

RECORDING NAME      MONTH YEAR      INITIALS – TYPE - LENGTH - MINS  
[MALE/FEMALE/MIXED RESPONDENTS]  
[Other comments:]

**INTELLIGENT VERBATIM – EDITED TO MAIN QUESTION – INTRODUCTION  
SUMMARISED**

**RESPONDENTS IDENTIFIED AT AN EXTRA COST PER RECORDED MINUTE**

**[MODERATOR INTRODUCES RESEARCH]**

**INTRODUCTION**

**Please tell me who you are and give me a bit of background as to what you did prior to joining McGowan Transcriptions.**

F1: Hi, I'm Chris, I worked for 10 years as a bilingual secretary and then four years as secretary to four directors of a hardware and software company. In 1994 I stopped work to have my twin girls. Transcription work was not something I was aware of until a friend mentioned McGowan Transcriptions to me as a company I might like to work for and I discovered it was perfect for me, enabling me to have the best of both worlds, looking after my children whilst working part-time from home. As the children got older I was able to increase my work.

**Thanks, Chris, and you are?**

F2: I'm Shelly, I previously worked as a secretary for Taylor Woodrow and then had a change of direction in my career and worked for Xerox in their Finance Division. After having my daughter, I became a childminder

**Thanks Shelly.**

F3: I'm Donna and I started off my working life as a civil servant in the Department of Health. I then worked for Bill Bourne Associates, producing post production scripts for the BBC, Hartwood Films, Channel X and many other TV production companies. I've also worked as a PA to the Financial Director of a Financial Services company in Hong Kong.

**I2: Thanks Donna, that's great.**

M1: Hiya, I'm David. I have been in charge of credit control for McGowan Transcriptions since 2001. During that time I've formed a very good friendly relationship with client account departments. The bigger the company the more important it is, I feel, to form a personal connection so I always aim to be far more than a faceless name on the end of a phone. Prior to taking this role at McGowan Transcriptions I worked at Ashford and St Peters Hospital in various departments including appointments and Day Surgery. I have also been a journalist, a book seller and a musical director for a circus.

**I2: Thanks David.**

F4: I'm Li. After graduating from Leicester University in 1999, I undertook two varied and exciting years in industry. I finally found my niche when I started work as a medical audio secretary, working in both NHS and private settings for nearly four years. I honed my transcription skills to perfection, developing a real enthusiasm for the work, which enabled me to utilise my eagle-eyed grammar skills and language. I started freelancing as a digital transcriber, assisting an author with his new book.

**Great, thanks for that. Right, can you give me a bit of information as to why you chose to work for McGowan Transcriptions?**

F3: Transcribing has always been part of my working life, from transcribing audio cassettes as a PA to transcribing film and television programme sound tracks for post production. I'm proud to be associated with McGowan Transcriptions as quality, accuracy consistency and maintaining high standards are very important for all of us, and we constantly strive to uphold and improve upon these values

**[END OF TRANSCRIPT]**