

Key words

accident <i>The man was killed in a road accident.</i>	mechanic <i>person who repairs cars</i>
as well <i>also, too</i>	mileage <i>the number of miles you drive</i>
carburettor <i>Petrol and air are mixed in the carburettor.</i>	pick up <i>take away</i>
check <i>see that something is all right</i>	presumably <i>I think, I suppose</i>
cough <i>You cough (= make a noise) through your mouth.</i>	return <i>bring back</i>
damage <i>The fire did a lot of damage to the hotel.</i>	saloon car (USA: sedan) <i>closed car for 4-7 people</i>
deduct <i>take away</i>	set off <i>start a journey</i>
deposit <i>payment of part of the money in advance</i>	third-party insurance <i>insurance against accidents to another person</i>
driving licence (USA: license) <i>Your driving licence shows that you are allowed to drive.</i>	unlimited mileage <i>as many miles as you like</i>

Using the language

Asking to do something

Listen to the examples on your tape and then try to do the exercise without looking at your book. You will hear each correct answer after you say it.

- You want to see the car.
Can I see the car, please?
- You want to reserve a seat.
Can I reserve a seat, please?

You want to

sit near the front.
cash a traveller's cheque.
see the room.
pay the bill.
make a call to Venezuela.
send a telegram to Kuwait.

At a garage

Listen to this dialogue.

- Mechanic Can I help you?
 Motorist Yes, there's something wrong with my car.
 Mechanic What's the matter with it?
 Motorist Well, it won't go very fast and the engine makes a coughing noise all the time.
 Mechanic You've probably got dirt in the carburettor. I'll have a look at it for you.
 Motorist You can look at it now, can you?
 Mechanic Yes, in a few minutes.
 Motorist Can I wait here, please?
 Mechanic Yes, take a seat.
 Motorist Thank you.

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Go back and play the role of the motorist. Say the motorist's words at the same time as he does. You can look at your book if you need to. Now go back again and this time play the role of the motorist without looking at your book. Stop the tape after the mechanic's words and say the motorist's words.

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Listening for information

Now you will hear a conversation in which a customer arranges to hire a car. Listen to the conversation and try to understand it without looking at the words in your book or at the Key Words on page 78.

Assistant Good morning

Customer Good morning. I'm thinking of hiring a car next week. I want a medium-size saloon car. Do you have any cars available then please?

Assistant Yes, we do.

Customer What kind of cars are they?

Assistant The cars we have are Ford Escorts or Renault 5.

Customer How much would that cost for a week?

Assistant For a whole week?

Customer Yes.

Assistant Well, the cost of the hire will be £74.50.

Which includes your insurance, which is third-party insurance and damage to the vehicle.

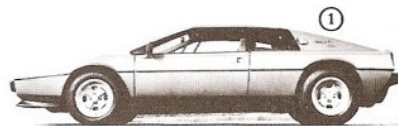
Customer Uh-huh.

Assistant We also do a personal accident insurance, which is £12.40 per week, so the total cost including personal accident insurance is £86.90 for the week.

Customer And do I have to pay something for the mileage?

Assistant No, it's unlimited mileage.

Customer Unlimited mileage. But I pay for my own petrol, do I?



- 1 Sports car
- 2 Saloon car
(USA: sedan)
- 3 Estate car
(USA: station wagon)
- 4 Hatchback

Assistant Oh, yes. We need a £10 petrol deposit, and we fill the tank up before you set off; and then when you get back, we fill it up again and deduct the cost of that from your deposit.

Customer Uh-huh. And I have to pay for oil as well, do I?

Assistant No, the car is all checked and oil put in before it goes out.

Customer And the deposit is £10.

Assistant No, that's for the petrol. The deposit for the hire is £45.

Customer £45. And do you accept credit cards?

Assistant Well, not all credit cards.

Customer Well, which ones?

Assistant American Express, Barclaycard, Access, . . .

Customer Good. And you need to see my driving licence, presumably.

Assistant Yes.

Customer Is there anything else I need?

Assistant No, just the licence.

Customer I see. Right. Oh, yes, about returning the car. Can I leave it somewhere else?

Assistant No. No, we don't allow cars to be left anywhere else.

Customer I see. Well, could I have a Renault 5 for next Monday for a week then, please?

Assistant Yes. What name is it?

Customer Fisher.

Assistant And the address?

Customer Oh. Well, I'm staying at the Royal Hotel in Baker Street.

Assistant What's your home address?

Customer 51, Barker Road, Hong Kong.

Assistant Well, if you'd like to pay the deposit now, and then you can pick the car up any time after eight o'clock on Monday.

Customer Fine.

Go back and listen again to the conversation until you can understand it without looking at the words.

When you understand it, read the questions in your book. Then play the conversation again, and stop the tape to write the answer to each question. Do not read the conversation in your book when you are answering the questions.

