

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 coffee cup is also visible on the table. A large, semi-transparent teal shape is overlaid on the left side of the image, containing the main title text.

NEW BUSINESS ENGLISH 6

Lesson 26

Replying to Order Requests



LEARNING GOALS

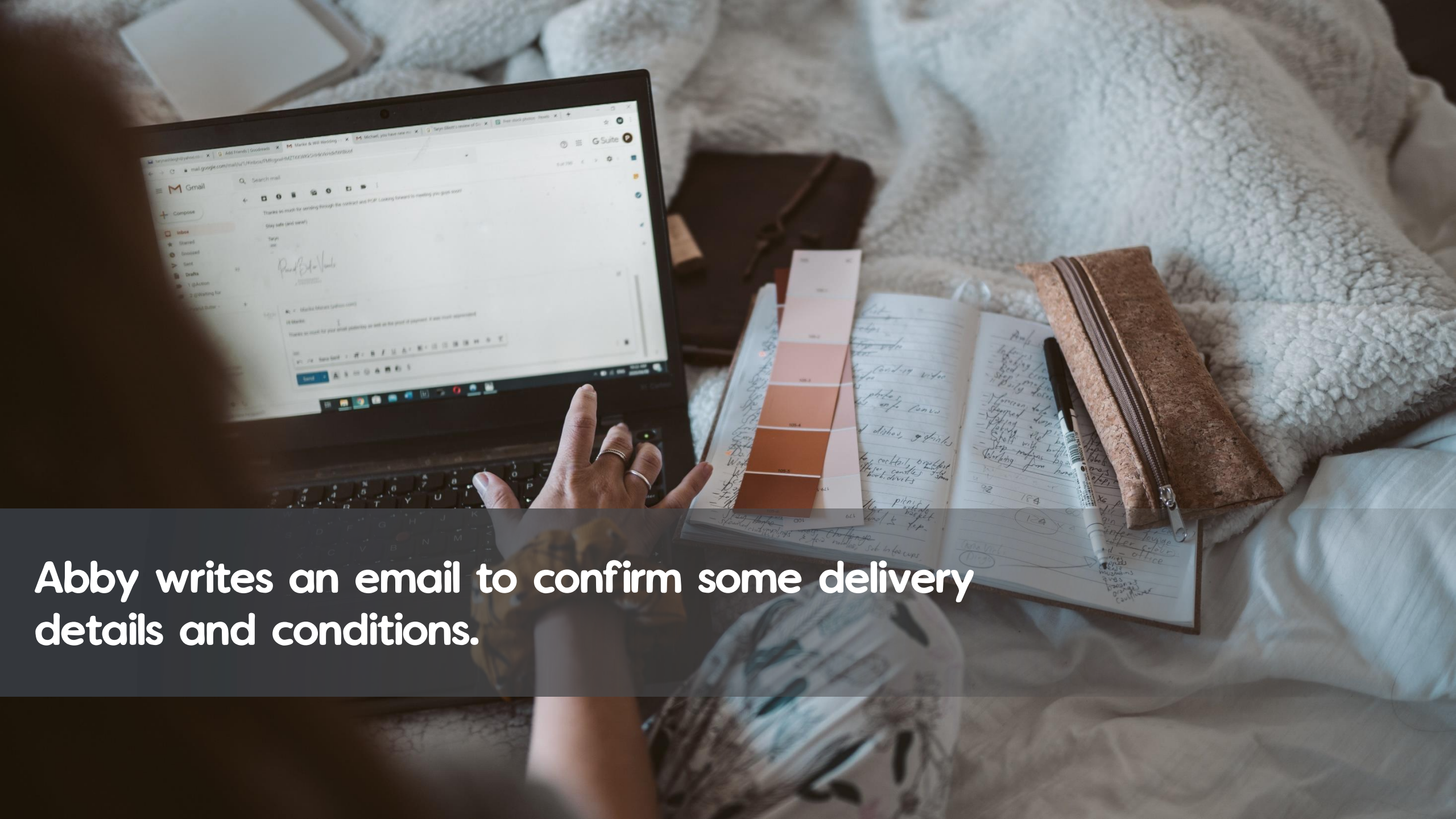
- ◆ Replying to Order Requests
- ◆ Offering a Compromise



Warm-up

- ◆ How can we reach an agreement?
- ◆ How do you agree and look for compromise to terms?





