

REAL VOCABULARY RENTING A CAR SCRIPT

QUESTION / ANSWER

ATTENDANT: Enterprise Car Rental, this is Mary speaking. How can I help you today?

YOU: Hi, I would like to rent a car.

ATTENDANT: Do you already have a reservation?

YOU: No.

ATTENDANT: That's alright. Let's see what we can find. We have several cars to choose from. What size are you looking for?

YOU: What are my options?

ATTENDANT: We have compact, midsize, and minivans available.

YOU: Hm, how much is each?

ATTENDANT: Compact is \$21.95 a day, midsize is \$27.13 a day, and a minivan is \$35.68 a day.

YOU: Okay, I'll take a midsize car then.

ATTENDANT: And for how long will you be renting the car?

YOU: One week.

ATTENDANT: How many people will be driving the car?

YOU: Just me.

ATTENDANT: Would you like to purchase insurance?

YOU: How much is it?

ATTENDANT: It is \$14.23 a day, and it covers everything regardless of fault.

YOU: Yes, please. That sounds like a good idea.

ATTENDANT: Great, can I have your name please?

YOU: Sure. My last name is Silva. S-I-L-V-A. First name is Tiago. T-I-A-G-O."

ATTENDANT: Your address please?

YOU: Well, I am from Brazil. Would you like my address in Brazil?

ATTENDANT: Just the city name is fine.

YOU: São Paulo, Brazil.

ATTENDANT: Can I see your driver's license and a credit card?

YOU: Sure. Here it is.

ATTENDANT: Great. That will be a total of \$324.55. Would you like me to charge it on this card?

YOU: Yes. That will be fine.

ATTENDANT: Please sign here. You can pick up your car downstairs. Your expected time to return the car is before noon on June 29th. That is exactly one week. Show the attendant this invoice when you do. When you return the car, bring this same invoice with you, ok? Also, the gas tank is full, but make sure you fill up before you return the car. If you don't want to, we can do it for you for a \$3 a gallon extra charge. Is there anything else I can do for you?

YOU: Nope, that's it. Have a good day!

ATTENDANT: You too, thanks.