



Overseas Posting Intensive English Programme  
22 - 26 April 2024

## *Handling with Local Staff*



*Mr Ian Harris*

## **Content (6 hours)**

- **Dealing with problems at work**
- **Hotel Problems**
- **Describing apartment problems**  
*(Dealing with and informing the Landlord)*
- **Informing local driver about guest arrivals / schedules**
- **Car problems and repairs**  
*(Maintenance, damage and repairs, insurance claim  
Buying a Used Car and Insurance)*

# Dealing with problems at work

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## The problem

We haven't received .... yet.  
You said that I would have ....  
Excuse me, but we expected ....  
I'm sorry, but you promised .....

## Request Action

Please could you .... as soon as possible?  
If you don't replace it immediately, we will have to cancel our order.  
What are you going to do about it?

## Accepting action

OK. That's fine.  
OK. That will do.  
OK. That will have to do.

## Reject Action

I'm sorry, but ....  
That's unacceptable.  
I'm afraid I can't accept that.

## Ask for information

What's the problem exactly?  
Could you explain exactly what the problem is?

## Saying sorry

I see. We're very sorry about that.  
Again, I do apologize.

## Explaining the reason for the problem

I'm afraid that we can't/couldn't  
The reason is that ....  
The problem was caused by ....  
It was a computer error.  
It was an oversight on our part.

### **A promise of action [will]**

I'll deal with it/send someone immediately.

I'll find/arrange a replacement right away.

Is that acceptable?/Is that OK?

### **Your fault**

It's our fault. We accept full responsibility.

We are to blame. We should . (sent it yesterday)

### **Their fault**

I'm sorry but you didn't inform us that you wanted .....

### **Close**

I apologize once again. We are very sorry about this.

I apologize for any inconvenience caused. It won't happen again, I assure you.

## **Dealing with Problems Complaints – Group Work / Pair Work**

Now work in a small group to brainstorm more problems or complaints that members of the public could have.

**1.**

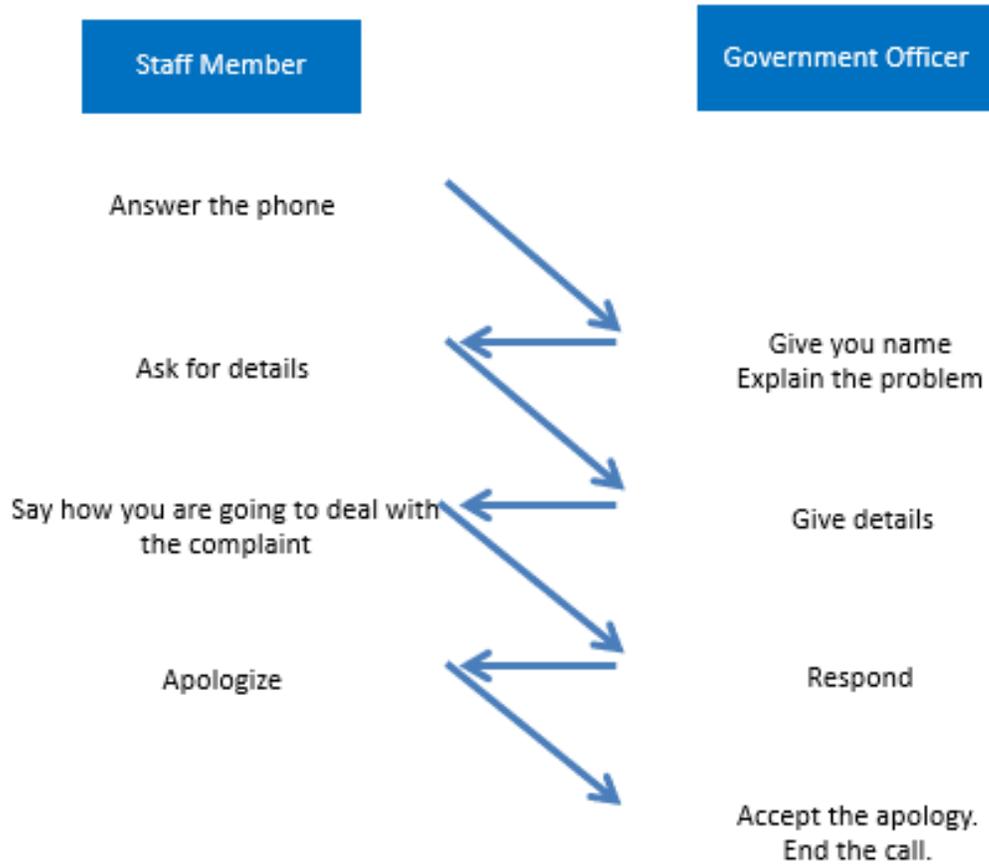
**2.**

**3.**

**4.**

**5.**

2. Role-play your new conversations with a partner.



## Dealing with Problems – Gap-fill

A. Fill in the gaps using the words from the box.

mistake   batch   properly   repair   matter   sample  
 error   isolated   refund   record   processed   fault  
 inconvenience

1. I'm sorry, it's not our responsibility. The problem must be due to computer software \_\_\_\_\_.
2. Could you send me a \_\_\_\_\_ of the faulty product?
3. All these brochures have the same problem. They all come from the same \_\_\_\_\_.
4. I really am very sorry. Our Accounts Department made a small \_\_\_\_\_ when they \_\_\_\_\_ your order.
5. If you return it, we'll send a replacement immediately or give you a \_\_\_\_\_.
6. I'm just calling to let you know that our Director General is looking into the \_\_\_\_\_ at the moment, and he'll call you tomorrow.
7. The photocopying machine isn't working \_\_\_\_\_.
8. I'm sorry again for any \_\_\_\_\_.
9. This machine has a \_\_\_\_\_. How long will it take to \_\_\_\_\_ it?
10. It must be an \_\_\_\_\_ case, we have a very good \_\_\_\_\_ for quality.

