

English for Special Purposes

Business Communication: Negotiations, Handling Complaints, Coming to an Agreement.

Task 1. Read the dialogue and do the multiple choice task:

- Good afternoon, Mr. Taylor! This way, please. The negotiation room is over there.
- Good afternoon, Mr. Ivanov! How's business?
- Not bad.
- We know you sell the equipment to many countries. I'd like to have your latest catalogues and quotations.
- Here you are. You can see our equipment at the plant.
- That's an idea. Where can I visit your plant?
- I can show you round the plant on Wednesday morning.
- Agreed.
- ...
- We like your plant, Mr. Ivanov. It's quite modern.
- Glad to hear that, the plant is really new. We built it only two years ago.
- By the way, how long did it take you to construct it?
- Three years.
- You produce very good compressors, they are easy to operate and reliable.
- That's right. Our compressors are in great demand in the world market. We export them to many countries. Last year was particularly good. Our total sales increased considerably.
- In what way did you use the profit?
- We invested heavily to improve the quality. We increased the salaries and arranged training courses for our personnel.
- We'd like to establish business relations with you. We are going to place a large order.
- We'll be glad to cooperate with you.

1. Who arrived to visit the plant and see the compressors?
2. How old is the plant?
3. How long did it take to construct the plant?
4. The plant hasn't got much profit so far.
5. They used the profit to launch advertising campaign.

Task 2. Read the dialogue and decide which statements are true and which ones are false:

Blake: Good morning, Mr. Smirnov.

Smirnov: Good morning, Mr. Blake. I am glad to see you again. How are you?

Blake: Not so well, you know, I've got a cold.

Smirnov: I'm sorry to hear that. I do hope you'll get well again soon. Where are you staying?

Blake: We're staying at the Rossia Hotel. We are very comfortable here.

Smirnov: How long are you going to stay?

Blake: It will depend on our talks. I think we can get down to business. We've studied your offer and your draft contract for the delivery of the equipment.

Smirnov: What do you think of it?

Blake: The equipment suits us, we are ready to place a big order.

Smirnov: Glad to hear that.

Blake: But we'd like to clear up several points.

Smirnov: Well, what shall we take up?

Blake: You see, Mr. Smirnov, your prices are too high, I'm afraid. Can you reduce them?

Smirnov: I don't think we can. Our equipment is in great demand. We've sold it at these prices to many customers this year.

Blake: We know that the world prices have recently gone up. But still your prices are too high.

Smirnov: Well, Mr. Blake, we'll think it over and see what we can do.

Blake: Thank you, Mr. Smirnov. We've done business with you for more than 10 years and I hope you'll meet our request.

Mr. Blake has been doing business with Mr. Smirnov for a long time.

Mr. Blake is satisfied with the conditions of the contract.

Mr. Blake asks his partner to reduce the prices.

Mr. Smirnov doesn't agree.

Task 3. Read the dialogue and answer the questions:

Ivanov: Good morning, Mr. Lee. Will you sit down? Would you like some coffee?

Lee: Thank you, yes, please. Well, Mr. Ivanov, we've received your draft contract. On the whole it's acceptable. But we'd like to clear up one point.

Ivanov: What is it?

Lee: I mean delivery dates. They aren't quite suitable for us.

Ivanov: We deliver the equipment within 5 months from the date of signing the contract. Would you like us to speed up the delivery?

Lee: Yes, could you reduce the delivery period to 4 months? It's very important for us.

Ivanov: I think we can promise that. Our new proposal will be ready in a day or two. We'll get in touch with you soon.

Lee: That'll be fine, thank you. Good bye.

Ivanov: Good bye, Mr. Lee.

What points of the contract does Mr. Lee want to clear up?

How long is the delivery period according to the contract?

Mr. Lee asks his partner to speed up the delivery, doesn't he?

Does Mr. Ivanov agree?

Task 4. Read the dialogue and choose the right variant:

- Can you reduce your prices by 3%?
- Well, I don't think we can. The world prices have recently gone up, you know. Besides, we've made some modifications and improved the design.
- That's true, we've seen that, but we'd like you to reduce the prices because we are going to place a very big order.
- Will a two per cent discount of the price be acceptable?
- That's just what we were going to ask you about.
- Settled.

The customer asks...

- to speed up the delivery
- to give a discount.

The seller doesn't agree because the equipment is ...

- of up-to-date design
- in great demand.

The customer insists on reducing the price because ...

- they have been doing business for many years
- they are going to place a big order.

The seller agrees on ...

- 2% discount
- 3% discount.

Task 5. Listen to the dialogue between the client (C) and the company representative (R) and choose the right answer:

1. Mr. Killwright is calling Glocal Company to...?

2. The order was delivered...

3. The client paid express delivery to ensure the order would be on time.
4. The personal assistant offers the customer _____ as a solution.

