La raison de votre appel est décrite à côté de ce symbole (par exemple: je voudrais acheter un billet).



À côté de ce symbole est décrite une condition qui doit être prise en considération lors de l'échange d'informations (par exemple: je voudrais acheter un billet → MAIS le moins cher possible).



Vous devez, à côté de ce symbole, écrire toutes les informations que vous voulez apprendre de votre interlocuteur.



À côté de ce symbole sont énumérées toutes les informations dont votre interlocuteur a besoin et que vous devez lui fournir.

Symboles pour la personne qui est appelée:



Ce symbole signifie que vous êtes la personne appelée. Attendez s'il vous plaît que le téléphone sonne puis décrochez.



À côté de ce symbole sont énumérées des informations parmi lesquelles vous devez chercher celles dont votre interlocuteur a besoin (par exemple: le prix des billets de train pour les adultes, pour les lycéens et étudiants, pour les enfants, pour les personnes âgées, etc.)



Vous devez, à côté de ce symbole, écrire les informations que votre interlocuteur doit vous donner.

Symbole pour la personne qui appelle et pour la personne appelée:



À côté de ce symbole est posée une question pour laquelle ni vous ni votre interlocuteur n'avez d'information – Vous devez dans ce cas discuter brièvement la question et trouver une solution satisfaisante pour les deux parties.



Exercice: Agence de voyage

Votre nom: *Chevallier*



Voyage pour une semaine en Méditerranée



voyage de dernière minute: à partir de demain,
pas en Espagne,
le moins cher possible

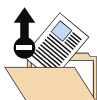


Prix : _____ FF

Jour de départ : _____ à _____ h _____

Destination : _____

Hôtel : _____



Réservation : Départ de Brest,
Mastercard,
N° de la carte de crédit: 9685 4712 0951 2781,
Valable jusqu'en 10/99



Combien de temps avant le départ dois-je être à l'aéroport?

Exercice: Agence de voyage

Votre nom: *Agence de voyage Look Saint-Brieuc*



**Voyages de dernière minute
pour une semaine
départ de Brest ou de Rennes**

Destination	Départ aujourd'hui	Départ demain	Départ après- demain
Espagne (Majorque) Hôtel Playas Arenal <i>Demi-pension</i>	1999 FF départ 19 h 30	2499 FF départ 10 h 15	2799 FF départ 10 h 15
Italie (Sicile) Hôtel Città del Mare <i>Pension complète</i>	2199 FF départ 19 h 10	2589 FF départ 8 h 50	2749 FF départ 8 h 50
Portugal (Algarve) Hôtel de Lagos <i>Demi-pension</i>	1549 FF départ 20 h 20	1699 FF départ 9 h 45	2099 FF départ 9 h 45

(Tous les prix sont donnés par personne et TVA incluse)



Réservation: NOM : _____
CARTE DE CRÉDIT : Mastercard Eurocard
: American Express Autre
N° CARTE DE CRÉDIT : _____
VALABLE JUSQU'À : _____
DÉPART DE : Brest Rennes

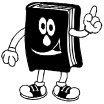


Scénario 1: Renseignements ferroviaires

Votre nom: *Mueller*



Vous voulez aller de: Montauban (82) à Paris



Date: 21/10

Voyage de nuit, wagon-lit

si possible sans changement de train



Heure de départ : _____ h _____

Heure d'arrivée : _____ h _____

N° de train : _____



Réservation : 1 couchette,
1ère classe
non-fumeur



Doit-on payer un supplément pour ce train ?

Scénario 1: Renseignements ferroviaires

Votre nom: *Renseignements pour les voyageurs de la S.N.C.F.*



Horaire des trains: Montauban → Paris

<i>N° train</i>	Train Vert 4424	Train Vert 4424	Train 174
Montauban <i>départ</i>	23 h 16	23 h 16	23 h 51
Limoges <i>arrivée</i>		2 h 48	
<i>N° train</i>		Train 472	
Limoges <i>départ</i>		3 h 47	
Paris Austerlitz <i>arrivée</i>	6 h 59	7 h 29	7 h 05
<i>Réservation</i>	Recommandée	Recommandée	Obligatoire
	1ère classe: couchettes	1ère classe: indisponible	1ère classe: COMPLET
	2ème classe: places assises, assises inclinables ou couchettes au choix	2ème classe: places assises ou assises inclinables	2ème classe: couchette ou voiture lit



