

VOCABULARY

1. Match the words with the pictures.

Useful words

					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
NUMBER PLATE LICENSE PLATE	IGNITION	KEYS			
PARKING BAY	DRIVER'S LICENCE	CAR PARK	<input type="text"/>	<input type="text"/>	<input type="text"/>
CREDIT CARD	BOOT				

2. Choose the correct definition for each word / expression.

- a. To rent / hire: \_\_\_\_\_
- b. Insurance: \_\_\_\_\_
- c. A dent: \_\_\_\_\_
- d. A scratch: \_\_\_\_\_
- e. Unlimited mileage: \_\_\_\_\_
- f. The excess: \_\_\_\_\_
- g. Tank: \_\_\_\_\_
- h. To swipe: \_\_\_\_\_
- i. Parking lot / car park: \_\_\_\_\_

3. Look at the following chart. Do you understand the meaning of these expressions?

WHAT YOU HEAR...	WHAT YOU SAY...
<ul style="list-style-type: none"> <li>• I'd like to rent a car, please.</li> <li>• How much is it per hour / day / kilometre?</li> <li>• How much is the insurance?</li> <li>• Do you need to see my driver's licence?</li> <li>• Can I leave the car in another city?</li> <li>• Is it petrol or diesel? Does it take petrol or diesel?</li> <li>• There appears to be a dent in the bodywork.</li> <li>• There's a scratch at the back.</li> <li>• Where is the car?</li> <li>• What's the car registration number?</li> <li>• Where do I have to leave it when I've finished?</li> <li>• What do I do with the keys?</li> <li>• Is it manual ("stickshift" US) or automatic?</li> <li>• Sorry, but I put diesel in the petrol tank.</li> <li>• I'm sorry but I crashed the car.</li> <li>• I'm sorry but I've written the car off. I've totalled the car (US)</li> <li>• The car is a write off. Can you give me another one?</li> </ul>	<ul style="list-style-type: none"> <li>• It comes with a full tank of petrol.</li> <li>• Please return it with a full tank.</li> <li>• The keys are here.</li> <li>• The car is parked in the car park, in bay 24, parking space B23.</li> <li>• Just phone this number if you have any difficulties.</li> <li>• The registration number is PY2 4TZ.</li> <li>• Just fill out this form, please.</li> <li>• May I see your driving licence, please?</li> <li>• I'll just take down your details.</li> <li>• It's got unlimited mileage.</li> <li>• I need to swipe your credit card.</li> <li>• You will be liable for the excess, which is 200 pounds.</li> </ul>



## 4. Listen and complete the dialogue.

**Sales:** Good morning. How may I help you?

**Sally:** Good morning. I'd like to rent a car for the <sup>1</sup> \_\_\_\_\_.

**Sales:** OK. Any car in mind?

**Sally:** Just an ordinary four-<sup>2</sup> \_\_\_\_\_ car.

**Sales:** We've got a Peugeot 206 if you like.

**Sally:** Yes, that would be fine. How much is it <sup>3</sup> \_\_\_\_\_ day?

**Sales:** it's £80 a per day with unlimited <sup>4</sup> \_\_\_\_\_, and that includes <sup>5</sup> \_\_\_\_\_.

**Sally:** That sounds all right.

**Sales:** And the <sup>6</sup> \_\_\_\_\_ is £200.

**Sally:** What does that mean?

**Sales:** Well, if you have an <sup>7</sup> \_\_\_\_\_, you have to pay the first £200.

**Sally:** OK. I'm not really planning on having an accident.

**Sales:** Very wise. So, just fill in this <sup>8</sup> \_\_\_\_\_, please. And I need to see your driving <sup>9</sup> \_\_\_\_\_, and I'll have to swipe your credit card.

**Sally:** OK. Here you are.

**Sales:** Very good. Here are they <sup>10</sup> \_\_\_\_\_. The car is in bay 62, in parking <sup>11</sup> \_\_\_\_\_ 91. It's a blue Peugeot 206 Station Wagon.

**Sally:** Great.

**Sales:** <sup>12</sup> \_\_\_\_\_ safely.



## 5. Practice the conversation with a partner.

6. Watch or listen to Jenny renting a car. Answer the questions.

- a. How long does Jenny rent the car for?
- b. Which car does the assistant recommend?
- c. Where does she want to leave the car?

