

BASIC SURVIVAL

International Communication for Professional People

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**SOCIALIZING FOOD & DRINK
HOTELS COMMUNICATIONS
TRAVEL BUSINESS**


HEINEMANN ELT

25 Picking Up a Car



Conversation A

Clerk: Hello. Do you have a pre-reservation?
Edgar: Yes. Young. Edgar Young.
Clerk: OK, Mr. Young, I have it right here. May I see your drivers license?
Edgar: There you go.
Clerk: And this is your current home address?
Edgar: That's right.
Clerk: May I have a contact telephone number?
Edgar: My home number or my hotel in San Diego?
Clerk: Whatever.
Edgar: Home. 604-559-4173.
Clerk: Are there any other drivers?
Edgar: No. Just me.
Clerk: How are you paying for this?
Edgar: Credit card. Visa. There you go.

Clerk: Thank you. What about collision damage waiver and personal accident insurance?
Edgar: Yes, I want both of them.
Clerk: OK. Could you sign your name here ... and initial here. Thanks. The car has a full tank of gas. You can return it full, or we can fill it for you.

Conversation B

Edgar: Fine. Do you have a map?
Clerk: Yes, there you go. These are the keys. The car's in the parking lot. It's a white Pontiac Achieve. You can find it in bay 39.
Edgar: Thanks. Uh, does it have air conditioning?
Clerk: Yes. All our cars in California have air conditioning.
Edgar: Good. It's a pretty hot day!



1 Which of these things does Edgar give the clerk?

- his drivers license his credit card
 some money a travelers check

Which of these things does the clerk give Edgar?

- a rental agreement a map
 some change car keys

2 ★ Communication Activities

Role-play a conversation like Conversation A. You need to complete a form. You can find a form in Section Z. Ask the customer to spell their address.

3 Look at Conversation B. Make a conversation about a different car with this plan:

Bay 34	Bay 35	Bay 36	Bay 37
Cutlass gray	Lumina maroon	Colt white	Lexus beige

Bay 38	Bay 39	Bay 40	Bay 41
Dynasty dark blue	Cavalier gold	Caprice silver	Infiniti bronze