

If we're not careful, they'll be late every month, and I don't want to have the same problems we had last year.

4
F: So, could you send the payment as soon as possible, Mr Takahashi?

G: Well, it's just that there seems to be a small problem with your invoice. It's more expensive than we expected.

F: I'm sorry, Mr Takahashi, but the invoice is for exactly the same amount as our quote, which you accepted.

G: Ah, yes. Well, as we are regular customers, could you perhaps wait two or three weeks? We just have a small cash-flow problem at the moment. I'm sure you understand, Ms Trevi. It's nothing to worry about ...

5
H: Well, we'll accept your terms providing you deliver direct to our factory.

I: Hmm ... Our customers normally collect the goods from the port of entry.

H: But you said yourself these parts are fragile, so surely it would be better for the same forwarder to deliver all the way to the door? That way there's less risk of damage.

I: Well, you have a point there, I suppose.

H: And this will be a regular order, so it means a lot of business for the forwarder. I'm sure you can negotiate good terms with them.

I: Yes. Yes, you're right. OK, then. It's a deal.

8.3 Grammar Prepositions

 2:56-2:65

1
A: It seems to me that with interest rates so low, property is still a better choice than the stock market.

B: Yes, you're right. I think a small flat in the town centre should give a good return

2
C: I think you should talk to her. She's still upset.

D: OK, OK. I'll call her and tell her I'm sorry. I didn't mean what I said.

3
E: What state is it in after the accident?

F: Well, it could have been worse. Apart from a broken windscreen and headlights, there are only a few scratches on the paintwork. I was lucky.

4
G: It's amazing. She already speaks seven different languages, and she's picking up Chinese really fast!

H: Yeah, some people just have a gift, I guess.

5
I: You desperately need to get some more contracts. Relying on just one big firm is so dangerous.

J: Yes, I know. But we've always done most of our turnover with them.

6
K: The Americans are much more demanding. The Food and Drug Administration are terribly strict. But if you want to sell in the States, there's no other way.

L: Yes, there's no choice. We'll have to adapt the product to their norms.

7
M: What if we deliver the goods but they don't pay?

N: Well, we have a policy which covers that risk. For a small percentage of the value of the goods, we will guarantee to pay you if the customer defaults.

8

O: Well, sales are up 300%, we've reduced costs, our stock price has almost doubled and shareholders are delighted! Everything's worked out perfectly!

P: Yes. It doesn't get any better than this.

9

Q: Have you had any news from Taiwan?

R: No, not a word. It's strange. Usually they're in touch at least once a week.

10

S: Hey, Terry. Have you changed the passwords? I can't get into the database!

T: No, I'm having the same problem. I've tried everything but the system won't let me in.

 2:66

Paul: Oh, Jenny, did you pick up my tickets?

Jenny: No, I'm picking them up this evening. I have to be there before six, so I'll be able to drop them off here by 6.30.

P: That's great! What time's the flight?

J: It's at 23.10. But it's OK - check-in doesn't open until 21.15. You've got plenty of time.

P: Hmm ... I've got the finance committee tonight. That usually goes on until at least half seven. I'll only just have time to go home and pick up my suitcase. I probably won't see the kids for a week now. They'll be in bed by quarter to eight. When do I get back from the States again?

J: On Sunday morning. You've got six meetings between tomorrow morning and Friday. That leaves you a day to visit New York, and you fly back late on Saturday evening.

P: Well, I don't think I'll have much time to visit New York. I've got the Merosom pitch to prepare for next Monday. I'm going to be jet-lagged on Sunday, so I'll have to do it before flying back.

J: Oh, yes, that's right. When do you expect Merosom to announce their decision?

P: Well, they said within three weeks. By the way, have you got the files for the New York meetings?

J: Yes, they're all ready. Do want to look at them now?

P: No, I've got another meeting!

J: Well, you'll have to read them during the flight, then.

P: Hmm ... I suppose so.

J: OK. Well, I'll get on, then, unless you've got any other questions?

P: Er, yes, just one. When am I going to sleep?

8.4 Speaking Negotiations - diplomacy

 2:67-2:69

1

A: I'm afraid I think we might need more time to explore all the implications, and perhaps to include some of our senior management in the discussions.

B: Look, Mr Yamada, I've already been here a week, and I have a plane to catch this evening. If you don't want to do this deal, just say so! I mean, when I get back, I have to tell my boss we have a contract, or explain why I failed to get one!

2

C: We feel that there are still quite a large number of difficulties to face in this project, and these will take a very considerable amount of time and money to resolve.

D: OK, Amal, let's sit down and work out a schedule.

C: I am not sure that at this stage a schedule is appropriate, in view of the considerable ... cultural differences between our companies.

D: Well, we need to start work soon if we want to meet the deadlines.

C: Frau Meier, perhaps we should talk again in a few days, by telephone?

D: Are you saying you're quitting the project?!

C: If you insist on putting it in those terms, then, yes, I think probably that is best.

3

E: And you pay the shipping costs.

F: No, as I told you, our prices are ex works. You pay for shipping.


E: So you don't want to sell us your machine tools?

F: No, why do you say that? I never said that!

E: Your terms with Auckland Industries last year included shipping, I believe.

F: Yes, but that was a much larger contract.

E: So our order is not very important for you?

 2:70-2:72

1

A: I'm afraid I think we might need more time to explore all the implications, and perhaps to include some of our senior management in the discussions.

B: Uh-huh. Yamada-san, correct me if I'm wrong, but you seem to be saying that you're not completely convinced by this deal.

A: I'm afraid there seems to be a slight misunderstanding, Mr Bryson. Let me put it another way. We are as enthusiastic about this deal as ever, but here in Japan, it is very important to take the time to consult everybody, and to be sure there is a consensus.

B: Ah, yes, I understand. It's important for me to keep my board informed too.

2

C: I'm afraid we feel there are still quite a large number of difficulties to face in this project, and these will take a very considerable amount of time and money to resolve.

D: OK, Amal, have I got this right? You're saying that you're not sure we have the time or the money to make this project a success?

C: That's right. Especially in view of the considerable, er, cultural differences between our companies.

D: So, would I be right in saying that you are considering withdrawing from the project?

C: No, I'm sorry, Sabine, that isn't quite what I meant. What I was trying to say was, we need to take our different approaches to these problems into account, but I'm sure we can find solutions.

D: Yes, I'm sure we can. Perhaps we should talk again in a few days, by telephone?

C: Yes, that would be fine.

3

E: And if I've understood correctly, you will pay the shipping costs.

F: I'm sorry, perhaps I haven't made myself clear. The price we quoted was ex works. But we can quote including shipping if you like.

E: But didn't you say you would give us the same terms as for Auckland Industries last year?

F: Ah, I see, yes. Well, allow me to rephrase that. What I meant was, we would be very happy to give you the same terms as Auckland, if you were in a position to order the same volume.