Réservation: NOM : _____

NOMBRE DE COUCHETTES : _____

CLASSE : _____

FUMEUR :

NON-FUMEUR :



Scénario 2: Renseignements ferroviaires

Votre nom: *Le Roy*



Vous voulez aller de: Saint-Brieuc à Paris



le 5/10,

Gare Montparnasse,

Arrivée entre 18 heures et 18 h 30



Départ : _____ h _____

Changement à : _____ à _____ h _____

Arrivée : _____ h _____



Réservation : 2 places assises,

2ème classe,

Non-fumeur



A-t-on assez de temps pour changer de train?

Scénario 2: Renseignements ferroviaires

Votre nom: *Renseignements pour les voyageurs de la S.N.C.F.*



Horaire des trains: Saint-Brieuc → Paris

<i>N° de train</i>		TGV 8742	TGV 8736	Train 88526	TGV 8754
Saint-Brieuc	<i>départ</i>	14 h 20	13 h 25	12 h 47	16 h 22
Rennes	<i>arrivée</i>		14 h 15	14 h 10	
<i>N° de train</i>		Train vert 3734		TGV vert 8746	
Rennes	<i>départ</i>		14 h 38	15 h 59	
Paris Montparnasse	<i>arrivée</i>	17 h 20	18 h 02	18 h 15	19 h 25
Particularités		réservation obligatoire	réservation obligatoire de Saint-Brieuc à Rennes		réservation obligatoire



Réservation:

NOM : _____

NOMBRE DE PLACES : _____

CLASSE : _____

FUMEUR :

NON-FUMEUR :



Scénario 3: Renseignements aériens

Votre nom: *Benhamou*



Vous souhaitez un vol: Lyon → Berlin



le 23 décembre,
le matin,
vol direct de préférence



Départ : _____ h

Arrivée : _____ h

N° du vol : _____



Réservation : 1 place,
: en classe économique

Adresse : 17, rue Jean Savidan 22300 Lannion
☎ 02 96 37 25 94



Quel est l'aéroport le plus près du centre ville de Berlin?

Scénario 3: Renseignements aériens

Votre nom: *Renseignements aériens, aéroport de Lyon Satolas*



Horaire des vols: Lyon → Berlin

		Air inter Europe	TAT	Lufthansa
<i>N° des vols</i>		IT 2615	IJ 381	LH 413
Lyon Satolas	<i>départ</i>	6 h 30	6 h 35	8 h 20
Paris Orly	<i>arrivée</i>		7 h 35	
Paris Orly	<i>arrivée</i>		7 h 50	
Berlin Schönefeld	<i>arrivée</i>	7 h 55		
Berlin Tegel	<i>arrivée</i>		9 h 15	9 h 45
		<i>(tous les jours)</i>	<i>(tous les jours)</i>	<i>(tous les jours)</i>



Réservation: NOM : _____
ADRESSE : _____
N° DE TÉLÉPHONE : _____
NOMBRE DE PLACES : _____
CLASSE : Affaire Economique



Scénario 4: Renseignements aériens

Votre nom: *De Konynk*



Vous souhaitez un vol Paris → New York



le 10 octobre,
Aéroport John Fitzgerald Kennedy (JFK)



Départ : _____ h

Escale à : _____ à _____ h

Arrivée : _____ h



Réservation : 1 place,
Mastercard
N° de carte de crédit: 2602 2704 1612 1807,
valable jusqu'en 02/99



Quel est le décalage horaire entre Paris et New York?

Scénario 4: Renseignements aériens

Votre nom: *Renseignements aériens, aéroport de Roissy Charles de Gaulle*



Horaire des vols : Roissy → New York

		Lufthansa	United Airlines	Air France
<i>N° de Vol</i>		LH 400	UA 129	AF 242
Paris Roissy	<i>départ</i>	9 h 50	7 h 25	13 h 30
London Heathrow	<i>arrivée</i>		8 h 00	
London Heathrow	<i>départ</i>		9 h 15	
New York JFK	<i>arrivée</i>		11 h 40	
New York Newark	<i>départ</i>	12 h 15		16 h 05
		(heure locale)	(heure locale)	(heure locale)



Réservation: NOM : _____
 NOMBRE DE PLACES : _____
 CARTE DE CRÉDIT : _____
 N° CARTE DE CRÉDIT : _____
 VALABLE JUSQU'À : _____



Scénario 5: Places de spectacle

Votre nom: *Vernhes* (prononcer "vergne")



2 places pour "l'Opéra de quat' sous"



le week-end prochain (Samedi ou Dimanche)

Carte d'étudiant



Date (jour) : _____

Début de la représentation : _____

Prix : _____ FF

Salle Grande Salle Petite Salle Scène Studio



Réservation : 2 places,

Milieu orchestre



Jusqu'à quelle heure peut-on retirer des billets réservés?

