

## Unit 9 - Car hire (England)

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- Car rental assistant:** Good afternoon, you're speaking to Jack at Car Hire 3000 Reservations, how can I help?
- Customer:** Hiya, yeah ... um ... I'm coming on holiday ... uh ... to San Francisco on the 27th of December and I'm looking to hire a car from there. Um, it's for myself ... um ... my wife and my two children.
- Car rental assistant:** Yeah no problem at all ... uh ... let me just bring up a quick booking screen for you on this. Uh, you say it was the 27th of December that you arrive at San Francisco, sir?
- Customer:** Uh, yeah that's right.
- Car rental assistant:** Fantastic, what sort of time does your flight get in, have you any idea?
- Customer:** Uh, yeah I think it lands at 1700 hours local time.
- Car rental assistant:** Okay, so it'll be about half past five in the evening when you pick the vehicle up I would have thought. Um, are you dropping back to San Francisco, sir, did you say?
- Customer:** Uh, no ... uh ... would it be all right to drop it back somewhere else? We're actually hoping to drive down to Las Vegas and ... um ... [*Yeah.*] stay there for a few days and so drop it off in Las Vegas on the 4<sup>th</sup>.
- Car rental assistant:** Yeah, absolutely. So that's a drop off at Las Vegas Airport on the 4th of January was that?
- Customer:** Yeah, that's right.
- Car rental assistant:** 4th of January, 2012, not a problem at all. Around about the same sort of time for the drop off, sir, about half past five? Or would you be dropping it back a little earlier?
- Customer:** Um, well let me think ... uh ... actually, no it would be earlier— it would be about— um ... it would be in the morning. I think it would have to be quite early. 9— 9am?
- Car rental assistant:** Yeah, no that's fine. No problem at all. Couple of quick questions I just need to check with you if that's okay, sir. First of all, [*Okay.*] I presume it is yourself that's going to be the main driver of the vehicle is that correct?
- Customer:** Uh, yes.
- Car rental assistant:** Can you confirm for me that you are over the age of 25, please?
- Customer:** Uh, yeah I am.
- Car rental assistant:** Do you have a full, clean British driving license?
- Customer:** I do.
- Car rental assistant:** Held it for at least two years?
- Customer:** I have, yes.
- Car rental assistant:** And you have a credit card in your name for the security deposit locally?
- Customer:** Yeah, yeah.
- Car rental assistant:** Yeah, fantastic ... um ... a couple of things I just want to run through with you. Um, first of all, generally when you pick up in one location and drop back somewhere else most suppliers will charge you a one-way fee, okay? [*Oh right.*] This is basically for the return of the vehicle back from the destination, to the point where you picked it up. Luckily enough ... uh ... San Francisco and Las Vegas are part of the area in the States that's known as the golden triangle. Essentially, most of the suppliers there will allow you to

[#interference#] vehicles from one location to another without charging you a one-way fee so it's going to work out quite good for you in that case. Now have you any idea what sort of size vehicle it is that you would be looking for on this?

**Customer:** Um, I think really— just— it's— I mean it's got to have room for us two— two adults and two children and ... um ... just— and a boot but as small as— as cheap, as small as possible.

**Car rental assistant:** Okay, that's fine ... uh ... is it just yourself to drive or w— would your ... uh ... partner like to drive as well?

**Customer:** Uh, no, I'll just— ... uh ... yes— no, I'm— Yes, she'll be driving too.

**Car rental assistant:** She'll be driving as well.

**Customer:** Yeah.

**Car rental assistant:** That's fine. I take it she's over the age of 25 with a full clean British driving license as well?

**Customer:** Uh, yes.

**Car rental assistant:** That's fine. How old are the children out of... uh ... out of interest?

**Customer:** They're four and six.

**Car rental assistant:** Four and six, okay. Uh, presuming the four year old will probably need a— a child seat as well, am I right?

**Customer:** Uh, yeah, yeah.

**Car rental assistant:** Okay.

**Customer:** That's great. Can I just...

**Car rental assistant:** Now this is through a company called Dollar so you would actually be picking the vehicle up from Dollar at San Francisco Airport and dropping it back to Dollar at Las Vegas.

**Customer:** Okay, tha— tha— that sounds fantastic.