Instructions: Listen carefully to the conversation between Junko and Andrea. Answer the following questions.

Task 1 – Multiple Choice

Choose the correct answer.

1. Why does Andrea contact Junko?

- A. To complain about the delivery.
- B. To discuss payment terms.
- C. To cancel an order.

2. How long are the usual payment terms?

- A. 15 days.
- B. 30 days.
- C. 60 days.

3. What financial problem is Andrea's company experiencing?

- A. Cash flow problems.
- B. A loss of customers.
- C. An increase in production costs.

4. What does Andrea offer in return for the payment extension?

- A. A larger discount.
- B. A new order.
- C. Immediate payment.

5. Why does Junko finally agree to the request?

- A. She wants to maintain the business relationship and sees a potential solution.
- B. She has no other customers.
- C. Andrea threatens to cancel the contract.

Task 2 – Note Completion

Complete the notes below using NO MORE THAN TWO WORDS.

Andrea's Request

Information	Answer
Company's name	6. _____
Usual payment terms	7. _____
Requested payment terms	8. _____
Main financial problem	9. _____

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Size of the new order	10. _____
Type of customer	11. _____

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