Scénario 5: Places de spectacle

Votre nom: *Salle Le Quartz à Brest*



Programme des représentations

Jour de la semaine	Grande Salle	Petite Salle	Scène Studio
Lundi, 20 h 00	Bernard Alisson	--	--
Mardi, 20 h 00	--	Match d'improvisation	Les Escrocs
Mercredi, 20 h 00	Roméo et Juliette	--	--
Jeudi, 20 h 00	Opéra de quat' sous	Danses de Hongrie	Romain Didier
Vendredi, 20 h 15	Opéra de quat' sous	--	Les Têtes Raides
Samedi, 19 h 30	Opéra de quat' sous	Songe d'une nuit d'été	Daft Punk
Dimanche, 19 h 45	Roméo et Juliette	Songe d'une nuit d'été	--



Réservation:

NOM : _____

N° DES PLACES : _____

PRIX : Normal (de 50 à 200 FF)
 Réduit (40 FF)

PLACES : Orchestre
 Balcon
 Gauche Milieu Droite



Scénario 6: Places de concert

Votre nom: *Dr Le Quesnoy* (prononcer *Le Quénoi*)



2 places pour "Starmania"



Samedi 3 octobre ou
Dimanche 4 octobre 1998,
Places en dessous de 350 FF



Date : _____
Début de la
représentation : _____
Catégorie de la place : _____
Prix : _____ FF/billet



Réservation : 13 Place de l'église,
22700 Perros-Guirec
☎ 02 96 23 21 76



La comédie musicale est-elle en français ou anglais?

Scénario 6: Places de concert

Votre nom: *STARMANIA En Tournée*



Starmania

	Samedi 03.10.98 20 h 00		Dimanche 04.10.98 20 h 00	
	Prix	Statut	Prix	Statut
Orchestre	450 FF	<i>Complet</i>	360 FF	<i>Complet</i>
Tribune	550 FF	<i>Complet</i>	450 FF	
Tribune milieu	550 FF		450 FF	
Tribune côté	380 FF		300 FF	
Balcon	300 FF		200 FF	



Réservation: NOMBRE DE PLACES : _____
NOM : _____
ADRESSE : _____
N° DE TÉLÉPHONE : _____



Scénario 7: Location Auto

Votre nom: *Pélissier*



1 petit utilitaire pour un déménagement



pour un week-end (samedi et dimanche),
Hauteur de chargement: 1m 80 au moins,
le moins cher possible



Modèle : _____
Hauteur de chargement : _____
Prix : _____ FF/jour



Réservation : Eurocard,
Numéro de la carte de crédit: 8823 7453 6592 0023,
Valable jusqu'en décembre 1999
Permis de conduire B



A partir de quelle heure le matin puis-je venir chercher le véhicule?

Scénario 7: Location Auto

Votre nom: *Location auto "Europcar"*



Planning utilitaires

Jour	Ford Transit	Peugeot J9	Iveco Turbo Daily
Lundi	<i>réservé</i>	<i>réservé</i>	
Mardi	<i>réservé</i>	<i>réservé</i>	
Mercredi		<i>réservé</i>	<i>réservé</i>
Jeudi	<i>réservé</i>		<i>réservé</i>
Vendredi		<i>réservé</i>	
Samedi			
Dimanche	<i>réservé</i>		
Permis	B	B	B
Kilométrage max.	100 km	100 km	100 km
Tarif/jour	409 FF	529 FF	389 FF
Hauteur de chargement	2 m	2.30 m	1.90 m



Réservation: NOM : _____
 CARTE DE CRÉDIT : _____
 N° CARTE DE CRÉDIT : _____
 VALABLE JUSQU'À : _____
 PERMIS DE CONDUIRE : A B E



Scénario 8: Location Auto

Votre nom: *Pinaut*



Location d'un véhicule de tourisme



de jeudi à samedi,
le moins cher possible



Modèle : _____

Lieu : _____

Prix : _____ FF/jour



Réservation : American Express,
N° de carte de crédit: 6430 5188 1926 4623,
valable jusqu'en septembre 1999



L'assurance est-elle comprise dans le prix?

