

VIDEO SCRIPT

Mai So, I'm Student A, but you start. Is that right?

Danilo Yes. Ready? OK. Good morning. *How can I help you?*

Mai Hi. I'm here to collect the car that I ordered ... reserved ... online.

Danilo OK. *Can I take your details, please? What's your surname?*

Mai Cohen.

Danilo Right. One minute, please. *Can you remember what kind of car it was?*

Mai Yeah, it should be a five-door hatchback.

Danilo OK. Well, we're ¹ _____ this week and if you want to, you can upgrade.

Mai No, thank you. I'm fine. I'd like that car. This is why I decided to book it when I looked online!

Danilo OK. No problem. I understand. *Who's going to drive the car? Will it only be you?*

Mai Well, my partner ² _____, I think.

Danilo I see. *Well, in that case, you will need additional insurance.* At the moment, you're only covered for one driver.

Mai Really? We're not covered in what I paid for online?

Danilo I'm afraid not. *You should've read the small print.*

Mai ³ _____ !

Danilo Extra cover is only €5 more per day.

Mai €5? No, no. It's OK, thanks. We'll be fine.

Danilo *Are there any other passengers apart from you and your partner?*

Mai Yes, we have a five-year-old daughter.

Danilo OK. So she'll need a special chair, ⁴ _____.

Mai *I guess so, yeah. Is it extra?*

Danilo It is, but it's very cheap. We can fit a booster seat for kids that age for only €2 a day.

Mai Hmm. I guess that's OK, yes. Is that everything?

Danilo Not quite. ⁵ _____ a GPS? To stop you getting lost?

Mai No thanks. I have a map app on my phone.

Danilo A what?

Mai An app. An application. With maps on it. To navigate. I'll be OK with that.

Danilo OK. Well, we're almost finished. One last thing. *Would you like any additional insurance?*

Mai Additional insurance? You mean I don't have insurance already?

Danilo Only a very basic kind. The minimum ⁶ _____.

Mai OK.

Danilo Would you like additional insurance to cover any damage to the tyres or the windscreen?

Mai Well, I'm not planning to damage them.

Danilo *No, of course not, but it's better to be safe than sorry.*

Mai Maybe. How much extra ⁷ _____ ?

Danilo Um ... €3 a day.

Mai OK.

Danilo But I could ⁸ _____.

Mai Do you get money for this? What do you call that money when you sell things and you get, say, 10%?

Danilo Commission?

Mai Yes, commission. *Do you get commission?*

Danilo ⁹ _____ ... but anyway, the special offer ...

Mai You're very good at this!

Danilo We could offer you insurance for damage to the car, plus insurance ¹⁰ _____, theft of any property from the car AND insurance for an extra driver all for only €8 a day. It's a bargain.

Mai €8 a day? That's more than 50 a week! That's ¹¹ _____ as I'm paying for the car!

Danilo *Well, it's up to you. It's a good deal.*

Mai Thank you, but I think ¹² _____ .