



IT'S A DEAL



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Expemo code:
166Q-U5IF-X5PQ

**1**

Warm-up

Do you negotiate much in your work?

2

Stages of a negotiation

Complete the mini dialogue headers with the negotiation stages below.

Accepting an offer
Reaching a compromise

Closing the deal
Rejecting an offer

Making an offer
Making small talk

Making small talk 1

Jack: How was your flight?

Roberto: Not too bad. I slept on the plane.

_____ 2

Kate: So, what is your price?

Carol: We were thinking about €50 per package.

_____ 3

Kate: We were thinking about €50 per package.

Carol: Hmm...that's too high for us.

_____ 4

Kate: How about €40 per package?

Carol: Sounds good.

_____ 5



Learn without forgetting!

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Kate: We can pay €50 per package if you reduce your delivery time by 10 days. Can you do that?

Carol: Yes, we can do that.

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Kate: So, we're in agreement. €50 per package and 30 days delivery time.

Carol: Yes. It's a deal.

3 Listening

Steven works for a consulting company and charges €120 an hour. One of his clients needs about 100 extra hours of consulting for a special project and wants to negotiate a lower price. Listen to the dialogue and tick the stages that you notice.

Audio



- | | |
|-----------------------|--------------------------|
| making small talk | ☐ |
| making an offer | ☐ |
| accepting an offer | ☐ |
| rejecting an offer | ☐ |
| reaching a compromise | ☐ |
| closing the deal | ☐ |

4 Checking understanding

Listen again and choose the best answer for each question below.

- What was Steven's first offer?
a. €50/hour b. €80/hour c. €99/hour
- How much does Costas want to pay?
a. €50/hour b. €80/hour c. €99/hour
- What compromise do they reach?
a. €50/hour plus 20% commission
b. €80/hour plus 15% commission
c. €99/hour plus 15% commission
- Why do they arrange another meeting?
a. to discuss the details b. to negotiate a better price c. to reach a compromise



5

Useful expressions

Complete the dialogue with the expressions below.

How does that sound?

it's a deal

that sounds good to me

What do you think about that?

... is very low

I was thinking of

to be honest, I think ... is too high

What price did you have in mind?

Steven: Hi Costas. Good to talk to you again. Have you thought about what we spoke about?

Costas: Yes, I have and _____ €99 _____.¹ I've been a loyal client of yours for over a year now. We have at least three or four sessions a month.

Steven: I totally understand, Costas, but remember that I will have to do a lot of extra research in order to give you the most professional advice for your project. And that takes time.

Costas: I understand, but let's talk about this.

Steven: _____²

Costas: _____³ €50 an hour, and if we increase our sales in the first year because of your advice then we could offer you a 20% commission. _____⁴

Steven: Hmm...€50 _____⁵. And we usually don't agree to commissions.

Costas: But you told us that our business has a lot of potential.

Steven: Yes, that's right, but we prefer to concentrate on helping your business grow, on long-term planning, not short-term profit. And we like to keep our relationship clear. We are your consultants, not your business partners.

Costas: I see.

Steven: But maybe we can compromise ... if you agree to pay us €80 an hour and let's say offer us 15% commission. _____⁶

Costas: 15% ... for the first year?

Steven: Yes.

Costas: Hmm...yes, _____⁷.

Steven: Great, _____⁸. But we will need to decide how you're going to report your sales figures to us.

Costas: Yes, of course. Let's arrange a meeting to discuss the details.

On the next page, put the expressions into the correct categories.



Making an offer: I was thinking of ...

Accepting an offer:

Rejecting an offer:

Asking for an opinion:

Asking someone to make an offer:

Closing a deal:

6**Role play**

Work in pairs. Imagine you are buying and selling grapes for making wine or juice. Practise the following simple negotiations with your partner, taking turns to be buyer and seller. Try to reach a compromise and close the deal.

Negotiation 1	Buyer wants...	Seller wants...
Price/kg	€6 (25% discount)	€8
Delivery time	20 days	30 days
Minimum order	50 kilos	100 kilos

Negotiation 2	Buyer wants...	Seller wants...
Price/kg	€5.40 (10% discount)	€6
Delivery time	15 days	30 days
Minimum order	100 kilos	200 kilos