Scénario 8: Location Auto

Votre nom: *location Auto "Hertz"*



Planning véhicules de tourisme

Jour	Renault Clio	Peugeot 106	Citroën Xantia	Volkswagen Golf
Lundi		<i>réservé</i>	<i>réservé</i>	<i>réservé</i>
Mardi			<i>réservé</i>	<i>réservé</i>
Mercredi	<i>réservé</i>	<i>réservé</i>	<i>réservé</i>	
Jeudi	<i>réservé</i>			
Vendredi	<i>réservé</i>			
Samedi	<i>réservé</i>			
Dimanche	<i>réservé</i>		<i>réservé</i>	<i>réservé</i>
Prix/jour	310 FF	275 FF	370 FF	340 FF
Kilométrage max.	300 km	100 km	100 km	100 km
Lieu	Gare routière	Gare routière	Aéroport	Aéroport



Réservation: NOM : _____
 CARTE CRÉDIT : MasterCard Visa American Express
 N° CARTE CRÉDIT : _____
 VALABLE JUSQU'EN : _____



Scénario 9: Location d'une chambre d'hôtel

Votre nom: *Weill (prononcer Veille)*



2 chambres simples



du 15 au 28 mars,
avec douche et/ou balcon de préférence



N° chambre : _____ et _____

Douche : OUI NON OUI NON

Balcon : OUI NON OUI NON



Réservation : 1ère chambre pour André Weill
2ème chambre pour Ghislain Chautard
☎ 05 65 81 54 72



Y a-t-il en mars encore assez de neige pour faire du ski?

Scénario 9: Location d'une chambre d'hôtel

Votre nom: *Hôtel des Cimes à Morzine*



Planning d'occupation des chambres

Semaine	Chambre N° 106	Chambre N° 118	Chambre N° 235	Chambre N° 257
01.03.-07.03.		<i>réservé</i>	<i>réservé</i>	<i>réservé</i>
08.03.-14.03.	<i>réservé</i>		<i>réservé</i>	
15.03.-21.03.				
22.03.-28.03.	<i>réservé</i>	<i>réservé</i>		
29.03.-04.04.	<i>réservé</i>	<i>réservé</i>		
Chambre	Chambre double	Chambre simple	Chambre simple	Chambre simple
Douche	non	oui	oui	non
Balcon	oui	oui	non	non



Réservation: NOM : _____
N° DE TÉLÉPHONE : _____



Scénario 10: Réserveation d'un appartement

Votre nom: *M. Rocques*



1 appartement (vacances) à Rimini (Italie)



du 22 au 28 mars,
pour au moins 4 personnes,
si possible à proximité de la plage



Nom de l'appartement : _____

Nombre de personnes : _____ Personnes

Prix : _____ FF/semaine

Plage à _____ m



Réserveation : 104 avenue Saint-Yves
22220 Tréguier
☎ 02 96 92 16 34



Est-ce qu'il fait déjà assez chaud en mars pour se baigner?

Scénario 10: Réservation d'un appartement

Votre nom: *Club Famille Italie*



Planning des appartements

Semaine	Appartement "Calderone"	Appartement "Angeli"	Appartement "Pronti"	Appartement "Riviera"
01.03.-07.03.		<i>réservé</i>	<i>réservé</i>	<i>réservé</i>
08.03.-14.03.	<i>réservé</i>	<i>réservé</i>	<i>réservé</i>	
15.03.-21.03.	<i>réservé</i>			<i>réservé</i>
22.03.-28.03.				<i>réservé</i>
29.03.-04.04.				<i>réservé</i>
Nombre de personnes	3	4	6	6
Plage à	env. 200 m	env. 50 m	env. 50 m	env. 50 m
Prix/semaine	750 FF	1150 FF	1050 FF	1700 FF



Réservation: NOM : _____
ADRESSE : _____
: _____



Scénario 11: Pizzaservice

Votre nom: *Lapeyre*



1 grosse pizza



pour deux personnes,
pizza végétarienne de préférence



Garniture : _____

Prix : _____ FF



Livraison à : 6, rue principale (face à l'école)

l'adresse : Loguivy les Lannion

☎: 02 96 48 45 31



Dans combien de temps la pizza sera-t-elle livrée?

