



SHIFT in Orality preparatory materials – Intellectual Output 5

SHIFT in Orality Summer School of Remote Interpreting – Forlì, June 11th-16th, 2018

NON-SCRIPTED ROLE-PLAY

Role play: fine with rented car (3-point call)

Scenario description

This is a conversation between an employee of a car rental company and a client. The client rented a car from the company a few months earlier, during a holiday. He/She is calling because he/she has received a letter from the car rental forwarding a fine he/she got while using the rented car.

Speaker 1 (Car rental employee) is used to these kinds of calls and would just like to close the issue as soon as possible. **Speaker 2** (Client) is quite nervous, since the fine is high, and does not want to pay for it.

Brief for Speaker 1: Car rental employee

Your role

You have been working for this car rental company for 3 years now. You are responsible for Customer Care and management of calls and e-mails from clients.

General purpose and content of the meeting

The Client wants to talk to you because he/she has received a fine whilst driving one of your cars. The fine has been forwarded to him/her along with a letter explaining that the amount of the fine will be taken from the client's credit card in two weeks' time. The Client is not willing to pay for the fine and wants more details.

Information about your interlocutor

You have never met this Client, but you have exchanged a few e-mails after he/she received the fine and, since communication was difficult due to the language barrier, you have agreed on a telephone call with an interpreter.

Aspects / questions that should be addressed

- Give details of the fine that prove that the Client is responsible for it. Explain that he/she got the fine for exceeding speed limits, which are always very well indicated



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<p>on all roads</p> <ul style="list-style-type: none"> • Explain that, besides the fine (€ 300.00), the Client shall also have to pay € 40.00 to your company to cover administrative costs 	<ul style="list-style-type: none"> • Explain that you are sorry, but you are not responsible for the situation.
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Brief for Speaker 2: Client

Your role	You are not a frequent traveller, and this was the first time you rented a car.
General purpose and content of the meeting/encounter	You want to talk to the car rental company because you received a letter from them in a foreign language, and from what you could understand, they want you to pay a fine by taking the corresponding amount from your credit card. You want to understand more before paying, and make sure that you are really responsible for the fine.
Information about your interlocutor	Your interlocutor is the Customer Care clerk of the car rental company. His/her job is to manage calls and e-mails from clients. You have exchanged a few emails after you received the fine and, since communication was difficult due to the language barrier, you have agreed on a telephone call with an interpreter.
Aspects / questions that should be addressed	
<ul style="list-style-type: none"> • Understand why, when, where exactly you got the fine • Get details on the amount (a 	



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<p>total of € 300.00, plus € 40.00)</p> <ul style="list-style-type: none">• Try and understand why you have to pay the extra € 40.00• Try and see if you can avoid or at least delay the payment, or part of it.	
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Brief for the interpreter

Yesterday you received a telephone call from the remote interpreting service provider asking you to interpret a telephone call between a Car rental company and a client, regarding a fine the client received while driving the rented car. You have not been given any further details about the call.

General information