



Introduces expressions used in ordering goods or services

- 1 Ask learners if they have ever ordered anything online or by phone, and what it was. Ask if they have ever rented a car (and if so, how they did it). After learners listen and write the phrases for each function, elicit additional phrases (not in the listening text) for the language functions.

### Answers

1. XYZ Car Rental. George Wong speaking.
2. How may I help you?
3. Hello. I'm calling to reserve a van for the coming long weekend.
4. For example: First of all, can I have your name?: Now, could I have your address please?...
5. Could you spell that for me?: So, that's M-1-N-2-P-3; Now what kind of vehicle did you say you needed?: Okay, so that's 222-3333, extension 444?
6. Thank you for renting from XYZ Car Rental. See you on Thursday.



### Audio 3.7: Transcript

#### Dialogue about renting a car

George: XYZ Car Rental. George Wong speaking. How may I help you today?

Customer: Hello. I'm calling to reserve a van for the coming long weekend. I'll be moving to Ottawa that weekend.

George: Okay. First of all, can I have your name please?

Customer: Parminder Singh.

George: Could you spell that for me?

Customer: Yes, it's P as in Peter, then a-r-m-i-n-d-e-r. S as in Sam, then i-n-g-h.

George: Okay, thanks Mr. Singh. Now, could I have your address please?

Customer: 123 Anywhere Road, Toronto, Ontario, M1N 2P3.

George: So that's M – 1 – N – 2 – P – 3?

Customer: Right.

George: Could I have your daytime telephone number?

Customer: (555) 222-3333, ext. 444.

George: Okay, so that's 222-3333, extension 444?

Customer: Yes, that's right.

George: Thanks. Now, what kind of vehicle did you say you needed?

Customer: I need a van that seats six people.

George: Okay, well we have a Ford Windstar that would easily fit six people. Would that be okay?

Customer: Sure, that would be great.

George: When do you need it for?

Customer: Next Friday, for the long weekend.

George: Okay. What time would you like to pick it up?

Customer: 9 in the morning.

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**George:** Ohhh, sorry, our vehicles are only available from 3 p.m. on.

**Customer:** Oh – but I really need it earlier. I'm driving to Ottawa that day.

**George:** Perhaps you could reserve the van on Thursday.

**Customer:** Um, that's an idea. But would I have to pay for the extra day if I picked it up late Thursday evening?

**George:** Well, I could probably give it to you for half price.

**Customer:** Okay, that's fine. It looks like that's the only way I can get an early start on Friday.

**George:** Uh-huh. Would you like to drop off the van in Ottawa?

**Customer:** I didn't know I could do that.

**George:** Yes, we have a one-way rental. It is more expensive, however. The rate is \$38.00 per day plus mileage, insurance, and all applicable taxes. You have to pay for your own gas and you'll need to return the vehicle with the gas tank full, or we will charge you extra. We have an office in downtown Ottawa near the Parliament Buildings. Would that be convenient?

**Customer:** Yes. That's great.

**George:** Okay – so to book the vehicle, I'll need your credit card number.

**Customer:** Okay, I can give you my VISA number. It's 123-456-789.

**George:** Thanks. And the expiry date?

**Customer:** It's 08/2012.

**George:** So you'll be returning the van in downtown Ottawa?

**Customer:** Yes. That's right.

**George:** On which day?

**Customer:** Monday morning.

**George:** Good. Please make sure it's there before 9 a.m., or we'll have to charge you for another day.

**Customer:** Okay, that's fine.

**George:** I think that's everything, Mr. Singh. I'll prepare the rental contract and we'll have everything ready for you to sign next Thursday. Thank you for renting from XYZ Car Rental. See you on Thursday.

**Customer:** Okay. Thanks. Goodbye.

2 Have learners listen to the dialogue again and answer the comprehension questions.

**Answers**

1. A van that seats six people
2. Because he is moving to Ottawa
3. No. The cost of the rental is \$38.00 per day, not including mileage and insurance
4. Yes, but only half the price of a full-day rental
5. To ensure the rental company can get paid if something happens to the vehicle
6. Learners must make an inference based on what they heard. Mr. Singh never asks about the cost of the vehicle, so one could infer that issues other than cost are more important to him (e.g., type and availability of vehicle)