

GBS Day48

Fill in the blanks.

Answer Key: 1. proceeding 2. prioritize 3. atmosphere 4. alternative 5. versions

- The following expressions in a negotiation between (A) the owner of a new language school, who wants to buy 25 all-in-one desktop computers, and (B) the sales manager of a desktop computer maker are in the wrong order. Write them in the correct sequence so they all make sense.

Answer key:

A: Well, we'll be happy to buy 25 all-in-one desktop computers if you can give us a good price.

B: As you know, our prices are very competitive. We can let you have it for \$2,000 each.

A: I'm sure you can allow us a discount for bulk purchasing.

B: Well, a discount could be possible if you agree to pay for the shipping costs.

A: I think that'd be acceptable, if the discount is a good one.

B: How about 5%?

A: 8% would be better.

B: I'm sorry, we can't go any lower than 5% unless you pay for the installation.

A: No problem. Our engineers will take care of that.

B: Okay then, so I'd like to confirm what we've said: a 8% discount but you pay all the shipping and installation costs.

A: I'm happy enough with that.

- Put the expressions from the above conversation under these headings.

Answer key:

A: Well, we'll be happy to buy 25 all-in-one desktop computers if you can give us a good price. = Proposal

B: As you know, our prices are very competitive. We can let you have it for \$2,000 each. = Proposal

A: I'm sure you can allow us a discount for bulk purchasing. = Counterproposal

B: Well, a discount could be possible if you agree to pay for the shipping costs. = Counterproposal

A: I think that'd be acceptable, if the discount is a good one. = Concession

B: How about 5%? = Proposal

A: 8% would be better. = Counterproposal

B: I'm sorry, we can't go any lower than 5% unless you pay for the installation. = Counterproposal

A: No problem. Our engineers will take care of that. = Agreeing

B: Okay then, so I'd like to confirm what we've said: a 8% discount but you pay all the shipping and installation costs.

= Confirming

A: I'm happy enough with that. = Agreeing

- Read the following sentences and fill in each gap using one of the words in the box.

Answer key:

Each side to a negotiation usually (**compromises**) by making some concessions to reach agreement. By its very nature a concession is worth something to the other party. The best win-win concession in a negotiation is to bargain something that costs you (**little**) but is (**valuable**) to the other party in exchange for something of equal value to you.

Concessions that are poorly made can serve to further (**separate**) the parties rather than bring them together. How a concession is made is as important as the value of the concession. The key to success is to make your (**demand**) precise but leave some room for maneuver in your (**offer**) by using (**auxiliary**) verbs, such as 'might', wisely.

Look at the following example.

I cannot give you a discount on the existing order but I **might be able to offer a discount of around 5% if you**



can increase your order by 1,000 units.

Writing 1

Answer key:

2. We might be able to let you have it for \$1,000 if you pay cash.
3. We might be able to give you free delivery with a larger order.
4. We might be able to give you a pay increase of 5% if you manage to acquire 5 new customers.
5. We might be able to reach an agreement if you're prepared to cut your prices by another 3%.
6. We might be able to offer you an additional discount if you agree to a minimum purchase of 200 units per month.

Writing 2

- Put the words in the right order to make sentences that are often used in negotiations.

Answer key:

1. I might be able to offer a discount of around 3% if you can increase your order by 500 units.
2. I'm sure you can allow us a discount for bulk purchasing.
3. I'm sorry, we can't go any lower than 5% unless you pay for the installation.

Speaking

- Below are three offers. Reject each one, using the information *in the cues*. You'll have three minute preparation time, after which do the task without reading the text.

Answer key:

Situation 1

I'm afraid that'd be very difficult for us to accept. Unfortunately, I can't say how many units we'll need in the future. I can't take the risk on committing the number of units at this stage.

Situation 2

I can't say that I'm happy with your suggestion. We have our own delivery trucks, so free delivery doesn't really attract us.

Situation 3

I'm afraid the proposed salary is a bit too small, given the amount of work that I'll have to do. Also the call center industry hardly ever experiences any downtime during the year, which means I'll be under constant pressure.

Match each definition (A – E) with today's vocabulary word (1 – 5)

Answer Key:

A- 3; B- 4; C-1; D-5; E-2;

Fill in the blanks.

Answer Key: 1. downtime 2. competitive 3. bulk purchasing 4. compromise