Masaryk University in Brno
Faculty of Arts

Department of English and American Studies

English Language and Literature

Miroslav Ježek

Glottalisations in Today's London English

B.A. Major Thesis

Supervisor: PhDr. Kateřina Tomková

2006

I declare that I have worked on this final year thesis independently, using only the primary and secondary sources listed in the bibliography section.

Miroslav Ježek

Acknowledgments

I am deeply indebted to the following people: Mr Dave Freestone who introduced me to all but one of my Speakers and showed me around London, Ms Nikki Rudcenko who made the whole trip to London possible, Mr Matthew Nicholls for his kind help with the correction of unclear passages in the recordings and, last but not least, I owe a particular debt to Ms Kateřina Tomková, my supervisor, for her invaluable help throughout the process of writing the present study.

Table of Contents

TABLE OF CONTENTS **4**

LIST OF PHONETIC SYMBOLS AND SIGNS **6**

0 GENERAL INTRODUCTION **8**

0. 1 COCKNEY/ESTUARY ENGLISH/RP 8
0. 2 THESIS OUTLINE 9
0. 3 RESEARCH QUESTIONS 10
0. 4 METHOD 10

1 THE HISTORY OF THE ENGLISH GLOTTAL STOP **11**

1. 1 THE EARLIEST TRACES 11
1. 2 THE TWENTIETH CENTURY 12

2 GLOTTALISATION IN PRESENT-DAY ENGLISH **14**

2. 1 THE PHYSIOLOGY OF THE GLOTTAL STOP 14
2. 2 THREE MAIN FUNCTIONS OF THE GLOTTAL STOP IN ENGLISH 14
2. 3 GLOTTAL REINFORCEMENT VS. GLOTTAL REPLACEMENT 14
2. 4 PHONETIC ENVIRONMENTS FAVOURING THE GLOTTAL STOP 15
2. 5 THE GLOTTAL STOP IN RP VS. COCKNEY 16
2. 6 GLOTTALISATION OF OTHER CONSONANTS 17
2. 7 CONSISTENCY IN THE USE OF THE GLOTTAL STOP 18

3 METHODOLOGY OF THE PRESENT STUDY **19**

3. 1 DATA 19
3. 2 INFORMANTS 20
3. 3 EQUIPMENT 20
3. 4 IDENTIFYING THE LINGUISTIC VARIABLE 21
3. 5 TRANSCRIPTIONS 21
3. 5. 1 Article- transcription in RP *23*
3. 5. 2 Speaker 1- Reading Part *24*
3. 5. 3 Speaker 1- Speaking Part *25*
3. 5. 4 Speaker 2- Reading Part *27*
3. 5. 5 Speaker 2- Speaking Part *28*
3. 5. 6 Speaker 3- Reading Part *29*
3. 5. 7 Speaker 3- Speaking Part *30*
3. 5. 8 Speaker 4- Reading Part *31*
3. 5. 9 Speaker 4- Speaking Part *32*
3. 5. 10 Speaker 5- Reading Part *33*
3. 5. 11 Speaker 5- Speaking Part *35*

4 RESULTS OF THE RESEARCH **37**

4. 1 RESULTS BY THE PHONETIC ENVIRONMENTS FAVOURING THE GLOTTAL STOP 37
4. 1. 1 Glottalisation of Consonants Other Than /t/ *37*
4. 1. 2 Glottalisation of /t/ *37*
4. 2 RESULTS BY INDIVIDUAL SPEAKERS 39
4. 3 RESULTS BY GENDER 40
4. 4 RESULTS BY AGE 40
4. 5 TOTAL RESULT 41

5 CONCLUSION **41**
APPENDIX 1 ..... **43**
BIBLIOGRAPHY **45**

LIST OF TABLES

TABLE 1. CORRELATION BETWEEN ACTUAL (LEFT) AND POSSIBLE (RIGHT) REALISATIONS OF THE GLOTTAL STOP BY INDIVIDUAL SPEAKERS AND BY WORD CATEGORIES 38
TABLE 2. CORRELATION BETWEEN ACTUAL (LEFT) AND POSSIBLE (RIGHT) REALISATIONS OF THE GLOTTAL STOP BY WORD CATEGORIES- RP AND SP COUNTED TOGETHER 38
TABLE 3. CORRELATION BETWEEN ACTUAL (LEFT) AND POSSIBLE (RIGHT) REALISATIONS OF THE GLOTTAL STOP BY WORD CATEGORIES- READING PART ONLY 38
TABLE 4. CORRELATION BETWEEN ACTUAL (LEFT) AND POSSIBLE (RIGHT) REALISATIONS OF THE GLOTTAL STOP BY WORD CATEGORIES- SPEAKING PART ONLY 38
TABLE 5. CORRELATION BETWEEN RP AND SP BY INDIVIDUAL SPEAKERS 39
TABLE 6. CORRELATION BETWEEN MALE AND FEMALE SPEAKERS 40
TABLE 7. CORRELATION BETWEEN AGED 20-40 AND AGED 40 ABOVE SPEAKERS 40
TABLE 8. TOTAL RESULT REGARDLESS OF ANY CRITERIA 41

List of Phonetic Symbols and Signs

- a open front unrounded vowel—first element of Eng. diphthong [aI], e.g. *fine*
- { front vowel between open and open-mid—Eng. *man*
- A open back unrounded vowel—Eng. *harsh*
- Θ open back rounded vowel—Eng. *dog*
- b voiced bilabial plosive—Eng. *bet*
- O open mid-back rounded vowel—Eng. *caught* and first element of diphthong [OI]
- d voiced alveolar plosive—Eng. *daddy*
- dZ voiced palato-alveolar fricative—Eng. *John*
- Δ voiced dental fricative—Eng. *other*
- e close-mid front unrounded vowel—Eng. *bed* and first element of diphthong [eI]
- ≅ central unrounded vowel—Eng. initial and final vowels in *another*
- 3 open-mid central unrounded vowel—Eng. *bird*
- f voiceless labiodental fricative—Eng. *four*
- g voiced velar plosive—Eng. *go*
- h voiceless glottal fricative—Eng. *home*
- ι close front unrounded vowel—Eng. *fleece*
- I close-mid centralised unrounded vowel—Eng. *sit*
- j palatal approximant—Eng. *you*
- ρ voiced post-alveolar approximant[1]—Eng. *row*
- k voiceless velar plosive—Eng. *car*
- l voiced alveolar lateral approximant—Eng. *lie*
- 5 voiced alveolar lateral approximant with velarization—Eng. *still*
- m voiced bilabial nasal—Eng. *man*
- n voiced alveolar nasal—Eng. *no*
- N voiced velar nasal—Eng. *bring*
- T voiceless dental fricative—Eng. *think*
- p voiceless bilabial plosive—Eng. *post*
- s voiceless alveolar fricative—Eng. *some*
- Σ voiceless palato-alveolar fricative—Eng. *shoe*
- t voiceless alveolar plosive—Eng. *toe*
- tΣ voiceless palato-alveolar affricate—Eng. *choose*
- u close back rounded vowel—Eng. *sue*
- Y close-mid centralised rounded vowel—Eng. *push*
- v voiced labiodental fricative—Eng. *very*
- ς open-mid back unrounded vowel—Eng. *shut*
- w labial-velar semi-vowel—Eng. *will*
- z voiced alveolar fricative—Eng. *zest*
- Z voiced palato-alveolar fricative—Eng. *seizure*
- ? glottal plosive (also called glottal stop)
- ⊕ indicates tone-unit boundary

---

[1] strictly speaking, this IPA symbol is used for voiced alveolar trill (as [ρ] in Scottish English) and the English word-initial consonant in *row* should be [≤], but for reasons of clarity this distinction is not recognised in the present thesis.

- ∩ indicates pause
- : indicates full length of preceding vowel, e.g. *caught* [kO:τ]
- ∧ indicates syllabicity, e.g. *station* [στεIΣν∧]
- ⊥ indicates non-syllabicity, e.g. *three* in broad Cockney [Tρ≅⊥ι]
- □ indicates aspiration, e.g. *posh* [π□ΘΣ]
- ∀ indicates primary stress, e.g. *put* [∀πΥτ]
- ⌊ indicates voiced quality, e.g. *better* [βε≡≅]
- ⇓ indicates devoiced quality, e.g. *paper* in Cockney [παIβ⇓≅][2]
- * indicates capital letters in spelling transcription, e.g. Liverpool [*∀λIϖ≅πΥ5]

[2] one of the possible realisations of the word *paper* in Cockney, see Chapter 2. 5.

0 General Introduction

This thesis deals with the phenomenon of glottal replacement which is one of the most heavily stigmatised features of English. COGGLE (1994: 42) puts it very accurately:

> Using the glottal stop between vowels is a bit like wearing a tattoo: whether you realise it or not, certain doors will be closed on you. It is a statement about you and about where you belong, or where you think you belong, in British society.

However, the significance of the glottal stop can hardly be overestimated for it appears to have been spreading rapidly in the past few decades and gaining more and more prestige. WELLS (1994: 3.2) observes that "the increased use of glottal stops within RP may be attributed to influence from Cockney and other working-class urban speech. What started as a vulgarism is becoming respectable". The last sentence from WELLS' quotation is crucially important—it is the change in the attitude of the British towards the glottal stop that makes this feature worth looking into even more. The use of the glottal stop is no longer restricted to London (the local dialect called Cockney) and Glasgow (Glaswegian) although the two cities are still held as the home of the glottal stop (see Chapter 1). The glottal stop can now be found in the speech of people throughout Britain.

Despite its rise in popularity in the rest of Britain, glottalisation is still considered to be primarily a feature of the urban accents in the aforementioned cities. It is only natural that this thesis focuses on glottalisation in Cockney because finding out what the situation in the home of the glottal stop is could shed more light on what is about to happen outside the capital of England. Also, in spite of numerous studies of urban accents throughout Britain[3], none of the current studies centres on the usage of the glottal stop in London, which is rather surprising since it appears sensible to assume that its status in London—with London English enjoying certain amount of superiority (stemming from the fact that London is the capital) over other accents—will help to predict the possible development of the phenomenon in the future.

0. 1 Cockney/Estuary English/RP

Formerly only people "born within the sound of Bow Bells" (WELLS 1982: 302) were considered to be true Cockneys (innermost suburbs such as Bethnal Green, Stepney,

[3] see e.g. TRUDGILL (1987), WELLS (1982) and MACAULAY (1977)

Hackney, Shoreditch….etc.). Nowadays the term is used far more generally to denote basically all Londoners who preserve in their speech at least some of the features typical of the Cockney dialect. These include th-fronting, h-dropping, l-vocalisation, the diphthong shift and, of course, glottalisation. Unfortunately, the scope of the present study does not permit further explanation of the first four phenomena[4].

Terminology grew one term bigger with the introduction of the term "Estuary English" (EE) by ROSENWARNE (1984: par. 2) who defines it as:

> a variety of modified regional speech [...] a mixture of non-regional and local south-eastern English pronunciation and intonation. If one imagines a continuum with RP and London speech at either end, 'Estuary English' speakers are to be found grouped in the middle ground.

. In short, people who speak EE are somewhere halfway between Cockney and RP[5]. The most important aspects of RP include its non-localisability (it is impossible to distinguish where one comes from just by his/her accent), the fact that it serves as the teaching model to foreigners and that it is viewed as the ideal.

As far as glottalisation is concerned, it is one of the features that help to mark the boundary between Cockney and EE with glottal reinforcement being typical of EE and glottal replacement typical of Cockney (both terms being discussed in Chapter 2. 3).

0. 2 Thesis Outline

This thesis is basically divided into three parts, namely the theoretical part (Chapters 1 and 2), the practical part (Chapters 3 and 4) and the conclusion (Chapter 5).

Chapter 1 deals with the glottal stop from the diachronic point of view. Chapter 2 presents the synchronic description of the glottal stop in present-day English including the physiology of the phenomenon.

---

[4] see WELLS 1982 (301-334) for a highly detailed description of the Cockney dialect

[5] RP (Received Pronunciation) is a term coined by ELLIS (1869-89: 23). Author's definition says that "a received pronunciation [can be found] all over the country, not widely differing in any locality, and admitting a certain degree of variety. It may be considered as the educated pronunciation of the metropolis, of the court, the pulpit, and the bar".

The practical part gives a detailed description of the methodological approach including the problems encountered and their resolutions (Chapter 3) followed by the transcriptions of the recordings and quantitative results of the research (Chapter 4).

Lastly, the thesis is concluded with Chapter 5 where the Research Questions from 0. 3 are answered.

0. 3 Research Questions

The present study is an empirical study of glottalisation in the speech of a group of people from London which seeks to explore the following Research Questions:

1) What is the phonetic and sociolingustic status of the glottal stop in the speech of today's Londoners?
2) Why is glotalisation viewed by many scholars as a shape of things to come?
3) Where exactly (in what phonetic environment) is glottalisation about to become a standard feature and where is it likely to remain stigmatised?
4) Glottalisation is traditionally connected with /t/. How frequent is the glottaling of other voiceless plosives and other consonants in general?

0. 4 Method

It goes without saying that a thesis on accents and dialects cannot be done from anywhere but the very country whose accents one writes on and this thesis is no exception. A research trip to London was carried out in February 2006 with a view to gathering ample audio material and finding as many references to the glottal stop as possible in University College London English.

The methodological approach adopted in this thesis is explained and described at greater length in Chapter 3.

1 The History of The English Glottal Stop

This chapter attempts to describe the possible development of glottalisation in the past centuries. The task is, however, a very difficult one for glottalisation, being not distinctive, went almost totally unnoticed. It indeed brings about no change in meaning if one says "butter" with or without glottaling the /t/ and that is probably why J. C. WELLS (1982: 260) felt inclined to note that "either this is a new, twentieth-century, phenomenon, or else no phonetician had previously noticed it". One explanation by the author of this study argues that the glottal stop is a feature of rough urban accents and as such it went unnoticed till the first half of the 20th century simply because it was standard English that was regarded by phoneticians as worth studying.

1. 1 The Earliest Traces

MATTHEWS (1972: 167-168) finds some little evidence that the glottal stop was used as early as the 17th century. He found four words in churchwarden's records that were spelled in the following way: "woostreet" 1677 (Wood Street), "Statues" 1658 (statutes), "ffleestreete" 1624 and "Lighfoots" 1635 (of the last two MATTHEWS does not state the meaning, ANDRÉSEN (1968: 12) is convinced that they stand for Fleet Street and lightfoots). This evidence is, however, far from convincing. First, 17th century spelling was still highly variable and therefore these might be just "pure slips of the pen" (ibid). And second, what is missing is some positive evidence that the plosives in question were replaced with the glottal stop (and not just left out). Two of the words given by MATTHEWS are names of London streets and were undoubtedly used considerably often in everyday conversation, thus it is plausible to suppose that in rapid speech some of the phonemes were elided[6].

The next pieces of evidence date back to the 19th century. ALEXANDER MELVILLE BELL, a Scottish phonetician and father of Alex. Graham Bell, mentions a mere "glottal catch" which replaces the letter /t/ in the West of Scotland[7]. In another book of his, BELL gives even an example of such a "glottal catch": *butter* [bu'er][8].

---

[6] note that both "ffleestreete" and "woostreet" retain the /t/ at the end of the words. If the first plosives were replaced with the glottal stop, is it not likely that these would be glottalised as well?

[7] BELL, A. M. "Elocutionary Manual", 3rd ed. London, 1860. (qtd. in ANDRÉSEN 1968: 12-13). Note that in the 1st edition of this book from 1849 there is no mention whatsoever of the "glottal catch".

[8] BELL A. M. "Visible Speech". London, 1867: 60 & 93. BELL uses ['] as the symbol for the glottal stop (qtd. ibid)

A. J. ELLIS in his enormous five-volume book *On Early English Pronunciation* provides five more examples of the replacing glottal stop, all of them from Lowlands of Scotland[9].

And finally, EUGENE H. BABBITT (1896: 8), secretary of the American Dialect Society, mentions the use of the glottal stop in the New York dialect: "A substitution of the glottal catch…for t in words like letter, butter, written, etc., is common, though by no means regular, among the schoolchildren"[10].

Surprisingly, no direct mention of glottalisation in Cockney so far. And yet there are several studies of 19th century Cockney—some of them, namely SMART[11] (1812) and MILLARD[12] (1882) dealt directly with faulty pronunciations. None of them include the glottal stop in their lists of vulgarisms. Nor is there anything about the glottal stop in literary Cockney where, particularly in the books by Charles Dickens (for example Sam Weller, the popular Cockney figure from *The Pickwick Paper*s), one would expect at least a mention of it.

One allusion to what might have been glottalisation is in ELLIS (1869-1889: vol. 5, pp. 226-7). He cites Prof. A. J. D. D'ORSEY's disillusionment with the fact that "the final consonants are so feebly uttered that it is sometimes impossible to tell whether the pupils say *life*, or *like*, or *light*". No positive evidence of glottalisation with which ELLIS was definitely familiar (he described the usage of it in Scottish English) and Prof. D'ORSEY talks not only about plosives "k" and "t" but also about "f", which is a fricative and as such is hardly ever glottalised.

1. 2 The Twentieth Century

The earliest direct mention of the glottal stop in England can be found in SWEET (1908) who observes it in some North English and Scottish dialects. As an example he gives the Glasgow pronunciation of *water* [ωα!≅r][13].

The first explicit reference to glottalisation in Cockney dates back to the famous book *Pronunciation of English* by D. JONES (1909: §47). He says that /t/ tends to be replaced by the glottal stop in Scottish and London English and his example is *I have not got one* transcribed into IPA symbols as [AαιNγO?ωαν].

---

[9] (qtd. in ANDRÉSEN 1968: 14)

[10] (qtd. ibid)

[11] SMART, BENJAMIN H. "Grammar of English sounds". London, 1812 (qtd. in ANDRÉSEN 1968: 19)

[12] MILLARD, JOHN. "Grammar of Elocution", 2nd ed. London, 1882 (qtd. ibid)

[13] [!] is SWEET's symbol for the glottal stop

O. JESPERSEN (1909)[14] goes one step further as he distinguishes between **glottal reinforcement** and **glottal replacement** (see chapter 2. 3). And he is also the first phonetician to note that the usage of the glottal stop is not limited to dialectal speakers.

The fact that the glottal stop is firmly established in Cockney English is confirmed by *Outline of English Phonetics* by D. JONES (1918: §161). He says: "t at the termination of a syllable is replaced by ? in many English dialects. Thus in London dialect *mutton*, *fortnight*, *butter* are commonly pronounced ∀μα?ν, ∀ϕO:?ναιτ, ∀βα?≅". Interestingly enough, only the first /t/ in fortnight is glottalised.

As it was said above, by then (World War I) the glottal stop had found its place in the speech of Londoners. All the studies of Cockney dialect after the WWI (e.g. MATTHEWS 1938, 1st ed., FRANKLYN 1953, SIVERTSEN 1960) confirm the presence of the phenomenon in question and the only really new piece of information they give is about the ever-increasing frequency of it.

ANDRÉSEN (1968: 18), who gives by far the most detailed account of the development of the glottal stop, arrives at the following conclusions that perfectly sum up what has been said so far in this chapter:

1. The use of the glottal stop for reinforcement or replacement is first recorded in the West of Scotland (1860), and then, step by step, in the East of Scotland (1889), in the North of England (1908), in places in the Midlands and in London (1909), and in Kent (1913). Outside this pattern falls E. H. BABBIT'S reference to its occurrence in New York in 1896.
2. The first reference to the glottal stop are to its occurrence in local dialects. In 1909 O. JESPERSEN refers to it as occurring "not only among dialectal speakers" (*Modern English Grammar*, part 1, Lond. §14.93).
3. The earliest reference are to the glottal stop reinforcing or replacing [t]. Not till 1909 are [p] and [k] explicitly mentioned.