B. Complete the table by writing phrases 1,2,4,5,6 and 8 from Section A in the correct category.

Ask questions	a)
You are unable to help	b)
Apologize and explain	c)
Promise action	d)
End a phone call	e)
Make a follow-up call	f)

# Hotel Problems

## 2.02 Conversation A

Pearl Li is working at the Front Desk at the Columbia Towers Hotel.

**Man:** Excuse me!

**Pearl:** Yes, sir?

**Man:** I want to check out. I'm in a hurry. I have a plane to catch!

**Pearl:** OK, the cashier's desk is right over there. I'll tell her you're in a hurry.

## 2.03 Conversation B

**Pearl:** Front Desk. This is Pearl speaking.

**Phone:** I need someone in Room 652 immediately! The shower is running, and it won't stop! There's water all over the floor!

**Pearl:** Don't worry, sir. I'll send an engineer right away.

## 2.04 Conversation C

**Carlos:** Maintenance. Carlos speaking.

**Pearl:** This is Pearl Li. Carlos, will you go up to Room 652 right now? It's urgent.

**Carlos:** What's the problem?

**Pearl:** The shower won't stop.

**Carlos:** I'm on my way.

## 2.05 Conversation D

**Pearl:** Front Desk. This is Pearl.

**Phone:** This is Room 552. Will you send someone quickly? There's water coming through the ceiling!

**Pearl:** All right. I'll deal with it, ma'am. Front Desk. This ...

**Phone:** I'm in Room 452, and there's water ...



**1** Look through the conversations, and highlight the offers of help. Then **circle** the requests.

**2** **Student 1:** You're a guest at the hotel. You're calling the Front Desk. Request help in these situations:

- The toilet won't work.
- There are no towels in your room.
- You want someone to take your bags to the lobby.
- You're in a hurry. You want the hotel to prepare your bill now, before you come down to the lobby.

**Student 2:** You're the Front Desk Clerk. Decide who to send. Use this list:

room maid / bell captain / engineer / cashier

**3** Imagine that you are the Front Desk Clerk. Offer help in these situations:

- I'm checking out after lunch. I don't want Housekeeping to make up my room.
- My room's very cold. I can't turn off the air conditioning.
- The TV isn't working.

Culture File **25** Hotel facilities

**1 Which hotel departments or employees deal with these problems?**

- |   |                                    |                |
|---|------------------------------------|----------------|
| a | There's no light in the bathroom.  | Housekeeping   |
| b | You want your baggage.             | Valet service  |
| c | You can't get an outside line.     | Maintenance    |
| d | Your breakfast is late.            | Hotel operator |
| e | You don't have enough towels.      | Bell captain   |
| f | You haven't received your laundry. | Room service   |

**2 Decide what to do. Use I'll ...**

- |   |  |   |   |
|---|--|---|---|
| a | Will you take the airport bus or a cab?<br><u>I'll take a cab.</u> | c | Will you have pizza or pasta?<br>_____    |
| b | Will you e-mail it or fax it?<br>_____                             | d | Will you check out now or later?<br>_____ |

**3 Offer to help. Use I'll ...**

- |   |  |   |   |
|---|--|---|---|
| a | I don't have time to call Vera.<br><u>I'll call her for you.</u> | c | I don't have time to finish these reports.<br>_____ |
| b | I don't have time to send this fax.<br>_____                     | d | I don't have time to write to Mr. Brown.<br>_____   |

**4 Complete the sentences with an expression of 'urgency'. In some sentences more than one expression is possible.**

immediately   right away   in a hurry   ~~right now~~   quickly   urgent

- a Would you send someone right now, please?
- b I'll ask someone to help you \_\_\_\_\_.
- c I have a plane to catch. I'm \_\_\_\_\_.
- d I need an engineer \_\_\_\_\_.
- e Will you repair my shower \_\_\_\_\_, please?
- f I need to send this fax now. It's \_\_\_\_\_.

# Describing apartment problems

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## Role play (LANDLORD)

1. Hello \_\_\_\_\_. How can I help you?

Tenant: \_\_\_\_\_

2. I'm sorry to hear that. When did the problem start?

Tenant: \_\_\_\_\_

3. Okay, I will call someone to come as soon as possible.

Tenant: \_\_\_\_\_

4. You're welcome.

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## Role play (RENTER)

**Problem:** faucet is dripping

**Concerns:** wastes water,  
noisy, annoying

**How Long:** 1 week

## Role play (RENTER)

**Problem:** ants in the kitchen

**Concerns:** might get into the  
food

**How Long:** a few days

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## Role play (RENTER)

**Problem:** stove not working

**Concerns:** can't cook

**How Long:** since yesterday

## Role play (RENTER)

**Problem:** Outside security lights  
not working

**Concerns:** safety at night

**How Long:** two days

## Structuring Written Requests to the Landlord



August 16, 2020

Dear Mr. Minelo,

I am writing to inform you that my refrigerator hasn't been working properly for the last three days.