Scénario 11: Pizzaservice

Votre nom: *Pizzeria Roma*



Pizza

Type de pizza	1 personne	2 personnes	4 personnes
Toscana (jambon, champignons, tomates, fromage)	25 FF	47 FF	84 FF
Tonno (thon, oignons, tomates, fromage)	34 FF	61 FF	112 FF
Fabrizio (salami, jambon, tomates, fromage)	25 FF	47 FF	84 FF
Vegetaria (épinards, champignons, tomates, fromage)	31 FF	56 FF	107 FF



Livraison à: NOM : _____
 ADRESSE : _____
 N° DE TÉLÉPHONE : _____



Scénario 12: Réception

Votre nom: *Ayrault*



Repas pour une fête



pour 30 personnes,
le moins cher possible



Offre : _____
Portion : _____
Supplément : _____
Prix / personne : _____ FF



Livraison à : 24, quai d'Aiguillon
22300 Lannion
Date : Samedi 31 octobre 1998 à 12 h 00



Combien de boissons non alcoolisées doit-on commander pour 30 personnes ?

Scénario 12: Réception

Votre nom: *Traiteur Le Bihan S.A.R.L.*



Offres

Offre	Prix/personne	Supplément	Portion
Buffet chaud (à partir de 40 personnes)	45 FF	Salade	500 g
Buffet froid (à partir de 30 personnes)	30 FF	Mousse au chocolat	400 g
Goulasch (à partir de 25 personnes)	20 FF	Pain	350 g
Plateau de charcuterie (à partir de 20 personnes)	15 FF	Salade de pommes de terre	300 g



Livraison à: NOM : _____
ADRESSE : _____
NOMBRE DE PERSONNES : _____
JOUR, DATE ET HEURE : _____

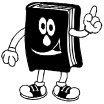


Scénario 13: Bibliothèque

Votre nom : *Le Gall*



Emprunt d'un livre



Un roman policier d'Agatha Christie
au cas où le livre serait déjà emprunté, le réserver



Titre de l'ouvrage : _____
réservé pour le : _____
Durée de l'emprunt : _____ jours



Réservation : ☎ 02 96 37 35 36
N° de client: H 1092



Combien cela coûte-t-il d'emprunter un livre?

Scénario 13: Bibliothèque

Votre nom: *Bibliothèque municipale de Lannion*



Service de prêt

Auteurs	Titres	emprunté jusqu'à ... prochain	Durée de l'emprunt
Agatha Christie	Le crime de l'Orient Express	Vendredi	10 jours
	Mort sur le Nil	Lundi	10 jours
	Dix petits nègres	Mardi	10 jours
Maurice Leblanc	l'arrestation d'Arsène Lupin	<i>non emprunté</i>	8 jours
	Arsène Lupin contre Sherlock Holmes	Mercredi	8 jours
	Arsène Lupin et l'aiguille creuse	<i>non emprunté</i>	8 jours
Arthur Conan Doyle (Sherlock Holmes)	Le chien des Baskerville	Jeudi	12 jours
	Une étude en rouge	<i>non emprunté</i>	12 jours
	Le ruban moucheté	Vendredi	12 jours



Réservation : NOM : _____
 N° DE CLIENT : _____
 N° DE TÉLÉPHONE : _____



Scénario 14: Bibliothèque

Votre nom: *Jacoby*



Prolonger un emprunt d'ouvrage



La Chartreuse de Parme, de Stendhal
emprunté depuis 1 semaine,
prolongation la plus longue possible



Date d'aujourd'hui : _____

Prolongation jusqu'à : _____

Prix : _____ FF



Réservation : N° de client: J 91 38 70



Quels autre livres du même auteur avez-vous?

