

Travel and Hospitality - Car Rental - Haitian Creole

- INT: [Pre-Session].
- CLIENT: Hello, interpreter. Please tell my client that my name is Rose, from Hertz Rent-A-Car, and how I can help?
- INT: Of course. May I also introduce myself to your client?
- CLIENT: Go ahead.
- INT: Thank you. [Pre-Session to LEPP]. Non mwen se Rose de Hertz machin a Loue. Kijan mwen ka ede ou?
- LEPP: Gade, mwen gen yon pwoblèm grav. Sa ki genyen se GPS mwen ki pa travaiy epi mwen pèdi komplètman avèk tout fanmi mwen lan machin ke nou te lwe avèk ou an. Nou vrèman fatige, epi onètman mwen pa konn kijan pou nou fè pou nou retounen lan otèl la san GPS lan. Tanpri, eske ou ka pote yon lòt GPS ki travaiy pou mwen oubyen omwen voye yon moun pou pote youn pou nou kote nou ye kounye a?
- 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: Ma'am, 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 information on your car rental contract. Could you please provide me with your RA number, the date you picked up the vehicle, and the city of the location?
- INT: Madam, mwen dezole pou nenpòt ki enkonvenyans sa koze ou ak fanmi ou, men pou nou ta ka ede ou mwen prale bezwen verifye kèk enfòmasyon sou kontra machin ou lwe a. Tanpri èske ou ka ban mwen nimewo RA, dat ou te pran machin lan ak nan ki vil yo te ye?
- LEPP: Nimewo RA? Kote ke mwen ka jwenn nimewo sa? Mwen pa sèten ke mwen genyen li.
- 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: Nimewo RA sou reci ke yo te bawou a lè ou te ale chèche machin lan. Li se yon nimewo ak 8 chif epi li kòmanse avèk yon 6. Li sou bò goch la, pa anlè.
- LEPP: A wi, mwen jwen reci'a nan konpatman gan'an. Ban mwen wè... RA... mwen jwenn li. Nimewo RA'a se 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 her the date of pick-up and the city she picked the vehicle up in?

INT: Byen mèsì, ki dat ke ou te ale pran machin lan epi nan ki vil?

LEPP: Men wi, nou te rive matin an aprè yon long vwayaj soti jis Haiti. Nou te ale dirèkteman nan plas la pou nou te ale pran machin lan nan ...Kiss...imm...ee...mwèn kwè.

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

CLIENT: Interpreter, does she mean Kissimmee?

INT: Eske ou te vle di Kissimee?

LEPP: Se sa, non dwòl sa'a.

INT: That's right, that weird name.

CLIENT: Okay, I found her contract. Am I currently speaking with Marie?

INT: Oke mwèn jwèn kontra ou a, èske mwèn ape pale avèk Marie aktyèlman?

LEPP: Wi, se mwèn sa.

INT: Yes, that's me.

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

INT: Epi w'ap kondyi on Mercedes 2014 ki nwa, èske se kòrèk?

LEPP: Wi, bagay sa'a te vrèman chè epi kounye a mwèn razè men te'm di'w, li vo sa. Machin sa se yon rèv.

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

CLIENT: I am glad to hear that, ma'am. 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 to swap out the old GPS for a new one.

INT: Mwèn byen kontan tande sa madam. Kounye a, malerezman nou pa'p kapab pote yon GPS pou ou, ou prale oblije kondyi machin la ale nan locasyon Hertz kote yo loue machin yo ki pi prè ou pou yo chanje ansyen GPS la pou youn ki nèf.

LEPP: Gade machè, mwèn di ou deja ke nou pèdi nan vil sa'a ke nou pa rekonnèt, ou konprann? Ki jan ke mwèn sipoze jwenn kote'a si mwèn pa menm konnen kote mwèn ye kounye'a?

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

- CLIENT: Ma'am, I would be glad to provide you directions over the phone or even talk you through getting there step by step, if that would be easier.
- INT: Madam, m'ap byen kontan bay ou direksyon nan telefòn nan oubyen di ou kòman pou rive la'a etap pa etap si sa ap pi fasil.
- LEPP: Trè byen machè, men fè vit paske batri selilè mwen an ape mouri vit epi limyè rouj la ape flache, ou konprann?
- INT: Very well, lady, 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: Oke, èske ou genyen okenn lide kote ou sitiye kounye'a? Eske ou we okenn moniman oubyen magazen tou prè ou ki ka ede mwen idantifye kote ou sitiye?
- LEPP: (Silence, LEPP no longer on the line.)
- INT: Ma'am, the interpreter will repeat the question: Oke, èske ou genyen okenn lide kote ou sitiye kounye'a? Eske ou we okenn moniman oubyen magazen tou prè ou ki ka ede mwen idantifye kote ou sitiye?
- INT: Ma'am, this is the interpreter speaking. I am not hearing a response form the other party.
- CLIENT: Okay, interpreter. Unfortunately, I don't see her number in the contract so I can't call her back. She'll have to call us back when she 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].

- End -