- 1 Which of these cars does the rental company have?
 - a) Renault 5
 - b) Toyota Corolla
 - c) Volvo 244
 - d) Ford Escort
- 2 How much is personal accident insurance for one week?
- 3 Does the price of £86.90 include insurance?
- 4 Does the customer have to pay something extra per mile?
- 5 Does she have to pay for the petrol?
- 6 Does she have to pay for oil?
- 7 How much is the deposit for petrol and hire together?
- 8 Does the rental company accept credit cards?
 - a) Yes, all cards.
 - b) Yes, but not all cards.
 - c) No.
- 9 What does the customer need to show the company before she can drive the car?
- 10 Can the customer leave the car in a different place when she has finished with it?
- 11 When does she have to pay the deposit?
- 12 What is the earliest time on Monday morning that she can take the car?

Now check your answers with the Key on page 105.

Reading for information

Look at the information and then answer the questions. Use the Notes if you need to, but try to answer the questions before looking at the Notes if you can.

Terms and conditions

- 1 Client pays for all petrol used.
- 2 Cars to be returned to renting station.
- 3 State or local taxes are not included.
- 4 Driver must have a valid Driving Licence. Minimum age—21 years. For drivers under 25 years of age, please refer to insurance section.
- 5 Rates are subject to change without notice.
- 6 **Insurance**—Public Liability, Property Damage, \$250.00. Deductible Collision, Fire and Theft is included, provided Rental Terms are not violated. Drivers under 25 years of age **must** pay an additional \$2.50 per day for insurance coverage providing \$500.00 Deductible Collision protection.
- 7 Collision Damage Waiver (CDW) can be purchased by drivers 25 and over, relieving them of the responsibility of the first \$250.00 damage. CDW available at \$2.00 per day.

Groups and types of vehicles

- E Ford Pinto, AMC Gremlin, Ford Fiesta (Manual) or similar.
 C Ford Fairmont, Chevrolet Nova or similar.
 I Ford Futura, Ford Mustang or similar.
 S Ford Thunderbird, Ford LTD or similar.

Notes:—
 Most cars except the Ford Fiesta have automatic gear change.

Groups C, I and S have air-conditioning. All cars are fitted with AM Radios.

Rates

Low Season—1st Jan—14th June,
 16th Sept—31st Dec.

	Group			
	*E	C	I	S
3 Days	\$48.00	56.00	67.00	77.50
4 Days	\$59.00	71.00	84.50	98.00
5 Days	\$71.00	86.00	103.00	121.00
6 Days	\$82.00	100.50	120.00	139.50
7 Days	\$88.00	112.00	136.00	152.00
Extra Days	\$13.70	17.00	21.50	23.00

High Season—15th June—15th Sept.

	Group			
	*E	C	I	S
3 Days	\$68.50	78.50	91.00	100.50
4 Days	\$80.00	94.50	114.00	120.00
5 Days	\$91.00	109.50	134.50	141.50
6 Days	\$103.00	124.50	150.50	161.00
7 Days	\$113.00	137.00	164.50	180.50
Extra Days	\$17.00	20.50	25.00	27.00

*E Car is availability basis only at some locations.



- 1 Can you hire a car in one town and leave it in another town?
- 2 Which of these is *not* included in the rates given here?
 - a) Taxes.
 - b) Public liability insurance.
- 3 If you are over 25 and do not buy extra insurance, what is the most you will have to pay for accident damage?
- 4 How much extra does it cost per day if you do not want to pay for any accident damage?
- 5 Does the Ford Fiesta have automatic gear change?
- 6 Does the Ford Futura have air-conditioning?
- 7 How much does it cost to hire a Chevrolet Nova for 5 days in winter?
- 8 How much does it cost to hire a Ford Mustang for 10 days in August?

Notes

air-conditioning <i>a system that keeps air clean and cool</i>	provide <i>give</i>
automatic <i>If the gear change is automatic, you don't need to use the gear lever.</i>	provided <i>if</i>
basis <i>availability basis = only when it is available</i>	public liability <i>having to pay for accidents to other people</i>
client <i>customer, person who buys or hires something</i>	purchase <i>buy</i>
collision <i>accident</i>	refer to <i>look at</i>
except <i>We open every day except Sunday. = Sunday is the only day when we are closed.</i>	renting station <i>place from which a car is hired/rented</i>
fitted with (a radio) <i>having (a radio)</i>	responsibility <i>liability, having to pay for something</i>
gear <i>Most cars have 4 forward gears.</i>	season <i>part of the year</i>
location <i>place</i>	section <i>part (of a piece of written information)</i>
manual <i>by hand; here: manual gear change</i>	similar <i>almost the same</i>
notice <i>warning, telling a person about something before it happens</i>	subject to change <i>may change</i>
property <i>thing owned by someone, e.g. a house or car</i>	theft <i>stealing</i>
	violate <i>break</i>
	waive <i>give up: Payment will be waived. = You will not have to pay.</i>

Now check your answers with the Key on page 105.