So the widespread assumption (confirmed by all the Speakers from the present research) that the home of the glottal stop is in London turns out to be erroneous. Presumably, only a few Cockneys would believe that.

[14] JESPERSEN, OTTO. "Grammar of English", part 1. London, 1909: §14.93. (qtd. in ANDRÉSEN 1968: 16)

2 Glottalisation in Present-Day English

The present chapter deals with the physiology of the glottal stop (International Phonetic Association, abbr. IPA, symbol ?, IPA number 113) and then provides the description of the numerous types of the glottal stop in today's English.

2. 1 The Physiology of The Glottal Stop

The glottal stop—also called glottal catch (SIVERSTEN 1960) or glottal plosive (GIMSON 1994)— is the sound made when "the obstruction to the airstream is formed by the closure of the vocal folds, thereby interrupting the passage of air into the supraglottal organs. The air pressure below the glottis is released by the sudden separation of the vocal folds" (GIMSON, 1994: 154). GIMSON goes on to say that the stop is regarded as voiceless for there is "no vibration of the vocal cords" and adds that there is also a theory that views the glottal stop as neither voiceless nor voiced since in the articulation of [?] the vocal folds are closed whereas in the articulation of other voiceless sounds (e.g. /p/, /s/, /f/) they remain wide open (ibid).

2. 2 Three Main Functions of The Glottal Stop in English

These are given in ANDRÉSEN (1968: 9):

a) it serves more or less regularly as a syllable-boundary marker, being inserted between two vowels belonging to different syllables, especially when the second syllable carries strong stress, e.g. in [ri∀{κΣν].

b) any vowel that occurs initially in the morpheme may have a glottal stop inserted before it for the sake of emphasis, e.g. [Ιτσ ∀{βσ≅λυ:τλΙ ρΘΝ].

c) many speakers use a glottal stop before, or even in place of, [p] [t] [k] in certain positions. E.g. the word fortnight may be pronounced [ϕO:?τναΙτ] or [ϕO:?ναΙτ]. This occurrence of the glottal stop is known as the 'reinforcing glottal stop' and the 'replacing glottal stop' respectively.

2. 3 Glottal Reinforcement vs. Glottal Replacement

This is the fundamental division of glottalisation in English. WELLS (1982: 260) defines the former in the following way:

> The voiceless plosives /p, t, k/, and also the affricate /tΣ/, are in England often preceded in certain syllable-final environments by a glottal stop [?] […] Because the [?] is inserted before the oral closure

in effected, and thus masks the approach phase of the oral plosive, it is referred to as Preglottalization[15], or Glottal Reinforcement.

In other words, a glottal closure precedes an oral closure. In cases when there is no oral closure at all (the plosive being totally replaced with [?]) phoneticians talk about glottal replacement. The most significant implication of this is that the lack of opposition is lost, therefore "*whip*, *wit* and *wick* are all pronounced homophonously as [ωI?]" (WELLS 1982: 323). But WELLS adds that the bare glottal stop is far more common replacement of /t/ than of /p/ or /k/ (ibid).

2. 4 Phonetic Environments Favouring The Glottal Stop

Although the precise details are not easy to state, these are the conditions that are according to WELLS (1982: 260) essential: "(i) it occurs only when /p, t, k, tΣ/ are in syllable-final position (including in certain syllable-final clusters); (ii) it occurs only when /p, t, k, tΣ/ are preceded by a vowel, a liquid, or a nasal". Bearing these conditions in mind, WELLS goes on to give eight environments where glottalisation is possible (ibid)[16]:

		/p/	/t/	/k/	
(a)	__ # true C	*stop talking*	*quite good*	*look down*	
(b)	__# L or S	*stop worrying*	*quite likely*	*look worried*	
(c)	__ V	*stop eating*	*quite easy*	*look up*	
(d)	__ pause	*Stop!*	*Quite!*	*Look!*	
(e)	__ true C	*stopped, capsule*	*nights, curtsey*	*looks, picture*	
(f)	__ L or S	*hopeless*	*mattress*	*equal*	
(g)[17]	__ [μ∧, ν∧, N̩][18]		(*happen)*	*button*	*(bacon)*
(h)	__ V or [λ∧]	*happy, apple, stop it*	*butter, bottle, get 'im*	*ticket, buckle, lick it*	

[15] the present study sticks to the terms **glottal reinforcement** and **glottal replacement**. ANDRÉSEN (1968) uses the term Preglottalization for both types of glottalisation and although he gives his reasons for doing so (43-44), this term is avoided throughout this thesis in order to avoid confusion.

[16] "true C"= true consonant (obstruents and nasals, not liquids or semivowels), "L"= non-syllabic liquids, "S"= semivowels, "V"= vowels.

[17] for case (g) to be relevant, underlying /≅ν/ must have coalesced to [n∧] by Syllabic Consonant Formation; for happen and bacon, moreover, [ν∧] must have become bilabial or velar respectively through Progressive Assimilation.

[18] [N] has the sign of syllabicity above, not below as [μ] or [ν].

2. 5 The Glottal Stop in RP vs. Cockney

With the help of WELLS' well-structured table the following discussion will draw the line between the usage of the glottal stop in RP and London urban accent. As far as the former is concerned, SIVERTSEN (1960: 111) claims that some writers (she mentions D. JONES and his book *Pronunciation of English*, §233) consider the usage of [ʔ] as a replacement for /t/ when followed by some consonants common in RP. The examples she gives would fall into category (a) in WELLS' table. WELLS (1982: 261) extends the usage of the glottal stop to categories (b) and (e) adding that "some younger RP speakers use plain [ʔ] for /t/ in environment (c)". SIVERSTEN (1960: 113) also mentions that in RP the glottal stop is used "before syllabic nasals and sonorants", i.e. before unstressed /ˌm ˌn ˌŋ ˌl/". However, this statement of hers seems to be rather arguable as the use of the glottal stop in words such as *bottle* or *bottom* is generally regarded as rather Cockneyish. WELLS (1982: 326) strictly distinguishes the use of [ʔ] before a syllabic nasal [n̩] and syllabic lateral [l̩] with the former being "extremely widespread, and may […] possibly be considered to extend into RP", while the latter "is felt to be strongly Cockney-flavoured".

To sum it up, the glottal stop certainly is present in RP, definitely in category (a), presumably also in categories (b) (c) and (e). But in RP phoneticians only speak about t-glottaling—other plosives, namely /p/ and /k/ seem to be left out, the only exception being when /p/ or /k/ is in a word-final position and the following consonant is homorganic as in *stop playing* [stɔʔ plæɪŋ] or *cock crow* [kɒʔ krəʊ].

The situation in Cockney is far clearer—glottalisation is present in all eight environments given by WELLS, and also covers /p/ and /k/ although with much less frequency. Particularly category (h) words such as butter [bʌʔə] give Cockneys away.

The norm for /p, t, k/ in Cockney is a bit different from RP. These plosives are mostly aspirated "even in the intervocalic and final environments, e.g. *upper*, *utter*, *rocker*, up, out, *rock*, where RP is traditionally described as having the unaspirated variants" (WELLS 1982: 322). Often these are affricated, too. These affricated and/or aspirated variants (in the positions where RP has no aspiration or affrication) are almost invariably preglottalised (for instance *art* [ɑːʔtˢ]). The only position where /p, t, k/ are never aspirated in Cockney is that after /s/ as in *stock*.

Other variants for /t, p, k/ in intervocalic position include: voiced flap [≡][19] as in *better* [∀βε≡≅] (SIVERTSEN 1960: 118) and preglottalised devoiced lenis plosives [d⇓], [β⇓]□and [γ⇓] as in *later* [∀λçIδ⇓≅], *paper* [πçIβ⇓≅] and *baker* [βçIγ⇓≅] (WELLS 1982: 324). SIVERTSEN (1960: 119) gathers from her research in Bethnal Green that in Cockney English the affricated variant "is being looked upon as too 'posh' for a Cockney to use: [∀βετ^{s}≅] (*better*) is 'posh', [∀βε≡≅] is normal and [∀βε?≅] is 'rough'". WELLS (1982: 325) adds another interesting and even rougher variant that can be found in London accent, namely zero variant as in *better* [βε≅].

WELLS (1982: 324) uses category (c) expressions as those capable of "distinguishing an educated London accent from traditional RP, e.g. [Δ{? ∀Iζ] *that is*, [κωαI? ∀Iιζι] *quite easy*. Two years later, ROSEWARNE introduced a new term "Estuary English" (see chapter 0.1.) so today it could be argued that people who glottalise the /t/ in *quite easy* speak Estuary English.

2. 6 Glottalisation of Other Consonants

Although the glottal stop sometimes does serve as the replacement of other consonants as well, such types of glottalisation are far less frequent than those of /p, t, k/. Out of the types of glottalisation in question, /d/-glottaling is the most frequent one. WELLS (1982: 326-327) gives the following examples: *bread and butter* [∀βρε?□ν∧□∀βç?≅], *Edward came* [∀ε?ω≅? ∀κçIμ], *good God* [∀γY? γοYδ]. He goes on to stress that the glottal stop occurs with increasing frequency in negative modals such as *I didn't* [A ∀δ^{z}I?ν?τ^{s}] or *wouldn't you* [∀ωY?≅νφα]. It is certainly plausible to suppose that /d/-glottaling occurs particularly in rather idiomatic phrases (*bread and butter*, *good God*) or in words of extremely high occurrence in everyday language (negative modals). Indeed, the researcher's utterance *that's what I'm trying to* ***get rid*** *of* with the words in bold pronounced in the following way [∀γε?□∀ρI?] was instantaneously corrected by Speaker 3 with the explanation that leaving the /d/ out is impossible.

Other consonants that, according to WELLS (1982: 327), may be glottalised include /f/ *safer* [∀σçI?≅], *different* [∀δI?ρ≅ν] and /v/, particularly words that involve the word *of* such as *of course* [≅?□∀κοYσ], *a bottle of whisky* [≅□∀βΘ?λ≅?□∀ωIσκ≅ι] and also *give 'em*

[19] WELLS (1982: 324-325) uses for the same thing the symbol [4] and calls it an alveolar tap. He finds it used even across word boundaries as in *got it* [∀γΘ4I?].

[∀γI?≅μ]. However, "it is important to emphasise that these are by no means the usual realizations of /f/ and /v/ in these environments" (ibid).

/T/- and /Δ/-glottalisation is even rarer, two examples given by WELLS (ibid) are *Southend* [σ{:?∀ενδ] and *other* [∀ς-?≅]. But it has to said that these dental fricatives hardly ever occur in Cockney, being replaced with labiodental fricatives /f/ and /v/ (apart from word-initial positions where glottalisation is not possible anyway). This feature is called TH Fronting[20].

2. 7 Consistency in The Use of The Glottal Stop

The last subchapter is devoted to a highly disputable topic—how consistent is the use of the glottal stop? VACHEK (1960: 61) is convinced that it is a very consistent phenomenon and as an example he gives *he has been talking about it about eighteen months* [ι:ζ□βι:ν□∀τO:?ιN□≅∀βα:?□ι?□≅∀βα:?□αι∀?ι:ν□μα⌈Tσ]. However, this goes against the theory that most speakers whose repertoire includes the glottal stop are capable of replacing [?] with either of these [τ, τ□, τ^{s}, ≡, δ⇓] under certain circumstances (e.g. job interview or any other occasion when their accent matters). Indeed, this is confirmed by the present research, namely by Speaker 4 who in the space of a few seconds said the word *gentlemen* three times, twice with [?] instead of /t/ and once with the voiced flap [≡] (and there are far more examples in Chapter 3. 5). Further, this theory was also confirmed by Andrew Philip Oakland, M.A. who teaches British Accents and Dialects at the Pedagogical Faculty, Masaryk University, Brno.

[20] See WELLS (1982: 328-330).

3 Methodology of the Present Study

The present chapter aims to explain how the author set about the task of gathering the audio material and processing the data. As this thesis focuses on London urban accent it was necessary to make a research trip to the capital of England (the research took place in February 2006) with two basic goals:

- to make recordings of authentic Cockney English
- to gather valuable information on the topic of glottalisation in the University College London Library

It is well-formulated hypotheses (see chapter 0. 3) that form the very basis of every sociolinguistic study. Moreover, HUDSON (1996: 150) identifies five basic methodological stages which have by now been adopted by most sociolinguists:

1. selecting speakers, circumstances and linguistic variables[21]
2. collecting texts
3. identifying the linguistic variables and their variants in the texts
4. processing the figures
5. interpreting the results

3. 1 Data

All the recordings were made in London where the researcher spent eight days. However important the recordings are, the observations made on "natural unrecorded speech" (SIVERTSEN 1960: 4) were of equal importance. Later, when it was possible to reveal the subject of the research to the informants, all the informants were asked questions about the usage of the glottal stop and their personal evaluation of the phenomenon.

Unfortunately, finding a quiet place for the process of recording itself was an insuperable problem. The researcher had no other option but to visit the Speakers at work, which meant the recordings were made for instance in a pub, post room and library, the last being thought to be the possibly quietest place but, unluckily, the fire alarm was being tested on that particular day.

[21] LABOV (1972: 71) says: "to define a linguistic variable, we must (a) state the total range of linguistic contexts in which it occurs, [and] (b) define as many phonetic variants as we can reasonably distinguish".

The text for the Reading Part was chosen carefully with the help of the supervisor to ensure that it is easy to read with no difficult words to pronounce or understand. However, a few words did pose a problem to some of the Speakers (despite the fact that they were given some time to go through the passage before being recorded), namely words such as "pivotal, impenetrable, distinctive"… Speakers 2 and 3 were evidently nervous of being recorded and to make matters worse Speaker 3 was further handicapped by not having his reading glasses on. To make matters worse, as the present study is centred on urban London English the Speakers—with the exception of Speaker 1 and, partially, Speaker 4—were rather disadvantaged by not having received higher education.

The content of the Reading Part text was chosen with the aim of stimulating the Speakers to talk about it in the Speaking Part. But most of them reacted with a mere shrug of the shoulders as if they had been aware of how poorly Cockney accent is viewed by outsiders.

3. 2 Informants

No specific criteria were applied for choosing the Speakers[22] apart from the fact that they naturally had to come from (or at least spend a substantial part of their lives in) London or its environs. The fact that four of the Speakers turned out to be currently living in Islington, central London, was a pure coincidence.

All the Speakers were asked to talk about their own accents; however only Speaker 1 did say something about his accent. The rest insisted there was nothing interesting about their accents and had never encountered any difficulties as "they all speak like this around here" (Speaker 2). As a result they were allowed to talk about whatever they found interesting to ensure that their speech is perfectly natural without any modifications.

3. 3 Equipment

All the recordings were made with the help of Meizu X6 Digital MP3 Player with a built-in Microphone and the memory of 1GB. This Player offers several advantages over an ordinary tape machine—it is lighter, has bigger capacity and, most importantly, the recordings are of far better quality. All the recordings are available on the CD that is an inseparable part of this thesis.

[22] see Appendix 1 for further biographical info

3. 4 Identifying The Linguistic Variable

As this study focuses on an urban dialect (and not on RP) it was decided to completely disregard instances of glottalisation that could be grouped under the heading of **glottal reinforcement**. The other type of glottalisation called **glottal replacement** is the core of the practical part of the present study on the grounds that the former type is by now well established in RP and would thus be well beyond the scope of this study whereas the latter type is still viewed as something typically "Cockneyish".

Once all the recordings were made an auditory analysis was carried out by the researcher. There were several reasons for choosing the auditory analysis. Admittedly, the acoustic analysis is more exact and widely used nowadays (see e.g. DOCHERTY et al. 1997) but despite the lower and lower price of necessary equipment, such equipment was not at author's disposal. And since the glottal reinforcement was not included in the research, it was much easier to spot the individual cases of glottalisation—glottal replacement. Generally speaking, a sociolinguist may apply the auditory method (if the necessary equipment for the acoustic approach is not available) when the topic of the analysis is of consonantal nature but hardly ever when vowels are analysed for to recognise the extraordinarily subtle distinctions between vowels is beyond the capabilities of human ear. The supervisor, however, does not agree; she is strongly convinced that vowels are simply not tangible at all and neither X-ray nor computer measurement can, in any way, help.

3. 5 Transcriptions

The recordings are transcribed into IPA symbols. The transcriptions are basically phonemic with a few allophonic details that were considered necessary for the full and complete understanding of the transcriptions. Only those symbols given in the List of Phonetic Symbols and Signs (p. 6) are used.

The transcriptions were made as detailed as possible (including all the phonetic peculiarities of London English) and, as a result, a great amount of difficulty was caused by inaccurate readings. Although the Speakers were instructed to skip all the words in the Reading Part of whose pronunciation they were unsure, they sometimes made an attempt before skipping the word or produced an absolutely nonsensical word. With 100% faithfulness being the ultimate goal, the following measures were adopted: skipped passages are indicated with three dots in the spelling transcription only; mispronunciations that eventually led to a "correct" pronunciation are written in the normal font whereas complete

mispronunciations are written in *italics*, both in the spelling and IPA version. The transcription in RP is included for the obvious reason of having a standardized version with which to compare the Speakers' readings.

Both female Speakers (Speakers 2 and 5) did read the title of the article despite having been instructed not to. It was decided to completely ignore the title both in the transcriptions and in calculating the results.

There are two more problems that need to be mentioned here, namely syllabicity sign and aspiration. The former is rather ambiguous as "it is often not possible to say with certainty whether a speaker pronounced a syllabic consonant, a non-syllabic consonant or a non-syllabic consonant plus /ə/" (ROACH 1991: 82). Finally, it was decided to adopt the approach set out in ROACH (1991: 78-82). The latter problem, unclear as it is in RP, is further worsened by the fact that Cockneys aspirate (or even affricate) plosives even at places where they are never aspirated in RP. The subtle difference between (heavy) aspiration and affrication in London English can hardly be correctly spotted just by human ear, it was therefore decided to include in the transcriptions only aspiration.

