# http://www.audioenglish.org

# Rent-A-Car

*Fill in the “You” line.*

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| Rent-A-Car Clerk: | — | Good morning. May I help you? |
| You: | — | ... |
| Rent-A-Car Clerk: | — | Okay. Full-size, mid-size or compact, ma´am? |
| You: | — | ... |
| Rent-A-Car Clerk: | — | 78 dollars a day with unlimited mileage. |
| You: | — | ... |
| Rent-A-Car Clerk: | — | Is there an additional driver? |
| You: | — | ... |
| Rent-A-Car Clerk: | — | If you want full coverage insurance, it will be 8 dollars per day. It includes collision damage waiver and personal accident insurance. |
| You: | — | ... |
| Rent-A-Car Clerk: | — | Here is our brochure, ma´am. Err... full-size... OK. Please choose a model in this section. |
| You: | — | ... |
| Rent-A-Car Clerk: | — | All right. How many days would you like to use it? |
| You: | — | ... |
| Rent-A-Car Clerk: | — | May I see your driver´s license and credit card please? |
| You: | — | ... |
| Rent-A-Car Clerk: | — | Yes, it is.(...)Thank you. Please fill in this form. Can you check this box, and put your initials here, and again here |

# *Key*

# Rent-A-Car

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| *Rent-A-Car Clerk:* | — | Good morning. May I help you? |
| *Mary Jones:* | — | I´d like to rent a car, please. |
| *Rent-A-Car Clerk:* | — | Okay. Full-size, mid-size or compact, ma´am? |
| *Mary Jones:* | — | Full-size, please. What´s the rate? |
| *Rent-A-Car Clerk:* | — | 78 dollars a day with unlimited mileage. |
| *Mary Jones:* | — | And I´d like to have insurance just in case. |
| *Rent-A-Car Clerk:* | — | Is there an additional driver? |
| *Mary Jones:* | — | No. |
| *Rent-A-Car Clerk:* | — | If you want full coverage insurance, it will be 8 dollars per day. It includes collision damage waiver and personal accident insurance. |
| *Mary Jones:* | — | All right. I´ll take it. |
| *Rent-A-Car Clerk:* | — | Here is our brochure, ma´am. Err... full-size... OK. Please choose a model in this section. |
| *Mary Jones:* | — | How about this one? |
| *Rent-A-Car Clerk:* | — | All right. How many days would you like to use it? |
| *Mary Jones:* | — | Just one day. |
| *Rent-A-Car Clerk:* | — | May I see your driver´s license and credit card please? |
| *Mary Jones:* | — | Is the international driving licence fine? |
| *Rent-A-Car Clerk:* | — | Yes, it is.(...)Thank you. Please fill in this form. Can you check this box, and put your initials here, and again here. |

# At a doctor

**I have a terrible stomachache.**

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| *Doctor:* | — | Good morning. Please have a seat here. What´s the problem? |
| *Paul Ryefield:* | — | I have a terrible stomachache. |
| *Doctor:* | — | Do you have diarrhea? |
| *Paul Ryefield:* | — | Yes, I do. |
| *Doctor:* | — | Do you have any other symptoms? |
| *Paul Ryefield:* | — | Yes, I feel sick. |
| *Doctor:* | — | You mean you feel nauseous? |
| *Paul Ryefield:* | — | That´s right. I feel like vomiting. And right now I feel dizzy, too. |
| *Doctor:* | — | When did the symptoms start? |
| *Paul Ryefield:* | — | This morning. Yesterday evening I ate something raw. |
| *Doctor:* | — | All right. Please take off your clothes to the waist and lie down there. ... Just tell me if it hurts when I do this. |
| *Paul Ryefield:* | — | It doesn´t hurt. ... Ouch. It hurts there. |
| *Doctor:* | — | Okay. Let´s hope it´s just indigestion, but we´ll need to run some diagnostic tests to be sure. We´ll run a blood test and we´ll also need a urine sample. |
| *Paul Ryefield:* | — | Can you give me something for the time being? |
| *Doctor:* | — | Yes, I´ll give you a prescription for indigestion tablets. |

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**Foreign exchange**

**I´d like to change some euro into US dollars.**

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| *Cashier:* | — | Hi. May I help you? |
| *Paul Ryefield:* | — | Yes. What´s the buying rate for euro? |
| *Cashier:* | — | 1.15 U.S. dollars to the euro. |
| *Paul Ryefield:* | — | Okay. I´d like to change some euro into US dollars, please. |
| *Cashier:* | — | Sure. How much would you like to change? |
| *Paul Ryefield:* | — | Six hundred euro. |
| *Cashier:* | — | Very good. May I see your passport? |
| *Paul Ryefield:* | — | Here you are. |
| *Cashier:* | — | How would you like your bills? |
| *Paul Ryefield:* | — | In fifties please. |

**At passport control**

**Do you have a return ticket?**

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| *Immigration officer:* | — | Good evening. Where have you come from? |
| *Paul Ryefield:* | — | Bucharest, Romania. |
| *Immigration officer:* | — | May I have your passport and form I-94, please? |
| *Paul Ryefield:* | — | Here you are. |
| *Immigration officer:* | — | What´s the nature of your visit? Business or pleasure? |
| *Paul Ryefield:* | — | Pleasure. I´m visiting my relatives. |
| *Immigration officer:* | — | How long are you going to stay in the United States? |
| *Paul Ryefield:* | — | Three weeks. |
| *Immigration officer:* | — | What is your occupation? |
| *Paul Ryefield:* | — | I work as an accountant for a Romanian telecommunications company. |
| *Immigration officer:* | — | Do you have a return ticket? |
| *Paul Ryefield:* | — | Yes, here it is. |
| *Immigration officer:* | — | That´s fine. Thanks. Enjoy your trip. |
| *Paul Ryefield:* | — | Thank you. |
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**Reservations (airline)**

