
ANSWER KEY

Unit 11**A**

Danilo offers an upgrade on the car Mai has booked – and says there's a special offer this week. She turns this offer down and says she wants the car she booked!

Next, he offers additional insurance – at only €5 per day – because at present she's only covered for one driver. She turns this down and says they'll be OK.

Thirdly, he offers a special booster seat for their five-year-old daughter. It's only €2 a day. Mai decides to go for this.

Fourthly, Danilo offers GPS, which Mai rejects because she has a map app on her smart phone.

Next, he offers additional insurance to cover any damage to the tyres or windscreen. This is €3 a day. Mai likes the sound of this.

Finally, he makes a special offer of comprehensive insurance – insurance for damage to the car, plus insurance against loss of life or injury, theft of any property from the car and insurance for an extra driver all for only €8 a day. Mai doesn't want this and says they'll be fine!

D

- 1 running a special offer
- 2 might do some driving as well
- 3 I thought I had
- 4 I'd imagine
- 5 Do you think you will need
- 6 according to the law
- 7 would that be
- 8 make you a special offer
- 9 I'd rather not say
- 10 against loss of life or injury
- 11 almost as much
- 12 I'll just take a risk

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 running a special offer 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 might do some driving as well, 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 I thought I had!

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, I'd imagine.

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. Do you think you will need 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 according to the law.

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 would that be?

Danilo Um ... €3 a day.

Mai OK.

Danilo But I could make you a special offer.

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 I'd rather not say ... 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 against loss of life or injury, 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 almost as much 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 I'll just take a risk.