3. 5. 1 Article- transcription in RP

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≅ ∀σΘϕτ ≅νδ ∀ϕρενδλΙ ∀ϖ3:Σν∧ ≅ϖ Δ≅ *∀σκΑΥσ ∀{κσ≅ντ ⊕ η≅ζ ∀ηε5ττ τ≅ ∀τ□3:ν *∀λΙϖ≅πΥ5 ⊕ Ιντ ≅ *∀βρΙτν∧ζ ∀ϕεΙϖ≅ρΙτ λ≅Υ∀κ□εΙΣν∧ ⊕ ϕ≅ ∀κ□Ο:5 σεντ≅ζ ⊕⊕

Liverpool, where call centres have become an important strategy in economic regeneration, came top of a league table compiled by the recruitment agency Adecco. It was the only British city to win a place in the European top 10.
*∀λΙϖ≅πΥ5 ⊕ ωε≅ ∀κ□Ο:5 σεντ≅ζ ⊕ η≅ϖ βΙ∀κ□ςμ ≅ν Ιμ∀π□Ο:τν∧τ ∀στρ{τ≅δΖΙ ⊕ Ιν ι:κ≅∀νΘμΙκ ρΙδΖε ν≅∀ρεΙΣν∧ ⊕ κ□εΙμ∀τ□Θπ ≅ϖ ≅ ∀λι:γ ∀τ□εΙβ5∧ ⊕ κ≅μ∀π□αΙ5δ βαΙ Δ≅ ρΙ∀κρυ:τμ≅ντ ∀εΙδΖ≅νσΙ *∀{δ≅ κ≅Υ ⊕ Ιτ ω≅ζ Δι: ∀≅ΥνλΙ *∀βρΙτΙΣ ∀σΙτΙ ⊕ τ≅ ∀ωΙν ≅ ∀π□λεΙσ ⊕ Ιν Δ≅ *∀φΥ≅ρ≅πΙ≅ν ∀τ□Θπ ∀τ□εν ⊕⊕

Adecco surveyed more than 250 call centre executives employing 40,000 staff in Europe who handle 550m calls a year.
*∀{δ≅κ≅Υ σ≅∀ϖεΙδ μΟ: Δ≅ν ∀τ□υ: ηςνδρ≅δ ≅νδ ∀ϕΙϕτΙ ∀κ□Ο:5 σεντ≅ Ιγ∀ζεκφ≅τΙϖζ ⊕ Ιμ∀π□λΟΙΝ ∀ϕΟ :τΙ ΤΑΥζν∧δ ∀στΑ:ϕ Ιν *∀φΥ≅ρ≅π ⊕ ηυ: ∀η{νδ5∧ ∀ϕαΙϖ ηςνδρ≅δ ≅νδ ∀ϕΙϕτΙ μΙλΙ≅ν ∀κ□Ο:5ζ ≅ ∀φΙ≅ ⊕⊕

Alice Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor in determining the quality of staff.
*∀{λΙσ *∀π□ΑΥλ ⊕ Ιν∀ϖεστμ≅ντ ∀μ{νΙδΖ≅ ϕ≅ Δ≅ *∀μ3:ζΙ *∀π□Α:τν≅ΣΙπ ⊕ ωΙτΣ ∀ηελπσ τ≅ ∀βρΙΝ ∀δ ΖΘβζ τ≅
*∀μ3:ζΙσαΙδ ⊕ σεδ Ιμ∀π□λΟΙ≅ζ σΟ: ∀{κσ≅ντσ ⊕ ≅ζ ≅ν Ιμ∀π□Ο:τν∧τ ∀ϕ{κτ≅ ⊕ Ιν δΙ∀τ□3:μΙνΙΝ Δ≅ ∀κ □ωΘλΙτΙ ≅ϖ ∀στΑ:ϕ ⊕⊕

"The Liverpool accent used to be perceived as harsh and impenetrable," she said. "It still comes up as an issue at initial meetings. But we can quickly allay fears by showing that companies already here are successful.
Δ≅ *∀λΙϖ≅πΥ5 ∀{κσ≅ντ ⊕ φυ:στ τ≅ βι: π≅∀σι:ϖδ ⊕ ≅ζ ∀ηΑ:Σ ≅νδ Ιμ∀π□ενΙτρ≅β5∧ ⊕ Σι: σεδ ⊕ Ιτ στΙ5 κςμζ ∀ςπ ⊕ ≅ζ ≅ν
∀ΙΣυ: ⊕ ≅τ Ι∀νΙΣ5∧ ∀μι:τΙΝζ ⊕ βςτ ωι: κ≅ν ∀κ□ωΙκλΙ ≅∀λεΙ ∀ϕΙ≅ζ ⊕ βαΙ ∀Σ≅ΥΙΝ ⊕ Δ≅τ ∀κ□ςμπ≅νι:ζ Ο:5∀ρεδΙ ∀ηΙ≅ ⊕ Α: σ≅κ∀σεσϕ5∧ ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ *∀λΙϖ≅πΥ5 ϖΟΙσ ⊕ Ιζ νΑΥ ∀σι:ν τ≅ βι: ⊕ ∀στρεΙτ ⊕ ςνδ≅∀στ{νδΙΝ ⊕ ≅νδ ∀ϕρενδλΙ ⊕ Ιτ Ιζ ∀νΘτ ∀σ ι:ν ⊕ ≅ζ ≅ ∀β{ρΙ≅ τ≅
∀βΙζν≅σ ⊕⊕

Glasgow, Hartlepool, Belfast and Wolverhampton also fared well in the survey, suggesting that employers are not afraid of other distinctive accents.
*∀γλΑ:ζγ≅Υ ⊕ *∀ηΑ:τλΙπΥλ ⊕ *∀βελϕΑ:στ ⊕ ≅νδ *∀ωΘλϖ≅η{μπτν∧ ∀Ο:λσ≅Υ ∀ϕε≅δ ∀ωε5⊕ Ιν Δ≅ ∀σ 3:ϖεΙ ⊕ σ≅∀δΖεστΙΝ Δ≅τ ⊕ Ιμ∀π□λΟΙ≅ζ ≅ ∀νΘτ ≅∀ϕρεΙδ ⊕ ≅ϖ ςΔ≅ δΙ∀στΙΝκτΙϖ ∀{κσ≅ντσ ⊕⊕

But estuary English, the recognised accent of the south east, appears less popular: east London, Reading and Southend finished near the bottom of the list.
βςτ ∀εστΣΥ≅ρΙ *∀ΙΝγλΙΣ ⊕ Δ≅ ∀ρεκ≅γναΙζδ ∀{κσ≅ντ ⊕ ≅ϖ Δ≅ ∀σΑΥΤ ι:στ ⊕ ≅∀π□Ι≅ζ λεσ ∀π□ΘπφΥλ ≅ ⊕ ∀ι:στ *λςνδ≅ν ⊕ *∀ρεδΙΝ ⊕ ≅νδ *∀σΑΥΤενδ ⊕ ∀ϕΙνΙΣδ νΙ≅ Δ≅ ∀βΘτμ∧ ⊕ ≅ϖ Δ≅ ∀λΙστ ⊕⊕

The findings complement research by the Henley Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staff in Liverpool, said: "Our research showed us there was a very warm reception to the Liverpool accent.
Δ≅ ∀ϕαΙνδΙΝζ ⊕ ∀κ□ΘμπλΙμ≅ντ ρΙ∀σ3:τΣ ⊕ βαΙ Δ≅ *∀ηενλΙ *σεντ≅ ⊕ Ιν ωΙτΣ *∀δΖΘν*∀γρΙμβ≅5δεστ≅ ν ⊕ ≅ϖ *∀{βΙ *∀ν{Σν∧5∧ ⊕ ωΙτΣ Ιμ∀π□λΟΙζ ⊕ ∀τ□υ: ηςνδρ≅δ ≅νδ ∀ϕΙϕτΙ ∀κ□Ο:5 σεντ≅ ∀στΑ:ϕ ⊕ Ιν *∀λΙϖ≅πΥ5 ⊕ σεδ ⊕ ΑΥ≅ ρΙ∀σ3:τΣ
∀Σ≅Υδ ςζ ⊕ Δε≅ ω≅ζ ≅ ∀ϖερΙ ωΟ:μ ρΙ∀σεπΣν∧ ⊕ τ≅ Δ≅ *∀λΙϖ≅πΥ5 ∀{κσ≅ντ ⊕⊕

"In a call centre, it's vital how people come across on the phone."
Iν ≅ ∀κ□O:5 σεντ≅ ⊕ Iτσ ∀ϖαIτ5∧ ⊕ ηAY ∀π□ι:π5∧ κςμ ≅∀κ□ρΘσ ⊕ Θν Δ≅ ∀ϕ≅Yν ⊕⊕

Paul Kerr, of Vertex, which has 800 staff in Knowsley, Merseyside, said: "Scouse accents came very high in customer appreciation. In call centres, all customers have to go on is the verbal presentation.
*∀πO:λ *∀κ□≅ ⊕ ≅ϖ *ϖ3:∀τεκσ ⊕ ωIτΣ η≅ζ ∀εIτ ηςνδρ≅δ ∀στA:ϕ ⊕ Iν *∀ν≅YζλI ⊕ *∀μE:ζIσαIδ ⊕ σεδ ⊕ *∀σκAYσ ∀{κσ≅ντσ κ□εIμ ∀ϖερI ∀ηαI ⊕ Iν ∀κ□ςστ≅μ≅ ≅πρι:ΣI∀εIΣν∧ ⊕ Iν ∀κ□O:5 σεντ≅ζ ⊕ ∀O:5 κ□ςστ≅μ≅ζ η≅ϖ τ≅ γ≅Y Θν ⊕ IζΔ≅ ∀ϖ3:β5∧ πρεζν∧∀τ□εIΣν∧ ⊕⊕

"So an accent can be pivotal to business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσ≅ντ ⊕ κ≅ν βι: ∀π□Iϖ≅τ5∧ ⊕ τ≅ ∀βIζν≅σ σ≅κ∀σεσ ⊕ ≅νδ ∀π□ι:π5∧ σIμπλI ρI∀λεIτ τ≅ *∀σκ AYσ≅ζ ⊕⊕

The Mersey Partnership has been attracting call centre business for four years. The region now has 35 centres employing 10,000 staff.
Δ≅ *∀μ3:ζI *∀π□A:τν≅ΣIπ ⊕ η≅ζ βι:ν ≅∀τ□ρ{κτIN ∀κ□O:5 σεντ≅ βIζν≅σ ⊕ ϕ≅ ∀ϕO: φIεζ ⊕ Δ≅ ∀ρι:δZ≅ν νAY η≅ζ ⊕ ∀T3:τI ϕαIϖ ∀σεντ≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν TAYζν∧δ ∀στA:ϕ ⊕⊕

Newcomers include Bertelsmann, the German media and distribution group, and US Airways, which has opened a Ł3.5m European reservations centre.
∀νφυ:κςμ≅ζ Iν∀κ□λυ:δ ⊕ *∀β3:τ5∧ζμ≅ν ⊕ Δ≅ *∀δZ3:μ≅ν ∀μι:δI≅ ≅νδ δIστρI∀βφυ:Σν∧ γρυ:π ⊕ ≅νδ *∀φυ:εσ *∀ε≅ωεIζ ⊕ ωIτΣ η≅ζ ∀≅Yπ≅νδ ≅ ⊕ ∀Tρι: πOIντ ∀ϕαIϖ μIλI≅ν ⊕*∀φY≅ρ≅πι:≅ν ρεζ≅∀ϖεIΣν∧ζ σεν τ≅ ⊕⊕

3. 5. 2 Speaker 1- Reading Part

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≅ ∀σΘϕτ ≅νδ ∀ϕρενδλI ∀ϖ3:Σν∧ ≅ϖ Δ≅ *∀σκAYσ ∀{κσ≅ν? ⊕ η≅ζ ∀ηελπτ τ□≅ ∀τ□3:ν *∀λIϖ≅πY5 ⊕ I ντ≅ *∀βρI?ν∧ζ ∀φεIϖρI? λ≅∀κ□εIΣν∧ ⊕ ϕ≅ ∀κ□O:5 σεντ≅ζ ⊕⊕

Liverpool, where call centres have become an important strategy in economic regeneration, came top of a league table compiled by the recruitment agency Adecco. It was the only British city to win a place in the European top 10.
*∀λIϖ≅πY5 ⊕ ωε≅ ∀κ□O:5 σεντ≅ζ ⊕ η≅ϖ βI∀κ□ςμ ≅ν Iμ∀π□O:τν∧? ∀στρ{τ≅δZI ⊕ Iν ι:κ≅∀νΘμIκ ρIδZε ν≅∀ρεIΣν∧ ⊕ κ□εIμ∀τ□Θπ ≅ϖ ≅ ∀λι:γ ∀τ□εIβ5∧ ⊕ κ≅μ∀π□αI5δ βαI Δ≅ ρI∀κρυ:?μ≅ν? ∀εIδZ≅νσI *∀≅δε κ≅Y ⊕ I? ω≅ζ Δι: ∀≅YνλI *∀βρIτ□IΣ ∀σIτ□I⊕ τ≅ ∀ωIν ≅ ∀π□λεIσ ⊕ Iν Δ≅ *∀φY≅ρ≅πι:≅ν ∀τ□Θπ ∀τ□εν ⊕⊕

Adecco surveyed more than 250 call centre executives employing 40,000 staff in Europe who handle 550m calls a year.
*∀≅δεκ≅Y σ≅∀ϖεIδ μO: Δ≅ν ∀τ□υ: ηςνδρ≅δ ≅νδ ∀ϕIϕτI ∀κ□O:5 σεντ≅ Iγ∀ζεκφ≅τIϖζ ⊕ Iμ∀π□λOIN ∀ϕO :τ□I TAYζν∧δ ∀στA:ϕIν *∀φY≅ρ≅π ⊕ ηυ: ∀η{νδ5∧ ∀ϕαIϖ ηςνδρ≅δ ≅νδ ∀ϕIϕτI μIλI≅ν ∀κ□O:5ζ ≅ ∀φI≅ ⊕⊕

Alice Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor in determining the quality of staff.
*∀{λIσ *∀π□AY5 ⊕ Iν∀ϖεστμ≅ν? ∀μ{νIδZ≅ ϕ≅ Δ≅ *∀μ3:ζI *∀π□A:?ν≅ΣIπ ⊕ ωIτΣ ∀ηε5πσ τ≅ ∀βρIN ∀δ ZΘβζ τ≅ *∀μ3:ζIσαIδ ⊕ σεδ Iμ∀π□λOI≅ζ σO: ∀{κσ≅ντσ ⊕ ≅ζ ≅ν Iμ∀π□O:τν∧? ∀ϕ{κτ≅ ⊕ Iν δI∀τ□ 3:μIνIN Δ≅ ∀κ□ωΘλIτ□ι ≅ϖ ∀στA:ϕ ⊕⊕

"The Liverpool accent used to be perceived as harsh and im…and impenetrable," she said. "It still comes up as an issue at initial meetings. But we can quickly allay fears by showing that companies already here are successful.
Δ≅ *∀λIϖ≅πY5 ∀{κσ≅ν? ⊕ φυ:στ τ≅ βι: π≅∀σι:ϖδ ⊕ ≅ζ ∀ηA:Σ ≅ν Iμ ⊕ {νδ Iμ∀π□ενIτρ≅β5∧ ⊕ Σι: σεδ ⊕ Iτ στI5 κςμζ ∀ςπ⊕ ≅ζ ≅ν ∀IΣυ: ⊕ ≅τ□ I∀νIΣ5∧ ∀μι:τINζ ⊕ β≅? ωι: κ≅ν ∀κ□ωIκλI ≅∀λεI ∀ϕI≅ζ ⊕ βαI ∀Σ ≅YIN ⊕ Δ≅? ∀κ□ςμπ≅νι:ζ O:5∀ρεδI ∀ηI≅⊕ A: σ≅κ∀σεσϕ≅5 ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ *∀λIϖ≅πY5 ϖOIσ ⊕ Iζ νAY ∀σι:ν τ≅ βι: ⊕ ∀στρεIτ ⊕ ςνδ≅∀στ{νδIN ⊕ ≅νδ ∀φρενδλι ⊕ Iτ Iζ ∀νΘ? ∀σ ι:ν ⊕ ≅ζ ≅ ∀β{ρI≅ τ≅
∀βIζν≅σ ⊕⊕

Glasgow, Hartlepool, Belfast and Wolverhampton also fared well in the survey, suggesting that employers are not afraid of other distinctive acc…accents.
*∀γλA:ζγ≅Y ⊕ *∀ηA:?λIπY5 ⊕ *∀βε5φA:στ ⊕ ≅νδ *∀ωΘ5ϖ≅η{μπτν∧ ∀O:5σ≅Y ∀φε≅δ ∀ωε5 ⊕ Iν Δ≅ ∀σ 3:ϖεI ⊕ σ≅∀δZεστIN Δ≅τ□ ⊕ Iμ∀π□λOI≅ζ ≅ ∀νΘτ□ ≅∀φρεIδ ⊕ ≅ϖ ςϖ≅ δI∀στINκτIϖ ∀{κ ⊕ ∀{κσ≅ντσ ⊕⊕

But estuary English, the recognised accent of the south east, appears less popular: east London, Reading and Southend finished near the bottom of the list.
β≅τ ∀εστΣY≅ρI *∀INγλIΣ ⊕ Δ≅ ∀ρεκ≅γναIζδ ∀{κσ≅ν? ⊕ ≅ϖ Δ≅ ∀σAYT ι:στ ⊕ ≅∀π□I≅ζ λεσ ∀π□ΘπφYλ ≅ ⊕ ∀ι:στ *λςνδ≅ν ⊕ *∀ρεδIN ⊕ ≅νδ *∀σAYTενδ ⊕ ∀φIνIΣδ νI≅ Δ≅ ∀βΘτ≅μ ⊕ ≅ϖ Δ≅ ∀λIστ ⊕⊕

The findings complement research by the Henley Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staff in Liverpool, said: "Our research showed us there was a … warm reception to the Liverpool accent.
Δ≅ ∀φαIνδINζ ⊕ ∀κ□ΘμπλIμ≅ν? ρI∀σ3:τΣ ⊕ βαI Δ≅ *∀ηενλI *σεντ□≅ ⊕ Iν ωIτΣ *∀δZΘν*∀γρIμβ≅5δ≅σ τ≅ν ⊕ ≅ϖ *∀{βI *∀ν{Σν∧≅5 ⊕ ωIτΣ Iμ∀π□λOIζ ⊕ ∀τ□υ: ηςνδρ≅δ ≅νδ ∀φIφτI ∀κ□O:5 σεντ≅ ∀στA:φ ⊕ I ν *∀λIϖ≅πY5 ⊕ σεδ ⊕ AY≅ ρI∀σ3:τΣ ∀Σ≅Yδ ςζ ⊕ Δε≅ ω≅ζ ≅ ∀ωO:μ ρI∀σεπΣν∧ ⊕ τ≅ Δ≅ *∀λIϖ≅πY5 ∀{κσ≅ντ ⊕⊕

"In a call centre, it's vital how people come across on the phone."
Iν ≅ ∀κ□O:5 σεντ≅ ⊕ Iτ Iσ ∀ϖαIτ5∧ ⊕ ηAY ∀πι:π5∧ κςμ ≅∀κ□ρΘσ ⊕ Θν Δ≅ ∀φ≅Yν ⊕⊕

Paul Kerr, of Vertex, which has 800 staff in Knows…Knowsley, Merseyside, said: "Scouse accents came very high in customer appreciation. In call centres, all customers have to go on is the verbal presentation.
*∀πO:λ *∀κ□≅ ⊕ ≅ϖ *ϖ3:∀τ□εκσ ⊕ ωIτΣ η≅ζ ∀εI? ηςνδρ≅δ ∀στA:φ ⊕ Iν *∀κνAYζ ⊕ Iν *∀ν≅YζλI ⊕ *∀μ3:ζIσαIδ ⊕ σεδ ⊕ *∀σκAYσ ∀{κσ≅ντσ κ□εIμ ∀ϖερI ηαI ⊕ Iν ∀κ□ςστ≅μ≅ ≅πρι:ΣI∀εIΣν∧ ⊕ Iν ∀κ□O: 5 σεντ≅ζ ⊕ ∀O:5 κ□ςστ≅μ≅ζ η≅ϖ τ≅ γ≅Y Θν ⊕ Iζ Δ≅ ∀ϖ3:β5∧ πρεζν∧∀τ□εIΣν∧ ⊕⊕

"So an accent can be *pivotable*, *pivotable*, pivotal to business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσεν? ⊕ κ≅ν βι: *∀π□Iϖ≅τ≅β5* ⊕ *∀π□Iϖ≅τ≅β5* ⊕ ∀π□Iϖ≅τ5∧ ⊕ τ≅ ∀βIζν≅σ σ≅κ∀σεσ⊕ ≅νδ ∀π □ι:π5 σIμπλI ρI∀λεI? τ□≅*∀σκAYσ≅ζ ⊕⊕