 **Useful language: describing cars**  
**Kinds of drive:** automatic or manual  
**Car types:** economy (small cars)  
 compact (small, but larger than economy)  
 family (medium size)  
 luxury (large cars, 4x4s, sports cars)  
 convertibles (open-top cars)  
 people carriers (for more than five people)  
**Extras:** air conditioning, satnav

<https://www.youtube.com/watch?v=55UZO2VL6Zk>

7. Watch or listen again. Complete the **You hear** phrases.

8. Listen and repeat some of the **You say** phrases. Copy the rhythm and intonation.

**3.22**

9. Practice the conversation with a partner.

You hear	You say
Hello. Can I help you?	Oh, hi. I'd like to rent a car, please.
Have you <sup>1</sup> _____ from us before?	No.
OK, could I <sup>2</sup> _____ your driving licence, please? Great. So what <sup>3</sup> _____ of car are you looking for?	Oh, nothing too big. It's just for me.
OK, so a compact. <sup>4</sup> _____ -door?	Yeah, that'll be fine.
For how long?	Nine days.
Automatic or <sup>5</sup> _____?	An automatic, please.
Any additional <sup>6</sup> _____?	No, just me.
Great. Well, we have several <sup>7</sup> _____. I can show you, but I'd recommend the Vauxhall Corsa. It's <sup>8</sup> £_____ per day and that includes insurance.	That sounds promising. Can I take a look?

Of course, but first I'd like to run through some of the basics. The <sup>9</sup> _____ tank is full when you start, so if you return it with a full tank, there's no extra <sup>10</sup> _____.	Great.
But if you get any <sup>11</sup> _____ tickets or speeding fines, you have to pay for them yourself.	Fair enough! Would it be possible to leave the car at the airport?
No problem, but that's a one-way rental, so there's an additional charge of <sup>12</sup> £_____.	OK.
And one last thing – have you driven in <sup>13</sup> _____ before?	Yes, I have. So driving on the left's not a problem.
That's good. OK, let's go out and take a look at the car. We can go through the paperwork afterwards.	Great.

## LET'S REVISE – IN THE CITY

1. Cover the conversation below and listen to a dialogue between Natalie and a tourist information employee.

Answer the following questions.

- Where is Natalie?
- Can you name 3 of the recommendations?

2. Listen to the conversation again and complete the missing words.

TI: Hi, how can I help you?

N: Hi. I've just got in and I was wondering if you could <sup>1</sup> \_\_\_\_\_ anything to see.

TI: Well, if you like art, **you really should go to** the Metropolitan Art Museum – the MoMA.

N: OK. I've heard of that.

TI: And then there's the Empire State Building. **You can go to** the top of that and get a great <sup>2</sup> \_\_\_\_\_ of the city.

N: What about eating out?

TI: Well, **you really should try** some of New York city's <sup>3</sup> \_\_\_\_\_. There's one I really like that serves gourmet hamburgers on 5<sup>th</sup> Avenue.

N: That sounds good. What about a Broadway show? I've heard so much about Broadway and I'd love to see a <sup>4</sup> \_\_\_\_\_ there.

TI: Well, the musical Wicked is playing. Also, Chicago and Fiddler on the Roof are quite popular.

N: **What about** <sup>5</sup> \_\_\_\_\_? I'm really into alternative music.

TI: Oh... well, New York has some great <sup>6</sup> \_\_\_\_\_. **You'd probably like** CBGB. It's a punk/alternative bar on Bleecker Street. Blondie and The Talking Heads both performed there before getting really famous.

N: OK, well, thanks for your <sup>7</sup> \_\_\_\_\_. Very useful.

TI: You're welcome. Have fun! And stay safe!

3. Look at the highlighted expressions. What do they mean? Now use the expressions to recommend places to visit in your city.

#### What you hear

- There's a new art exhibition this Sunday.
- There's a street festival all next week.
- There's a new Thai restaurant that's just opened.
- The best way to get to the centre from here is to take bus 64.
- Most of the museums are in the centre of the town.

#### What you say

- Where can I find a bus timetable, please?
- Can you recommend any good hotels?
- How do I get to the city centre?
- Is there public parking near the museum?
- Have you got a map of the subway?
- Where's the best place to go shopping for clothes?
- What are the main tourist attractions?