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Unit 5: Speaking – Handling Car Rental Agreements and Customer Disputes

💡 Speaking Tip

When describing a customer service procedure or resolving a rental dispute, organise your ideas in a logical order. Use sequencing words such as *first*, *next*, *then*, *after that*, and *finally* to make your explanation clear, professional, and easy to follow.

Useful Vocabulary

You may use some of the following words in your recording:

- **Rental agreement**
- **Security deposit**
- **Collision Damage Waiver (CDW)**
- **Excess / Deductible**
- **Full-to-Full fuel policy**
- **Vehicle inspection report**
- **Unlimited mileage**
- **International Driving Permit (IDP)**
- **Airport surcharge**
- **One-way drop-off fee**

Useful Expressions

- **Car rental management in tourism is...**
- **The first step when handling a vehicle handover is...**
- **Travel agents and rental staff must inform clients about...**
- **A security deposit is a hold placed on a credit card to...**
- **One critical insurance option is the Collision Damage Waiver, which...**
- **In my opinion, choosing a Full-to-Full fuel policy is best because...**
- **To avoid post-rental damage disputes, agents should...**
- **Explaining the excess or deductible means clarifying...**
- **One thing I learned in this unit is...**
- **I think transparent rental terms are essential because...**

Self-Assessment Checklist ✅

After recording your audio, listen to it again and answer these questions:

- **[ ] Did I speak for at least 2 minutes?**
- **[ ] Did I explain what car rental management in international tourism involves?**
- **[ ] Did I describe the main steps for handling a vehicle pickup and contract explanation?**
- **[ ] Did I use key car rental and tourism vocabulary from this unit?**
- **[ ] Did I speak clearly and use complete sentences?**

⭐ Optional Challenge

Imagine you are a senior car rental counter manager presenting a customer dispute to your regional manager. Describe a situation where a client returned a vehicle with undisclosed scratch damage, disputed the fuel charge, and claimed they were unaware of the excess fee. Justify how your team should handle the security deposit refund professionally using the signed vehicle inspection report.