The Mersey Partnership has been attracting call centre business for four years. The region now has 35 centres employing 10,000 staff.
Δ≅ *∀μ3:ζI *∀π□A:?ν≅ΣIπ ⊕ η≅ζ βι:ν ≅∀τ□ρ{κτ□IN ∀κ□O:5 σεντ□≅ βIζν≅σ ⊕ φ≅ ∀φO: φIεζ ⊕ Δ≅ ∀ρι:δ Z≅ν νAY η≅ζ ⊕ ∀T3:τI φαIϖ ∀σεντ□≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν TAYζν∧δ ∀στA:φ ⊕⊕

Newcomers include Bertelsmann, the German media and distribution group, and US Airways, which has opened a Ł3.5m European reservations centre.
νφυ:κςμ≅ζ Iν∀κ□λυ:δ ⊕ *∀β3:τ5∧ζμ≅ν ⊕ Δ≅ *∀δZ3:μ≅ν ∀μι:δI≅ ≅νδ δIστρI∀βφυ:Σν∧ γρυ:π ⊕ ≅νδ *∀φυ :εσ *∀ε≅ωεIζ ⊕ ωIτΣ η≅ζ ∀≅Yπ≅νδ εI ⊕ ∀φρι: πOIν? ∀φαIϖ μIλI≅ν⊕*∀φY≅ρ≅πι:≅ν ρεζ≅∀ϖεIΣν∧ζ σεντ □≅ ⊕⊕

3. 5. 3 Speaker 1- Speaking Part

Ehm, what can I say? Ehm, I don't, I don't, I would say I've got a very slight accent which probably comes from living in London for five years now.
≅μ ⊕ ωΘ? κ≅ν A ∀σεI ⊕ ≅μ ⊕ αI ∀δ≅Yν? ⊕ αI ∀δ≅Yν? ⊕ αI ωYδ ∀σεI ⊕ Aϖ γΘ? ≅ ∀ϖερI ∀σλαIτ ∀{κσ≅ ν? ⊕ ωIτΣ
∀π□ρΘβ≅βλI ∀κ□ςμζ φρΘμ ∀λIϖIN Iν *∀λςνδ≅ν φ≅ ∀φαIϖ ∀φι:≅ζ νAY ⊕⊕

Ehm, well I, I grew up on the council estates, ehm, just outside of, about forty miles outside of London,

≅μ ⊕ ωεΥ αΙ ⊕ αΙ γρυ: ∀ζπ Θν Δ≅ ∀κ□ΑΥνσ5∧ ≅∀στεΙτσ ⊕ ≅μ ⊕ δΖ≅στ ΑΥ?∀σαΙδ ≅ϖ ⊕ ≅∀βΑΥ? ∀φΟ:τ Ι ∀μαΙλζ ΑΥ?∀σαΙδ ≅ϖ ∗∀λζνδ≅ν ⊕⊕

ehm, a lot of the people lived on the estate had been rehomed after the last war, ehm, from London,
≅μ ⊕ ≅ ∀λΘ? ≅ϖ Δ≅ ∀π□ι:π5∧ ⊕ ∀λΙϖδ Θν Δ≅ ≅∀στεΙ? ⊕ ≅δ βι:ν ρι:∀η≅Υμδ ⊕ ∀Α:φτ≅ Δ≅ ∀λΑ:στ ∀ωΟ: ⊕ ≅μ ⊕ ∀φρΘμ ∗λζνδ≅ν ⊕⊕

it was like an ovespill, ehm, the Old Dean estate in Cumberley,
Ι? ω≅ζ λαΙκ ≅ν ∀≅Υϖ≅σπΙ5 ⊕ ≅μ ⊕ Δι: ∗∀≅Υ5δ ∗∀δι:ν ≅∀στεΙ? Ιν ∗∀κ□ζμβλι ⊕⊕

ehm, and so when I was a lot younger I do think I picked up a little bit of an accent from there,
≅μ ⊕ ≅ν σ≅Υ ωεν Α ω≅ζ ≅ ∀λΘ? φζΝγ≅ ⊕ Α ∀δυ: φΙΝκ ⊕ Α π□Ικτ□ ∀ζπ ≅ ∀λΙ?5∧ βΙ? ≅ϖ≅ν ∀{κσ≅ν? φρΘ μ ∀Δε≅ ⊕⊕

ehm, but I, I definitely haven't got a, I would not say I've got a very harsh accent,
≅μ ⊕ β≅τ□ αΙ ⊕ αΙ ∀δεφΙνΙ?λΙ η{ϖν∧? γΘ? ≅ ⊕ αΙ ωΥδ ∀νΘ? σεΙ ⊕ Αϖ γΘ? ≅ ∀ϖερΙ ∀ηΑ:Σ ∀{κσ≅ν? ⊕⊕

I know there's, you know, there's a lot harsher accents in London.
Α ν≅Υ Δε≅ζ ⊕ φ≅ ν≅Υ ⊕ Δε≅ζ ≅ ∀λΘ? ∀ηΑ:Σ≅ ∀{κσ≅ντσ Ιν ∗∀λζνδ≅ν ⊕⊕

Ehm, what else can I say? I don't know. I suppose I could talk about my very dull shelving job, if you wanted (laughing),
≅μ ⊕ ωΘ? ∀ε5σ κ≅ν Α ∀σεΙ ⊕ Α δ≅Υν? ∀ν≅Υ ⊕ Α σ∀π≅Υσ Α κΥδ ∀τ□Ο:κ ≅∀βΑΥ? μαΙ ∀ϖερΙ ∀δζ5 ∀Σε 5ϖΙΝ ∀δΖΘβ ⊕ Ιφ φυ ∀ωΘντΙδ ⊕⊕

my current situation in which I, I desperately need to find myself a, a new job,
μαΙ ∀κζρ≅ν? σΙτΣυ∀εΙΣν∧ ⊕ Ιν ωΙτΣ αΙ ⊕ αΙ ∀δεσπρ≅?λΙ νι:δ τ≅ φαΙνδ μ≅∀σε5φ ≅ ⊕ ≅ νφυ: ∀δΖΘβ ⊕⊕

ehm, I'm thinking that I'll probably move outside of London, ehm, in the short term, maybe come back in a few years when I'm sort of a bit more on my feet,
≅μ ⊕ Αμ ∀φΙΝκΙΝ ⊕ Δ{? Α5 ∀π□ρΘβ≅βλΙ ∀μυ:ϖ ΑΥ?∀σαΙδ ≅ϖ ∗∀λζνδ≅ν ⊕ ≅μ ⊕ Ιν Δ≅ ∀ΣΟ:? ∀τ□3:μ ⊕ μεΙβΙ κζμ
∀β{κ Ιν ≅ ∀φφυ: φι:≅ζ ⊕ ωεν Αμ σΟ:? ≅ϖ ≅ ∀βΙ? ∀μΟ: Θν μαΙ ∀φι:τ□ ⊕⊕

ehm, I've been here for five years and rapidly considering that it's offering me less and less, you know, becoming more and more, eh, you know, it's become more and more of a financial strain…
≅μ ⊕ Αϖ βι:ν Ι≅ φ≅ ∀φαΙϖ φι:ζ ⊕ ≅ν ∀ρ{πΙδλΙ κ≅ν∀σΙδ≅ρΙΝ ⊕ Δ≅? Ιτσ ∀Θφ≅ρΙΝ μι: ∀λεσ ≅ν ∀λεσ ⊕ φ≅ ν≅Υ ⊕ βΙ∀κ□ζμΙΝ
∀μΟ: ≅ν ∀μΟ: ⊕ ≅ ⊕ φ≅ ν≅Υ ⊕ Ιτσ βΙ∀κ□ζμ ∀μΟ: ≅ν ∀μΟ: ≅ϖ ≅ φαΙ∀ν{νΣ5∧ ∀στρεΙν ⊕⊕

Ehm, I don't know. What else can I discuss? I suppose I, I've got to consider completing my degree in, in the next year or so,
≅μ ⊕ αΙ δ≅Υν? ∀ν≅Υ ⊕ ωΘ? ∀ε5σ κ≅ν Α δΙ∀σκζσ ⊕ Α σ∀π≅Υσ Α ⊕ Αϖ γΘ? τ≅ κ≅ν∀σΙδ≅ κ≅μ∀πλι:?ΙΝ μαΙ δΙ∀γρι: Ιν ⊕ Ιν Δ≅ νεκστ ∀φι:≅ρ≅ σ≅Υ ⊕⊕

ehm, I've already put it on hold for quite some time now, ehm, that is a big concern for me at the moment, it's just actually knuckling down and getting my dissertation done…
≅μ ⊕ Αϖ Ο:5∀ρεδΙ ∀πΥ≡ Ι? Θν ∀η≅Υλδ ⊕ φ≅ ∀κ□ωαΙ? σ≅μ ∀τ□αΙμ νΑΥ ⊕ ≅μ ⊕ ∀Δ{? Ιζ ≅ ∀βΙγ κ≅ν∀σ3 :ν φ≅ μι: ≅? Δ≅ ∀μ≅Υμν∧? ⊕ Ιτσ ΔΖζστ ΑκτΣ≅λΙ ∀νζκλΙΝ ∀δΑΥν ≅ν ∀γε?Ιν μαΙ δΙσ≅∀τ□ΕΙΣ∧ν∧ ∀δζν ⊕ ⊕

Ehm, I don't know, I don't know what else? Is that fine? Thank you.
≅μ ⊕ αΙ δ≅Υν? ∀ν≅Υ ⊕ αΙ δ≅Υν? ∀ν≅Υ ωΘ? ∀ε5σ ⊕ Ιζ Δ{? ∀φαΙν ⊕ ∀Τ{Νκ φυ ⊕⊕

3. 5. 4 Speaker 2- Reading Part

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≅ ∀σΘϕτ ≡νδ ∀ϕρενδλΙ ∀ϖ3:Σν∧ ≡ϖ Δ≅ *∀σκ{:σ ∀{κσεν? ⊕ ≅ζ ∀ε5πτ□ τ□≅ ∀τ□3:ν *∀λΙϖ≅πΥ5 ⊕ Ιντ≅ *∀βρΙτν∧ζ ∀ϕαΙϖρΙ? λ≅Υ∀κ□εΙΣν∧ ⊕ ϕ≅ ∀κ□Ο:5 σεντ□≅ζ ⊕⊕

Liverpool, where call centres have become an important strategy in economic *re…recreation*, came top of a league table compiled by the recruitment agency Adecco. It was the only British city to win a place in the European top 10.
*∀λΙω≅πΥ5 ⊕ ωε≅ ∀κ□Ο:5 σεντ□≅ζ ⊕ η≅ϖ βΙ∀κ□ςμ ≅ν Ιμ∀π□Ο:τν∧? ∀στρ{τ≅δΖΙ ⊕ Ιν ι:κ≅∀νΘμΙκ *ρΙ⊕ *ρΙκρΙ∀εΙΣν∧* ⊕ κ□εΙμ∀τ□Θπ ≅ϖ ≅ ∀λι:γ ∀τ□εΙβ5∧ ⊕ κ≅μ∀π□αΙλδ βαΙ Δ≅ ρΙ∀κρυ:?μ≅ν? ∀εΙδΖ≅νσΙ *∀{ δ≅κ≅Υ ⊕ Ι? ωΘζ Δι: ∀≅ΥνλΙ *∀βρΙτ□ΙΣ
∀σΙτ□ι: ⊕ τ□≅ ∀ωΙν ≅ ∀π□λαΙσ ⊕ Ιν Δ≅ *∀φΥ≅ρ≅πι:≅ν ∀τ□Θπ ∀τ□εν ⊕⊕

Adecco surveyed more than 250 call *centres executive* employing 40,000 staff in Europe who*'ve handled* 550m calls a year.
*∀{δ≅κ≅Υ σ≅∀ϖεΙδ μΟ: Δ≅ν ∀τ□υ: ςνδρ≅δ ≅νδ ∀ϕΙϕτΙ ∀κ□Ο:5 *σεντ≅ζ Ιγ∀ζεκφ≅τΙϖ* ⊕ Ιμ∀π□λΟΙΝ ∀ϕΟ: τΙ ϕ{:ζν∧δ ∀στΑ:ϕ Ιν*∀φΥ≅ρ≅π ⊕ ηυ:*ϖ ∀η{νδ5≅δ* ∀ϕαΙϖ ςνδρ≅δ ≅νδ ∀ϕΙϕτΙ *μι:τ≅* ∀κ□Ο:5ζ ≅ ∀φΙ≅ ⊕⊕

Alice Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor in determining the quality of staff.
*∀{λΙσ *∀π□{:5 ⊕ Ιν∀ϖεστμ≅ν? ∀μ{νΙδΖ≅ ϕ≅ Δ≅ *∀μ3:ζΙ *∀π□Α:?ν≅ΣΙπ ⊕ ωΙτΣ ∀ηελπσ τ≅ ∀βρΙΝ ∀δΖ Θβζ τ≅ *∀μ3:ζΙσαΙδ ⊕ σεδ Ιμ∀π□λΟΙ≅ζ σΟ: ∀{κσεντσ ⊕ ≅ζ ≅ν Ιμ∀π□Ο:τν∧? ∀ϕ{κτ□≅ ⊕ Ιν δΙ∀τ□ 3:μΙνΙΝ Δ≅ ∀κ□ωΘλΙτ□ι ≅ϖ
∀στΑ:ϕ ⊕⊕

"The Liverpool accent used to be perceived as harsh and *inpretepretle*," she said. "It still comes up as an issue *in* initial meetings. But we can quickly allay fears by showing that companies already here are successful.
Δ≅ *∀λΙϖ≅πΥ5 ∀{κσεν? ⊕ φυ:στ τ≅ βι: π≅∀σι:ϖδ ⊕ ≅ζ ∀ηΑ:Σ ≅νδ *ΙνπρΙ∀τ3:πρΙτ5∧* ⊕ Σι: σεδ ⊕ Ιτ στΙ5 κςμζ ∀ζπ ⊕ ≅ζ ≅ν
∀ΙΣυ: ⊕ *Ιν* Ι∀νΙΣ5∧ ∀μι:τΙΝζ ⊕ βς? ωι: κ≅ν ∀κ□ωΙκλΙ ≅∀λαΙ ∀ϕΙ≅ζ ⊕ βαΙ ∀Σ≅ΥΙΝ ⊕ Δ≅τ□ ∀κ□ςμπ≅νι:ζ Ο:5∀ρεδΙ ∀ηΙ≅ ⊕ Α: σ≅κ∀σεσϕ≅5 ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ *∀λΙϖ≅πΥ5 ϖΟΙσ ⊕ Ιζ νΑΥ ∀σι:ν τ≅ βι: ⊕ ∀στρεΙ? ⊕ ςνδ≅∀στ{νδΙΝ ⊕ ≅νδ ∀ϕρενδλι ⊕ Ι? Ιζ ∀νΘ? ∀σ ι:ν ⊕ ≅ζ ≅ ∀β{ρΙ≅ τ≅∀βΙζν≅σ ⊕⊕

Glasgow, Hartlepool, *Balfest* and Wolverhampton also *feared* well in the survey, suggesting that employers are not afraid *to offer* distinctive accents.
*∀γλΑ:ζγ≅Υ ⊕ *∀ηΑ:?λΙπΥ5 ⊕ **∀βΑ:λϕεστ* ⊕ ≅νδ *∀ωΘλϖ≅η{μπτν∧ ∀Ο:λσ≅Υ *∀ϕι:≅δ* ∀ωε5⊕ Ιν Δ≅ ∀σ 3:ϖεΙ ⊕ σ≅∀δΖεστΙΝ Δ≅τ⊕ Ιμ∀π□λΟΙ≅ζ ≅ ∀νΘτ ≅∀ϕρεΙδ ⊕ *τ≅ ∀Θϕ≅* δΙ∀στΙΝκτΙϖ ∀{κσεντσ ⊕⊕

But…English, *is* recognised accent of the south east, appears less popular: east London, Reading and Southend finished near the bottom of the list.
βςτ *∀ΙΝγλΙΣ ⊕ *Ιζ* ∀ρεκ≅ναΙζδ ∀{κσεντ ⊕ ≅ϖ Δ≅ ∀σ{:ϕ ι:στ ⊕ ≅∀π□Ι≅ζ λεσ ∀π□ΘπφΥλ≅ ⊕ ∀ι:στ *λςνδ ≅ν ⊕ *∀*ρι:δΙΝ* ⊕ ≅νδ*∀σΑϖ≅νδ ⊕ ∀ϕΙνΙΣδ νΙ≅ Δ≅ ∀βΘτ□≅μ ⊕ ≅ϖ Δ≅ ∀λΙστ ⊕⊕

The findings complement research by the Henley Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staff in Liverpool, said: "Our research showed us there was a very warm reception *in* Liverpool accent.
Δ≅ ∀ϕαΙνδΙΝζ ⊕ ∀κ□ΘμπλΙμ≅ν? ρΙ∀σ3:τΣ ⊕ βαΙ Δ≅ *∀ηενλΙ *σεντ□≅ ⊕ Ιν ωΙτΣ *∀δΖΘν*∀γρΙμβ≅5δστ ≅ν ⊕ ≅ϖ *∀{βΙ
*∀ν{Σν∧≅5 ⊕ ωΙτΣ Ιμ∀π□λΟΙζ ⊕ ∀τ□υ: ςνδρ≅δ ≅νδ ∀ϕΙϕτΙ ∀κ□Ο:5 σεντ≅ ∀στΑ:ϕ ⊕ Ιν *∀λΙϖ≅πΥ5 ⊕ σε δ ⊕ ΑΥ≅ ρΙ∀σ3:τΣ ∀Σ≅Υδςζ ⊕ Δε≅ ω≅ζ ≅ ∀ϖερΙ ωΟ:μ ρΙ∀σεπΣν∧ ⊕ *Ιν* *∀λΙϖ≅πΥ5 ∀{κσεν? ⊕⊕

"In a call centre, it's vital how people come across *over* the phone."
Ιν ≅ ∀κ□Ο:5 σεντ≅ ⊕ Ιτσ ∀ϖαΙτ5∧ ⊕ {: ∀π□ι:π5∧ κςμ ≅∀κ□ρΘσ ⊕ *≅Υϖ≅* Δ≅ ∀ϕ≅Υν ⊕⊕

Paul Kerr, *in Vexton*, which has 800 staff in Knowsley, Merseyside, said: "Scouse accents *come* very high in customer appreciation. In *all* call centres, all customers have to go on *in* the verbal presentation.
*∀πO:λ *∀κ□≅ ⊕ Iν *∀ϖεκστν∧ ⊕ ωIτΣ η≅ζ ∀εI? ςνδρ≅δ ∀στA:ϕ ⊕ Iν *∀ν≅YζλI ⊕ *∀μE:ζIσαIδ ⊕ σεδ ⊕ *∀σκ{:σ ∀{κσεντσ *κ□ζμ* ∀ϖερI ηαI ⊕ Iν ∀κ□ζστ≅μ≅ ≅πρι:ΣI∀εIΣν∧ ⊕ Iν *O:5* ∀κ□O:5 σεντ≅ζ ⊕ ∀O:5 κζστ≅μ≅ζ η≅ϖ τ≅ γ≅Y Θν ⊕ *Iν* Δ≅
∀ϖ3:β5∧ πρεζν∧∀τ□εIΣν∧ ⊕⊕

"So an accent can be *provotal in* business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσ≅ν? ⊕ κ≅ν βι: *∀πρΘϖ≅τ5∧* ⊕ *Iν* ∀βIζν≅σ σ≅κ∀σεσ ⊕ ≅νδ ∀πι:π5∧ σIμπλI ρI∀λεI? τ□≅ *∀σ κ{:σ≅ζ ⊕⊕

