



**TRANSCRIPTION CITY TYPING SERVICES**

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**TITLE :** Discourse Analysis Example

**DATE:** 28<sup>th</sup> September 2013

**NUMBER OF SPEAKERS:** 2 Speakers

**TRANSCRIPT STYLE:** Basic Discourse Analysis

**FILE DURATION:** 5 Minutes

**TRANSCRIPTIONIST:** Sally

**SPEAKERS**

**I: Interviewer**

**R: Respondent**

R: Did you say you were interested in discourse analysis transcription?

I: **[...] Yes I did. Is this something you could help me with?**

R: [Laughter] [High Tone] It certainly is! Here at Transcription City we offer a wide range of transcription styles and layouts, including edited transcription, intelligent verbatim transcription, strict verbatim transcription and basic discourse analysis. [...] We also offer video transcription services, with or without time codes and descriptions, which can save video editors a lot of time.

I: **[Excited] What does your discourse analysis transcription service include?**

R: Our discourse analysis transcription service includes pauses; long [...] short [...] and medium [...], tone of voice, emphasis, emotional overtones, whether something is spoken loudly or quietly, over-speaking and background noise.

I: **Great! How is this stuff indicated? [...] [Low Tone] Do I need to have previous knowledge and is it difficult to understand? [Sighs]**

R: [Laughs] No, not at all. Our [Emphasis] basic discourse analysis transcription is designed to be as user friendly as possible, so that anyone is able to understand it. We also offer our clients the option to include a key at the top of the page to add clarity to any symbols that you might find difficult to understand. [...] However, we find that it is rarely needed.

I: **[Excited] Great! What do I have to do to get started?**

R: Simply complete our new client registration form [quietly] (located in the menu bar under 'upload files'). Once complete [...] you will be redirected to upload your files to us and we will then make a start on your transcripts.

I: **Sounds good. How soon should I expect to receive my finished transcript? [...] I need it back quickly [Crying].**

R: [Sympathetic Tone] Our standard turnaround is 24-48 hours and we always have someone available via email or telephone if you have any questions in the meantime.

I: **[Cheerful Tone] Great! I'll send you my file now!**

**END OF TRANSCRIPT**