

## **Travel and Hospitality - Car Rental - Cantonese**

INT: [Pre-Session].

CLIENT: Hello interpreter, please tell my client that my name is Rachel from Hertz Rent-A-Car and ask how I can help.

INT: Good morning, of course. May I also introduce myself to your client?

CLIENT: Go ahead.

INT: Thank you. [Pre-Session to LEPP]. 我係赫茲租車公司嘅羅傑。我咁樣可以幫你?

LEPP: 係咁，我有個非常嚴重嘅問題。就係我嘅GPS壞咗，我同我全家人坐喺哩架嘍你公司租嘅車裏面完全迷失。我地都好疲勞，老實講，有個GPS我唔知道咁樣番去酒店。所以，可唔可以請你帶一個用得嘅GPS俾我，或者至少派個人帶一個嚟我地現時哩度?

INT: Look, I have a very serious problem. What happened is that my GPS is not working and I am completely lost with my whole family in the car that we rented with you guys. We are all very tired, and I honestly don't know how to get back to the hotel without the GPS. So please, could you bring me another GPS that works or at least send someone to bring it to us where we are now?

CLIENT: Sir, I apologize for any inconvenience this has caused you and your family but in order to help you, I will first need to verify some info on your car rental contract. Could you please provide me with the RA number, the date you picked up the vehicle, and the city of the location?

INT: 先生，我對於因此造成您和您的家人嘢不便深表歉意，但為咗幫助你，我首先需要驗證您租車合約上嘅一啲資料。請問您能否向我提供你嘅RA編號，你出車嘅日期同城市?

LEPP: RA編號? 喺邊度可以搵到哩個號碼? 我唔知道我有冇。

INT: RA number? Where do I find this number? I'm not sure I have that.

CLIENT: The RA number is on the receipt you were given at the time of the pick-up. It's an 8 digit number and begins with a 6. It's on the left hand side, towards the top.

INT: RA編號係喺您出車時俾你嘅收據上面。佢係一個8位數字，用6字開始，喺左手邊，向上。

LEPP: 啊，喺手套箱裡面我搵到收據。等我睇睇。RA... 睇見佢叻。哩個RA號碼是6756-4238.

INT: Ah yes, I found the receipt here in the glovebox. Let me see. RA... Found it. The RA number is 6756-4238.

CLIENT: Great, thank you. And interpreter can you ask him the date of pick-up and the city he picked the vehicle up in?

INT: 非常好，多謝你，番譯員你可以問一下佢出車嘅日期同城市?

LEPP: 當然，我地今早經過長途旅行之後，一路從唐人街嚟到。我地直接去到我認為係基西米取車嘅地點出車。

INT: Of course, we arrived this morning after a long trip all the way from China. We went directly to the place to pick up the car in.... Kiss... imm...ee. I think.

CLIENT: Interpreter, does he mean Kissimmee?

INT: 您係唔係話基西米?

LEPP: 係，嗰個古怪嘅名字。

INT: That's right, that weird name.

CLIENT: Okay, I found his contract. I'm currently speaking with Mr. Leung?

INT: 好，我搵到你的合約，我目前係唔係同 梁先生 講?

LEPP: 係，就係我。

INT: Yes, that's me.

CLIENT: And you are driving a 2014 black Mercedes, is that correct?

INT: 你正在駕駛一輛2014年嘅黑色奔馳，啱唔啱?

LEPP: 啱，呢件嘢相當昂貴，我現在破晒產，但等我話你知。咁係值得嘅。哩架車係一個夢。

INT: Yes, the thing was pretty expensive and I'm now broke but let me tell you ma'am, it's worth it. The car is a dream.

CLIENT: I'm glad to hear that, sir. Now, unfortunately we will not be able to bring you a GPS, you will actually have to drive the vehicle to the closest Hertz Rent-A-Car location and swap out the old GPS for a new one.

INT: 我好高興聽到，先生，現在不幸嘅，係我地將無法替你帶一個GPS嚟，事實上你要將車開到最近嘅赫茲租地點去掉換舊嘅GPS，擺個新嘅。

LEPP: 你睇，我已經話你知，我地喺哩個我地唔熟悉嘅城市迷路，你明白嗎？我甚至連我現在喺邊度都唔知，我又點可以搵地方呢？

INT: Look, ma'am. I already told you that we are lost in this city that we aren't familiar with, do you understand? Now, how am I supposed to find the place if I don't even know where I am right now?

CLIENT: Sir, I would be glad to provide you directions over the phone or even talk you through getting there step by step if it would be easier for you.

INT: 先生，我好乐意為您通過電話提供指示，甚至如果會更容易啲通過談話一步一步帶你去到。

LEPP: 很好，但要快，因為我嘅手機電池快用盡，指示燈已經閃出紅色，你知道嗎？

INT: Very well, ma'am, but hurry up because my cell battery is running out fast and the light is blinking red, you know?

CLIENT: Okay, do you have an idea of where you are located now? Do you see any landmarks or stores nearby to help me identify your location?

INT: 好，你知唔知道你現在嘅位置喺邊度？有冇睇到附近任何路標或者商店幫我確定你嘅位置？

LEPP: (Silence, LEPP no longer on the line.)

INT: **Ma'am, the interpreter will repeat the question.** 好，你知唔知道你現在嘅位置喺邊度？有冇睇到附近任何路標或者商店幫我確定你嘅位置？

INT: **Ma'am, this is the interpreter speaking. I am not hearing a response from the other party.**

CLIENT: Okay, interpreter. Unfortunately, I don't see his number on the contract so I can't call him back. He'll have to call us back when he gets a chance. Thank you for all your help, and thank you for calling Hertz Rent-A-Car. Have a great day.

INT: **You're welcome, ma'am. [Post-Session].**

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