The Mersey Partnership has been attracting call centre business for four years. The region now has 35 call…has 35 centres employing 10,000 staff.
Δ≅ *∀μ3:ζI *∀π□A:?ν≅ΣIπ ⊕ η≅ζ βι:ν ≅∀τ□ρ{κτIN ∀κ□O:5 σεντ□≅ βIζν≅σ ⊕ ϕ≅ ∀ϕO: φIεζ ⊕ Δ≅ ∀ρι:δZ≅ ν νAY η≅ζ ⊕
∀ϕ3:?I ϕαIϖ κ□O:5 ⊕ η≅ζ ∀ϕ3:?I ϕαIϖ ∀σεντ≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν ϕ{:ζν∧δ ∀στA:ϕ ⊕⊕

Newcomers *including* Bertelsmann, the German media and distribution *groups*, and US Airways, which has opened a Ł3.5m European reservations *centres.*
∀νφυ:κςμ≅ζ *Iν∀κ□λυ:δIN* ⊕ *∀β3:τ5∧ζμ≅ν ⊕ Δ≅ *∀δZ3:μ≅ν ∀μι:δI≅ ≅νδ δIστρI∀βφυ:Σν∧ *γρυ:πσ* ⊕ ≅νδ *∀φυ:εσ *∀ε≅ωαIζ ⊕ ωIτΣ η≅ζ ∀≅Yπ≅νδ ≅ ⊕ ∀ϕρι: πOIν? ∀ϕαIϖ μIλI≅ν ⊕*∀φY≅ρ≅πι:≅ν ρεζ≅∀ϖ εIΣν∧ζ *σεντ≅ζ* ⊕⊕

3. 5. 5 Speaker 2- Speaking Part

I was born in 1980, 25th of May. Ehm, I went to St Peter and Paul's Primary School, I was there till I was about eleven and then I left there and I went to, eh, La Sainte Union, which was my secondary school.
αI ω≅ζ ∀βOYν Iν ναIν∀τ□ι:ν εIτ□≅⊥I ⊕ ∀τ□ωεν?IϕIϕ ≅ϖ ∀μαI ⊕ ≅μ ⊕ αI ωεν? τ□υ: *σν∧ *∀π□ι:?σν∧∀π □OYσ *∀π□ραIμρ∧I ∀σκYυ ⊕ A ω≅ζ ∀Δ3: τI5 A ω≅ζ ≅∀β{:? I∀λεϖν∧ ⊕ ≅ν Δεν A ∀λεϕτ ∀Δ3: ⊕ ≅ν A ωεν? τ□υ: ⊕ ≅ ⊕ *λα *∀σεντ□≅ *∀φυ:νI≅ν ⊕ ωIτΣ ω≅ζ μα ∀σεκν∧δρI ∀σκYυ ⊕⊕

I was there till I was sixteen, I left there, eh, wanted to go to college but I never went
A ω≅ζ ∀Δ3: τI5 A ω≅ζ σIκσ∀τ□≅⊥Iν ⊕ A ∀λεϕτ ∀Δ3: ⊕ ≅ ⊕ ∀ωΘν?Iδ τ≅ ∀γ≅Y τ≅ ∀κ□ΘλIδZ ⊕ β≅? A νε ϖ≅ ωεν? ⊕⊕

so I got a job in a card shop, Clinton's, it's a big company at the moment, ehm, I worked there for actually nine years, then I had a baby so I had to leave there and then,
σ≅Y ⊕ A γΘ? ≅ ∀δZΘβ Iν ≅ ∀κ□A:δ ΣΘπ ⊕ *∀κλIντ≅νζ ⊕ Iτσ ≅ ∀βIγ ∀κ□ζμπ≅νι ≅? Δ≅ ∀μ≅Yμν∧? ⊕ ≅μ ⊕ A ∀ω3:κτ Δ3: ϕ≅ρ∀{κτΣ≅λI ∀νAIν ∀φι:≅ζ ⊕ Δ≅ν αIδ ≅ ∀βαIβ≅⊥I ⊕ σ≅Y Aδ τ≅ ∀λι:ϖ ∀Δ3: ⊕⊕

ehm, I went on maternity leave for six months, I came back, was there for about a year, then I left, now I take care of my daughter who is two, nearly, in April,
≅μ ⊕ A ωεν? ≅ν μ≅∀τ□3:ν≅?I λ≅⊥Iϖ ⊕ ϕ≅ ∀σIκσ ∀μζνϕσ ⊕ A κ□αIμ ∀β{κ ⊕ ω≅ζ Δ3: ϕ≅ρ≅∀β{? ≅ ∀φι:≅ ⊕ Δ≅ν A ∀λεϕτ ⊕ ν{ A τ□εI? ∀κε≅ρ≅ϖ μα ∀δOYτ□≅ ⊕ ηυ:ζ ∀τ□≅⊥υ ⊕ ∀νι:≅λ≅⊥I ⊕ Iν *∀εIπρI5 ⊕⊕

eh, lovely little girl, eh, Isabel, ehm, she's a little monster and drives me insane but I love her to pieces.
≅ ⊕ ∀λςϖλI ∀λI?5∧ ∀γ3:5 ⊕ ≅ ⊕ *Iζ≅∀βεY ⊕ Σι:ζ ≅ λI?5∧ ∀μΘνστ≅ ⊕ {νδ ∀δρΘIϖζ μι Iν∀σαIν ⊕ β≅? A ∀λςϖ ≅ τ□≅ ∀π□≅⊥IσIζ ⊕⊕

Ehm, I've got two twin brothers, they're pains in the backside, ehm, but I love them dearly.
≅μ ⊕ Aϖ γΘ? ∀τ□υ: ∀τ□ωIν ∀βρςϖ≅ζ ⊕ Δε≅ ∀π□αIνζ Iν Δ≅ β{κσαIδ ⊕ ≅μ ⊕ β≅? A ∀λςϖ Δ≅μ ∀δι:≅λ≅⊥I ⊕⊕

Ehm, I live, I live in central London, which is near the City, I've always lived there, I've lived there for, woh, twenty-six years nearly, ehm, ehm, what more can I say? I love it round here…yeah, yeah, lovely.
≅μ ⊕ A λIϖ ⊕ A ∀λIϖ Iν χεντρ≅5 ∗∀λςνδ≅ν ⊕ ωIτΣ Iζ νι:≅ Δ≅ ∗∀σIτ≅⊥I ⊕ Aϖ ∀O:5ωεIζ ∀λIϖδ Δε≅ ⊕ α ϖ ∀λIϖδ Δε≅ ϕ≅ ⊕ ω≅Y ⊕ τ□ωεν?IσIκ∀Σι:≅ζ νι:≅λ≅⊥I ⊕ ≅μ ⊕ ≅μ ⊕ ωΘ? μO: κ≅ν A ∀σαI ⊕ A ∀λςϖ I? ∀ρAYνδ I≅ ⊕ φε ⊕ φε⊕ ∀λςϖλ≅⊥I ⊕⊕

3. 5. 6 Speaker 3- Reading Part

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≅ ∀σΘϕτ ≅νδ ∀ϕρενδλI ∀ϖ3:Σν∧ ≅ϖ Δ≅ ∗∀σκ{:σ ∀{κσ≅ντ ⊕ η≅ζ ∀ε5πτ τ≅ ∀τ3:ν ∗∀λIϖ≅πY5 ⊕ Ivτ≅ ∗ ∀βρI?ν∧ζ ∀ϕαIϖρI? λ≅Y∀κ□εIΣν∧ ⊕ ϕ≅ ∀κ□O:5 σεντ≅ζ ⊕⊕

Liverpool, where call centres have become an important *stage* in *economy recognization*, came top of a league table compiled *of* the recruitment agency…. It was the only British city to win a place in the European top 10.
∗∀λIϖ≅πY5 ⊕ ωε≅ ∀κ□O:5 σεν?≅ζ ⊕ η≅ϖ βI∀κ□ςμ ≅ν Iμ∀π□O:τν∧? *∀σταIδZ* ⊕ Iν *I∀κΘν≅μI ρεκ≅ναI∀ζ εIΣν∧* ⊕ κ□εIμ
∀τ□Θπ ≅ϖ ≅ ∀λι:γ ∀τ□εIβ5∧ ⊕ κ≅μ∀π□αIλδ *≅ϖ* Δ≅ ρI∀κρυ:?μ≅ν? ∀αIδZ≅νσI ⊕ I? ω≅ζ Δι: ∀≅YνλI ∗∀βρ Iτ□IΣ ∀σIτ□I ⊕ τ≅ ∀ωIν≅ ∀π□λεIσ ⊕ Iν Δ≅ ∗∀φY≅ρ≅πι:≅ν ∀τ□Θπ ∀τ□εν ⊕⊕

… surveyed more than 250 call *centres* … employing 40,000 staff in Europe who handle 550m calls a year.
σ≅∀ϖεIδ μO: Δ≅ν ∀τ□υ: ςνδρ≅δ ≅νδ ∀ϕIϕτI ∀κ□O:5 *σεν?≅ζ* ⊕ Iμ∀π□λOIN ∀ϕO:τI ϕ{:ζν∧δ ∀στA:ϕ Iν ∗∀ φY≅ρ≅π ⊕ ηυ:
∀η{νδ5∧ ∀ϕαIϖ ςνδρ≅δ ≅νδ ∀ϕIϕτI μIλI≅ν ∀κ□O:5ζ ≅ ∀φI≅ ⊕⊕

Alison Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor *to denying* the quality of staff.
∗∀{λIσ≅ν ∗∀π□{:Y5 ⊕ Iν∀ϖεστμ≅ν? ∀μ{νIδZ≅ ϕ≅ Δ≅ ∗∀μ3:ζI ∗∀π□A:?ν≅ΣIπ ⊕ ωIτΣ ∀ε5πσ τ≅ ∀βρIN ∀ δZΘβζ τ≅ ∗∀μ3:ζIσαIδ ⊕ σεδ Iμ∀π□λOI≅ζ σO: ∀{κσ≅ντσ ⊕ ≅ζ ≅ν Iμ∀π□O:τν∧? ∀ϕ{κτ□≅ ⊕ *τ≅ δI∀ν ΘIIN* Δ≅ ∀κωΘλIτ□ι ≅ϖ ∀στA:ϕ ⊕⊕

"The Liverpool accent used to be *perverse* as harsh im…" she said. "It still comes up as an issue *in internal* meetings. But we can quickly allay fears *for* showing that companies already had…here are successful.
Δ≅ ∗∀λIϖ≅πY5 ∀{κσ≅ν? ⊕ φυ:στ τ≅ βι: *π≅∀ϖ3:σ* ⊕ ≅ζ ∀ηA:Σ Iμ ⊕ Σι: σεδ ⊕ Iτ στI5 κςμζ ∀ςπ ⊕ ≅ζ ≅ν ∀ IΣυ: ⊕ *Iν Iν∀τ3:ν5∧*
∀μι:τINζ ⊕ βς? ωι: κ≅ν ∀κ□ωIκλI ≅∀λεI ∀ϕI≅ ⊕ ϕ≅ ∀Σ≅YIN ⊕ Δ≅? ∀κ□ςμπ≅νι:ζ O:5∀ρεδI η{δ ⊕ ∀ηI≅ ⊕ A: σ≅κ∀σεσϕ≅5 ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ ∗∀λIϖ≅πY5 ϖOIσ ⊕ Iζ ν{: ∀σι:ν τ□≅ βι: ⊕ ∀στρεIτ□ ⊕ ςνδ≅∀στ{νδIN ⊕ ≅νδ ∀ϕρενδλI ⊕ Iτ Iζ ∀νΘ? ∀ σι:ν ⊕ ≅ζ ≅ ∀β{ρI≅ τ□≅ ∀βIζν≅σ ⊕⊕

Glasgow, Hartlepool, Belfast and Wolverhampton also fared well in the survey, suggesting that employers are not afraid of other *dis… dis… distinctis, excuse me*, accents.
∗∀γλA:ζγ≅Y ⊕ ∗∀ηA:?λIπY5 ⊕ ∗∀βελϕA:στ ⊕ ≅νδ ∗∀ωΘλϖ≅η{μπτν∧ ∀O:λσ≅Y ∀φε≅δ ∀ωε5⊕ Iν Δ≅ ∀σ 3:ϖεI ⊕ σ≅∀δZεστIN Δ≅?⊕ Iμ∀π□λOI≅ζ ≅ ∀νΘ? ≅∀ϕρεIδ ⊕ ≅ϖ ςϖ≅ *δIσ* ⊕ *δIσ* ⊕ *δIστIνκτIσ* ⊕ *Iκ∀σκφ υ:ζ μι:* ⊕ ∀{κσ≅ντσ ⊕⊕

But … English, *a* recognised accent of the south east, appears less popular: east London, Reading and Southend finished near *to* the bottom of the list.
βςτ□ ∗∀INγλIΣ ⊕ ≅∀ρεκ≅ναIζδ ∀{κσεν? ⊕ ≅ϖ Δ≅ ∀σ{:ϕ ι:στ ⊕ ≅∀π□I≅ζ λεσ ∀π□ΘπφYλ≅⊕ ∀ι:στ ∗λςνδ ≅ν ⊕ ∗∀ρεδIν ⊕ ≅νδ ∗∀σ{:φενδ ⊕ ∀ϕIνIΣδ νI≅ *τ≅* Δ≅ ∀βΘτ□≅μ ⊕ ≅ϖ Δ≅ ∀λIστ ⊕⊕

The findis, findings *comply, complatement* research *of* Henley Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staffs, staff in Liverpool, said: "Our research *shows* us there *are* a very warm reception to the Liverpool accent.

Δ≅ ∀φαIνδIσ ⊕ φαIνδINζ ⊕ *∀κ□Θμπλαι* ⊕ *∀κ□Θμπλεiτμ≅ν?* ρI∀σ3:τΣ ⊕ ≅ϖ *∀ηενλI *σεντ≅ ⊕ Iν ωIτΣ *∀δZΘν*
∀γρIμβ≅5δεστ≅ν ⊕ ≅ϖ *∀{βI *∀ν{Σν∧≅5 ⊕ ωIτΣ Iμ∀π□λOIζ ⊕ ∀τ□υ: ςνδρ≅δ ≅νδ ∀φIϕτI ∀κ□O:5 σεν?≅ ∀στA:ϕσ ⊕ στA:ϕ Iν *∀λIϖ≅πY5 ⊕ σεδ ⊕ AY≅ ρI∀σ3:τΣ *∀Σ≅Yζ* ςζ ⊕ Δε≅ *A:* ≅ ∀ϖερI ωO:μ ρI∀σεπΣν∧ ⊕ τ≅ Δ≅ *∀λIϖ≅πY5 ∀{κσ≅ντ□ ⊕⊕

"In a call centre, it's vital how people come across on the phone."
Iν ≅ ∀κ□O:5 σεντ≅ ⊕ Iτσ ∀ϖαIτ5∧ ⊕ {: ∀π□ι:π5∧ κςμ ≅∀κ□ρΘσ ⊕ Θν Δ≅ ∀ϕ≅Yν ⊕⊕

Paul Kerr, of Vertex, which has 800 staff in Knowsley, Merseyside, said: "Scouse accents *come* very high in customer…. In call centres, all customers have to go on *its* … verbal ….
*∀πO:λ *∀κ□≅ ⊕ ≅ϖ *ϖ≅∀τ□εκσ ⊕ ωIτΣ η≅ζ ∀εI? ςνδρ≅δ ∀στA:ϕ ⊕ Iν *∀νAYζλI ⊕ *∀μE:ζIσαIδ ⊕ σεδ ⊕ *∀σκ{:σ
∀{κσ≅ντσ *κ□ζμ* ∀ϖερI ηαI ⊕ Iν ∀κ□ςστ≅μ≅ ⊕ Iν ∀κ□O:5 σεν?≅ζ ⊕ ∀O:5 κ□ςστ≅μ≅ζ η≅ϖ τ□≅ γ≅Y Θν ⊕ *Iτσ* ∀ϖ3:β5∧ ⊕⊕

"So an accent can be *provi, proveet* to business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσεν? ⊕ κ≅ν βι: *πρ≅∀ϖαI* ⊕ *πρ≅∀ϖι:τ* ⊕ τ≅ ∀βIζν≅σ σ≅κ∀σεσ ⊕ ≅νδ ∀π□ι:π5∧ σIμπλI ρI∀λεI τ τ≅ *∀σκ{:σ≅ζ ⊕⊕

The Mersey Partnership has been *attracted* call centre business for four years. The region now has 35 centres employing 10,000 staff.
Δ≅ *∀μ3:ζI *∀π□A:?ν≅ΣIπ ⊕ ≅ζ βι:ν *≅∀τρ{κτIδ* ∀κ□O:5 σεν?≅ βIζν≅σ ⊕ ϕ≅ ∀ϕO: φIεζ ⊕ Δ≅ ∀ρι:δZ≅ν ν{: η≅ζ ⊕ ∀T3:τI ϕαIϖ ∀σεντ≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν ϕ{:ζν∧δ ∀στA:ϕ ⊕⊕

Newcomers include *Battlesmann*, the German … group, *as* US Airways, which has opened a Ł3.5m European … *centres*.
∀νφυ:κςμ≅ζ Iν∀κλυ:δ ⊕ *∀β{τ5∧ζμ≅ν* ⊕ Δ≅ *∀δZ3:μ≅ν γρυ:π ⊕ ≅ζ *∀φυ:εσ *∀ε≅ωεIζ ⊕ ωIτΣ η≅ζ ∀≅Y π≅νδ ≅ ⊕ ∀φρι: πOIν? ∀φαIϖ μIλI≅ν ⊕*∀φY≅ρ≅πι:≅ν *σεν?≅ζ* ⊕⊕

3. 5. 7 Speaker 3- Speaking Part

Hello, I'm Mik, I'm forty-nine years of age. I do come from Peckham in south London which comes from the Trotter family of Only Fools and Horses.
∀ηελ≅Y ⊕ αIμ *∀μIκ ⊕ αIμ ϕO:τ□I∀ναIν φι:≅ζ ≅ϖ ∀{IδZ ⊕ αI ∀δυ: κ□ςμ ϕρ≅μ *∀πεκ≅μ Iν σ{:ϕ *∀λςνδ ≅ν ⊕ ωIτΣ
∀κ□ςμζ ϕρΘμ Δ≅ ∀τ□ρΘτ□≅ ∀ϕ{:μIλι ⊕ ≅ϖ *∀≅Yνλι *∀ϕYυσ ≅ν *∀OYσIζ ⊕⊕

I've been married twenty-eight years. I've two daughters. My wife, Valery, comes from Dulwich in south-east London.
Aϖ βIν ∀μ{ρIδ τ□ωεντI ∀εI? ∀φι:≅ζ ⊕ αIϖ ∀τ□υ: ∀δOYτ□≅ζ ⊕ μαI ∀ωAIϕ ⊕ *∀ϖ{λ≅ρI ⊕ ∀κ□αμζ ϕρ≅μ *∀δςλIτΣ ⊕ Iν ∀σ{:φι:στ *∀λςνδ≅ν ⊕⊕