Abby writes an email to confirm some delivery details and conditions.



To: Tracer Brown

Subject: Delivery Terms and Details

Dear Mr. Brown,

Good morning! I have confirmed with the Logistics Department and Production Department that the products can arrive by July 22.

With regard to the delivery fee, unfortunately, we couldn't **cover** it. However, I'm glad to push for an acceptable **compromise** for you. If you order 50% more than our **MOQ**, which is 250 units, we can offer a 50% **reduction** on the delivery charge.

To place an order, you can email the purchase letter together with the order form. Please remember to provide the exact shipping address as well. The updated quotation and the order form are attached.

Look forward to receiving your order.

Sincerely,

Abby Lee



Send

Email Review

Read and answer the questions.

Dear Mr. Brown,

Good morning! I have confirmed with the Logistics Department and Production Department that the products can arrive by July 22.

With regard to the delivery fee, unfortunately, we couldn't cover it. However, I'm glad to push for an acceptable compromise for you. If you order 50% more than our MOQ, which is 250 units, we can offer a 50% reduction on the delivery charge.

To place an order, you can email the purchase letter together with the order form. Please remember to provide the exact shipping address as well. The updated quotation and the order form are attached.

Look forward to receiving your order.

Sincerely,

Abby Lee

Learning Goals

∴ Replying to Order Requests



Positive Reply

- In relation to ..., we would be happy to let you have ...
- I have spoken to my line manager, and we are able to ...
- I have confirmed with ... that ...



Negative Reply

- I'm sorry, but we had to refuse your request ...
- I am afraid that's not an option.
- With regard to ... unfortunately, we are not able to ...

Example sentence:

- I have confirmed with the Logistics Department and Production Department that the products can arrive by July 22.
- With regard to the delivery fee, unfortunately, we couldn't cover it.

Learning Goals

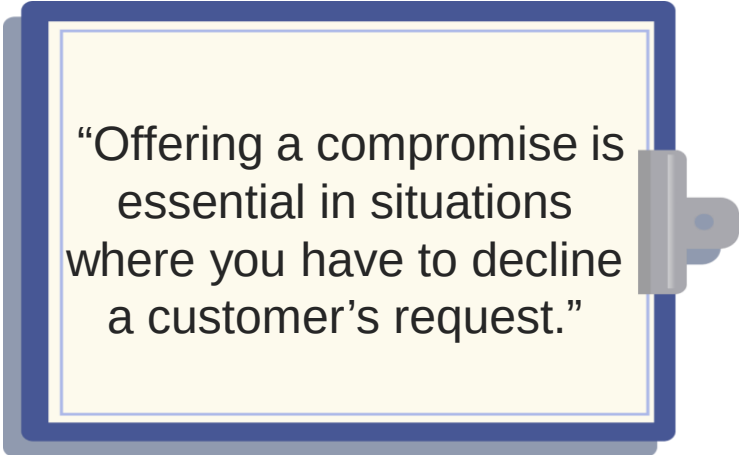
∴ Offering a Compromise

The use of **modal auxiliary verbs** and **conditional clauses** will help you set out what you are willing to accept as a compromise.

- We **could** offer you ... **if you agree on**...
- **If you** ..., we **can** offer...
- We **can** accept that **if you**...
- We **would** be able to...
- We **may** accept your offer **on the condition**...
- **Would you** be willing to...?

Example Sentences:

- **If you** order 50% more than our MOQ, which is 250 units, we **can** offer a 50% reduction on the delivery charge.
- We **may** accept your offer **on the condition** that you would sign an annual contract with us.
- We **can** accept that **if you** order 100 units of this product.



“Offering a compromise is essential in situations where you have to decline a customer’s request.”

Oral Practice

Scenario:

You are a clothing wholesaler. A customer calls and wants to order with the following order requests: free delivery and 30% off for his purchase. Agree to the first request and offer a compromise to the second. Use the learned expressions.



∴ Replying to order requests:

- In relation to ..., we would be happy to let you have...
- I'm sorry, but we had to refuse your request ...

