

"내 손 안에 택배"  
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KOREA EXPRESS



### Listening for detail

4 2:18 Listen to a conversation at Backchat between the Sales Manager, Harry Lim, and his assistant. Complete the notes.

Customer	Seoul Deliveries
Contact name	(1) _____
Position	(2) _____
Approx. number of units required	(3) _____
User profiles and needs	Admin staff - would like (4) _____ Managers - need (5) _____ Drivers - management want to motivate drivers with something (6) _____
Possible objections	Drivers may object to (7) _____ (remind them about (8) _____) Managers may object to drivers (9) _____ and (10) _____.

### Internet research

Search for the keywords *future of mobile phones* to find out more about what we can expect in the future. Hold a class vote to decide on the most useful and the most useless applications.

### Brainstorming

5 Divide into two groups, sellers with Backchat and buyers with Seoul Deliveries. Your goal is to negotiate the best possible deal. Discuss your strategy and what your main negotiating aims will be.

### Negotiation

6 Work in small groups of two to four, with at least one buyer and one seller. Negotiate a deal. Write what you agree on the order form below.

### ORDER FORM

Plan	Number of contracts	Period of contracts	Discounts
Basic (20,000 won/month)			
Smart (40,000 won/month)			
Hi-tech (60,000 won/month)			
Extras	Number (paid)	Number (free)	
Spare battery			
Bluetooth™ headset			
Game and TV pack			

7 When you have finished your negotiation, calculate your score. Sellers: turn to page 118. Buyers: turn to page 120. Compare your score with other buyers/sellers to see who negotiated the best deal.