When I left school, I was in the print. I came out the print after six years and I worked with homeless people for fifteen years which I came out of that and I'm working now security for the Corporation of London.
ωεν αI ∀λεϕτ ∀σκYυ ⊕ αI ω≅ζ Iν Δ≅ ∀π□ρIντ□ ⊕ αI κεIμ {:? Δ≅ ∀π□ρIν? ⊕ α:ϕτ≅ σIκ∀Σι:≅ζ ⊕ ≅ν A ∀ω 3:κτ ωIϖ
∀η≅Yμλ≅σ ∀π□ι:πY ϕ≅ ∀ϕIϕτι:ν φι:≅ζ ⊕ ωIτΣ αI κ□εIμ ∀{:? ≅ϖ ∀Δ{τ□ ⊕ ≅ν Aμ ∀ω3:ρκIν ν{: σI∀κ□φυ≅ ρ≅τι ⊕ ϕO: Δ≅
*κ□O:π≅∀ρεIΣν∧ ≅ϖ *λςνδ≅ν ⊕⊕

Ehm, I enjoy football. Ehm, it's my main sport, I go and see my local team as much as I can, depending what shift I am actually working here, sometimes I can't get to most of my football meetings but I like playing table-tennis and I enjoy playing snooker.
≅μ ⊕ αI Iν∀δZOI ∀ϕY?βOY ⊕ ≅μ ⊕ Iτσ μAI ∀μAIν ∀σπOY? ⊕ αI ∀γ≅Y ≅ν ∀σι: μAI ∀λ≅Yκ5∧ ∀τ□≅⊥Iμ ⊕ ≅ζ ∀μςτΣ ≅ζ αI

∀κ□{ν ⊕ δΙ∀π□ενδΙν ωΘ? ∀ΣΙφτ ⊕ ΑΙ ≡μ ∀{κτΣ≡λΙ ∀ω3:κΙν ∀ηΙ≡ ⊕ ∀σςμταΙμζ ΑΙ ∀κ□Α:ντ□ ∀γε? τ□≡ ∀μ≡Υστ ≡ϖ μΑΙ
∀φΥ?βΟΥ ∀μι:τ□Ινζ ⊕ β≡τ□ ⊕ αΙ ∀λαΙ? ∀πλεΙΙν ∀τ□εΙβ5∧ τ□ενΙσ ⊕ {νδ αΙ Ιν∀δΖΟΙ ∀π□λεΙΙν ∀σνυ:κ≡ ⊕⊕

Ehm (long pause), my daughters, my daughter, my oldest daughter, she is twenty-five years of age, she is a hairdresser, my youngest daughter is twenty-one years of age, she works as a supervisor at Morrison's.
≡μ ⊕ μΑΙ ∀δΟΥτ≡ζ ⊕ μΑΙ ∀δΟΥτ≡ ⊕ μΑΙ ≡ΥδΙστ ∀δΟΥτ≡ ⊕ Σι:ζ τ□ωεντΙ∀φαΙϖ φι:≡ζ ≡ϖ ∀{ΙδΖ ⊕ Σι:ζ ≡ ∀ηε≡δρεσ≡ ⊕ μΘΙ φςΝγΙστ ∀δΟΥτ≡ Ιζ τ□ωεντΙ∀ςν φι:≡ζ ≡ϖ ∀{ΙδΖ ⊕ Σι: ∀ω3:κσ ≡ζ ≡ ∀συ:π≡ϖαΙζ≡ρ ≡? ∗∀μΘρΙσ≡νζ ⊕⊕

My oldest girl does not live with me, she lives with her boyfriend. My youngest girl is still at home but she is actually courting.
μΘΙ ∀≡ΥδΙστ γ3Υ ∀δςζ νΘ? ∀λΙϖ ωΙϖ ∀μι: ⊕ Σι: ∀λΙϖζ ωΙϖ ≡ ∀βΟΙφρενδ ⊕ μΘΙ ∀φςΝγΙστ γ3Υ Ιζ ∀στΙ Υ ≡τ ∀η≡Υμ ⊕ β≡? Σι: Ιζ ∀{κτΣ≡λΙ ∀κ□ΟΥτ□Ιν ⊕⊕

Ehm, my parents are both dead, eh, my in-laws are both dead. I've one brother-in-law, he lives in Bournemouth, he is a retired, ehm, civil servant which I go to see him on most occasions when I can, depending as, as my shifts go.
≡μ ⊕ μαΙ ∀πε≡ρ≡ντσ Α β≡Υφ ∀δεδ ⊕ ≡ ⊕ μαΙ ∀ΙνλΟ:ζ Α β≡Υφ ∀δεδ ⊕ Αϖ ωςν ∀βρςϖ≡ρΙνλΟ: ⊕ ηι: λΙϖ ζ Ιν ∗∀βΟ:νμ≡φ ⊕ ηι: Ιζ ≡ ρΙ∀τ□ΑΙ≡δ ⊕ ≡μ ⊕ σΙϖΙ5 ∀σ3:ϖ≡ντ□ ⊕ ωΙτΣ αΙ γ≡Υ τ≡ ∀σι: Ιμ Θν ∀μ≡Υστ ≡∀ κ□εΙΖν∧ζ ωεν αΙ ∀κ□{ν ⊕
δΙ∀π□ενδΙν ≡ζ ⊕ ≡ζ μΑΙ ∀ΣΙφτσ γ≡Υ ⊕⊕

3. 5. 8 Speaker 4- Reading Part

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≡ ∀σΘφτ ≡νδ ∀φρενδλΙ ∀ϖ3:Ζν ≡ϖ Δ≡ ∗∀σκΑΥσ ∀{κσεν? ⊕ ≡ζ ∀ε5πτ τ≡ ∀τ3:ν ∗∀λΙϖ≡πΥ5 ⊕ Ιντ≡ ∗∀β ρΙ?ν∧ζ ∀φεΙϖρΙ? λ≡Υ∀κ□εΙΣν∧ ⊕ φ≡ ∀κ□Ο:5 σεντ≡ζ ⊕⊕

Liverpool, where call centres have become an important strategy in economic regeneration, came top of a league table compiled by the recruitment agency Adecco. It was the only British city to win a place in the European top 10.
∗∀λΙϖ≡πΥ5 ⊕ ωε≡ ∀κ□Ο:5 σεντ≡ζ ⊕ η≡ϖ βΙ∀κ□ςμ ≡ν Ιμ∀π□Ο:τν∧? ∀στρ{τ≡δΖΙ ⊕ Ιν ι:κ≡∀νΘμΙκ ρΙδΖε ν≡∀ρεΙΣν∧ ⊕ κ□εΙμ∀τ□Θπ ≡ϖ ≡ ∀λι:γ ∀τ□εΙβ5∧ ⊕ κ≡μ∀π□αΙλδ βαΙ Δ≡ ρΙ∀κρυ:?μ≡ν? ∀εΙδΖ≡νσΙ ∗∀{δ≡ κ≡Υ ⊕ Ι? ω≡ζ Δι: ∀≡ΥνλΙ ∗∀βρΙτΙΣ ∀σΙτΙ⊕ τ≡ ∀ωΙν ≡ ∀π□λεΙσ ⊕ Ιν Δ≡ ∗∀φΥ≡ρ≡πι:≡ν ∀τ□Θπ ∀τ□εν ⊕⊕

Adecco surveyed more than 250 call centre executives employing 40,000 staff in Europe who handle 550m calls a year.
∗∀{δ≡κ≡Υ σ≡∀ϖεΙδ μΟ: Δ≡ν ∀τ□υ: ςνδρ≡δ ≡νδ ∀φΙφτΙ ∀κ□Ο:5 σεντ≡ Ιγ∀ζεκφ≡τΙϖζ ⊕ Ιμ∀π□λΟΙΝ ∀φΟ: τΙ ΤΑΥζν∧δ ∀στΑ:φ Ιν ∗∀φΥ≡ρ≡π ⊕ ηυ: ∀η{νδ5∧ ∀φαΙϖ ςνδρ≡δ ≡νδ∀φΙφτΙ μΙλΙ≡ν ∀κ□Ο:5ζ ≡ ∀φΙ≡ ⊕⊕

Alice Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor in deter…determining the quality of staff.
∗∀{λΙσ ∗∀π□ΑΥλ ⊕ Ιν∀ωεστμ≡ν? ∀μ{νΙδΖ≡ φ≡ Δ≡ ∗∀μ3:ζΙ ∗∀π□Α:τν≡ΣΙπ ⊕ ωΙτΣ ∀ηελπσ τ≡ ∀βρΙΝ ∀δ ΖΘβζ τ≡
∗∀μ3:ζΙσαΙδ ⊕ σεδ Ιμ∀π□λΟΙ≡ζ σΟ: ∀{κσεντσ ⊕ ≡ζ ≡ν Ιμ∀π□Ο:?ν∧? ∀φ{κτ≡ ⊕ Ιν δΙ∀τ□3: ⊕ δΙ∀τ□3:μΙν ΙΝ Δ≡ ∀κωΘλΙτΙ ≡ϖ ∀στΑ:φ⊕⊕

"The acc…Liverpool accent used to be perceived as harsh and impenetrable," she said. "It still *came*, *came* up as an issue at initial meetings. But we can quickly allay fears by showing that companies already here are successful.
Δι ∀{κ ⊕ Δ≡ ∗∀λΙϖ≡πΥ5 ∀{κσεν? ⊕ φυ:στ τ≡ βι: π≡∀σι:ϖδ ⊕ ≡ζ ∀ηΑ:Σ ≡νδ Ιμ∀π□εν≡τρ≡β5∧ ⊕ Σι: σεδ ⊕ Ι? στΙ5 *κεΙμ* ⊕ *κεΙμ* ∀ςπ ⊕ ≡ζ ≡ν ∀ΙΣυ: ⊕ ≡τ Ι∀νΙΣ5∧ ∀μι:τΙΝζ ⊕ β≡? ωι: κ≡ν ∀κ□ωΙκλΙ ≡∀λεΙ ∀φΙ≡ζ ⊕ βαΙ ∀Σ≡ΥΙΝ ⊕ Δ≡? ∀κ□ζμπ≡νι:ζ Ο:5∀ρεδΙ ∀ηΙ≡ ⊕ Α: σ≡κ∀σεσφ≡5 ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ *∀λIϖ≅πY5 ϖOIσ ⊕ Iζ νAY ∀σι:ν τ≅ βι: ⊕ ∀στρεI? ⊕ ςνδ≅∀στ{νδIN ⊕ ≅νδ ∀φρενδλι ⊕ I? Iζ ∀νΘ? ∀σ
ι:ν ⊕ ≅ζ ≅ ∀β{ρI≅ τ≅
∀βIζν≅σ ⊕⊕

Glasgow, Hartlepool, Belfast and Wolverhampton also fared well in the survey, suggesting that employers are not afraid of other distinctive accents.
*∀γλA:ζγ≅Y ⊕ *∀ηA:?λIπY5 ⊕ *∀βελφA:στ ⊕ ≅νδ *∀ωΘλϖ≅η{μπτν∧ ∀O:λσ≅Y ∀φε≅δ ∀ωε5⊕ Iν Δ≅ ∀σ
3:ϖεI ⊕ σ≅∀δZεστIN Δ≅?⊕ Iμ∀π□λOI≅ζ ≅ ∀νΘ? ≅∀φρεIδ ⊕ ≅ϖ ςϖ≅ δI∀στINκτIϖ ∀{κσεντσ ⊕⊕

But estuary English, the recognised accent of the south east, appears lei…less popular: east London, Reading and Southend finished near the bottom of the list.
βςτ ∀εστΣY≅ρI *∀INγλIΣ ⊕ Δ≅ ∀ρεκ≅γναIζδ ∀{κσεντ ⊕ ≅ϖ Δ≅ ∀σAYT ι:στ ⊕ ≅∀π□I≅ζ λεI ⊕ λεσ ∀π□Θ
πφYλ≅ ⊕ ∀ι:στ *λςνδ≅ν⊕ *∀ρεδIN ⊕ ≅νδ *∀σAYTενδ ⊕ ∀φIνIΣδ νI≅ Δ≅ ∀βΘ?≅μ ⊕ ≅ϖ Δ≅ ∀λIστ ⊕⊕

The findings complement research by the *Hailey* Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staff in Liverpool, said: "Our research showed us there was a very warm reception to the Liverpool accent.
Δ≅ ∀φαIνδINζ ⊕ ∀κ□ΘμπλIμ≅ντ ρI∀σ3:τΣ ⊕ βαI Δ≅ *∀*ηεIλI* *σεντ≅ ⊕ Iν ωIτΣ *∀δZΘν*∀γρIμβ≅5δεστ≅
ν ⊕ ≅ϖ *∀{βI
*∀ν{Σν∧≅5 ⊕ ωIτΣ Iμ∀π□λOIζ ⊕ ∀τ□υ: ςνδρ≅δ ≅νδ ∀φIφτI ∀κ□O:5 σεντ≅ ∀στA:ϕ ⊕ Iν *∀λIϖ≅πY5 ⊕ σε
δ ⊕ AY≅ ρI∀σ3:τΣ ∀Σ≅Yδςζ ⊕ Δε≅ ω≅ζ ≅ ∀ϖερI ωO:μ ρI∀σεπΣν∧ ⊕ τ≅ Δ≅ *∀λIϖ≅πY5 ∀{κσεν? ⊕⊕

"In a call centre, it's vital how people *came* across on the phone."
Iν ≅ ∀κ□O:5 σεντ≅ ⊕ Iτσ ∀ϖαIτ5∧ ⊕ ηAY ∀π□ι:π5∧ *κεIμ* ≅∀κ□ρΘσ ⊕ Θν Δ≅ ∀ϕ≅Yν ⊕⊕

Paul Kerr, of Vertex, which has 800 staff in Knowsley, Merseyside, said: "Scouse accents came very high in customer appreciation. In call centres, all customers have to go on is the verbal presentation.
*∀πO:λ *∀κ□≅ ⊕ ≅ϖ *ϖ3:∀τ□εκσ ⊕ ωIτΣ η≅ζ ∀εIτ ςνδρ≅δ ∀στA:ϕ ⊕ Iν *∀ν≅YζλI ⊕ *∀μE:ζIσαIδ ⊕ σεδ
⊕ *∀σκAYσ
∀{κσεντσ κ□εIμ ∀ϖερI ηαI ⊕ Iν ∀κ□ςστ≅μ≅ ≅πρι:ΣI∀εIΣν∧ ⊕ Iν ∀κ□O:5 σεντ≅ζ ⊕ ∀O:5 κ□ςστ≅μ≅ζ η≅
ϖ τ≅ γ≅Y Θν ⊕ Iζ Δ≅ ∀ϖ3:β5∧ πρεζν∧∀τ□εIΣν∧ ⊕⊕

"So an accent can be pivotal to business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσεν? ⊕ κ≅ν βι: ∀πIϖ≅τ5∧ ⊕ τ≅ ∀βIζν≅σ σ≅κ∀σεσ ⊕ ≅νδ ∀π□ι:π5∧ σIμπλI ρI∀λεI? τ≅ *∀σκA
Yσ≅ζ ⊕⊕

The Mersey Partnership has been attracting call centre business for four years. The region now *employs*…has 35 *call* centres employing 10,000 staff.
Δ≅ *∀μ3:ζI *∀π□A:τν≅ΣIπ ⊕ ≅ζ βι:ν ≅∀τ□ρ{κτIN ∀κ□O:5 σεντ≅ βIζν≅σ ⊕ φ≅ ∀φO: φIεζ ⊕ Δ≅ ∀ρι:δZ≅ν
νAY *Iμ∀π□λOIζ* ⊕ ≅ζ⊕ ∀T3:τI φαIϖ *κ□O:5* ∀σεντ≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν ϕ{:ζν∧δ ∀στA:ϕ ⊕⊕

Newcombers…Newcomers *including* Bertelsmann, the German media and distribution group, and US Airways, which has opened a Ł3.5m European reservations centre.
∀νφυ:κςμβ≅ζ ⊕ ∀νφυ:κςμ≅ζ *Iν∀κ□λυ:δIN* ⊕ *∀β3:τ5∧ζμ≅ν ⊕ Δ≅ *∀δZ3:μ≅ν ∀μι:δI≅ ≅νδ δIστρI∀βφυ:Σ
ν∧ γρυ:π ⊕ ≅νδ *∀φυ:εσ *∀ε≅ωεIζ ⊕ ωIτΣ η≅ζ ∀≅Yπ≅νδ εI ⊕ ∀φρι: ≅ν ≅ ∀ηA:ϕ μIλI≅ν ⊕*∀φY≅ρ≅πι:≅ν
ρεζ≅∀ϖεIΣν∧ζ σεντ≅ ⊕⊕

3. 5. 9 Speaker 4- Speaking Part

I work at the London School of Economics, ehm, in the post room. I work with six other gentlemen, ehm, several which of non-English speaking as the main language, eh, but mainly English-speaking people.
αI ∀ω3:κ ≅? Δ≅ *∀λςνδ≅ν *∀σκυ:5 ≅ϖ *ι:κ≅∀νΘμIκσ ⊕ ≅μ ⊕ Iν Δ≅ ∀π□≅Yστ ρυ:μ ⊕ αI ∀ω3:κ ωIϖ ∀σIκ
σ ςϖ≅
∀δZεν?5∧μ≅ν ⊕ ∀σεϖρ∧≅5 ωIτΣ ≅ϖ νΘν*∀INγλIΣ ∀σπι:κIN ⊕ ≅ζ Δ≅ ∀μεIν ∀λ{NγωIδZ ⊕ ≅ ⊕ β≅? ∀μα
Iνλι *∀INγλIΣ
σπι:κIN ∀π□ι:π5∧ ⊕⊕

We have certain people from Liverpool, which is the Scouse accent, we have people from the south-east, which is more of a, eh, London, Cockney based accent, ehm, we have a gentleman from New Zealand, a gentleman from Barbados and a gentleman from Columbia so it does help that we have different accents within the post room.
ωι: η≅ϖ ∀σ3:?ν∧ ∀π□ι:π5∧ φρ≅μ *∀λIϖ≅πΥ5 ⊕ ωIτΣ Iζ Δ≅ *∀σκ{:σ {κσεν? ⊕ ωι: η≅ϖ ∀π□ι:π5∧ φρ≅μ Δ ≅ σ{:φ∀ι:στ ⊕ ωIτΣ Iζ μΟ:ρ≅ϖ≅ ⊕ ≅ ⊕ *∀λϛνδ≅ν ⊕ *∀κ□Θκνι βεIστ ∀{κσεν? ⊕ ≅μ ⊕ ωι: η≅ϖ ≅ ∀δΖεν?5 ∧μ≅ν φρ≅μ *νυ: *∀ζι:λ≅νδ ⊕ ≅
∀δΖεν?5∧μ≅ν φρ≅μ *βΑ:∀βεIδ≅σ ⊕ ≅ν ≅ ∀δΖεντ5∧μ≅ν φρ≅μ *κ≅∀λΘμβI≅ ⊕ σ≅Υ I? δϛζ ε5π Δ≅? ωI η≅ϖ ∀δIφρ∧≅ν?
{κσεντσ ωI∀ϖIν Δ≅ ∀π□≅Υστ ρυ:μ ⊕⊕

Ehm, we're a very busy organisation, we deal with over…eh, ooh, three to four hundred tons of post every year.
≅μ ⊕ ωI≅ρ≅ ∀ϖερI βIζI Ο:γ≅ναI∀ζεIΣν∧ ⊕ ωι: ∀δι:5 ωIϖ ≅Υϖ≅ ⊕ ≅ ⊕ υ: ⊕ ∀φρι: τ≅ ∀φΟ: ηϛνδρ≅δ ∀τ□Θ νσ ≅ϖ ∀π□≅Υστ εϖρI∀φι:≅ ⊕⊕

