

## Unit 2: Renting a Car

### 1. Vocabulary

| Rental Car Options   | Auto Insurance Options  |
|--|---|
| economy 經濟型車<br>compact 小型轎車<br>standard 標準型<br>full size 大型車<br>minivan 迷你廂型車<br>sports car 跑車<br>convertible car 敞篷車<br>pickup truck 敞篷小貨車<br>electric vehicle (EV) 電動汽車<br>self-driving car 自動駕駛汽車<br>sport utility vehicle (SUV) 越野運動休旅車<br>Global Positioning System (GPS) 全球定位系統 | liability insurance 責任保險<br>collision coverage 碰撞保險<br>comprehensive coverage 綜合保險<br>personal injury protection (PIP) 個人傷害險<br>medical payment 醫療費用支付<br>third party, fire and theft (TPFT) 第三者火險及失竊險<br>compulsory third party (CTP) insurance 第三方強制險<br>uninsured / underinsured motorist protection 無保險和保險不足駕駛人保險 |

### 2. Car Rental Process

| Process  |   |
|--|---|
| 1. Hi, hello<br>2. Requirements<br>-Type of car<br>-When to pick up<br>-Duration<br>-Drop-off location<br>3. Price | 4. Insurance<br>5. Paperwork<br>-Driver's license<br>-Credit card<br>6. Pick up keys and receipt<br>7. Where to pick up the car |

### 3. Conversation practice

Fill in the blanks to complete the following conversations.

#### Conversation 1

Agent: Thanks for calling Reliable Car Rental. How can I help you?

Customer: I would like to reserve a \_\_\_\_\_ (type of car). I'd like to pick up the car \_\_\_\_\_ (date and time) at \_\_\_\_\_ (pick-up location) and drop it off at \_\_\_\_\_ (drop-off location) on \_\_\_\_\_ (date).

Agent: The rate will be \_\_\_\_\_ per day.

Customer: Okay, \_\_\_\_\_.

Agent: May I have your name, please?

Customer: Yes, it's \_\_\_\_\_.

Agent: Could you give me a phone number where I can reach you?

Customer: Yes, it's \_\_\_\_\_.

Agent: Great. I have reserved the car for you. Thanks for calling.

Customer: \_\_\_\_\_.

#### Conversation 2

Customer: \_\_\_\_\_?

Agent: Yes, we have full-size, compact cars, and vans.

Agent: \_\_\_\_\_?

Customer: I need it for nine days.

Customer: \_\_\_\_\_?

Agent: Since we have a special offer today, the total will be \$140.

Agent: Where would you like to return the car?

Customer: \_\_\_\_\_.

### Conversation 3

Customer: Hi, I'd like to rent a car for \_\_\_\_\_ (duration).

Agent: What size \_\_\_\_\_?

Customer: What options \_\_\_\_\_?

Agent: We have a \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

Customer: I'll take a \_\_\_\_\_. Automatic, please.

Agent: We have \_\_\_\_\_.

Customer: Great. What's the daily rate for that?

Agent: \_\_\_\_\_ per day with unlimited mileage.

Customer: That sounds good.

Agent: Do you need car \_\_\_\_\_ (保險)?

Customer: What are my options?

Agent: We have \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

Customer: I would like \_\_\_\_\_.

Agent: Is there an additional driver?

Customer: Yes, there is another person. Two of us.

Agent: There is \$10 charge extra per day for each additional driver.

Customer: OK.

Agent: The insurance cost is \_\_\_\_\_.

Agent: For a \_\_\_\_\_ (type of car), one additional driver, \_\_\_\_\_ days, with insurance, the total is \_\_\_\_\_.

Customer: All right. I'll take it.

Agent: May I see your driver's license and a credit card?

Customer: Sure, here you go.

Agent: Please sign here. Thank you.

Agent: Here are the keys. You can pick up the car from the parking lot. Make sure to \_\_\_\_\_ the gas tank before you \_\_\_\_\_ (交還) the car.

Customer: No problem. \_\_\_\_\_.

#### **4. Conversation in the real world**

Let's talk!