



Situation 1: Directions

A: Excuse me, could you tell me the best way to get to Oxford Street? I'm driving from the motorway.

B: Sure. Take the next junction off the motorway, but there are roadworks on the main road, so follow the detour signs.

A: Oh, I see. Should I take the roundabout after the detour?

B: Yes, take the second exit. Watch out for traffic lights and pedestrians at the crosswalks. After that, you'll see Oxford Street on your left.

A: Great. Is there any parking nearby?

B: There's a multi-storey car park a few minutes down the road. You can also use the parking app to pay.

Situation 2: Car Maintenance and Repairs

A: Hi, my car has been making a strange noise from the engine, and the brake pedal feels soft.

B: That could be a problem with the brake system or a minor oil leak. When did you last have a service?

A: About six months ago. Also, I think the tyres might be a bit low.

B: We'll check the oil level, inspect the tyres, and see if the handbrake is working properly. If necessary, we can replace the brake pads and top up the fluids.

A: How long will that take?

B: Around two hours, depending on whether we find any additional issues.

Situation 3: Weather and Driving

A: The weather report says heavy snow tonight. Should I avoid driving?

B: It's better to leave early if you must go. Ice on the roads is dangerous, especially on bridges and roundabouts.

A: My windscreen wipers sometimes leave streaks. Should I check them?

B: Definitely. Make sure you have washer fluid, check tyre tread, and consider snow chains if you're driving in rural areas.

A: Thanks, I'll also keep an emergency kit in the boot, including a blanket and torch.

Situation 4: Renting a Car

A: Hi, I'd like to rent a car for a week.

B: Certainly. Do you prefer manual or automatic?

A: Automatic, please. What insurance options do you offer?

B: We have comprehensive insurance, which covers accidents, theft, and damage, or third-party insurance.

A: Okay, I'll take comprehensive. Can I also add a second driver?

B: Yes, for a small extra fee. Here's the fuel policy—please return the car full. Check the car for any damage before you leave.

Situation 5: Filling Up Your Petrol

A: Hi, I've just filled up with unleaded petrol at pump 5.

B: Is there anything else you'd like today?

A: No, just the fuel, thanks.

B: That's £50. Cash or card?

A: Card, please.

B: Tap on the screen for contactless or enter your card and PIN.

Situation 6: Parking

A: Excuse me, how much is parking here?

B: £2 per hour. You can pay at the ticket machine or use the parking app.

A: Can I leave my car overnight?

B: Yes, but the maximum stay is 24 hours. Remember to display the ticket on your dashboard.

A: Is there a height restriction in the multi-storey car park?

B: Yes, 2 meters. Watch out for pedestrians and other cars when you drive in.

Situation 7: Calling Roadside Assistance

A: Hi, my car broke down on the motorway. Can you send someone?

B: Of course. What's your exact location?

A: Near junction 12, on the hard shoulder. The engine won't start, and the hazard lights are on.

B: A mechanic or tow truck will arrive within 30 minutes. Stay in the car if it's safe, and buckle up.

A: Okay. Should I move the car if it's partially on the lane?

B: Only if you can do so safely. Otherwise, stay put and wait for the assistance team.

Situation 8: Toll Roads / Congestion Charges

A: Do I need to pay a toll on this motorway?

B: Yes, there's a toll booth ahead. You can pay with cash or a contactless card.

A: What about congestion charges in central London?

B: Those are electronic. You need to register your car online or pay a daily fee.

A: Can I use the sat nav to find cheaper alternative routes?

B: Yes, the GPS will show you detours around the congestion zone.

Situation 9: Dealing with Fines

A: I got a parking ticket outside the shop. Can I appeal it?

B: Yes, you fill out the appeal form online. Make sure to attach photos showing why it was unfair.

A: And if I don't pay on time?

B: The fine will increase, and you may receive further penalties. Always check local parking rules to avoid problems.

Situation 10: Car Insurance

A: I'd like to renew my car insurance. Can I add another driver?

B: Yes. We can also increase coverage or add roadside assistance.

A: What's the cost if I upgrade to comprehensive insurance?

B: It's slightly higher, but you'll be fully covered for accidents, theft, and damage.

A: Can I pay monthly or only annually?

B: You can choose either monthly instalments or full payment.

Situation 11: Emergency Situation

A: Help! I've had an accident on the main road. Minor damage, no injuries.

B: Stay calm. Move your car to the hard shoulder if possible, and turn on hazard lights.

A: Do I need to call the police?

B: Yes, for insurance purposes. Take photos of the scene and exchange details with the other driver.

A: Should I also note the road conditions?

B: Definitely. Include weather, visibility, and any traffic signs nearby.

Situation 12: Driving Lessons

A: Today I have my driving test. I'm nervous about parallel parking and roundabouts.

B: Don't worry. Remember to check your mirrors, signal properly, and obey the speed limit.

A: Should I take the scenic route or the usual one?

B: Stick to the route your instructor recommended. Focus on safe driving, lane discipline, and road signs.

A: Okay, I'll also be careful at pedestrian crossings and junctions.

Situation **13. Exchanging Details in a Small Accident**

A: Are you okay? Sorry about the scratch on your rear bumper.

B: I'm fine. Let's exchange insurance details.

A: Here's my insurance card, registration, and phone number.

B: Great. I'll take photos of the damage and send them to my insurance company.

A: Should we also note the location and time of the accident?

B: Yes, that will help with the claim process.