

The background of the slide is a photograph of a business meeting. Several people are seated around a wooden table, looking at documents and a laptop. A laptop screen in the foreground displays various business charts and graphs. A teal-colored geometric overlay covers the left and bottom portions of the image. The text 'NEW BUSINESS ENGLISH 6' is written in a large, bold, dark blue font across the teal area. The text 'Lesson 25' and 'Asking for Better Terms' are written in a teal-colored font on a dark blue background in the bottom right corner. There are small white dot patterns in the top left and bottom right corners.

NEW BUSINESS ENGLISH 6

Lesson 25

Asking for Better Terms

LEARNING GOAL

- ◆ Asking for Better Terms



Warm-up

- ◆ What would you do if you were offered to buy something overpriced?
- ◆ How would you ask for a lower price?



A man with a beard and short brown hair, wearing a white button-down shirt, is smiling while talking on a grey smartphone. He is in an office setting with blurred windows and framed pictures in the background. A semi-transparent dark grey banner is overlaid at the bottom of the image.

Tracer calls Abby to ask for better terms.

Situational Dialogue

Listen to the audio.

Tracer: Hello, Abby. Thank you for sending the quotation. However, I'd like to clarify a few things before going ahead. Will you offer discounts for bulk purchases?

Abby: Sure. You'll get a 5% off for every 100 units that you purchase.

Tracer: Sounds good. Is it possible to include some **freebies** for bulk purchases?

Abby: Yes, we can agree on that too.

Tracer: Furthermore, we need these items by July 22 at the latest. Would you **shoulder** the cost of transport?

Abby: Well, with regard to the delivery, I have to confirm with the **logistics department**. I'll get back to you as soon as possible.

Tracer: Thanks a lot! Look forward to hearing from you soon.

Role-play

Read the dialogue and answer the questions.

Tracer: Hello, Abby. Thank you for sending the quotation. However, I'd like to clarify a few things before going ahead. Will you offer discounts for bulk purchases?

Abby: Sure. You'll get a 5% off for every 100 units that you purchase.

Tracer: Sounds good. Is it possible to include some freebies for bulk purchases?

Abby: Yes, we can agree on that too.

Tracer: Furthermore, we need these items by July 22 at the latest. Would you shoulder the cost of transport?

Abby: Well, with regard to the delivery, I have to confirm with the logistics department. I'll get back to you as soon as possible.

Tracer: Thanks a lot! Look forward to hearing from you soon.

∴ Asking for Better Terms

1 Open

- **Thank you** for sending...
- We are **interested** in...
- However, I'd like to **clarify** a few before going ahead.

2 Negotiation

- Do you give any **discounts/ promos**...?
- Is it possible to **(request)**...?
- We need these items by **(date)** at the latest.
- Would you be prepared to **(request)**...?

3 Close

- **Thanks** a lot! **Look forward to hearing** from you soon.
- If we can reach an agreement on these matters, we are sure that we can **do more business** with you **in the future**.

Learning Goals

⋮ Asking for Better Terms

1 Open

Thank you for sending the quotation.
However, I'd like to clarify a few things before going ahead.

2 Negotiation

Will you offer discounts for bulk purchases?
Is it possible to include some freebies for bulk purchases?
Furthermore, we need these items by July 22 at the latest.
Would you shoulder the delivery?

3 Close

Thanks a lot! Look forward to hearing from you soon.

Oral Practice

Scenario:

You plan on purchasing a set of office desks and chairs for a 10-personnel office. However, the seller's price is way above your budget and the delivery fee is too high. Ask for better terms and come to an agreement.

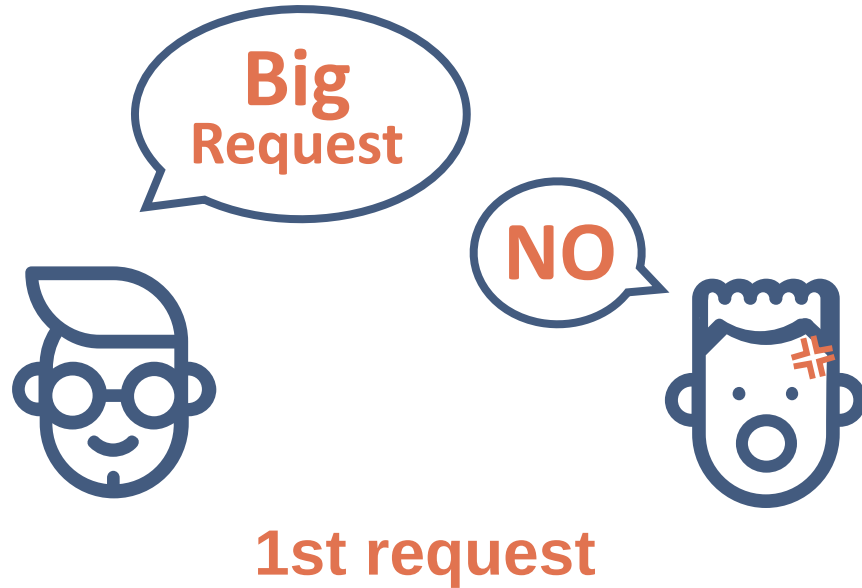


∴ How to Ask For Better Terms

1. *Open*
2. *Discuss Terms (discounts, requests, delivery)*
3. *Close*

Door-In-The-Face-Tactic

An **unreasonable, initial** request will make your **second request** more likely to be accepted.



1. *As a buyer, have you ever tried negotiating using the given tactic? Did it work?*
2. *What are some other negotiation strategies that you know of?*

Overview

Keywords and expressions:

freebie/ shoulder/ logistics department

How to Ask For Better Terms

1. *Open*
2. *Negotiation*
3. *Close*

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