We deal…the university itself has over seven thousand students, two thousand members of staff, ehm, and coming up it's thirty different buildings within a half-mile radius.
ωι: ∀δι:5 ⊕ Δ≅ φυ:νI∀ϖ3:σ≅τ□ι Ιτ∀σε5φ ⊕ η≅ζ ≅Υϖ≅ ∀σεϖν∧ φ{:ζν∧δ ∀στφυ:δν∧τσ ⊕ ∀τ□υ: φ{:ζν∧δ μ εμβ≅ζ ≅ϖ ∀στΑ:φ ⊕ ≅μ ⊕ {νδ ∀κ□ϛμIν ϛπ ⊕ ιτσ ∀φ3:τI δIφρ∧≅ν? ∀βI5δINζ⊕ ωI∀ϖIν ≅ ∀ηΑ:φ∀μαI5 ∀ρε IδI≅σ ⊕⊕

Ehm, I love my job, basically, and it, it makes me very happy, eh, we're a good team, we work well together,
≅μ ⊕ αI ∀λϛϖ μαI ∀δΖΘβ ⊕ ∀βεIσIκλι ⊕ ≅ν I? ⊕ I? ∀μαIκσ μι ϖερι ∀{π≅⊥I ⊕ ≅ ⊕ ωI≅ρ≅ ∀γΥδ ∀τ□ι:μ ⊕ ωι: ω3:κ ∀ωε5 τ≅∀γεϖ≅ ⊕⊕

we've just moved into a new office over the weekend, ehm, and this keeps us very busy, ehm, we are the second biggest postal user within the WC2 area,
ωIϖ δZ≅στ ∀μυ:ϖδ Ιντυ ≅ νφυ: ∀ηΘφIσ ⊕ ≅Υϖ≅ Δ≅ ωι:κ∀ενδ ⊕ ≅μ ⊕ ≅ν ΔIσ ∀κ□ι:πσ ≅ζ ϖερι ∀βIζι ⊕ ≅ μ ⊕ ωι: Α Δ≅
∀σεκν∧δ ∀βIγIστ ∀π□≅Υστ5∧ φυ:ζ≅ ωI∀ϖIν Δ≅ ∀δϛβ5φυ:σι:∀τυ: ∀ε≅ρI≅ ⊕⊕

ehm, I can't, there's not really much more I can say about it except for it's a good place to work and nice gentlemen to work with.
≅μ ⊕ Α ∀κ□Α:ν? ⊕ Δε≅ζ ∀νΘ? ρI≅λI μϛτΣ ∀μΟ: ⊕ Α κ≅ν ∀σεI ≅∀β{? I? ⊕ Ικ∀σεπτ φ≅ Ιτσ ≅ ∀γΥδ ∀π□λε Ισ τ≅ ∀ω3:κ ⊕ ≅ν
∀ναIσ ∀δΖεν?5∧μ≅ν τ≅ ∀ω3:κ ωIϖ ⊕⊕

3. 5. 10 Speaker 5- Reading Part

The soft and friendly version of the Scouse accent has helped to turn Liverpool into Britain's favourite location for call centres.
Δ≅ ∀σΘφτ ≅νδ ∀φρενδλI ∀ϖ3:Σν∧ ≅ϖ Δ≅ *∀σκ□{:σ ∀{κσεν? ⊕ ≅ζ ∀ηε5πτ τ≅ ∀τ3:ν *∀λIϖ≅πΥ5 ⊕ Ιντ≅ * ∀βρI?ν∧ζ ∀φεIϖρI?
λ≅Υ∀κ□εIΣν∧ ⊕ φ≅ ∀κ□Ο:5 σεντ≅ζ ⊕⊕

Liverpool, where call centres have become an important strategy in economic regeneration, came top of a league table compiled by the recruitment agency Adecco. It was the only British city to win a place in the European top 10.
*∀λIϖ≅πΥ5 ⊕ ωε≅ ∀κ□Ο:5 σεντ≅ζ ⊕ η≅ϖ βI∀κ□ϛμ ≅ν Iμ∀π□Ο:?ν∧? ∀στρ{τ≅δZI ⊕ Iν εκ≅∀νΘμIκ ρεδZ≅ ν≅∀ρεIΣν∧ ⊕
κ□εIμ ∀τ□Θπ ≅ϖ ≅ ∀λι:γ ∀τ□εIβ5∧ ⊕ κ≅μ∀π□αIλδ βαI Δ≅ ρI∀κρυ:?μ≅ν? ∀εIδZ≅νσI *∀{δ≅κ≅Υ ⊕ I? ω≅ζ Δι: ∀≅ΥνλI
*∀βρI?IΣ ∀σIτ□ι ⊕ τ≅ ∀ωIν ≅ ∀π□λεIσ ⊕ Iν Δ≅ *∀φΥ≅ρ≅πι:≅ν ∀τ□Θπ ∀τ□εν ⊕⊕

Adecco surveyed more than 250 call centre executives employing 40,000 staff in Europe who *handled* 550m calls a year.

∗∀{δ≅κ≅Y σ≅∀ϖεIδ μO: Δ≅ν ∀τ□υ: ςνδρ≅δ ≅νδ ∀ϕIϕτI ∀κ□O:5 σεντ≅ Iγ∀ζεκφ≅τIϖζ ⊕ Iμ∀π□λOIN ∀ϕO: τI TAYζνδ ∀στA:ϕ Iν ∗∀φY≅ρ≅π ⊕ ηυ: *∀η{νδ5≅δ* ∀ϕαIϖ ςνδρ≅δ ≅νδ ∀ϕIϕτI μIλI≅ν ∀κ□O:5ζ ≅ ∀φI≅ ⊕⊕

Alice Powell, investment manager for the Mersey Partnership, which helps to bring jobs to Merseyside, said employers saw accents as an important factor in determining the quality of staff.
∗∀{λIσ ∗∀π□AYλ ⊕ Iν∀ϖεστμ≅ν? ∀μ{νIδZ≅ ϕ≅ Δ≅ ∗∀μ3:ζI ∗∀π□A:?ν≅ΣIπ ⊕ ωIτΣ ∀ηελπσ τ≅ ∀βρIN ∀δ ZΘβζ τ≅
∗∀μ3:ζIσαIδ ⊕ σεδ Iμ∀π□λOI≅ζ σO: ∀{κσεντσ ⊕ ≅ζ ≅ν Iμ∀π□O:?ν∧? ∀ϕ{κτ□≅ ⊕ Iν δI∀τ□3:μIνIN Δ≅ ∀κ ωΘλIτ□I ≅ϖ
∀στA:ϕ ⊕⊕

"The Liverpool accent used to be perceived as harsh and impenetrable," she said. "It still comes up as an issue *in* initial meetings. But we can quickly allay fears by showing that companies already here are successful.
Δ≅ ∗∀λIϖ≅πY5 ∀{κσεν? ⊕ φυ:στ τ≅ βι: π≅∀σι:ϖδ ⊕ ≅ζ ∀ηA:Σ ≅νδ Iμ∀π□ενIτρ≅β5∧ ⊕ Σι: σεδ ⊕ Iτ στI5 κςμζ ∀ςπ ⊕ ≅ζ ≅ν
∀IΣυ: ⊕ *Iν* I∀νIΣ5∧ ∀μι:τINζ ⊕ βς? ωι: κ≅ν ∀κ□ωIκλI ≅∀λεI ∀ϕI≅ζ ⊕ βαI ∀Σ≅YIN ⊕ Δ≅? ∀κ□ςμπ≅νι:ζ O :5∀ρεδI ∀ηI≅ ⊕ A:
σ≅κ∀σεσϕ≅5 ⊕⊕

"A Liverpool voice is now seen to be straight, understanding and friendly. It is not seen as a barrier to business."
≅ ∗∀λIϖ≅πY5 ϖOIσ ⊕ Iζ νAY ∀σι:ν τ≅ βι: ⊕ ∀στρεI? ⊕ ςνδ≅∀στ{νδIN ⊕ ≅νδ ∀ϕρενδλι ⊕ I? Iζ ∀νΘ? ∀σ ι:ν ⊕ ≅ζ ≅ ∀β{ρI≅ τ≅
∀βIζν≅σ ⊕⊕

Glasgow, Hartlepool, Belfast and Wolverhampton also fared well in the survey, suggesting that employers are not afraid of other distinctive accents.
∗∀γλA:ζγ≅Y ⊕ ∗∀ηA:?λIπY5 ⊕ ∗∀βελϕA:στ ⊕ ≅νδ ∗∀ωΘλϖ≅η{μπτν∧ ∀O:λσ≅Y ∀ϕε≅δ ∀ωε5⊕ Iν Δ≅ ∀σ 3:ϖεI ⊕ σ≅∀δZεστIN Δ≅?⊕ Iμ∀π□λOI≅ζ ≅ ∀νΘ? ≅∀ϕρεIδ ⊕ ≅ϖ ςϖ≅ δI∀στINκτIϖ ∀{κσεντσ ⊕⊕

But estuary English, the recognised accent of the south east, appears less popular: east London, Reading and Southend finished near the bottom of the list.
βς? ∀εστΣY≅ρI ∗∀INγλIΣ ⊕ Δ≅ ∀ρεκ≅γναIζδ ∀{κσεν? ⊕ ≅ϖ Δ≅ ∀σ{:ϕ ι:στ ⊕ ≅∀π□I≅ζ λεσ ∀π□ΘπφYλ≅ ⊕ ∀ι:στ ∗λςνδ≅ν ⊕
∗∀ρεδIν ⊕ ≅νδ ∗∀σ{:ϕενδ ⊕ ∀ϕIνIΣδ νI≅ Δ≅ ∀βΘτ≅μ ⊕ ≅ϖ Δ≅ ∀λIστ ⊕⊕

The findings complement research by the Henley Centre in which John Grimbaldeston, of Abbey National, which employs 250 call centre staff in Liverpool, said: "Our research showed us there *are* a very warm reception to the Liverpool accent.
Δ≅ ∀ϕαIνδINζ ⊕ ∀κ□ΘμπλIμ≅ν? ρI∀σ3:τΣ ⊕ βαI Δ≅ ∗∀ηενλI ∗σεντ□≅ ⊕ Iν ωIτΣ ∗∀δZΘν∗∀γρIμβ≅5δεστ ≅ν ⊕ ≅ϖ ∗∀{βI
∗∀ν{Σν∧≅5 ⊕ ωIτΣ Iμ∀π□λOIζ ⊕ ∀τ□υ: ςνδρ≅δ ≅νδ ∀ϕIϕτI ∀κ□O:5 σεντ≅ ∀στA:ϕ ⊕ Iν ∗∀λIϖ≅πY5 ⊕ σε δ ⊕ AY≅ ρI∀σ3:τΣ ∀Σ≅Yδςζ ⊕ Δε≅ *A:*≅ ∀ϖερI ωO:μ ρI∀σεπΣν∧ ⊕ τ≅ Δ≅ ∗∀λIϖ≅πY5 ∀{κσεν? ⊕⊕

"In a call centre, it's vital how people come across on the phone."
Iν ≅ ∀κ□O:5 σεντ≅ ⊕ Iτσ ∀ϖαIτ5∧ ⊕ {: ∀π□ι:π5∧ κςμ ≅∀κ□ρΘσ ⊕ Θν Δ≅ ∀ϕ≅Yν ⊕⊕

Paul Kerr, of Vertex, …has 800 staff in Knowsley, Merseyside, said: "Scouse accents came very high in customer appreciation. In call centres, all customers have to go on is the verbal presentation.
∗∀πO:λ ∗∀κ□≅ ⊕ ≅ϖ ∗ϖ3:∀τ□εκσ ⊕ ≅ζ ∀εI? ςνδρ≅δ ∀στA:ϕ ⊕ Iν ∗∀ν≅YζλI ⊕ ∗∀μE:ζIσαIδ ⊕ σεδ ⊕ ∗∀σ κAYσ ∀{κσεντσ κ□εIμ ∀ϖερI ηαI ⊕ Iν ∀κ□ςστ≅μ≅ ≅πρι:σI∀εIΣν∧ ⊕ Iν ∀κ□O:5 σεντ≅ζ ⊕ ∀O:5 κ□ςσ τ≅μ≅ζ η≅ϖ τ≅ γ≅Y Θν ⊕ Iζ Δ≅ ∀ϖ3:β5∧ πρεζν∧∀τ□εIΣν∧ ⊕⊕

"So an accent can be pivotal to business success and people simply relate to Scousers."
σ≅Y ≅ν ∀{κσεν? ⊕ κ≅ν βι: ∀π□Iϖ≅τ5∧ ⊕ τ≅ ∀βIζν≅σ σ≅κ∀σεσ ⊕ ≅νδ ∀π□ι:π5∧ σIμπλI ρI∀λεI? τ≅ ∗∀σκ AYσ≅ζ ⊕⊕

The Mersey Partnership has been attracting call centre business for four years. The region now has 35 centres employing 10,000 staff.

Δ≅ *∀μ3:ζI *∀π□A:?ν≅ΣIπ ⊕ η≅ζ βι:ν ≅∀τ□ρ{κτIN ∀κ□O:5 σεντ≅ βIζν≅σ ⊕ ϕ≅ ∀ϕO: φIεζ ⊕ Δ≅ ∀ρι:δZ≅ν νAY η≅ζ ⊕ ∀T3:τI ϕαIϖ ∀σεντ≅ζ ⊕ Iμ∀π□λOIN ∀τ□εν ϕ{:ζνδ ∀στA:ϕ ⊕⊕

Newcomers include Bertelsmann, the German media and distribution group, and US Airways, which has opened a one point three…one point three point five…European reservations *call* centre.
∀νφυ:κςμ≅ζ Iν∀κ□λυ:δ ⊕ *∀β3:τ5∧ζμ≅ν ⊕ Δ≅ *∀δZ3:μ≅ν ∀μι:δI≅ ≅νδ δIστρI∀βφυ:Σν∧ γρυ:π ⊕ ≅νδ *∀φυ:εσ *∀ε≅ωεIζ ⊕ ωIτΣ ≅ζ ∀≅Yπ≅νδ ≅ ⊕ ∀ωςν πOIν? ∀ϕρι: ⊕ ∀ωςν πOIν? ∀ϕρι: πOIν? ∀ϕαIϖ ⊕*∀φY≅ρ≅ πι:≅ν ρεζ≅∀ϖεIΣν∧ζ *κ□O:5* σεντ≅ ⊕⊕

3. 5. 11 Speaker 5- Speaking Part

I was brought up in Islington, in London, ehm, it's quite a dense area, quite populated with a load of Cockneys, ehm,
αI ω≅ζ βρO:τ□ ∀ςπ Iν *∀IζλINτ≅ν ⊕ Iν *∀λςνδ≅ν ⊕ ≅μ ⊕ Iτσ ∀κ□ωαI? ≅ ∀δενσ ∀ε≅ρI≅ ⊕ ∀κ□ωαI? ∀π□ Θπφυλε I?Iδ ωIϖ ≅∀λ≅Yδ ≅ϖ *∀κ□Θκνι:ζ ⊕ ≅μ ⊕⊕

yeah, I went to school in Islington as well, I went to, eh, Islington Green, eh, it was mainly a mixed school, ehm, yeah, eh, it was a good school, we had quite a bit of fun there.
φε≅ ⊕ A ∀ωεν? τ≅ ∀σκYυ Iν *∀IζλINτ≅ν ≅ζ ∀ωεY ⊕ A ∀ωεν? τ□υ: ⊕ ≅ ⊕ *IζλINτ≅ν *∀γρ≅⊥Iν ⊕ ≅ ⊕ I? ω≅ζ με Iνλι ≅
∀μIκστ ∀σκYυ ⊕ ≅μ ⊕ φε≅ ⊕ ≅ ⊕ I? ω≅ζ ≅ γYδ ∀σκYυ ⊕ ωI ≅δ ∀κ□ωαI? ≅ ∀βI? ≅ ∀ϕςν Δε≅ ⊕⊕

Ehm, I wish I could gone on to a better school, eh, because I don't think my, eh, academic levels were, were very good when I went to this school but, ehm, yeah, I wish I'd gone to a better school.
≅μ ⊕ A ∀ωIΣ A κYδ ∀γΘν Θν τυ ≅ ∀βετ□≅ ∀σκYυ ⊕ ≅ ⊕ βI∀κ□Θζ A ∀δ≅Yν? ∀ϕINκ μαI {κ≅∀δεμIκ ∀λε ϖ≅5ζ ω≅ ⊕ ω≅ ϖερI ∀γYδ ⊕ ωεν A ∀ωεν? τ≅ ΔIσ ∀σκYυ β≅? ⊕ ≅μ ⊕ φε≅ ⊕ A ∀ωIΣ Aδ ∀γΘν τυ ≅ ∀βετ□≅ ∀σκYυ ⊕⊕

I did have a chance to get into a school with an audition, 'cause I was told I'd a quite, quite a good voice when I was younger, ehm, my mum organised that because she worked for a school called the Arts Educational School which ended up being the Italia Conti.
α δIδ {ϖ ≅ ∀τΣA:νσ τ≅ γε? ⊕ Iντυ ≅ ∀σκYυ ωIϖ ≅ν O:∀δIΣν∧ ⊕ κ≅ζ A ω≅ζ ∀τ≅Y5δ ⊕ Aδ ∀κ□ωαI? ⊕ ∀κ□ωαI? ≅ γYδ
∀ϖOIσ ⊕ ωεν A ω≅Z ∀φςNγ≅ ⊕ ≅μ ⊕ μα ∀μςμ ∀O:γ≅ναIζδ ∀Δ{? ⊕ βI∀κ□Θζ Σι: ∀ω3:κτ ϕ≅ρ≅ ∀σκYυ ⊕ ∀κ□O:Yδ Δι:
*∀A:τσ *εδZY∀κ□εIΣν∧≅5 *∀σκYυ ⊕ ωIτΣ ενδIδ ∀ςπ ∀βι:IN Δι: *I∀τ□{λI≅ *∀κ□Θντ□ι: ⊕⊕

Eh, I turned down the interview because I didn't like the uniform and I felt I was gonna get taken the mickey out of, which means I was gonna be ridiculed for what I looked like,
≅ ⊕ ∀τ□3:νδ ∀δAYν Δι ∀Iν?ϖφυ: ⊕ βI∀κ□Θζ A ∀δIδν? λAIκ Δι: ∀φυ:νIϕO:μ ⊕ ≅ν A ∀φεY A ωεζ ∀γΘν≅ ∀γε? ∀τ□εIκν Δ≅
∀μIκι {:? ≅ϖ ⊕ ωIτΣ ∀μι:νζ ⊕ A ω≅ζ ∀γΘν≅ ∀βι: ∀ρIδIκφυ:5δ ϕ≅ ∀ωΘ? A ∀λYκτ ∀λαIκ ⊕⊕

ehm, 'cause like anything, most of your friends wearing the latest tracksuit bottoms or the latest trainers and things,
≅μ ⊕ κ≅ζ λαI? ∀{νIϕIν ⊕ ∀μ≅Yστ ≅ϖ φ≅ ∀ϕρενδζ ∀ωε≅ρIν ⊕ Δ≅ λεI?Iστ ∀τ□ρ{κσυ:? ∀βΘ?≅μζ ⊕ O: Δ≅ λεI?Iστ
∀τ□ραIν≅ζ ≅ν ∀ϕINζ ⊕⊕

years ago it was jeans and things and if I didn't wear them and I wore a uniform, I think I'd have been, had eggs thrown at me or something but,
φι:≅ζ ≅∀γςY ⊕ I? ω≅ζ ∀δZι:νζ ≅ν ∀ϕINζ ⊕ ≅νδ Iϕ A δIδν? ∀ωε≅ Δ≅μ ⊕ ≅ν A ∀ωO:ρ≅ ∀φυ:νIϕO:μ ⊕ A ∀ϕ Iνκ α≅δ≅ϖ βι:ν⊕ {δ ∀εγζ ∀ϕρ≅Yν ≅? μι: ≅ σςμϕIν ⊕ β≅? ⊕⊕

yeah, so but I wish I'd've gone, in retrospect now, I wish I'd've gone there, because it would've been better for me and I think I'd've a better time and I could maybe become the next actor or actress which could be in EastEnders or somebody but thus I never get there.

