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Driving a hire car is rarely a pleasure.

Mark Jones, journalist

Do you only use hire cars when travelling on business, or do you also use them for holidays?

Learning objectives; Unit 12

Survival skills Discussing the advantages and disadvantages of hiring a car; Roleplay: Describing problems with a hire car and finding solutions


Reading Advice about hiring a car

Listening Conversation at a car hire desk; Problems with a hire car

On the road

Picking up a hire car

1 Do you ever hire cars? Imagine that on a trip to the UK you want to visit several different cities in south-east England. What are the advantages and disadvantages of hiring a car?

2  **2.01** A customer arrives at the car hire desk in an airport to pick up a car. Listen to the conversation and answer the questions.

- a How did Mr Larson make his reservation?
- b Does he get the car he reserved?
- c Does he get a good deal?
- d If he has an accident, how much does he need to pay?
- e Where is the car?

3  **2.01** Put the lines of the conversation in the correct order. Then listen again and check your answers.

- 1 Hello.
- Hello. I have a reservation in the name of Larson.
- A Ford Focus. Is that all right?
- No, the price is the same. Can I check your driving licence?
- Thank you. Do you want excess insurance cover?
- How much is it?
- 10 Here you are.
- Okay. We don't actually have the car you requested, so we are offering you an upgrade.
- No, that's fine. I'll risk it.
- Just one moment. Mr S Larson?
- Yes. It was an Internet booking.
- An extra £13 a day. Otherwise you pay the first £500 if there is any damage.
- What car is it?
- Yes, that's fine. Do I need to pay any more?
- 15 Right. Please sign here. Here are your keys. You'll find the car park on the right when you go out. Here's the number to use at the barrier when you leave. Have a good trip.

4 Read the information from a web page giving customers advice about hiring a car. Complete the web page with the words in the box.

breakdown cover driving licence fines insurance petrol scratches speed limits tank

CAR HIRE ADVICE

- Check you have your (a) _____ before you leave home – car hire companies do not accept photocopies. In some countries (especially non-EU), you need an International Driving Permit.
- (b) _____ is generally not included in the booking price and you return the vehicle with the same amount of fuel as at the start of your rental. If you need to return with a full (c) _____, check where the nearest petrol station to the return point is located. Some car hire companies will sell you a tank of petrol, but it is usually cheaper at a petrol station.
- Excess (d) _____ cover can be expensive but may be worth it. Make sure you understand how much you have to pay if you damage the car.

HERE ARE OUR TOP TIPS FOR MAKING SURE YOU HAVE A SMOOTH JOURNEY.

- Before you drive away, check for any damage. If you spot any (e) _____ or dents, make sure the company knows about them so you're not blamed for them when you return the car.
- Respect (f) _____ and traffic laws, and don't think that you are anonymous. If you break the law, the hire company gives your details to the police and you need to pay the (g) _____.
- Keep the car hire company's contact details with you in case of emergencies. Check if there is any (h) _____ or who to call if you have a problem.




5 What do you think is the most difficult thing about driving in a foreign country in a hire car?

Problems

1 Discuss with a partner or your teacher. What things can go wrong when you hire a car?
The car breaks down.

2  **2.02** Listen to a phone call where a customer calls a car hire company about a problem. Answer the questions.

- What is the problem – an accident, a flat tyre or a stolen car?
- Where is the customer now?
- Where is the car?
- What does the customer plan to do tomorrow?

3  **2.03** What do you think is the solution to the problem? Listen to the conversation when the hire company calls back. Were you right? Is it a good solution?

4  **2.03** Complete the conversation. Then listen again and check your answers.

A Hello. Mr Larson?

B Yes.

A Can you take the car to QuickFix in Halston Road? It's about a mile from the hotel.

B Oh, I suppose so. It's (a) _____. I hope it doesn't take long.

A No, (b) _____. If you leave now, they can (c) _____.

B Okay, then. Thank you very much.

A (d) _____ give you directions?

B No, it's okay. I can use the sat nav.

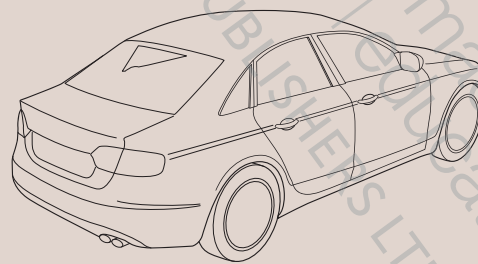
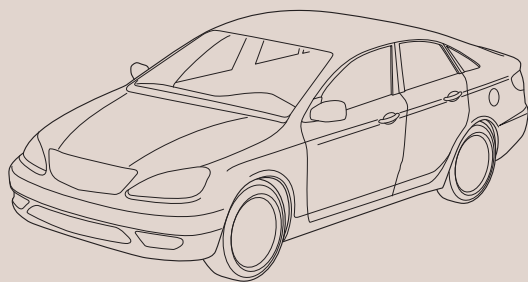
A Right. If you have any problems, (e) _____.
Goodbye.

B Bye.

5 Work with a partner. Look at the picture and think of as many words as you can for the parts of a car or the things that can go wrong with a car. Write them in the correct place on the picture.

BROOMS CAR HIRE – VEHICLE INSPECTION FORM

Condition of vehicle



6 Work with a partner or your teacher. Student A is a customer and Student B works for a company. Roleplay a conversation like the one in 2.

Student A look at page 144. Student B look at page 143.

C

you can't miss it

used for saying that something is very easy to find

Our office is the big building next to the station – you can't miss it.

