

UNIT 29 REVIEW TEST LISTENING SCRIPT

Agent: Good afternoon and thank you for calling Gold Car Rental Agency, Mario speaking, how can I help you?

Vanessa: HI Mario, I'm calling because I'm looking to rent a car, but I'm not sure what I need. Your website doesn't provide all the information for international customers.

Agent: No problem, ma'am. Can I have your name?

Vanessa: Vanessa Powell.

Agent: Thank you. And where would you like to pick up your car, Vanessa?

Vanessa: I'm going to a conference near New York. I'm flying to an airport near there.

Agent: No problem. You can pick your car up at any airport in the New York City area. I do have a few questions though. First, are you a U.S. citizen?

Vanessa: No, I'm not. I'm from the UK.

Agent: OK, and do you have a U.S. driver's license?

Vanessa: I don't.

Agent: In order to rent a car in the U.S., you must have a valid U.S., Canadian, or International Driver's Permit. Do you have any of those?

Vanessa: Actually, I don't.

Agent: Well, OK, you will have to get one to rent a car.

Vanessa: OK, I'll plan on that then. Tell me, do I have to get an International Driver's Permit before I can make a reservation?

Agent: No. You can make a reservation without a license.

Vanessa: OK, then let me do that. Do I have to give you my credit card information now then?

Agent: If you want to make a reservation, yes. And you must bring your credit card with you to the rental agency in New York.

Vanessa: How about insurance? Do I need that too?

Agent: Well, you don't have to purchase insurance, but it is strongly recommended.

Vanessa: OK, thanks. Let me give you my credit card information...