

5

Making deals

- ▶ negotiating technique
- ▶ expressions for bargaining and offers
- ▶ roleplaying a negotiation

5.4 Speaking Negotiations – bargaining

Discussion

1 In one minute, negotiate the sale of your bicycle/computer/musical instrument/other item to a partner.

Did you win or lose the negotiation? Why? Is there always a winner and a loser?

Listening


2  **2:22** Listen to Part 1 of a negotiation and answer the questions.

- 1 What does Harry Petersen's company do?
- 2 What services are included in the package Ingrid's company offers?
- 3 How does Harry intend to deliver products?
- 4 How will Holman Multimedia charge for their services?
- 5 What are the advantages for Harry of working with Holman Multimedia?
- 6 What is the next step?

3  **2:23** Listen to Part 2, Version 1. What important mistake does Harry make?

4  **2:24** Listen to Part 2, Version 2 and answer the questions.

- 1 How has Harry improved on Version 1?
- 2 What conditions does Ingrid ask for to:
 - bring down the monthly fee?
 - guarantee a maximum down time of 24 hours per month?
 - have the site up and running by next month?
- 3 What terms do Harry and Ingrid agree?

5  **2:24** With a partner, find suitable words to complete the useful expressions for bargaining in the checklist. Then listen again and check your answers.



Useful expressions: Bargaining

Tentative offers

I might _____ be able to bring it down a little, but _____ if we had a three-year contract.

I might consider reducing the price if you increased your order.

Compromising

Would you agree to a compromise?

Is that an acceptable compromise?

... let's _____ the difference.

Firm offers

I am ready to sign a contract today if you can guarantee the price for two years.

... so we're happy to guarantee less than 24 hours per month, as _____ as you choose our platinum service level.

I can pay six months in advance, on _____ that you have the site online in two months.

Counter-offers

I'd be _____ to agree to a three-year contract, _____ you could guarantee a maximum down time of 24 hours per month.

I suppose we _____ do it, providing you _____ a year's fees in advance.

It would be difficult for me to increase my order unless you guaranteed the price for two years.

Which tenses are used in the condition (*if/unless*) clauses of the tentative offers, counter-offers and firm offers above, and why?