



SHIFT in Orality preparatory materials – Intellectual Output 5

SHIFT in Orality Summer School of Remote Interpreting – Forlì, June 11th-16th, 2018

NON-SCRIPTED ROLE-PLAY

Role play: car crash (3-point call)

Scenario description

This is a conversation between the passenger of a car and the emergency service after a car crash. In the country/region where the accident has taken place, there is a single number to call for all emergencies (112). **Speaker 1** (Operator) is a trained emergency operator, has already identified the language of the caller and put an interpreter on the line. **Speaker 2** (caller) is the passenger of the crashed car. The driver is unconscious.

Brief for Speaker 1: Operator

Your role	You have been working for the 112 call centre for a year, and have received specific training for it. You are used to working with telephone interpreters, as this is a service your call centre provides as you live in a famous tourist area.
General purpose and content of the meeting	The aim of this call is to understand what has happened and where, and to send appropriate emergency services if needed.
Information about your interlocutor	You have no information about the caller, as this is an unplanned call.
Aspects / questions that should be addressed	<ul style="list-style-type: none"> • Where exactly the caller is, especially in the case of a road accident. You have automatic locator but indications on landmarks around the spot is still useful. Also, the location of the caller may not be that of the accident/event • Confirm caller number which you are seeing in your caller ID • Caller data • Description of the situation (and further related questions). <ul style="list-style-type: none"> ➤ These might include, for example: <ul style="list-style-type: none"> - Are there any unconscious people? Are their head/ears bleeding? - Are there any wounded people? Where is the wound? - Is there fire/smoke? • Identify emergency services to send to location (ambulance, fire brigade, police...)



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Brief for Speaker 2: Caller

Your role	You are on holiday with your partner. He/She was driving your rented car when he/she lost control and crashed it against a wall. He/she might have fallen asleep. Now he/she is unconscious and his/her head is bleeding. There is smoke coming out of the car bonnet. You are obviously very scared and this can be felt in your voice, which is trembling and stammering.
General purpose and content of the meeting/encounter	You have called the 112 (general emergency number) and the operator has identified your language and put a telephone interpreter on the line.
Information about your interlocutor	Your interlocutor is the 112 operator.
Aspects / questions that should be addressed	<ul style="list-style-type: none"> • Get help; show you are very nervous and scared • Your partner is unconscious, his/her head is bleeding, and you can't really tell if it's just an external wound or something deeper • Try and give hints on where you are: <ul style="list-style-type: none"> ➤ These might include, for example: <ul style="list-style-type: none"> - I am on motorway A22 - There was a gas station about 1 km before the accident - I am at km 345 • There is smoke coming out of the car bonnet



Funded by the
Erasmus+ Programme
of the European Union



Shaping the Interpreters
of the Future and of Today
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Brief for the interpreter

General information	You have no information about this call as it is an unplanned one.
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