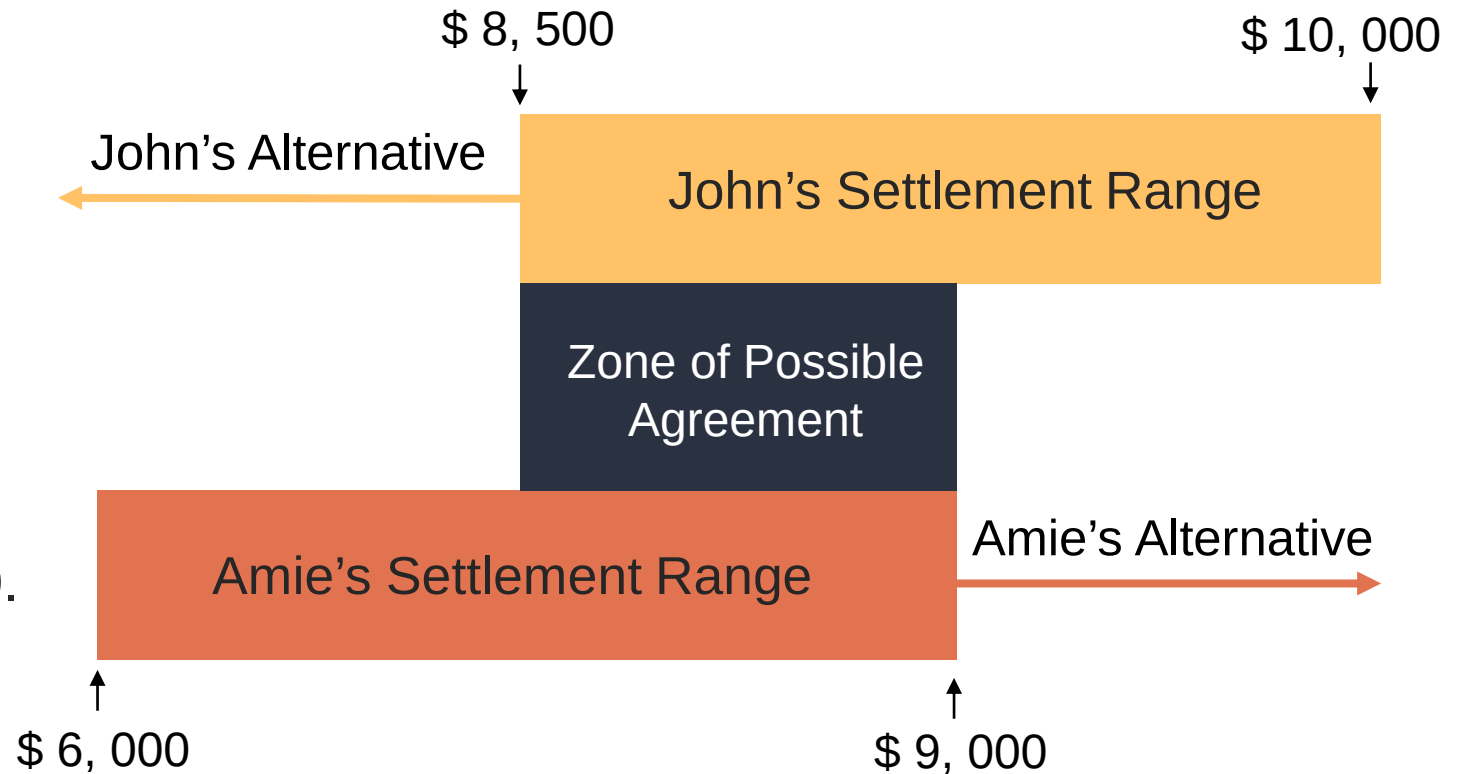
∴ Offering a compromise:

- We can accept that if you ...
- We could offer ... if you can agree on ...

Best Alternative To a Negotiated Agreement (BATNA)

Example:

Amie wants to buy furniture at John's furniture shop. The furniture costs 10,000 USD. She wants to receive a 40% discount. However, John can only lower the price to 8,500.



Study the illustration and answer the following questions:

- 1. What would John do if Amie demanded a price lower than 8,500 USD?*
- 2. What amount can both parties come to an agreement on?*

Overview

Keywords and expressions:

cover/ compromise/ reduction/ MOQ

Replying to order requests:

- In relation to ..., we would be happy to let you have...
- I have spoken to my line manager, and we are able to ...
- I'm sorry, but we had to refuse your request ...
- With regard to ... unfortunately, we are not able to ...

Offering a compromise:

- We could offer if you agree on ...
- If you ..., we can offer ...
- We may accept your offer on the condition ...

*Made by Jaymarc
Proofread by Anape*

