

Hire Car Rental

A: "Hello, ABC Car Rental. How can I help you?"

B: "Hi, I wanted to make a reservation."

A: "What location would you like to rent from?"

B: "I am flying into Luton Airport. Do you have an office there?"

A: "Yes we do. What date are you flying in?"

B: "I am arriving on June 22nd."

A: "What time is your arrival time?"

B: "I am due to arrive at 2 pm."

A: "How long would you like to rent the vehicle?" car?

B: "I will need it for 10 days."

A: "What size car would you like?"

B: "A midsize car please." Large small ...

A: "Can I get (/ have) your name?"

B: "Yes. My name is Jesus Ruperez."

A: "Can you spell that?"

B: "Last name is R U P E R E Z. First name is J E S U S."

A: "Great. Thank you. I have reserved a midsize car for you for June 22nd until July 1st. Is there anything else I can help you with?"

B: "That will be all."

A: "Thank you for calling."

B: "Thank you. Bye."

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A: "How can I help you today?"

B: "I would like to rent a car."

A: "Do you have a reservation?"

B: "No."

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

B: "What are my options?"

A: "A compact car, midsize car, and a minivan."

B: "How much are they?"

A: "Small is 21.95 a day, midsize is 27.95 a day, and a minivan is 35.95 a day."

B: "I'll take a midsize car."

A: "How long will you be renting the car?"

B: "One week."

A: "How many people will be driving the car?"

B: "Just myself."

B: "Myself and my friend"

A: "Would you like insurance?"

B: "How much is it?"

A: "It is 14.95 a day and it covers everything regardless of fault."

B: "Yes please."

A: "Can I have your name?"

B: "Last name is Ruperez. R U P E R E Z. First name is Jesus, spelt J E S U S."

A: "Your address please?"

B: "I am from Spain. Would you like my address in Spain?"

A: "Yes your full address and also where will you be staying in England?."

B: "**spell all of it out aloud.**"

A: "Can I see your driver's license and a credit card?" B: "Yes. Here it is."

A: "Great. That will be 324.92. Would you like me to charge it on this card?"

B: "Yes. That will be fine."

A: "Please sign here. You can pick up your car downstairs. Your expected time to return the car is June 29th. That is exactly one week. Show the attendant this invoice. When you return the car, bring this invoice with you. Also, the gas tank is full, you should fill up the gas tank before you return. If you don't want to, we can do it for 3.21 a gallon. Is there anything else I can do for you?"

B: "That will be all. Thank you."

A: "Thank you. Good bye."

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Car Availability <http://www.talkenglish.com/LessonDetails.aspx?ALID=395>

When you travel, it is common to rent a car. You will either call and make a reservation, or you will rent one by walking up to the counter. We will cover both scenarios here.

At the Counter

If you are at the airport, you can ask an airport employee, "[where is the rental car office?](#)" or "[where can I rent a car?](#)"

After you arrive at the place, you will ask if you any cars are available. Here is a common script.

"[Hi. I would like to rent a car.](#)"

"[Do you have any cars available?](#)"

They might ask, "[Did you make a reservation?](#)" In this scenario, you didn't so you can answer, 'no.' If they don't have any cars available, they will say, "[I'm sorry, we do not have any cars available today.](#)" If that is the case, then go to the next counter. Most airports have numerous car rental offices so you can keep asking until you find a company that has a car available. If you are going during peak vacation periods, it might be good to call and reserve one. But let's continue with this scenario.

If they have a car available, they will ask what type of car or what size.

"[What size car would you like?](#)"

"[What type of car would you like?](#)"

"[What type of car do you need?](#)"

"[What sizes do you have?](#)"

"[What are my options?](#)"

"[We have compact, midsize, full size, luxury, SUV, and a minivan.](#)"

"[How much is the full size car?](#)"

"[How much is the midsize car?](#)"

"[How many does the full size car seat?](#)"

"[How many can fit in the midsize car?](#)"

"[I'll take a midsize car.](#)"