TELEPHONE, LISTENING PRACTICE: MAKING AN ORDER ON THE PHONE

Listen and fill in the gaps

George: XYZ Car Rental. George Wong speaking.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(1)?

Customer: Hello. I’m calling to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(2)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, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(3)please?

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

George: So that’s\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(4)?

Customer: Right.

George: Could I have your daytime telephone number?

Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(5)

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(6).

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,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(7).

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

Customer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(8)

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(9)

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(10)

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

George: Uh-huh. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(11)the van in Ottawa?

Customer: I didn’t know I could do that.

George: Yes, we have a one-way rental. It is\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(12), however. The rate is $38.00 per day plus mileage, insurance, and all\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(13). You have to pay for your own gas and you’ll need to return the vehicle with the\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(14), 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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(15).

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

George: Thanks. And the expiry date?

Customer: It’s\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(16).

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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(17)

Customer: Okay, that’s fine.

George: I think that’s everything, Mr. Singh. I’ll prepare the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(18) 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.

NOW ANSWER SOME QUESTIONS

1.What does the customer need?

2.What is the customer first name?

3.Does the customer give the phone number?

4.When is the vehicle only available? AT 3PM

5.When will the customer pick up the vehicle? ON THURSDAY

6.Where will the customer return the vehicle? OTTAWA