**Do you have any flights to Sydney next Tuesday afternoon?**

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| *Reservations clerk:* | — | Northwind Airways, good morning. May I help you? |
| *Mary Jones:* | — | Yes, do you have any flights to Sydney next Tuesday afternoon? |
| *Reservations clerk:* | — | One moment, please... Yes. There´s a flight at 16:45 and one at 18:00. |
| *Mary Jones:* | — | That´s fine. Could you tell me how much a return flight costs? I´ll be staying three weeks. |
| *Reservations clerk:* | — | Economy, business class or first class ticket? |
| *Mary Jones:* | — | Economy, please. |
| *Reservations clerk:* | — | That would be €346. |
| *Mary Jones:* | — | OK. Could I make a reservation? |
| *Reservations clerk:* | — | Certainly. Which flight would you like? |
| *Mary Jones:* | — | The 16:45, please.  |
| *Reservations clerk:* | — | Could I have your name, please? |
| *Mary Jones:* | — | My name is Mary Jones, that´s M-A-R-Y J-O-N-E-S. |
| *Reservations clerk:* | — | How would you like to pay, Ms. Jones? |
| *Mary Jones:* | — | Can I pay at the check-in desk when I pick up my ticket? |
| *Reservations clerk:* | — | Yes, but you will have to confirm this reservation at least two hours before departure time. |
| *Mary Jones:* | — | I see. |
| *Reservations clerk:* | — | Now you have been booked, Ms. Jones. The flight leaves at 16:45, and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476. |
| *Mary Jones:* | — | Thank you. |

**Booking a hotel room**

**I´d like to book a room please.**

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| *Receptionist:* | — | Good afternoon, San Felice Hotel. May I help you? |
| *Mrs Ryefield:* | — | Yes. I´d like to book a room, please. |
| *Receptionist:* | — | Certainly. When for, madam? |
| *Mrs Ryefield:* | — | March the 23rd. |
| *Receptionist:* | — | How long will you be staying? |
| *Mrs Ryefield:* | — | Three nights. |
| *Receptionist:* | — | What kind of room would you like, madam? |
| *Mrs Ryefield:* | — | Er... double with bath. I´d appreciate it if you could give me a room with a view over the lake. |
| *Receptionist:* | — | Certainly, madam. I´ll just check what we have available. . . Yes, we have a room on the 4th floor with a really splendid view. |
| *Mrs Ryefield:* | — | Fine. How much is the charge per night? |
| *Receptionist:* | — | Would you like breakfast? |
| *Mrs Ryefield:* | — | No, thanks. |
| *Receptionist:* | — | It´s eighty four euro per night excluding VAT. |
| *Mrs Ryefield:* | — | That´s fine. |
| *Receptionist:* | — | Who´s the booking for, please, madam? |
| *Mrs Ryefield:* | — | Mr and Mrs Ryefield, that´s R-Y-E-F-I-E-L-D. |
| *Receptionist:* | — | Okay, let me make sure I got that: Mr and Mrs Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct? |
| *Mrs Ryefield:* | — | Yes it is. Thank you. |
| *Receptionist:* | — | Let me give you your confirmation number. It´s: 7576385. I´ll repeat that: 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye. |
| *Mrs Ryefield:* | — | Goodbye. |

**Menswear and ladieswear (color, design and material)**

**Do you have that in other colours?**

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| *Sales clerk:* | — | May I help you, sir? |
| *Paul Ryefield:* | — | Yes, please. I´m looking for a cotton polo shirt. |
| *Sales clerk:* | — | Any particular colour? |
| *Paul Ryefield:* | — | Not really. |
| *Sales clerk:* | — | How about this one? |
| *Paul Ryefield:* | — | I like the design, but don´t particularly care for the colour. Do you have that in other colours, too? |
| *Sales clerk:* | — | Well, they come in white, pale yellow, aqua, red and green. Will a white one do? |
| *Paul Ryefield:* | — | Yes. I prefer white - and may I see a pale yellow one, too? |
| *Sales clerk:* | — | Why, of course. Let´s see... White... Pale yellow. Here you are, sir. |

**Ordering lunch and dinner**

**What else do you recommend?**

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| *Waiter:* | — | Are you ready to order, sir? |
| *Mr Ryefield:* | — | Yes. I´ll have the beef stew for starters and my wife would like tomato soup. |
| *Waiter:* | — | One beef stew and one tomato soup. What would you like for the main course? |
| *Mr Ryefield:* | — | I´ll have the Cayenne Pepper Steak and my wife would like the Fried Trout with mashed potatoes. |
| *Waiter:* | — | I´m afraid the trout is off. |
| *Mrs Ryefield:* | — | Oh dear. Err... What else do you recommend? |
| *Waiter:* | — | The sole is very good. |
| *Mrs Ryefield:* | — | OK. I´ll have that. Do you have any coleslaw? |
| *Waiter:* | — | No, I´m sorry, we don´t. |
| *Mrs Ryefield:* | — | Just give me a small mixed salad then. |
| *Mr Ryefield:* | — | Same for me. |
| *Waiter:* | — | Certainly. (...) Would you like something to drink? |
| *Mr Ryefield:* | — | Yes, please. May I see the wine list? |
| *Waiter:* | — | Certainly. Here you are.(...) |
| *Mr Ryefield:* | — | A bottle of Chablis ‘99, please. |
| *Waiter:* | — | Excellent choice! |