

## Travel and Hospitality – Car Rental - Mandarin

INT: [Pre-Session].

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

INT: Of course, ma'am. May I also introduce myself to your client first?

CLIENT: Yes. Go ahead, please.

INT: Thank you. [Pre-Session to LEPP]. 我的名字叫 Becky 我来自 Hertz Rent-A-Car. 请问能帮您做什么?

LEPP: 你看·我有一个很严重的问题·现在发生的是我的 GPS 不工作了那我跟全部的家人在跟你们租的车里完全迷路了·我们都非常累·我真的不知道怎么能在没有 GPS 的情况下回到酒店·所以·能不能麻烦你再拿一个可以用的 GPS 来给我或者至少派个人把它带到我们现在在的地方?

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: 太太·对您和您家人造成的不便我很抱歉·但是为了能帮助您我首先需要确认一些在您的租赁合同上的信息·您能不能把您的 RA 号码给我·您是哪天提的车以及那个地址所在的城市?

LEPP: RA 号码? 我在哪可以找到这个号码? 我不确定我有那个·

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 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 号码在您提车时给您的收据上有·那是 8 位数字的号码是 6 开头的·在左手边靠上面的地方·

LEPP: 啊有了·我在工具箱找到收据了·我看看啊·RA,找到了·RA 号码是 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 her the date of pick-up and the city she picked the vehicle up in?

INT: 太好了·谢谢你·那请问您是哪天提的车然后是在哪个城市提车的呢?

LEPP: 当然，我们在经过一段从中国来的长途旅行后今天早上到的。我们直接到了好像叫 Kiss... im....ee.... 的地方去提车的。

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... im....ee.... I think.

CLIENT: Interpreter does she mean Kissimmee?

INT: 你说的是 Kissimee?

LEPP: 没错，那个奇怪的名字。

INT: That's right, that weird name.

CLIENT: Okay I found her contract. Am I currently speaking with Ming Li?

INT: 好的，我找到你的合同了，请问现在跟我交谈的是 Ming Li 吗？

LEPP: 是的，那是我。

INT: Yes, that's me.

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

INT: 你开的是 2014 年的黑色奔驰，对吗？

LEPP: 是的，这东西还挺贵，我现在破产了但是我告诉你啊...这很值。这车就是梦啊。

INT: Yes, the thing was pretty expensive and I'm now 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: 很高兴听您这么说女士。现在遗憾的是我们无法给您送去一个 GPS，您需要开车到最近的 Hertz Rent-A-Car 去把旧的 GPS 换成新的。

LEPP: 你看，我已经告诉过你我们在这个我们不熟悉的城市迷路了，你明白吗？如果我甚至都不知道我现在在哪我又怎么能找到地方呢？

INT: Look , 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: 太太·我很乐意在电话上给您提供方向或者甚至如果您更方便的话我可以一步一步地跟您说怎么可以到那。

LEPP: 那好吧·但是要快点因为我手机快没电了那红灯已经在闪了你知道吗？

INT: Very well, 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·您知道您现在在哪吗？您有看到任何地标或是附近有没有任何商店可以帮我确定你现在的位置？

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

INT: Ma'am, this is the interpreter speaking. The interpreter will repeat the question. 您知道您现在在哪吗？您有看到任何地标或是附近有没有任何商店可以帮我确定你现在的位置吗？

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 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: Thank you, ma'am. You're welcome. [Post-Session].

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