Choosing a Service

1. **Use words from the box to complete the Dart leaflet.**

DISCOUNT FREE PERIOD PRICE SAVE

Dart Car Hire

Dart Car Hire Gold Club
The best the business traveller can get

***Join our* Dart Car Hire Gold Club today**

- ..... [1] up to 50% on selected models
- Three days for the .....[2] of two
- .....[3] insurance and unlimited mileage
- Extra 10% .....[4] until the end of July
- For a limited .....[5] only

As a Gold Club member, you ...

- get free hire days or airline miles as your reward
- can use our express service, available at all international airports in the country
- don't wait for a piece of paper when you return the car – we e-mail you a detailed receipt.

2. **Decide whether the following sentences about the leaflet are True (T) of FALSE (F)**
   a. There is an extra cost for insurance.
   b. The customer can get some deals for half price.
   c. The price is cheaper if the customer is quick.
   d. The offer is for the whole year.
   e. Gold Club members have a choice of reward.
   f. Gold Club members get their receipt by express post.

3. **In your own words answer the following questions:**
   a. **What advice would you give to new sales staff?**

   b. **What mistakes do salespeople often make?**

4. **Listen to the manager consultant answering the questions on exercise 3. Complete the gaps with one word.**

- Be
- Take time to build
- Make sure you fully the product or service you are selling.
- Do not try to sell something to a customer that they do not actually or
- Take to understand what the customer
- Customers like to be to

5. **Listen to Ros. She talks about what being a successful buyer involves. Number the points in the order she mentions them.**

- Asking for a written quotation
- Being prepared to walk away from the purchase if you are not happy.
- Working out the maximum price you are prepared to pay.
- Looking at way of getting additional extras or discounts
- Contacting several different suppliers
- Doing a lot of preparation

6. **Listen to the last part of the interview and write down the best things she bought.**