The temperature in the refrigerator isn't cold enough to keep my food from spoiling. Today I noticed that the freezer isn't working properly either and some of my food has thawed.

Could you please call someone to come and take a look at it as soon as possible? I'm concerned that all of my food will go bad if the refrigerator isn't fixed right away.

Thank you very much,

Sylvia Tunis

Apartment 711

555-234-6699

Think about the skills you practised in this module. Put a check in the column that describes your ability.

	Yes!	I need some more practice.	This is hard!
I can understand simple instructions for solving a problem in my home.			
I can explain a problem to the landlord.			
I can make a polite request to have the problem fixed.			
I can use the topic vocabulary.			
I try to be an active reader (by asking questions before I start reading).			
I try to use strategies to figure out unfamiliar words.			
I can write a message to the landlord describing a problem and asking for a repair.			

January 12, 2020

Dear Mr. Sanchez,

My name is Ana Brasio and I live in apartment 307. I am writing to inform you that there has been no heat in my apartment since yesterday. I tried adjusting the thermostat, but nothing happened. Could you please call someone to have it fixed right away?

The temperature is going to drop to minus 10 degrees tonight. I have a three-month-old baby and I am very worried she will get sick.

Thank you for your immediate attention to this matter.

Sincerely

*Ana Brasio*

Ms. Carol Jawkowsky  
Jefferson Point Apartments  
5532 Bigelow Street  
Chicago, IL 60086

Dear Ms. Jawkowsky:

I am writing to inform you of a problem I am having in my apartment. I have filed three requests for maintenance to fix a leak in the bathroom. So far, no one has come to take care of this problem. I've had a bucket under my sink for a month now. I would like to call a plumber to fix the leak and deduct the amount of the bill from my next rent check. If you have a problem with this, please contact me as soon as possible.

Yours sincerely,



# Damage Deposits

When you move into a new apartment you pay **rent** and a **damage deposit**.

This is usually a lot of money. When you move to a different apartment, you can get the **damage deposit** money back.



1. Did you pay a damage deposit? How much did you pay? \_\_\_\_\_
2. Did you move before? Did the landlord give you all of your deposit? \_\_\_\_\_

## How to get your money back

When you pay the deposit, get a receipt. The landlord needs to write the date, how much money, your name, and “deposit” on the receipt. The landlord needs to sign the receipt.

When you move in make a list of problems in the apartment. Take pictures of the problems. Give a copy of the list to the apartment manager. Sign and date the list.

When something is broken call the apartment manager right away. Don't wait. Ask the manager to fix the problem.

When you move out, clean the apartment very well. Write a letter to the landlord. Ask for your deposit money.

If the landlord wants to keep your deposit, ask for a list of all the problems and how much they cost. Ask a friend, teacher, or lawyer if it is okay for the landlord to keep the money for these problems.

# I Am Moving

You want to move to a new apartment. Write a letter to your landlord.

Date: \_\_\_\_\_

Dear Manager,

My name is \_\_\_\_\_. My address is \_\_\_\_\_

\_\_\_\_\_.

I am going to move out in 2 months on \_\_\_\_\_.

Please send my deposit within 30 days after I move out. My new address is \_\_

\_\_\_\_\_

\_\_\_\_\_.

Thank you,

\_\_\_\_\_

Phone: \_\_\_\_\_

Step 2: What does a renter pay for

*When you rent an apartment, the landlord pays for some problems and the renter pays for some problems. What problems does a renter pay for?*

Write the following problems on notecards or slips of paper. Do Not write *renter* or *landlord*.

- Children draw pictures on the wall. (renter)
- The sink is leaking. (landlord)
- The stove is broken. (landlord)
- The carpet is dirty. –spilled juice and can't clean it out. (renter)
- Spray for bed bugs (landlord)
- Toilet is broken because child put toy in the toilet. (renter)
- Fix hole where mice come in. (landlord)
- The window is broken because a friend threw a ball (renter)
- The paint is peeling (landlord)
- The carpet is old. (landlord)

Make two columns on the board: Renter pays / Landlord Pays

Learners take turns coming to the board and taping the problem in the appropriate column.

For each problem ask learners to explain *why* they think it is the renter or landlord who pays.

# Describing apartment problems

Upholstery Service	Dripping pipe	Blocked Sink
Rusty Pipes	Clogged/Blocked U-pipe	Worn Out Pipe
Termite Infestation	Clogged/Blocked Toilet	Cracked Plaster
Overflowing Drain	Door Hinge Adjustment	Grouting
Blocked Sewer	Rewiring Circuit Breaker	Replastering
Changing to low energy bulbs	Vent Cleaning	Varnishing
Putting Up Shelves	Pest Control	Subsiding Land
Loose Tiles	Leaky Ceiling	Cracked/Broken Roof Tile
Blocked Drain	Blown Fuse/Socket	Dripping Tap
Low Water Pressure	Stain and <u>Odour</u> Removal	
Installation of Internet/ Security System	Lift/Elevator Serving-Maintenance	
Burst/Cracked Pipe	Rising Damp	Lubrication/ Lubricating
Peeling Paint/Wall paper	Redecorating	



1.



2.



3.



