

# UNIT 20: RENTING A CAR



**ELENE**



## **SITUATED ENGLISH** **STUDY & LEARN**

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# SECTION A

# KEY VOCABULARY



Keys



Credit card



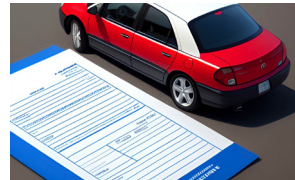
License plate



Driver's license



Van



Insurance



Car



Rent



Manual-Automatic



Unlimited mileage



Petrol-Diesel



Full tank



Registration number

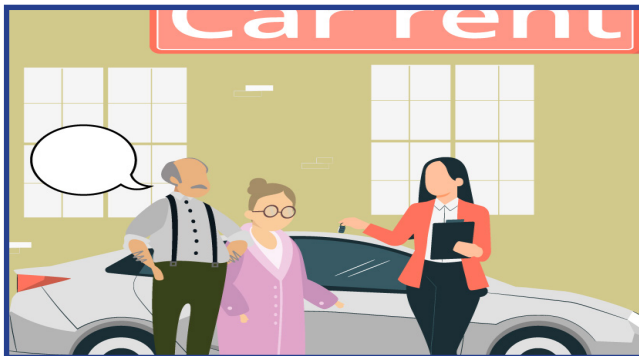


# SECTION B

## What you might hear and see



- Welcome. How can I help you?
- How many days would you like to rent the car?
- Can I see your driver's license?
- Do you want personal insurance?



- Do you want it to be manual or automatic?
- May I see your driver's license please?
- May I have your credit card please?
- Please call this number If you have any problems.
- The keys are here.
- The tank is full.



# SECTION C

## What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon
<i>Thanking</i>	Thank you Thanks a lot
<i>Questions and statements</i>	I would like to rent a car. I'd like to rent an automatic car. Have you got an automatic car? How much is it per day? What type of insurance does it have? Does it come with a full tank? Where can I pick up and drop off the car? What should I do if I have problems? What is the registration number?
<i>Leave-taking expressions</i>	Have a good day. Thank you for your help. Good bye

# SECTION D

## Basic Dialogues for Renting a Car

### Asking for the price



**Car Rental Agent:** May I help you?

**Passenger:** Hello, yes please. I would like to rent a car.

**Car Rental Agent:** Do you want a manual or an automatic one?

**Passenger:** Automatic please!

**Car Rental Agent:** We have these options.

**Passenger:** How much is it per day?

**Car Rental Agent:** It depends on the features. Let me check and tell you.

### Asking about the insurance

**Passenger:** Hello, I have some questions.

**Car Rental Agent:** Yes sir, how can I help you?

**Passenger:** Do the cars have insurance?

**Car Rental Agent:** Yes, sir.

**Passenger:** Do you also provide personal insurance?

**Car Rental Agent:** Yes, but it is optional.

**Passenger:** Thank you very much. How much is it per day?

### Asking about the car



**Passenger:** Can I have the car now?

**Car Rental Agent:** Yes, sure. Here are the keys.

**Passenger:** Thank you, does it have a full tank?

**Car Rental Agent:** Yes, it does, and please return it with a full tank.

**Passenger:** Okay. Thank you.

**Car Rental Agent:** Thank you, drive safely.

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**Passenger:** Excuse me

**Car Rental Agent:** Yes, ma'am?

**Passenger:** What should I do if I have any problems?

**Car Rental Agent:** You can call the phone number written on this card.

**Passenger:** Okay, thank you.

# FINAL STEP

## Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

**Car Rental Agent:** .....

**Passenger:** I would like to rent a car.

**Car Rental Agent:** .....

**Passenger:** Automatic please.

**Car Rental Agent:** .....

**Passenger:** Yes, I have an international driver's license, here you are.

Put a tick next to the statements you hear at a car rental agent.

- Please return it with a full tank.
- What time is your plane?
- May I see your driver's license?
- There are buses every 30 minutes.
- Here are the keys.

# FINAL STEP

# Exercises

*Dialogue at the car rental agent: Elene and Erasmus are at the car rental agent and they want to rent a car.*



**Car Rental Agent:** Good morning! .....

**Passenger:** .....

**Car Rental Agent:** Okay, is there a specific car you want?

**Passenger:** .....

**Car Rental Agent:** Okay, ..... ?

**Passenger:** Sure, here you are.

**Car Rental Agent:** Thank you.

**Passenger:** ..... ?

**Car Rental Agent:** Yes, all of the cars here have insurance.

**Passenger:** Very good, thank you.

**Read the dialogue below and fill in the blanks with the most appropriate option.**

- a) I would like to rent a car for three days.
- b) No, just an automatic car.
- c) How can I help you?
- d) Can I see your driver's license?
- e) Does it have insurance?



# VIDEOS

## External Video Links

- <https://www.youtube.com/watch?v=p3GVk5Jk74g>