Scénario 14: Bibliothèque

Votre nom: *Bibliothèque municipale de Lannion*



Prolongation des ouvrages déjà empruntés depuis 1 semaine

Type d'ouvrage	Prolongation maximale	Prix
Biographies	AUCUNE PROLONGATION POSSIBLE	--
Romans	7 jours	5 FF
Horreur	14 jours	7 FF
Ouvrages pour enfants	5 jours	3 FF
Policier	7 jours	4 FF
Ouvrages de référence	AUCUNE PROLONGATION POSSIBLE	--
Essais, documents	1 mois	10 FF



Réservation: TITRE DE L'OUVRAGE : _____
PROLONGATION JUSQU'À : _____
NOM : _____
N° D'ABONNEMENT : _____



Scénario 15: Petites annonces immobilières

Votre nom: *Briand*



Insertion d'une annonce immobilière



Rubrique: locations

le samedi,

le plus voyant possible



Type de texte : _____

Prix : _____ FF

Virement sur le compte : _____



Texte : 3 pièces, 67 m², 2200 FF (hors charges), à partir du
1ère novembre 1998,

☎ 02 96 48 45 30



Quel est le tirage du Télégramme le week-end?

Scénario 15: Petites annonces immobilières

Votre nom: Réception téléphonique de l'antenne de Lannion du Télégramme



Prix par ligne pour les annonces immobilières

Type de texte \ Jours	Jours					
	Lundi	Mardi	Mercredi	Jeudi	Vendredi	Samedi
Caractères gras + encadrés	30 FF	30 FF	35 FF	30 FF	35 FF	45 FF
Caractères gras	25 FF	25 FF	28 FF	25 FF	28 FF	40 FF
Caractères normaux + encadrés	22 FF	22 FF	26 FF	22 FF	26 FF	33 FF
Caractères normaux	15 FF	15 FF	18 FF	15 FF	18 FF	30 FF

N° de compte: 444 100, Code banque: 430 500 01, Caisse d'épargne Lannion

Rubrique : Location (offres) Location (recherches) Vente ou achat



Texte : _____
: _____



Scénario 16: Recherche d'appartement

Votre nom: *Nowack*



Prix et rendez-vous pour visiter des appartements à Lannion



3 pièces,

env. 50 à 65 m²,

Visites possibles seulement le week-end



Superficie de l'appartement : _____ m²

Adresse : _____

Visite le : _____ à _____ h _____

Prix : _____ FF



N° de téléphone : ☎ 02 96 48 96 45 (privé)

02 96 05 34 31 (professionnel)



À combien se monte la caution?

Scénario 16: Recherche d'appartement

Votre nom: *Agence Melscoët*



Appartements à louer à Lannion

Appartement	2 pièces	Studio	3 pièces	3 pièces
m²	47 m ²	30 m ²	58 m ²	64 m ²
Adresse	Rés. Haute Rive	37, rue Ernest Renan	12, impasse des peupliers	Le Rusquet
Visite	mercredi prochain, à partir de 17 h 30	vendredi prochain, à partir de 18 h 00	samedi prochain, à partir de 10 h 00	samedi prochain, à partir de 14 h 00
Loyer (sans les charges)	1700 FF	1100 FF	2300 FF	2700 FF



Rendez-vous pour: NOM : _____
N° DE TÉLÉPHONE : _____
JOUR & HEURE : _____



Scénario 17: Rendez-vous chez le dentiste

Votre nom: *Besnard* (prononcer Bénar)



Rendez-vous chez le dentiste



si possible le matin avant 9 h 00,
mercredi ou jeudi



Rendez-vous : Jour : _____

Date : _____

Heure : _____



Renseignements personnels : N° Sécurité Sociale: 2 57 12 22 002 125 (pour une femme) ou 1 58 05 22 157 084 (pour un homme),

Patient venant régulièrement,

dernière visite il y a 6 mois,

Visite de routine



Combien de temps dois-je attendre avant d'obtenir un rendez-vous?

Scénario 17: Rendez-vous chez le dentiste

Votre nom: *Cabinet du docteur Manac'h*



Emploi du temps

1ère semaine de juin

	Lundi, 19.09.98	Mardi 20.09.98	Mercredi 21.09.98	Jeudi 22.09.98	Vendredi 23.09.98
8 h 30		Paranthoën			Patard
8 h 45	Le Guen			Christin	Guillaumin
9 h 00	Latrasse	Billiou	Chapuis	Chanteur	Arzur
9 h 15	Moreau	Auclerc	Amaury		
9 h 30	Gillet	Chevalier	Delmotte	Krawczyk	Le Braz
9 h 45	Mérignac	Champigny	Leroi	Delorme	Jolivet
10 h 00	De Wolf	Rouquié	Gonçalves	Boullet	Jacob
10 h 15	Anselmini	Maubert	Péron		Jouan
10 h 30	Bailly	Lambert	Philippon		
10 h 45		Roulet		Le Gall	Domingo