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_



11. \_\_\_\_\_



12. \_\_\_\_\_



13. \_\_\_\_\_



14. \_\_\_\_\_



15. \_\_\_\_\_



16. \_\_\_\_\_



17. \_\_\_\_\_



18. \_\_\_\_\_



19. \_\_\_\_\_



20. \_\_\_\_\_



21. \_\_\_\_\_



22. \_\_\_\_\_



23. \_\_\_\_\_



24. \_\_\_\_\_



25. \_\_\_\_\_



26. \_\_\_\_\_



27. \_\_\_\_\_



28. \_\_\_\_\_



29. \_\_\_\_\_



30. \_\_\_\_\_



31. \_\_\_\_\_



32. \_\_\_\_\_



33. \_\_\_\_\_



34. \_\_\_\_\_



35.



36.

# Equipment repairs and maintenance



Look at the pictures on the previous page. Can you explain what is happening from top to bottom and left to right?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

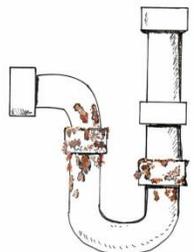
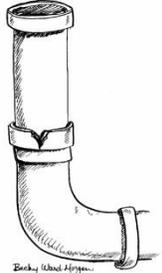
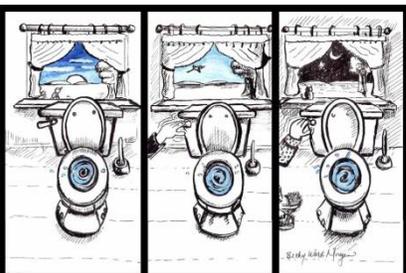
8. \_\_\_\_\_

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# Plumbing problems

Look at each picture below. Choose a word or phrase that best describes the problem you see in each picture. Write it on the line above the picture.

blocked	broken	broken	clogged	cracked	dripping
leaky	low	noisy	plugged	running	rusty

<p>1. a _____ faucet a _____ faucet</p> 	<p>2. a _____ drain a _____ drain a _____ drain</p> 	<p>3. a _____ pipe</p> 	<p>4. a _____ part a _____ part</p> 
<p>5. _____ pipes</p> 	<p>6. _____ water pressure</p> 	<p>7. a _____ pipe</p> 	
<p>8. a _____ drain</p> 	<p>9. a _____ toilet</p> 	<p>10. No hot water a _____ water heater</p> 	

# Plumbi

## Calling the Service OF Plumber Technician Customer 1

Customer 1: Hello, this is \_\_\_\_\_. I need someone to come out today. We're having a lot of problems.

Service Technician: What kinds of problems?

- Customer 1:
1. The bathroom sink on the second floor is clogged.
  2. The washer in the basement is leaking. The water is running under the dryer.
  3. The toilet doesn't stop running.
  4. The pipe under the kitchen sink is cracked.
  5. Water is dripping from the living room ceiling.
  6. There is no hot water.
  7. The sewer is backing up in the basement.

## Calling the Service Technician Customer 2

Customer 2: Hello, this is \_\_\_\_\_. I need someone to come out today. We're having a lot of problems.

Service Technician: What kinds of problems?

- Customer 2:
1. There is water under the refrigerator. I don't know why it's leaking.
  2. The faucet in the kitchen is leaking.
  3. The pipes from the hot water heater are rusty.

4. The drain in the kitchen sink is plugged.
5. There is very little water coming from the shower. The water pressure is very low.
6. The toilet is plugged. It's overflowing.
7. The roof is leaking.

### Practice Dialogs

A: We are having some plumbing problems and need them fixed.

B: What exactly is wrong with the plumbing?

A: The toilet flushes really slowly.

B: Are there any problems with the plumbing in the kitchen?

A: Both the kitchen and the bathroom plumbing are messed up.

B: How long have you had these problems?

A: It has been going on for a while, but just started to get worse this morning.

B: I will send someone out to take a look at the problem. Will you be home this afternoon?

A: Yes, I will be home this afternoon.

B: Fine. I will be there around 2:00. If someone is not there, I will use my key to get in.





A: I'm glad you could make it. Thank you for coming so quickly.

B: No problem. It's my job. What can I help you with?

A: I think a pipe burst.

B: In what room is this pipe?

A: You'll find the pipe in my bathroom.

B: When did the pipe start leaking?

A: It's been leaking for a couple of days now.

B: I will need to tear down that wall to fix that pipe.

A: I understand.

B: You're fine with that?

A: I just want the problem taken care of.

B: Okay. I will begin working on it now, if you'd like.

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## Informing local driver about guest arrivals and schedules

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- Embassy Officer:** Mr. Devron. There will be a Thai diplomat flying in at Heathrow Airport this evening. His name is Mr. Direk Hongthong. I will accompany you to the airport. Here are his flight arrival details. It is Emirates Airline. We will use the ambassador's car after you have taken him home.
- Local Driver:** Will you need my help with the suitcases?
- Embassy Officer:** He hasn't confirmed if he is travelling alone, so perhaps yes, and we should park the car beforehand and arrive half an hour before landing time in order not to be late. Could you also fill in a form for overtime pay?
- Local Driver:** Where shall I pick you up in the evening after I have dropped the ambassador to his home?
- Embassy Officer:** I will be working late, so you can pick me up from the embassy around 9:00pm.
- Local Driver:** Ok, and where will Mr. Hongthong be driven to?
- Embassy Officer:** He will stay at the Claremont Hotel on 5<sup>th</sup> Avenue. After we drop him off at the hotel, you can send me to my home.
- Local Driver:** Fine, mam, I'll be waiting for you outside the embassy tonight at 9:00pm on the dot.

