

Closing a deal

1A Discuss in pairs why the two points below are important in closing a deal.

'Closing a deal in a negotiation is all about making a sale. To close a deal successfully you need to 1) summarise what has been agreed and 2) work through any outstanding issues.'

B Experienced negotiators often talk about the importance of creating a 'win-win' situation in a business deal. This means that both sides end up with a good result. Work in pairs and discuss the questions.

- 1 Why is a 'win-win' situation a good thing for a long-term business relationship?
- 2 Why can a 'win-lose' situation be a bad thing?

agreed leaves mean
return sum sums

- 1 So that just about _____ it up.
- 2 We've _____ on the delivery dates.
- 3 That only _____ the same point as before.
- 4 Does that _____ up the situation as you see it?
- 5 So what you _____ is that I don't need to put the sensors into refrigerators?
- 6 In _____ we would need you to provide the power supply.

B Match the sentences in Exercise 7A with the categories (a-c) below.

a summarising b clarifying c referring to outstanding issues

C Match the sentences (1-6) with the categories in Exercise 7B.

- 1 To sum up, you provide the containers, and I provide the power supply.
- 2 If it is as you say it is, we will be able to go ahead.
- 3 But if we use these portable refrigerators, won't the cost go up?
- 4 We are prepared to cover the extra cost providing you buy enough sensors.
- 5 Do you have any information about how much power we would need?
- 6 As I understand it your local rules do not require the sensors to be refrigerated.

as I understand it to sum up
if you agree that leaves
so what you mean is

8 Complete the conversation using the phrases in the box.

- A: ¹ _____, I want to buy the computer and you want to sell it.
And your price is \$350?
- B: Yes, that's correct.
- A: ² _____ the problem of the mouse – it's broken.
- B: I'm prepared to buy you a new mouse.
- A: ³ _____, you will buy a new mouse, but the price stays the same?
- B: Yes. ⁴ _____ to pay cash now, the price will stay the same.
- A: So, ⁵ _____, you get the cash now, and I get a computer with a new mouse. Yes, OK, that sounds fine.
- B: Agreed. Thank you very much.

1 Choose the correct option in italics.

A: OK, so I think we are close to a deal. As I ¹*understand / mean* it you need the fifty tablets delivered here by the end of September?

B: Not quite. We need the fifty tablets by the middle of September. We also need to train the staff to use them by the end of September.

A: OK, no problem. We can deliver them by September 18th.

B: That would be great. What is the price for those?

A: The best I can do is \$650 each.

B: Including the apps we discussed?

A: That's normally a little more. Around \$700 each.

B: What about training for our staff? How long would they need?

A: We are ²*agreed / prepared* to give you five free training days for twenty-five employees. Each member of staff will need one day. So, you pay for twenty staff.

B: Could you do that between the 22nd and 29th?

A: No problem.

B: Good. So, we ³*are agree / 've agreed* on the dates. That only ⁴*leaves / means* the same point as before. Price.

A: So, what you ⁵*agree / mean* is that you are happy with the tablet delivery dates and the training agreement, but you want a better price than \$700? And you want the apps included?

B: I think that just about sums it ⁶*up / in*, yes.

A: OK. I can agree to \$670 per tablet. In ⁷*return / sum*, we would need you to pay by the end of September. Are you able to do that?

B: ⁸*If / When* it is as you say it is, we will be able to go ahead.

A: Agreed. Thank you very much.

The phrases you need

Bargain

If you (do that), we'll / we can (do this).

OK, we'd be prepared to (do that), but only if you (did this).

We could accept that, but only on one condition.

Would you be willing to accept a compromise?

Accept an offer

OK, we can agree to that.

That sounds reasonable.

I think that should be possible.

Refuse an offer

I'm not sure about that.

That's not really a viable option for us.

That would be very difficult for us because ...

I'm sorry, we can't accept that.

Summarize

Let's just take a moment to review what we've discussed.

Can we just go through / go over what we've agreed so far?

So, ...

Play for time

I'd like some time to think about it.

I think that's as far as we can go at this stage.

I don't have the authority to make that decision by myself.

Close the deal

If you can ... , we can close the deal today.

I'm ready to sign today if you can ...

If we agree to ... , are you happy with the other points?

That's it, then. I think we have a deal.

So, if you'd just like to sign here.

62.3 Complete the sentences with the pairs of words in the box.

accept / condition	close / deal	go / stage	have / mind
just / sign	moment / review	prefer / order	
prepared / terms	should / possible	sounds / reasonable	
through / far	willing / compromise		

- 1 We'd _____ an initial _____ of, say, 300 pieces.
- 2 We'd be _____ to offer better _____ of payment, but only if you increased your order.
- 3 When you say 'better terms', what do you _____ in _____ ?
- 4 We could _____ that, but only on one _____.
- 5 Would you be _____ to _____ ?
- 6 Yes, that _____ be _____.
- 7 That _____.
- 8 Let's just take a _____ to _____ what we've discussed.
- 9 Can we just go _____ what we've agreed so _____ ?
- 10 I think that's as far as we can _____ at this _____.
- 11 If you can agree to that, we can _____ the _____ today.
- 12 If you'd _____ like to _____ here.

A Work in pairs. Choose one of the items below. One of you is selling the item and the other is buying. Each item has a problem.

Item 1 – a kayak with a small crack in the side

Item 2 – a bicycle with worn tyres

Item 3 – a computer desk with a missing shelf



B Try to close a deal on the item you have chosen below and use phrases from Exercises 7 and 8.

- 1 Summarise the situation.
- 2 Identify the outstanding issue.
- 3 Suggest a solution (e.g. repair the problem, replace).
- 4 Clarify/Discuss any outstanding issues (repeat 3 and 4 if necessary).
- 5 Agree on a solution.
- 6 Summarise the benefits for each side.
- 7 Close the deal.