Jour, date & heure : _____

N° de Sécurité Sociale? : _____

Êtes-vous déjà venu? : OUI NON

Quand êtes-vous venu pour la dernière fois? : _____

Raison de la visite? : Douleurs Routine Prothèse



Scénario 18: Rendez-vous chez l'oculiste

Votre nom: *Rouger*



Repousser le rendez-vous chez l'oculiste



si possible après 17 h 00,
n'importe quel jour de la semaine,
il s'agit d'une visite de routine



Nouveau rendez-vous Date : _____
Heure : _____



Renseignements personnels : Ancien rendez-vous: Mardi 15 h 30
N° Sécurité Sociale: 2 72 10 75 174 075 (pour une
femme) ou 1 69 02 29 023 002 (pour un homme),

Visite de contrôle



Combien de temps dure une visite de routine ?

Scénario 18: Rendez-vous chez l'oculiste

Votre nom: *Cabinet du docteur Anthelme*



Emploi du temps

1ère semaine de juillet

	Lundi	Mardi	Mercredi	Jeudi	Vendredi
15 h 30	Duclos	Rouger		De Sousa	Gicquel
15 h 45		Chaussier		Pinault	Louvion
16 h 00	Samois	Blum		Le Maux	Jacq
16 h 15	Poletti	Turpin		Gros	
16 h 30	Auguste	Trichet	<i>fermé!</i>	De la Bessière	
16 h 45	Etchegoyen	Hunault		Levillain	Bon
17 h 00	Le Fur	Lafontaine			Capelle
17 h 15	Mueller	Le Meur			Fernandez
17 h 30	Lambert	Auriac		Amiel	
17 h 45					Dominique



Ancien rendez-vous : _____

Nouveau rendez-vous : _____

N° de Sécurité Sociale : _____

Raison de la visite ? : Lunettes Contrôle Troubles



Appendix VII

Example of a Richard's task

(This appendix does not form an integral part of this Recommendation)

Random shapes are shown on each sheet. Twenty-four shapes is a typical number on one sheet. There are no meaningful relationships between shapes and their names. The detailed method used for generating shapes can be found in [b-RICHARDS]. The operator prepares the same set of sheets for both subjects. If the same 24 shapes are given to both subjects the order of the shapes should be different. An example sheet of random shapes is shown in Figure VII.1.

During the conversation, each subject arbitrarily chooses a shape on the sheet and talks about one of its features to his/her partner. His/her partner either guesses the name of the shape based on the information provided or requests additional information from the questioner.

The conversation may proceed as shown in the following example:

[Questioner]		[Respondent]
"Upper part is protruding like a thumb"	————→	"How about left hand side?"
"Left is very sharply protruding"	————→	"How about right hand side?"
...		
"Is it TEA?"	————→	"You are correct"

To help switch the roles of questioner and respondent, the operator carefully instructs both subjects during the preliminary training and tells them not to take too long discussing each shape.

The roles of respondent and questioner are switched every time the respondent provides the correct answer. The operator forces them to stop their conversation after the defined conversation time is passed and prompts them to shift quality evaluation stage.