φε≅ ⊕ σ≅Y β≅? A ∀ωIΣ α≅δ≅ϖ ∀γΘν ⊕ Iν ∀ρετρ≅σπεκτ ν{Y ⊕ A ∀ωIΣ α≅δ≅ϖ ∀γΘν Δε≅⊕ βI∀κ□Θζ I? ω Yδ≅ϖ βι:ν ∀βετ□≅ϕ≅ μι ⊕ ≅ν A ∀ϕIνκ α≅δ≅ϖ ≅ ∀βετ□≅ ∀τ□AIμ ⊕ ≅ν A ∀κYδ μεIβI βI∀κ□ζμ ⊕ Δ≅ νεκστ ∀{κτ≅ ≅ρ∀{κτρIσ ⊕ ωIτΣ κYδ
βι: Iν ∗ι:στ∀ενδ≅ζ ≅ σζμβ≅δI ⊕ β≅? ∀Δζσ A ∀νεϖ≅ ∀γε? Δε≅ ⊕⊕

4 Results of the Research

Before the results of the present study are discussed there is one thing that must be mentioned and borne in mind throughout the research analysis. However much the researcher wanted to get authentic London English, it was not possible for the mere fact that the Speakers were being recorded by a stranger, which undoubtedly made them modify their style. Indeed, Speaker 1 was chosen on the grounds that he spoke with rather a strong Cockney accent. Before the interview he said: *take a seat* [∀τɑI?□≅□∀σ≅⊥ι?]. But when reading on the mp3 player his accent almost disappeared; certainly the Cockney diphthong shift[23] did.

4. 1 Results by The Phonetic Environments Favouring the Glottal Stop

4. 1. 1 Glottalisation of Consonants Other Than /t/

It was virtually non-existent. The Speakers had altogether as many as 29 chances of /p/-glottaling, but did not produce one single glottal stop as the replacement of /p/. Obviously some realisations of /p/ were weaker but there was at least a gesture with lips suggesting bilabiality. The glottalisation of /k/ occurred three times out of 14 opportunities, which makes 21.42%. They were all in Speaking Parts, namely Speaker 1 *take care* [τɛI? ∀κɛ≅], Speaker 3 *like playing* [∀lɑI? ∀πlɛIIν] and Speaker 5 *like anything* [lɑI? ∀{νIϕIν]. Glottaling of other consonants (Chapter 2. 6) did not occur throughout the research. The rest of this chapter will be dealing with /t/-glottalisation exclusively.

4. 1. 2 Glottalisation of /t/

Following WELLS' table (Chapter 2. 4) which gives eight possible environments in which the glottal stop can occur, Table 1 shows the distribution of the glottal stop among individual Speakers with **RP** standing for **Reading Part**, **SP** for **Speaking Part**, the number on the right indicates number of possible glottalisations and the one on the left gives actual glottalisations by individual Speakers.

[23] For the definition of Cockney Diphthong Shift see (cf. WELLS (1982: 306).

Table 2 shows total number of glottalisations in those eight environments by all Speakers from both Reading and Speaking Part counted together while Tables 3 and 4 show the same phenomenon separately in Reading and Speaking Part respectively.

	Speaker 1- RP	Speaker 1- SP	Speaker 2- RP	Speaker 2- SP	Speaker 3- RP	Speaker 3- SP	Speaker 4- RP	Speaker 4- SP	Speaker 5- RP	Speaker 5- SP
(a)	**10/11**	**18/18**	**7/9**	**5/5**	**7/10**	**5/5**	**8/8**	**5/5**	**10/11**	**11/11**
(b)	**5/5**	**3/3**	**5/5**	**1/1**	**5/5**	**2/2**	**4/5**	**3/3**	**5/5**	**6/6**
(c)	**2/8**	**17/20**	**5/8**	**7/7**	**5/7**	**3/3**	**6/10**	**3/3**	**9/9**	**8/9**
(d)	**0/1**	**2/3**	**1/2**	**2/2**	**0/2**	**0/4**	**1/1**	**3/3**	**1/1**	**3/3**
(e)	**0/0**	**3/3**	**0/0**	**1/1**	**0/0**	**2/2**	**0/0**	**0/1**	**0/0**	**1/1**
(f)	**1/1**	**0/0**	**1/1**	**0/0**	**1/1**	**0/0**	**1/1**	**0/0**	**1/1**	**0/0**
(g)	**4/6**	**0/0**	**3/6**	**0/1**	**4/6**	**0/0**	**3/6**	**1/1**	**6/6**	**0/0**
(h)	**0/22**	**5/6**	**2/23**	**6/10**	**6/19**	**0/12**	**1/22**	**4/7**	**1/22**	**4/8**

Table 1. Correlation between actual (left) and possible (right) realisations of the glottal stop by individual Speakers and by word categories

(a)	**86/93 = 92.47%**
(b)	**39/40 = 97.50%**
(c)	**65/84 = 77.38%**
(d)	**13/22 = 59.09%**
(e)	**7/8 = 87.50%**
(f)	**5/5 = 100%**
(g)	**21/32 = 65.62%**
(h)	**29/151 = 19.20%**

Table 2. Correlation between actual (left) and possible (right) realisations of the glottal stop by word categories- RP and SP counted together

(a)	**42/49 = 85.71%**
(b)	**24/25 = 96%**
(c)	**27/42 = 64.28%**
(d)	**3/7 = 42.85%**
(e)	**0/0 = 0%**
(f)	**5/5 = 100%**
(g)	**20/30 = 66.66%**
(h)	**10/108 = 9.25%**

Table 3. Correlation between actual (left) and possible (right) realisations of the glottal stop by word categories- Reading Part only

(a)	**44/44 = 100%**
(b)	**15/15 = 100%**
(c)	**38/42 = 90.47%**
(d)	**10/15 = 66.66%**
(e)	**7/8 = 87.5%**
(f)	**0/0 = 0%**
(g)	**1/2 = 50%**
(h)	**19/43 = 44.18%**

Table 4. Correlation between actual (left) and possible (right) realisations of the glottal stop by word categories- Speaking Part only

The text for the Reading Part was not altered in any way and, as a consequence, some categories, (e) and (f) in particular, are present in significantly fewer cases than other categories. But a research with separate sentences carefully chosen to cover all categories was carried out for example in FABRICIUS (2000) and ANDRÉSEN (1968)—although the latter one focused on glottal reinforcement—so the approach with no modification whatsoever was preferred.

Figures in Tables 3 and 4 confirm the widely held assumption that while reading informants shift their style—they speak in an accent "posher" that their natural accent. This is

evident in almost all categories but category (h), the most stigmatised one, really stands out—only 9.25% in Reading Part compared with 44.18% in Speaking Part. 100% in category (f) in Reading Part is grossly misleading as all 5 cases of glottaling are in fact just one word, *Hartlepool*, which is a proper name and is, like Gatwick or Tottenham, glottalised even by pure RP speakers.

WELLS (1982: 261) names categories (a), (b) and (e) as those where glottalisation is present in RP. Table 2 confirms the statement of his. Category (c), which distinguishes Estuary English from RP, gives an equally high number: 77.38%. The most interesting category is the last one for the glottal stop in words that fall into category (h) is still viewed as something contemptible outside of London. 19.20% is not a high number even if allowances are made for informants' not being at ease when being recorded by a complete stranger (although the number is significantly higher in Speaking Part—44.18%).

4. 2 Results by Individual Speakers

Table 5 shows the results for individual Speakers regardless of the environments where the glottal stop occurred.

Speaker 1	Reading Part	**22/54 = 40.74%**
	Speaking Part	**48/53 = 90.56%**
Speaker 2	Reading Part	**24/54 = 44.44%**
	Speaking Part	**22/27 = 81.48%**
Speaker 3	Reading Part	**28/50 = 56%**
	Speaking Part	**13/28 = 46.42%**
Speaker 4	Reading Part	**24/53 = 45.28%**
	Speaking Part	**19/23 = 82.60%**
Speaker 5	Reading Part	**33/55 = 60%**
	Speaking Part	**33/38 = 86.84%**

Table 5. Correlation between RP and SP by individual Speakers

Speaker 1 shows the biggest difference between Reading and Speaking Parts, which can certainly be put down to his education. As a university student he is undoubtedly used to changing styles appropriately so it does not come as a surprise that he scored "only" slightly above 40% in Reading Part but as much as over 90% when he spoke freely about the area where he grew up. This difference in register between reading and speaking is even more conspicuous in the results of Speaker 1 for category (h) words (Table 1). Out of possible 22 in Reading Part he did not glottalise one single /t/ but in Speaking Part he glottalised 5 out of possible 6. But it is worth noticing how he reads *British city* in the second paragraph of

Reading Part. The way he inserts /t/ in both words leaves the researcher strongly convinced that in normal speech he would glottalise it in both cases.

The only notable exception to the rule that informants use more informal language when speaking rather than reading is Speaker 3 who scored 56% in Reading Part and 46.42% in Speaking Part. The explanation for this unnaturalness probably lies in this speaker's rather unusually slow and careful pronunciation—he arguably must have put in a lot of effort not to glottalise words such as *daughter* (although he retains other features typical of London English such as diphthongisation of [O:]>[OY]).

4. 3 Results by Gender

Table 6 shows the results from the male/female point of view. Interestingly enough, this research showed that women glottalise more than men, which is truly shocking for numerous researches from the past show the very opposite.

Male (Speakers 1, 3 and 4)	**154/261 = 59.00%**
Female (Speakers 2 and 5)	**112/174 = 64.36%**

Table 6. Correlation between male and female Speakers

However, there is a plausible explanation for this discrepancy. First, female Speakers had substantially fewer chances to use the glottal stop and second, the result for men is so low due to the educated Speaker 1 (only slightly more than 40% in Reading Part) and Speaker 3 (see the bottom of the previous page).

4. 4 Results by Age

It was only natural to divide Speakers into two groups according to age, namely group Aged 20-40 (Speakers 1 and 2) and Aged 40 above (Speakers 3, 4 and 5). The results are almost the same (only about 1% more for the former group) as Table 7 shows.

Aged 20-40 (Speakers 1 and 2)	**116/188 = 61.70%**
Aged 40 above (Speakers 3, 4 and 5)	**150/247 = 60.72%**

Table 7. Correlation between Aged 20-40 and Aged 40 above Speakers

4. 5 Total Result

This result is given just to complete information, it is the total number for all Speakers, regardless of age, gender or phonetic environments where the glottal stop occurred.

266/435 = 61.14%

Table 8. Total Result regardless of any criteria

5 Conclusion

In this final chapter answers shall be given to Research Questions from Chapter 0. 3, deducing sociolinguistic conclusions from researched phonetic data (see Chapter 4).

The look into the diachronic development of the use of the glottal stop showed a truly surprising result—despite popular belief held among Londoners, the glottal stop originated in Scotland and only later did it reach the capital of Britain.

Nowadays, the glottal stop is extremely common in London English. Despite WELLS' certainty that the glottal stop often replaces /p/, /t/ and /k/ (1982: 260) and sometimes even other consonants such as /f/, /v/ or /d/ (1982: 327-328), the present research only scored three replacements of /k/ out of 14 possible realisations. As far as /p/ is concerned, there was no positive replacement with [ʔ] perhaps because there always is more or less explicit lip gesture that indicates bilabial realisation. Other consonants were not glottalised either although it must be said that opportunities were not aplenty—one of the few would include for instance *other* or *brother*.

As the results in Chapter 4 show there are certain phonetic environments where the glottal stop is still rather stigmatised. If WELLS' table (Chapter 2. 4) is, once again, taken as a model division, then category (h) words are definitely the ones that remain heavily stigmatised and the difference between Reading and Speaking Part (9.25% and 44.18% respectively) shows how much Cockneys are aware of the stigmatisation. On the other hand, categories (a) and (b)—both scoring 100% in Speaking Part and well over 90% in both Parts counted together—show that they truly are about to become an RP norm soon, unless they have already done. Unfortunately, the last category named by WELLS (1982: 261) as the one that falls "within current mainstream RP", namely category (e), did not occur at all in Speaking Part and only eight times in Reading Part so any conclusion must necessarily be rather unconvincing. But [ʔ] occurred seven times out of those eight chances so it presumably might be taken as a confirmation of WELLS' statement.

Many authors claim that English is being "Cockneyfied"[24]. As far as glottalisation is concerned, it has been said that some categories—(a), (b) and, arguably, (e)—have already entered RP and some—(c)—are likely to follow soon. There are several factors to account for the increase in the use of the glottal stop.

Firstly, London, being the capital of Britain, served in the past as the model for what is today known as either RP, BBC English or Standard English— simply the southern educated variety of English that can be heard from the media. However, this Standard English has obviously been undergoing changes and it is no surprise that most of the changes originated in London English.

Secondly, pure, non-localisable RP is no longer in fashion. "Localisable RP" is what people tend to respond favourably to although the term goes against the very definition of RP (see Chapter 0. 1). As a consequence, even people who have jobs where their accent matters no longer have to drop all the features of their accents, keeping at least some (if not all) of them.

Thirdly, London urban accent has been developing in rather an isolation, which resulted in the fact that it is now one step ahead of the rest and it is generally anticipated that Standard English will follow the same path with the glottal stop gaining more and more ground.

Last but not least, from the articulatory point of view every language displays a general tendency to choose options that require least effort. The glottal stop is a prototype of such a facility for it requires no lip or tongue effort at all.

The glottal stop is a phenomenon that has been spreading with such rapidity that even if it were to completely disappear tomorrow, it still deserves a lot of attention from phoneticians and ordinary people alike. Amazingly, born in Scotland it went all the way down to London to ricochet, travel back and with extraordinary ferocity gain increasing popularity. Some predictions have it that the only pronunciation of *water* might be [ωOY?≅] in a hundred years' time.

This thesis attempted to show what the phonetic and sociolingustic status of the glottal stop is in today's Cockney and to predict (with the help of diachronic research) what its future might be.

[24]see for example WELLS (1994), COGGLE (1994), ALTENDORF (1999) and FABRICIUS (2000)

Appendix 1

Speaker 1

Name:	Duncan
Age:	24
Occupation:	University student of Egyptian Archaeology Library Assistant
Education:	University student
Place of birth:	Camberley, Surrey
Currently lives:	Islington, London (for 5 years)

Speaker 2

Name:	Laura
Age:	26
Occupation:	Retail Manager (currently on maternity leave)
Education:	La Sainte Union Catholic Secondary School
Place of birth:	Islington, London
Currently lives:	Islington, London

Speaker 3

Name:	Mike
Age:	49
Occupation:	Security Officer for the Cooperation of London
Education:	secondary
Place of birth:	Peckham, London
Currently lives:	Peckham, London

Speaker 4

Name:	Tony
Age:	55
Occupation	Head of the Post Room, London School of Economics

Education:	Islington Green, Secondary School
Place of Birth:	Hackney
Currently lives:	Islington

Speaker 5

Name:	Tracy
Age:	43
Occupation:	Pub assistant
Education:	Islington Green, Secondary School
Place of Birth:	Islington, London
Currently lives:	Islington, London

BIBLIOGRAPHY

(the MLA instructions state that two dates should be included in a bibliographical entry for internet sources, namely the day the material was posted and the day the author last checked its availability. Nonetheless, in this Bibliography a different approach was adopted—the former date is left out (it is hardly ever available and seems to be of little importance) and replaced with the year the material was written for if one should faithfully follow the MLA instructions, then this crucially important piece of information would be missing and for instance no one would know that ROSEWARNE wrote his famous article on Estuary English in 1984.)

Sources: Reading Part article

WARD, David. "Scousers put the accent on success." Estuary English. 2000. University College London, Dpt of Phonetics and Linguistics. 14th Jan. 2006 <http://www.phon.ucl.ac.uk/home/estuary/ward.htm>.

References

ANDRÉSEN, Bjørn Stalhane. 1968. Pre-glottalization in English Standard Pronunciation. Oslo: Norwegian Universities Press.

ALTENDORF, Ulrike. 1999. "Estuary English: Is English Going Cockney?". Estuary English. University College London, Dpt of Phonetics and Linguistics. 17th April, 2006. <http://www.phon.ucl.ac.uk/home/estuary/altendf.pdf>.

BABBITT, Eugene H. 1896. The English Pronunciation of the Lower Classes in New York and Vicinity. New York: New York Press.

COGGLE, Paul. 1994. Do you speak Estuary? The new Standard English - how to spot it and speak it. London: Bloomsbury.

COLLINS, Beverley, and Inger Mees. 1994: 68-81. "Though'ts on the Glo'ttal Sto'p". In: Knowing the Words: Liber Amicorum for Robert Druce. Ledien: Academic Press.

DOCHERTY, Gerard J. et al. 1997. "Descriptive Adequacy in Phonology: a variationist perspective". Journal of Linguistics 33: 275-310.

ELLIS, A.J. 1869-89. On Early English Pronunciation. Parts 1-5. London: Philological Society.

FABRICIUS, Anne. 2000. "T-Glottaling Between Stigma and Prestige." Estuary English. University College London, Dpt of Phonetics and Linguistics. 23rd Feb. 2006 <http://babel.ruc.dk/~fabri/pdfdocs/Fabricius-2000-PhD-thesis.pdf>.

FRANKLYN, Julian. 1953. The Cockney. London: A. Deutsch.

GIMSON, A. C. 1994. An Introduction to the Pronunciation of English, 5th edition. London: Edward Arnold.

HUDSON, R.A. 1996. Sociolinguistics, 2nd edition. Cambridge: Cambridge University Press.

JONES, Daniel. 1909. Pronunciation of English. Cambridge: Cambridge University Press.

JONES, Daniel. 1914. Outline of English Phonetics. Leipzig: Teubner.

KORTLANDT, Frederik. 1997. "How Old Is The English Glottal Stop?". Dspace at University Ledien. University Leiden. <http://openaccess.leidenuniv.nl/dspace/bitstream/1887/1926/1/344_103.pdf>.

LABOV, William. 1972. Sociolinguistic patterns. Oxford: Basil Blackwell.

MATTHEWS, William. 1972. Cockney Past and Present, 2nd edition. London: Routledge & Kegan Paul.

POINTER, Frank Erik. 1996. Cockney Glottaling. Essen: Verlag die Baluen Eule.

ROACH, Peter. 1991. English phonetics and phonology. Cambridge: Cambridge University Press.

ROSEWARNE, David. 1984. "Estuary English." Estuary English. University College London, Dpt of Phonetics and Linguistics. 23rd Feb. 2006 <http://www.phon.ucl.ac.uk/home/estuary/rosew.htm>.

SIVERTSEN, Eva. 1960. Cockney phonology. Oslo: Oslo University Press.

SWEET, Henry. 1908. The Sounds of English. Oxford: The Clarendon Press.

TRUDGILL, Peter, and Aaron Hughes. 1987. English Accents and Dialects. London: Edward Arnold.

VACHEK, Josef. 1960. Some Geographical Varieties of Present-Day English. Praha: Státní pedagogické nakladatelství.

WELLS, J.C. 1982. Accents of English. Three volumes. Cambridge: Cambridge University Press.

WELLS, J. C. 1994. "The Cockneyfication of RP?" Estuary English. University College London, Dpt of Phonetics and Linguistics. 14th Jan 2006 <http://www.phon.ucl.ac.uk/home/estuary/cockneyf.htm>.