Learning objectives: Workplace Scenario C

Business communication skills Giving directions; Roleplay: Asking for and giving directions

Reading Email giving directions

In Company in action

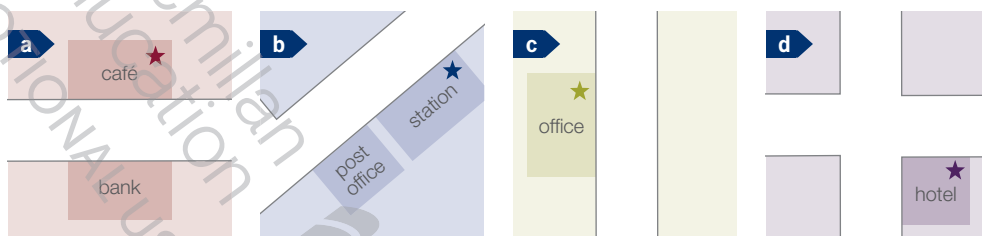
C1: You can't miss it;
C2: A change of plan

You can't miss it



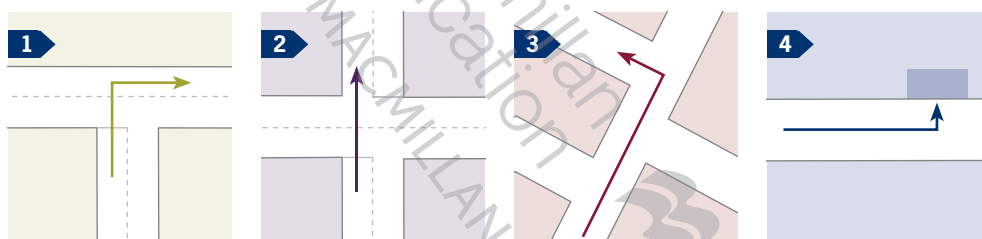
1 Use the maps and the words in the box to complete the sentences.

next to on the corner on the left opposite



- a The café is _____ the bank.
- b The station is _____ the post office.
- c The office building is _____.
- d The hotel is _____.

2 Match the pictures (1–4) to the directions (a–d).



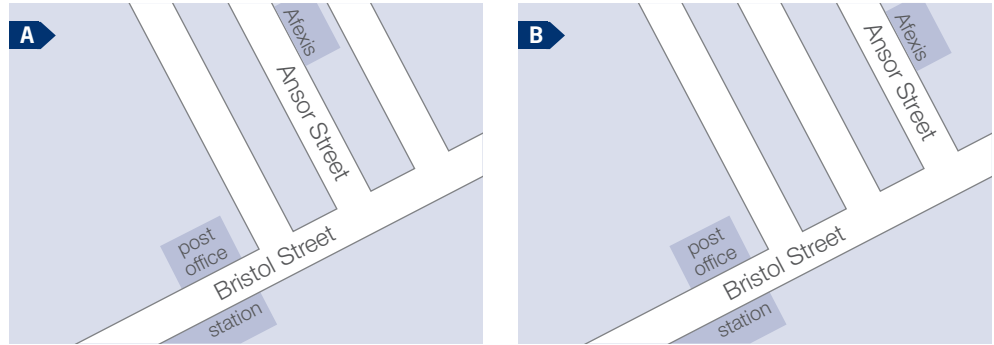
- a Go straight on at the traffic lights.
- b Turn right at the T-junction.
- c Take the second road on the left.
- d Go down the road and it's on the left.

3 Hannah has an appointment to visit a customer, but she cannot find the building. Watch video C1 and underline the correct answers.

- 1 Where is Hannah at the moment?
 - a At the station.
 - b In her car.
 - c Opposite the post office.
- 2 What is the bad news that Alan has for Hannah?
 - a He can't help her.
 - b He doesn't know where she is.
 - c She is in the wrong part of town.



4 Look at these two maps. With a partner, decide which map gives directions from Barnfield Station to the Afexis office. Watch video C1 again to check your answer.



5 Person A is asking for directions. Match their questions with Person B's answers. Then practise the conversation with a partner.

| A | B |
|---|--|
| a Excuse me! | 1 Sure, it's opposite the train station. |
| b Can you tell me where the post office is, please? | 2 No problem. |
| c Where is that? | 3 Yes, how can I help? |
| d Thanks for your help. | 4 Go down this road and take the first left – you can't miss it. |

6 Read the email and look at the map. Mark the position of the restaurant on the map.

To: All staff

From: Henry

Subject: Jackie's birthday party on Friday

Jackie asked me to book a table at Antonio's for her birthday party. It's a new restaurant and it doesn't have a website yet, so I can't send you a link.

It's near the centre of town, just a short walk from Grove Park train station. As you come out of the station, turn right down Jellico Street and go straight on at the traffic lights. Then take the next left down Filbert Street and carry on until you get to the end of the street. Antonio's is on the right, at the corner of Filbert Street and Hardwick Avenue.

I need to tell them how many people are coming, so let me know!



7 Alan and Henry are getting ready to go home. Watch video C2 and decide if these statements are true (T) or false (F).

- a Hannah was late for the meeting, but it wasn't a problem. T / F
- b There is a party tomorrow for Jackie's birthday at Antonio's restaurant. T / F
- c There is a bank on the same street as the Chinese restaurant. T / F

8 Mark the position of the Chinese restaurant on the map in 6. Watch video C2 again to check your answer.

9 Practise asking for and giving directions with a partner.

Speaker A: Turn to page 139.

Speaker B: Turn to page 146.

10 Evaluate your performance using the form on page 142.