### Student 1

Interview your partner and find the missing information.

Ask:

Where's she going on (Thursday 24th)?

What time does the flight (to Los Angeles) leave?

What's the flight number?

What time does it arrive?

Where's she leaving from on (Friday 25th)?

Itinerary for: Keiko Ishida						
Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st		Osaka		Los Angeles	
Thursday	24th	American AA2408	Los Angeles	06:40		11:46
Friday	25th	American AA258		12:48	Orlando	
Monday	28th		Orlando	11:31		13:18
Wednesday	30th	Air Canada AC783	Chicago	07:45	Vancouver	10:16
Thursday	31st	All Nippon NH1891	Vancouver		Osaka	15:30

### GMT Greenwich Mean Time

#### TIME EXPRESSIONS

**A.M.** Ante Meridiem 00:00 – 12:00

**P.M.** Post Meridiem 12:00 – 24:00

00:00 am — **Midnight**

12:00 pm — **Noon / Midday**

#### time zones

Different places around the world have different time zones so countries can have similar times each day.



Time zones start at the Prime Meridian 0° longitude, Greenwich, England and since 1972 are based on Coordinated Universal Time (UTC).



Greenwich Meridian

International Dateline

This is a very simple map. Many land time zone lines vary so that each country can have a manageable time system.

The use of daylight saving time in many countries also changes how many hours the time in one place differs from the time in another place.

## Student 2

Interview your partner and find the missing information.

Ask:

Where's she going on (Wednesday 30th)?

What time does the flight (from Chicago) leave?

What's the flight number?

What time does it arrive?

Where's she leaving from on (Thursday 31st)?

Itinerary for: Keiko Ishida						
Day	Date	Flight number	From	Depart	To	Arrive
Monday	21st	JAL JL069	Osaka	13:45	Los Angeles	05:40 next day
Thursday	24th	American AA2408		06:40	Dallas	
Friday	25th	American AA258	Dallas	12:48		16:28
Monday	28th	American AA2074		11:31	Chicago	
Wednesday	30th		Chicago			
Thursday	31st	All Nippon NH1891		12:35	Osaka	15:30

# Car problems and repairs

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**What is happening in the pictures below?**



## Mechanic Dialogue / Story

- Mechanic:** Hi, I'm the mechanic. What can I do for you?
- Amy:** My car is making a very weird noise. It sounds like this: *gulug, gulug, gulug...*
- Mechanic:** Hm, that doesn't sound good. Where is it coming from?
- Amy:** I'm not sure. When I'm in the car, it sounds like it's coming from the **engine**, but when I get out of the car, it sounds like it's coming from directly under the **trunk**, maybe the **muffler**?
- Mechanic:** That's not a noise a muffler/ an exhaust would make. Let me take a look. Can you start the car and **pop the hood/open the bonnet**?
- Amy:** Sure.
- Mechanic:** Well, I don't hear the sound right now, but your **battery** needs replacing, you have a **coolant leak**, your **carburetor** needs adjusting, and your **spark plugs** are **shot**. I need to look under the car.
- Amy:** Okay, go ahead.
- Mechanic:** Your **brake pads** need replacing and your **tires** need **balancing**.
- Amy:** But are any of those problems causing that horrible noise?
- Mechanic:** I don't know. I don't hear the noise right now, so it's **hard to tell**. But that's all work you need to have done on this car anyway for it **to run** right. **It's only a matter of time** before your car stops working if you don't take care of those problems.
- Amy:** I come in with one problem and you find 10 others. I guess you should go ahead. What else can I do?
- Mechanic:** Um, buy a **bus pass**?

