



1) Listen to the video "Calling the mechanic" without any transcription or subtitles and complete information below.

2) Try again with transcription if necessary.

3) Complete the french translation of every bolded sentences in the transcription

<b>Customer : Contact Details</b>	Name/Surname: _____ Phone number: _____ Street adress: _____
<b>Vehicule</b>	Make / Make model: _____ / _____ Year: _____ Problem(s): _____ _____
<b>Appointment, Planed work</b>	

### Transcription

00:01 :It's Lauren and today I'm back for another phone conversation. Today, we're going to call the mechanic.

00:15 :Come on Big Bertha. You can do it!

00:33 :Gary's Repair Shop.

00:35 :Hi, I'm having some car trouble..that I need to get looked at.

00:40 :Sure, can you describe the issue?

**0:42 the issue :** \_\_\_\_\_

00:46 :Well, when I was driving in the car last week,

00:49 :it was making this grinding sound from the engine.

**0:53 grinding (noise)**

00:58 :Like the sound the car makes when the ignition starts.

**1:01 ignition :** \_\_\_\_\_

01:04 :Okay, is the car still starting up and running?

01:09 :Uh, no. Now I just hear a clicking sound when I try to turn it on.

**1:15 clicking (noise) :** \_\_\_\_\_

01:19 :Okay, it sounds like we'll need to take a look at the starter.

**1:23 take a look at :** \_\_\_\_\_

01:28 :Can you bring your car in tomorrow at 3 PM? We'll run a full diagnostic...

**1:32 run a diagnostic :** \_\_\_\_\_

01:37 :make sure it's the starter and not just the battery.

01:42 :Yeah, 3:00 PM works. Can you guess how much that's gonna cost?

01:47 :Well the diagnostic is free. And after we take a look, we can give you an estimate

**1:53 estimate :** \_\_\_\_\_

02:00 :for the parts and labor.

02:02 :Mmm, how long do you think it'll take to fix it, if that's the problem?

02:07 :What's the make and model of your vehicle?

**2:11 make :** \_\_\_\_\_

**2:15 model :** \_\_\_\_\_

02:19 :Uh, it's a Pontiac Parisienne.

02:25 Oh, that's a classic model!

02:27 :Year?

02:28 :It's an '85.

**2:32 '85 :** \_\_\_\_\_

02:38 :Well, since it's an older car and an unusual model we don't have the parts in stock.

**2:44 in stock :** \_\_\_\_\_

02:47 :So with delivery time, it'll probably take 40 days.

02:51 :Ugh, that's a long time.

02:54 Oh, I understand. There's car rental next door, if you need a replacement vehicle...

**2:58 replacement vehicle :** \_\_\_\_\_

03:02 during that time. It sounds like you'll need a tow to the shop.

**3:07 a tow :** \_\_\_\_\_

03:12 :Yes.

03:14 :We have a towing pick-up service that can bring your car in tomorrow.

03:18 :How much do you charge to tow?

03:21 :\$40, but if you have roadside assistance on your insurance plan, the towing would be covered by your insurance

**3:30 coverby by your insurance :** \_\_\_\_\_

03:35 :Oh, okay.

03:36 I'll have to check on that.

03:38 Alright, once your vehicle arrives, we'll run the diagnostic and we'll call you.to see if you want us to do the work it needs.

03:45 :Can I go ahead and get your name and number?

03:48 My name is Lauren Shu, S-H-U.

04:02 And my phone number is 706-3040.

04:08 :Area code (225)?

**4:11 area code :** \_\_\_\_\_

04:16 :Yes.

04:18 :Do you live in town?

**4:21 in town :** \_\_\_\_\_

04:24 :Yeah.

04:25 :Can I get your street address for the tow truck?

**4:30 street address :** \_\_\_\_\_

04:35 :321 Hoover Street.

04:37 :Ok, well the truck will be there in the morning and we'll give you a call in the afternoon.

04:43 :Okay, thank you.

04:45 :Yep, bye.

04:46 :Bye.

04:47 :See you.