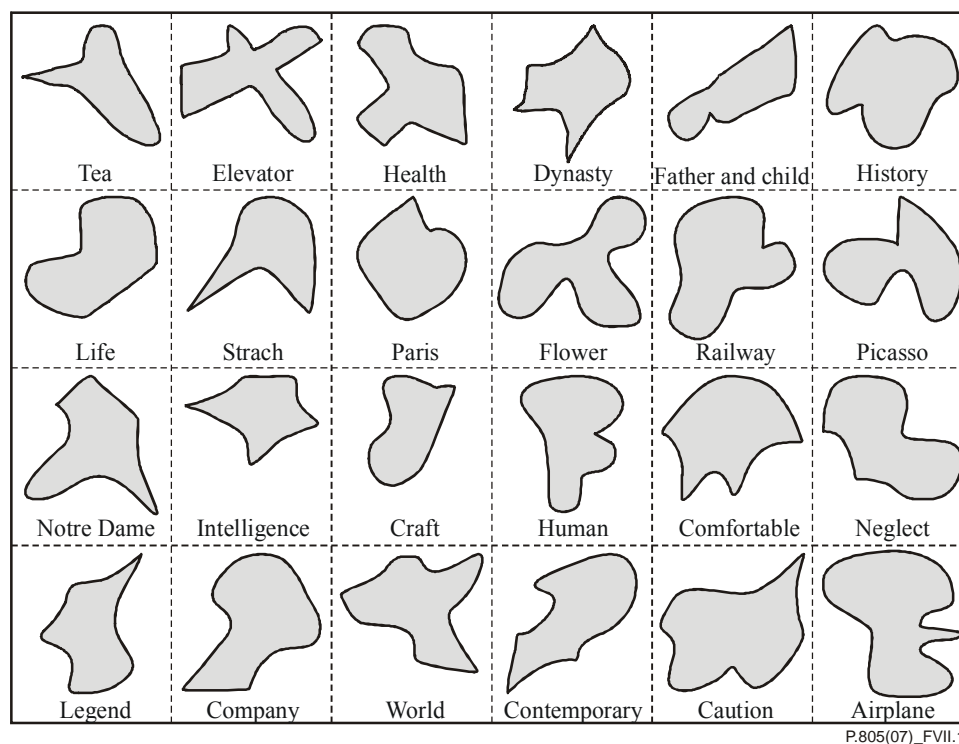


Figure VII.1 – Example sheet of random shapes for use in a Richard's task

Appendix VIII

Example scenarios for random number verification tasks

(This appendix does not form an integral part of this Recommendation)



Instructions: "Your conversation partner is also provided with such a list. Some of the numbers in your list do not correspond with those of your conversation partner. Find the wrong numbers as quickly as possible by taking turns reading them line by line. Acknowledge by saying "yes" or "no", and cross out the wrong numbers. You will read the bold red numbers and your conversation partner will read the non-bold blue ones".



You are the "caller".

18	88	80	74	55	7
15	29	14	37	17	82
20	95	36	77	34	83
46	84	30	67	25	99
28	27	36	96	60	97
55	10	87	53	43	98



Instructions: "Your conversation partner is also provided with such a list. Some of the numbers in your list do not correspond with those of your conversation partner. Find the wrong numbers as quickly as possible by taking turns reading them line by line. Acknowledge by saying "yes" or "no", and cross out the wrong numbers. You will read the bold blue numbers and your conversation partner will read the non-bold red ones".



Please wait to be called.

18	84	80	74	55	7
15	29	14	67	17	82
36	95	36	77	53	83
46	88	30	37	25	99
28	27	20	96	60	97
55	10	87	34	43	98

Appendix IX

Example scenarios for interactive short conversation tests

(This appendix does not form an integral part of this Recommendation)

Explanation of the symbols:

As calling subject:



*This symbol means: You **call**. Before you do so, please wait until the test operator tells you to start the telephone conversation.*



Here, the reason for your call is provided (e.g., "I need the up-to-date stock exchange data!").

As called subject:



*This symbol means: You **are** called. Please wait until the telephone rings and then pick up the receiver.*

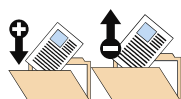


Here, the reason for the telephone conversation is provided (e.g., your conversation partner needs up-to-date stock exchange data, and you want to know the identification number his company uses for the respective rates!).

Both subjects:



These symbols indicate the information on who you are in the current scenario. Please remember that you have your own name in all scenarios! ("Where do you work?", etc.).



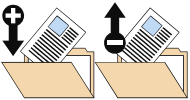
Besides this symbol you will find the table of data which need to be communicated to your conversation partner. Please fill in the data you obtain from your partner!



Human Resource Department, Company X



Exchange of identification numbers and email-addresses of new company members



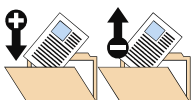
Name	Member ID	Email
Fachmann	536-952487	ks.fachmann
Bauer	258-761926	
Dreierlein	536-879177	
Gerhards	258-327431	
Hamberg	668-215623	
Tuchmeyer	536-412142	



Network Central, Company X



Exchange of identification numbers and email-addresses of new company members



Name	Member ID	Email
Fachmann	536-952487	ks.fachmann
Bauer		fp.bauer
Dreierlein		ps.dreierlein
Gerhards		jf.gerhards
Kobalt		kh.kobalt
Tuchmeyer		ag.tuchmeyer

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