# British & American English

americanenglish.state.g

## British

**bonnet**

*/'bɒnɪt/*

**boot**

*/bu:t/*

**windscreen**

*/'wɪndskri:n/*

**indicator**

*/'ɪndɪkətə(r)/*

**tyre**

*/'taɪə(r)/*



## American

**hood**

*/'hʊd/*

**trunk**

*/'trʌŋk/*

**windshield**

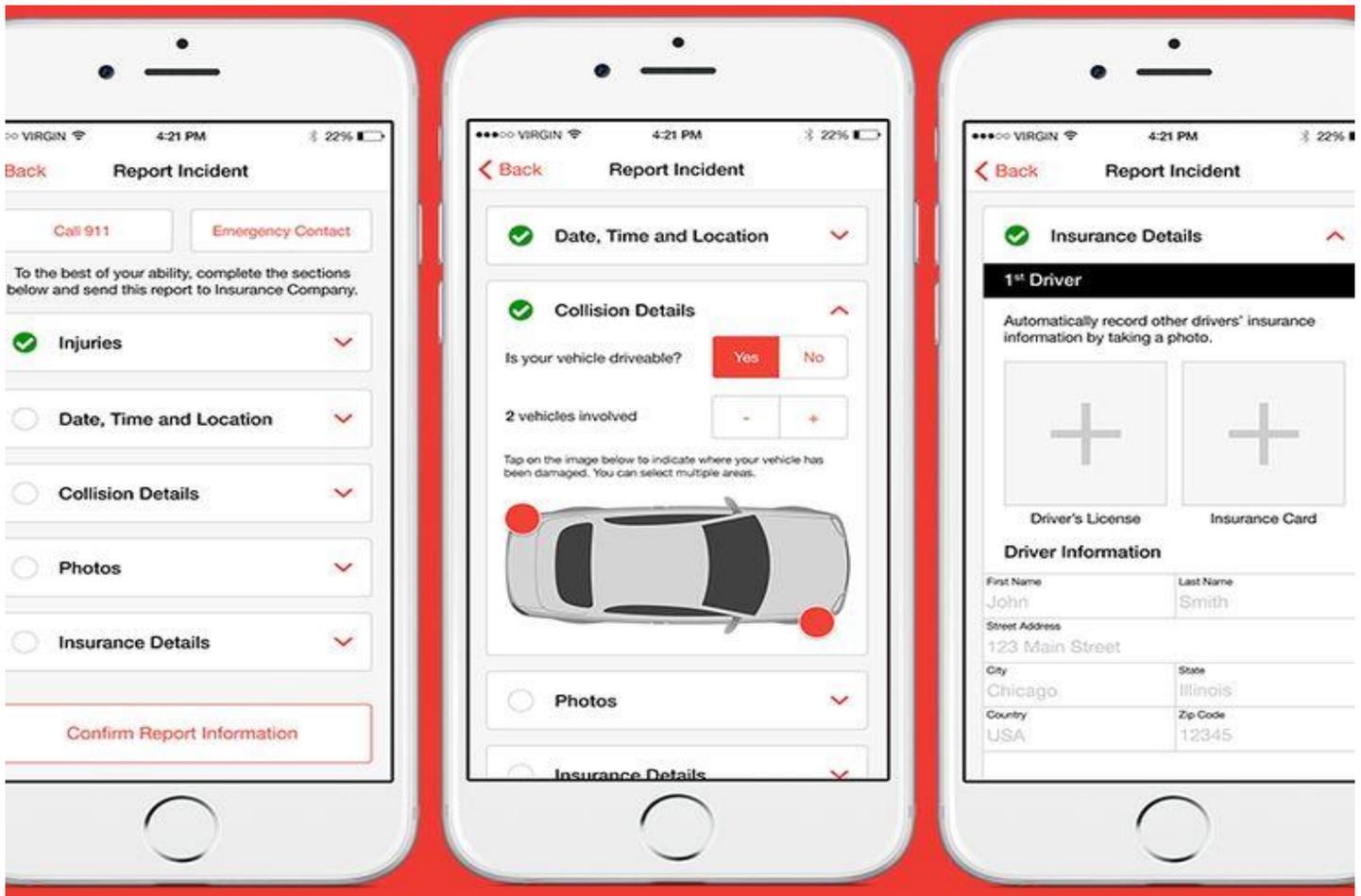
*/'wɪnd,ʃi:ld/*

**blinker (turn signal)**

*/'blɪŋkə-/*

**tire**

*/'taɪə-/*



## Does Insurance Cover Side-Mirror Damage?

It depends on the situation



If it's your fault:  
Some costs are covered  
(but you need collision coverage)



If it's someone else's fault:  
Yes—file a claim against other  
driver's insurance policy



If it's a hit-and-run:  
You can file a claim if you have  
uninsured motorist coverage



Everything else (vandalism,  
hurricanes, etc.) is covered  
by comprehensive insurance

Accident Type	<input type="checkbox"/> Bumper Damage	<input type="checkbox"/> Overheated
	<input type="checkbox"/> Roof Damage	<input type="checkbox"/> Other
Severity	<input type="checkbox"/> High	
	<input type="checkbox"/> Medium	
	<input type="checkbox"/> Low	

**Write off**



# WHAT IS THE MOTOR CLAIMS GUIDE?

Motor Claims Guide is a comprehensive guide developed by the Malaysian insurance and takaful industry containing key information regarding motor insurance/ takaful.

**The Motor Claims Guide** aims to help the public better understand the overall claims settlement process by making transparent key information.

## How Does A Motor Policy Protect You?

A motor insurance policy / takaful certificate (collectively referred to as "motor policy") provides financial protection to you in the event your vehicle is involved in a road accident or is stolen. However, there are **limits** to the extent of financial protection provided, so it is

important that you understand the scope of protection under each type of motor policy.

Illustrated below are the types of motor policies available in Malaysia and scope of financial protection provided by an insurance company / takaful operator (collectively referred to as "insurer"):

## EXTENT OF COVER



Provides financial protection for:			
Responsibility for death or injury to all parties <b>outside of your vehicle (third party)</b> in an accident 	Responsibility for damage to <b>other person's (third party) vehicle or property</b> 	Loss/Damage to <b>your vehicle</b> due to accidental fire or theft 	Loss/Damage to <b>your vehicle</b> due to accident 
<b>Third Party Bodily Injury or Death claim</b>	<b>Third Party Property Damage claim</b>	<b>Fire claim OR Theft claim</b>	<b>No Fault Own Damage claim OR Own Damage claim</b>

You have a right to appoint a lawyer to advise you on your legal rights

## USA Motor Vehicle Accident Script

Hi,

This is \_\_\_\_\_ calling from ACHL ([accidentalclaimhelpline.com](http://accidentalclaimhelpline.com)). I am calling you regarding your previous car accident for which your compensation amount is pending; I hope you remember the accident?  
(If No)

Please try to remember, it could be a minor accident when someone hit into your car from back or Either Side and that was not your fault? (If Yes)

So for this accident we can help you to get the compensation money delivered in no time without any hassle or charges

We can start the process at no cost to you and for this purpose I would like to confirm few basic details about your accident.

