

TEST 3

SECTION 1

- MAN: Good morning, please take a seat. How can I help you?
- WOMAN: Well, I'm thinking of buying a new car and I'd like some advice.
- MAN: Sure, yes. Had you got any particular make in mind?
- WOMAN: I'm interested in a Lida. I've had one before and liked it. But I haven't really made up my mind. *Example*
- MAN: Sure. We've got various models. Umm, right. What about the engine size? Any ideas?
- WOMAN: The one I've got at the moment's a 1.2 litre engine but I find it a bit slow on long journeys. I'd like a bit more power this time . . . a 1.4 should do. *Q1*
I don't think I need a 1.6 or anything.
- MAN: Right. Well I think the model you're looking at is the Max. Here's a picture.
- WOMAN: Oh, yes . . . have you got one in?
- MAN: Yes, I'll take you to have a look at it in a minute. I'll just get a few more details. Er . . . Is there anything else to do with the engine? What kind of gear change do you want? I presume you'd want a manual?
- WOMAN: I'd want automatic. I've never driven a car with manual gears. *Q2*
- MAN: Right. Well now, here's the colour chart for the Max. Have you given that any thought? This blue's very popular at the moment.

Tapescripts

- WOMAN: Yes, it is nice, I like blue. What's it called? 'Royal'?
- MAN: Yes.
- WOMAN: But actually, I think I prefer this lighter shade here 'Sky'. Q3
- MAN: Yes, that's popular too.
- WOMAN: I think I'll go for that.
- MAN: You might have to wait a week or so for that colour, but I assume that'd be OK?
- WOMAN: Oh yes, fine.
- MAN: Well, we can go outside and you can have a good look at one, and perhaps take it out. But first, can I just ask you about finance? The cash price is going to be somewhere in the region of seven and a half thousand. How would you like to pay? Are you in a position to pay cash, or would you need credit?
- WOMAN: I'd like credit provided the terms are reasonable. Q4
- MAN: Well you can discuss that with my colleague in a moment; we have various arrangements. And would you be interested in us taking your present car as part exchange?
- WOMAN: Yes.
- MAN: OK, fine. So I'll just need some details from you and then we can do a valuation . . . Is that OK?
- WOMAN: Fine, yes.
- MAN: Could I have your full name?
- WOMAN: Wendy Harries, that's H-A-double R-I-E-S. Q5
- MAN: And is that Mrs . . . Miss . . . Ms . . . ?
- WOMAN: It's Doctor, actually. Q6
- MAN: Oh, right. And your address?
- WOMAN: 20 Green Banks.
- MAN: Is that 'Green' spelled as in the colour?
- WOMAN: Yes, that's right.
- MAN: OK.
- WOMAN: Allon.
- MAN: Is that Q-I-T-O-N?
- WOMAN: Not quite, it begins with an A, not an O. Q7
- MAN: Oh yes, that's in Hampshire isn't it?
- WOMAN: That's right.
- MAN: And do you know your postcode?
- WOMAN: Yes. It's GU8 9EW.
- MAN: Do you have a daytime phone number?
- WOMAN: Well, I work at the hospital but it's a bit difficult to get hold of me. I can give you a number just for messages, and then I'll get back to you when I can. Q8
- Is that OK?
- MAN: That's fine.
- WOMAN: It's 0-7-9-8-2-5-7-6-4-3.
- MAN: Fine. And about the car you have now, what make is it?
- WOMAN: It's a Conti.

MAN: Do you know the year or the model name?
WOMAN: I think it's 1996, and it's called a Lion – like the animal. Q9
MAN: Then it must be 1994, because they brought out the Fox after that.
WOMAN: Oh right, yes.
MAN: Mileage? Roughly?
WOMAN: I'm not sure. I know it's less than seventy thousand.
MAN: OK. What colour is it?
WOMAN: It's grey, metallic grey.
MAN: Right, and one last thing -- what sort of condition would you say it's in?
WOMAN: I'd probably describe it as reasonable. Do you need to see it? It's parked outside. Q10
MAN: Not at the moment, no. Perhaps you could call in one day next week . .