

Exercise 6

Complete the table with words from the box.

on condition	what about	might	must	move on to	to/with
	reasons	the other points			

Making a proposal		If we ..., you would have to ... If you ..., then we can ...
Reacting	yes	OK, we can agree _____ that. Now, _____ the question of ...? Yes, that should be possible. Shall we _____ ...?
	maybe	Yes, we could do that, _____ that you ... Well, that _____ be possible, but we need...
	no	The problem for us is that ... That would be very difficult for us because ...
	strong no	I'm sorry, that's just not possible. I _____ say "no", and I'll give you my _____ .
Closing	If we ...	If we agree to ..., are you happy with _____ ?
	If you confirming	If you can ..., then we can close the deal. OK, it's a deal!

Sample dialogues

Customer: *If you can lower the price a little, then we can look at increasing our order.*

Supplier: *Well, that might be possible, but we need an order of at least 4,000 units.*
(C: make a proposal, S: react (maybe))

Supplier: *If we agreed to payment of the full amount after 30 days, you would have to give us a bank guarantee.*

Customer: *OK, we can agree to that. Now, what about the question of ... ?*
(S: make a proposal, C: react (yes))

Write four similar, separate mini-dialogues based on the negotiation in exercise 5c.

- | | |
|---|-------------------------|
| 1. Customer: make a proposal | Supplier: react (yes) |
| 2. Supplier: make a proposal | Customer: react (no) |
| 3. Customer: make a proposal | Supplier: react (maybe) |
| 4. Supplier: try closing (<i>If we ...</i>) | Customer: confirm |

Exercise 7

a) Use the information below to negotiate with a partner.

Student A: Customer

You represent a large chain of computer stores which sells directly to the public. You will meet with a representative of a company that makes computers. You are interested in a new model, the AT-600. Prepare your role carefully before you start.

The following commercial information is confidential.

Quantity	You want to buy 4000 computers as a first order.
Price per unit	You want to pay about £600. You could sell this model to customers for about £1000.
Quantity discount	You expect a discount.
Transport	Are shipping costs included in the price?
Manual	Is it available in your language?
Exclusivity	You want an exclusive agreement in your market. If this is not possible, you want to know if other computer stores can sell the AT-600 cheaper than you.

Guarantee	You want a 12-month guarantee.
Delivery	As soon as possible.
Terms of payment	You are prepared to pay 30% pre-payment, 30% on delivery and 40% three months after delivery.

Student B: Supplier

You represent a company that manufactures and exports computers. Your new model is the AT-600. You will meet with a potential customer who represents a large chain of computer stores. Prepare your role carefully before you start.

The following commercial information is confidential.

Quantity	Your standard minimum order is 5000 computers.
Price per unit	£600 (above £400 is profit for you).
Quantity discount	Negotiable.
Transport	Customer pays. In this case shipping costs will add about 5%.
Manual	Available in translation in all main EU and Asian languages.
Exclusivity	Possible only if customer agrees to order 100,000 units each year for the next three years.
Guarantee	12 months.
Delivery	Goods are shipped about 30 days after a firm order.
Terms of payment	For first-time customers your terms are: <ul style="list-style-type: none"> • 50% pre-payment • 25% on delivery • 25% 30 days after delivery • you need a bank guarantee For future orders you can be more flexible.

The following expressions and the sample dialogue may help you.

Starting up

We've got a busy agenda ahead of us, so why don't we start up?
If you don't mind, let's get started / down to business.

Proposing the agenda

As we see it, the main objective of our meeting is ..
There are / We've got five items on the agenda.
We'd like to go over ... first / then ... and last ...

Setting and clarifying positions

Do we agree to discuss ...?
If I understand your proposal correctly, the price would be ...
If we understand you correctly, you're interested in / you'd like (to) ...
What do you have in mind?

Dealing with conflict

We're afraid that ...
Perhaps we could ... instead of ...
Maybe we could consider ...
That sounds a bit / little risky.

Making proposals

We propose / suggest/advise ...
I think we should ...
Why don't we ...?
How about / What about ...?