1. Can you please describe the scenario of your accident?
2. Can you please tell me the date of accident? (must be within last 2 YEAR)
3. After the accident occurred, did you call the police and your insurance company at the scene?  
(Must be YES)
4. Did the police/insurance company settle the matter in your favor? (Must be NON FAULT)  
  
If NO: Please check if police gave him/her ticket or the other party
5. Did you suffer any type of injuries or pains due to that accident?
6. Did you visit the doctor/hospital after the accident? (Must be YES)
7. Did you hire an attorney on your claim? (Must be NO)
8. Can you please spell me your full name?
9. Can you please tell me your D.O.B? (Optional)
10. Can you please tell me your physical address? (Optional)
11. Can you please share your email address? (Optional)

That's all from my side; let me transfer your call to the claim handler, who'll guide you further.

I appreciate your time, Thank you!

## Buying car tips



If you are only going to spend only 4 years in a foreign country then it is not worthwhile spending a lot of money on a fancy or new car. To save costs on travel/transportation it would be better to purchase a cheaper second hand/used car that is a reliable run around vehicle, but not too old, something that you can take from A-B and on a few weekend trips. Choose a common type of car model, local brand or economical Japanese car.

The type of vehicle could be around 10 years old, have 70,000 to 100,000 kms on the mileage. Don't purchase a car with over 200,000km on the mileage. You may find in developed countries the cost of repairs can exceed the worth of the car. Also look to see when the motor vehicle proficient was last done. Try to buy a car that has just passed or has at least 9 months of the MOT( Ministry of Transport, The **MOT** test (Ministry of Transport, or simply **MOT**) is an annual test of **vehicle** safety, roadworthiness aspects and the exhaust emissions required. Also look to see when the Road Tax expires. As a **vehicle** owner, you must renew the **road tax** for your **vehicle** every 6 or 12 months. When you buy a **vehicle**, check with the seller if the **road tax** for your **vehicle** is already paid. When you sell a **vehicle**, any remaining **road tax** on the **vehicle** will be transferred to the new owner.

### Before you register your car, you will need:

- The title in your name
- A completed emissions test
- A completed vehicle safety inspection
- Proof of insurance
- Multiple forms of ID
- Proof of address.

- **Used vehicles**

- You need to tax a used vehicle before you can use it on the road.
- The way a used vehicle is registered to you depends on whether it has a V5C registration certificate (log book).
- Vehicle has a registration certificate (V5C)
- The seller can register the vehicle to you online or by post.

## **Register online**

The seller will need to:

- register the vehicle to you online
- fill in the green 'new keeper' slip and give it to you
- destroy the V5C

DVLA will update the vehicle record immediately and they will aim to send out a new V5C to you within 3 to 5 days.

## **Register by post**

If you cannot register the vehicle online, you can register it by post. The seller will need to:

- complete section 2 if they have a new style log book (with multi-coloured numbered blocks on the front cover) or section 6 if they have the older style log book
- sign the declaration in section 8 if they have the older style log book (you must sign the declaration too)
- fill in the new keeper slip and give it to you
- send the V5C to DVLA

DVLA aims to send out a new V5C to you as soon as possible, usually 4 weeks after getting the old V5C from the seller. This may take longer because of coronavirus.

If you do not get it within 4 weeks:

- complete form V62 - 'Application for a vehicle registration certificate'
- send it to DVLA with the new keeper slip given to you by the seller - if you do not send in the new keeper slip, you'll have to pay a fee

[Download form V62](#) or get it from any Post Office branch.

[Contact DVLA](#) if you do not receive anything 6 weeks after sending in form V62.

## **Vehicle does not have a registration certificate**

DVLA advises that you should not buy a vehicle that does not have a registration certificate (V5C).





Protection	Third Party Cover	Third Party, Fire & Theft Cover	Comprehensive Cover
Injury & death caused to 3rd party	Yes	Yes	Yes
Loss & damage to 3rd party property	Yes	Yes	Yes
Fire & theft to your vehicle	No	Yes	Yes
Loss & damage to your vehicle	No	No	Yes
Injury & death to you or your passenger	No	No	No
Cost of insurance (relative)	Cheap	Moderate	Expensive

## In the UK

### Car Insurance

Which of the following types of car insurance should you buy?

- Third party
- Third party, fire and theft
- Fully comprehensive

For your personal own second had car “Third Party only should be enough, you do not want to buy an expensive if you are only living in that country for 4 years, but you might want to get extra insurance for other driver. In Thailand when you buy car insurance it is not as strict as in the developed world. In Thailand car insurance normally insures the car for any driver, but in places like UK you have to buy extra insurance. The cost of adding a named driver to your existing insurance may be expensive.

Adding a driver to your policy or even purchasing multi driver car insurance could have a big impact on the cost of your premiums. Depending on the age, experience and even occupation of the driver you want to add, the price you pay each year could increase dramatically.

Not only could the price you pay increase every year but if you want to add an additional driver during the middle of your annual policy, you could be charged for making a change to your cover.

Known as an MTA (mid-term adjustment), a change to your policy comes with an admin fee of between £20-40.

When you factor in all these costs, having multi driver car insurance can be an expensive option that’s rarely worthwhile – especially if you only want to add the driver to your policy for a short period of time.

You’d be spending a lot of time, effort and money to change your policy for just a few days of cover.

## Additional driver insurance

Thankfully there is an easier, most cost and time-effective way of insuring a friend or family member to drive your car on a short term basis.

A temporary car insurance policy lets them drive your vehicle at any time throughout the policy and because it's separate, standalone cover, you won't lose your No Claims Discount if the driver has an accident in your car.

Not only can a short-term policy save your No Claims Discount but by only paying for the cover you actually need, you could save yourself time and money in the long run.

If your named driver only uses the car occasionally or you just want to add them so a set period of time, temporary cover is the ideal option. Temporary policies are available from 1-12 hours or daily from 1-28 days.

Don't spend time and money paying for insurance you don't want or need, with additional driver insurance, you pay for the duration you want and because you can even select the time you want your policy to begin, down to the minute, you get the best value possible.

If you are insuring a car of the RTE which will be a newish car then it is advisable to purchase Fully Comprehensive Insurance.

### Buying Car Insurance Dialogues

**A:** What kind of car insurance do you have?

**B:** I went with the Automobile Club.

**A:** Why did you choose that company?

**B:** I looked at the price of the type of insurance that I wanted.

**A:** What should I think about in choosing services?

**B:** There are websites that will figure out what coverage is right for you.

**A:** What did you end up buying?

**B:** Well, my car is very old, so I didn't worry so much about what it would cost to repair it. I did buy a lot of coverage for fixing someone else's car.

**A:** Have you ever had to use your insurance?

**B:** I never had to use my insurance.

# Dialogue Practice

Agent: Hello, Krashit Insurance.

Jackie: Hi, I wanted to get a **quote** for car insurance.

Agent: Sure, I can help you with that. I **assume** you want **liability insurance**, but what other **coverage** would you like to get?

Jackie: Umm...I'm not sure. This is my first car.

Agent: In that case, let me make a few suggestions. You'll definitely want **collision insurance**. It pays to fix your car if you hit another car or **run into** something.

Jackie: Okay, sure, I want that.

Agent: You'll also want **comprehensive insurance**. It pays for **damage** to your car.

Jackie: How's it different from collision insurance?

Agent: Well, it pays for damage to your car that's not a result of an **accident**, like **in the case of theft**, weather damage, or **vandalism**.

Jackie: Okay, I want that, too.

Agent: You'll want **property damage insurance** to pay for damage you cause to someone else's property. On top of that, you'll want **uninsured motorist insurance** in case the other driver doesn't have insurance or doesn't have enough insurance to pay for the damage to your car.

Jackie: Umm...I guess I'll take that, too.

Agent: And I don't think you can do without **medical payments insurance**. It pays for your medical bills and those of your **passengers** in case of an accident. Should I get you a quote for all of this coverage?

Jackie: Why don't you **hold off on** that? I'm not sure how I'm going to pay for all that and buy gas, too!

**Category:** Transportation

**Car or Automobile insurance** covers most types of motor vehicles, including liability associated with operating them. Depending on the chosen coverage, auto insurance covers medical payments for injuries caused by auto accidents, damage caused by uninsured or underinsured motorists, and collision and other damage to the vehicle, and theft of the vehicle. Auto insurance consists of 3 types of coverage: liability, collision, and comprehensive. Most states require **liability coverage**, which covers injuries and damage to others caused by the insured. **Collision coverage** covers damage caused by a collision, while **comprehensive coverage** covers all forms of loss not caused by a collision, such as windshield damage caused by stones, vandalism, and theft.

**Student Insurance Worksheet: What Factors Affect Car Insurance Rates?**

Directions: Choose Yes or No to answer whether each of these factors is a legitimate, legal, factor that is included in the calculation of your car insurance rate:

<b><u>Factor</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Your home address, nearest street intersection [This is called the "rating territory."]		
The value of your home		
The age, make, and model of your car		
Your occupation or job [Note: this is different than whether you drive for a living.]		
Your income		
Your age [Ages >70 and <25 have higher rates.]		
Whether you are married		
Your gender [Age, gender (sex), marital status, and driving record and habits are called driver classification.]		
How many years you have been driving		
Your driving record [example: any "moving violation" tickets for speeding, failing to stop at a stop sign, failing to stop for pedestrians in a crosswalk]		
Your grades in high school (and college)		
Traffic violations [example: parking tickets]		
Whether you own your house or rent an apartment/home		
Whether or not your car is equipped with GPS		
Your credit rating [This is being used more and more.]		
How far you drive to work		
The number of previous auto claims filed		

# Role play practice script

1. Dealing with a problem at work.
2. Describing apartment problems and write a letter to landlord.
3. Informing Local Driver about guest arrivals / schedules
4. Car Damage and repairs  
*(Maintenance, damage, repair, making an insurance claim.  
Buying used car and motor vehicle insurance)*

**Write dialogues below**

# Role play practice script

# (Signs)

Before driving in your new country make sure that you familiarize yourself with the road signage.





**Traffic Merging from the Right    End of Speed Limit    Loose Gravel**

**No Hitch Hiking    Road Works Ahead    No U Turn    Dead End**

**Incline    No Vehicles Allowed    Beware of Wildlife    One Way**

**Slippery Road Surface    Narrow Bridge    Rail Crossing**

**No Overtaking    Round About    Mini Roundabout    Speed Bump**

**Winding Road    Crossing    Dip in Road    Picnic Area    Cliff Edge**

**End of Dual Carriageway    Falling Rocks    No Pedestrians    Pedestrian**

**No Littering    No Fouling    Give Way to On Coming Traffic**

**Parking    Right of Way    Handicap Accessibility    One Way    No Entry**

**Staggered Junction    Information    Flammable Material**