

1. Warm Up ☀

Answer and discuss these questions in pairs or as a class.

1. What things do you buy that have prices that go up?
2. Have you ever tried to buy something and the price was higher than you expected?
3. What things can you bargain for—in other words, try to get a lower price?
4. Is negotiating acceptable in your country?
5. What skills do you need to be a good negotiator?

2. Correspondence Building

The dialogue below is not in the right order. Work alone or with a partner to put the conversation in the right order. Then practice reading the dialogue. Underline any words or phrases you don't understand.



___ **Lee:** I ordered from the most recent catalog.

___ **Mandy:** Great. I'm glad we could make this work. I hope we can continue to work together in the future.

___ **Lee:** You said the price of my order was fifty dollars more than what I expected to pay.

___ **Mandy:** Thanks, Lee. I'll have your order shipped right away.

___ **Lee:** Hi, Mandy. This is Lee from River Education Books. Thanks for your voicemail earlier.

___ **Lee:** That's forty over the original price and still fifteen dollars over my budget. How about meeting halfway?

___ **Mandy:** Yes, the prices of some of our items went up recently.

___ **Mandy:** I understand your concern, but we always post our most up-to-date pricing online.

___ **Lee:** I didn't know that. I'm new and I have a budget I need to stick to. The new prices are not acceptable.

___ **Mandy:** I'm glad you called back. How can I help you?

___ **Mandy:** I see. Your company is a good customer and I want to keep our good business relationship.

___ **Mandy:** Let's try to strike a deal. The price difference is fifty dollars. What if I come down by ten?

___ **Lee:** Can we negotiate?

___ **Mandy:** I think we can make that work. If you come up by twenty-five dollars and I come down by twenty-five, the total would be \$280.99.

___ **Lee:** I'll let Mr. Michaels know about the new prices for the next order.

___ **Lee:** Great. It's a deal.

3. Find business words and phrases. ✓

Circle any words or expressions from the dialogue that you think are useful in the office. Write them below.

4. Match these words or phrases to their correct definitions. ✓

- | | |
|------------------------|------------------------------------------------------|
| 1. post | _____ a. agreeable, good |
| 2. budget | _____ b. It's final. We agree. |
| 3. up-to-date | _____ c. to discuss or to bargain for a better price |
| 4. call back | _____ d. to put somewhere for people to see |
| 5. stick to | _____ e. to agree on a price |
| 6. acceptable | _____ f. most recent |
| 7. negotiate | _____ g. to lower |
| 8. strike a deal | _____ h. to return a phone call |
| 9. come down | _____ i. to solve a problem |
| 10. meet halfway | _____ j. to keep, to maintain |
| 11. work something out | _____ k. to find an agreeable middle price |
| 12. it's a deal | _____ l. a spending limit |



5. Fill in the blanks with the right form of the correct word or phrase. ✎

- Many companies _____ job openings and company information on the internet.
- I always check for prices online because that information is more _____ than printed catalogs.
- The teacher said we have to _____ the rules for the final project.
- I left a message for my brother to _____.
- The new boss gave Leonard a list of _____ clothing to wear to the office.
- They had to _____ for an hour before they could agree on a good price.
- At first we didn't agree on price, but we decided to _____.
- I didn't want to argue with my boss anymore, so I'm glad we _____.
- I said 'it's a deal' when the supply company _____ on their price.
- Gregory could not afford to buy such an expensive desk, he needed to stick to his _____.

6. Reading

Now practice reading the dialogue with a partner. Take turns practicing the pronunciation. Discuss what you think is good about the dialogue. (Your teacher will provide you with the full dialogue on a separate sheet. **Page 4.**)

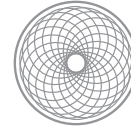
7. Speaking

Write your own dialogue. Work with a partner and write your own conversation using at least four words or phrases from today's lesson. Choose an item and then negotiate the price. Practice and memorize the dialogue, then present it in front of the class.

8. Writing

Create an **invoice** for the items and prices you discussed in the Activity 7. Each company has their own invoice. Please look on **Page 3** to find a sample invoice from the Main Supply Company for Lee's order. Use this sample invoice as a guide for creating your own invoice.

Invoice



MAIN SUPPLY COMPANY

Attention: Lee Timson
 Sales Representative
 River Education Books
 1530 Fordshackle Street
 Bonnville, NY 12345

Date: July 25, 2008

P.O. NUMBER: 458684
 INVOICE NUMBER: 67890
 TERMS: 30 Days

| Description | Quantity | Unit Price | Cost |
|-------------------|----------|--------------|-----------------|
| 3-inch binder | 3 | \$9.00 | \$27.00 |
| Legal pad | 5 | \$4.99 | \$24.95 |
| Disk (set of 20) | 1 | \$65.04 | \$65.04 |
| Computer Software | 1 | \$152.00 | \$152.00 |
| Pens (set of 12) | 1 | \$12.00 | \$12.00 |
| | | | |
| | | | |
| | | | |
| | | Subtotal | \$280.99 |
| | | Tax 7.00% | \$19.67 |
| | | Total | \$300.66 |

Please send payment to the Customer Service Department.

Thank you for your business!

Lee: Hi, Mandy. This is Lee from River Education Books. Thanks for your voicemail earlier.

Mandy: I'm glad you called back. How can I help you?

Lee: You said the price of my order was fifty dollars more than what I expected to pay.

Mandy: Yes, the prices of some of our items went up recently.

Lee: I ordered from the most recent catalog.

Mandy: I understand your concern, but we always post our most up-to-date pricing online.

Lee: I didn't know that. I'm new and I have a budget I need to stick to. The new prices are not acceptable.

Mandy: I see. Your company is a good customer and I want to keep our good business relationship.

Lee: Can we negotiate?

Mandy: Let's try to strike a deal. The price difference is fifty dollars. What if I come down by ten?

Lee: That's forty over the original price and still fifteen dollars over my budget. How about meeting halfway?

Mandy: I think we can make that work. If you come up by twenty-five dollars and I come down by twenty-five, the total would be \$280.99.

Lee: Great. It's a deal.

Mandy: Great. I'm glad we could make this work. I hope we can continue to work together in the future.

Lee: I'll let Mr. Michaels know about the new prices for the next order.

Mandy: Thanks, Lee. I'll have your order shipped right away.



Teacher's Handout for Task 2.

In Task 2, your students are required to put the conversation in the correct order. It's more fun for students to put the dialogue in order by physically rearranging cut up strips. Below are two shuffled copies of the dialogue. Have your students cut it into strips and rearrange them until they've put them in the correct order.



Lee: You said the price of my order was fifty dollars more than what I expected to pay.

Mandy: Thanks, Lee. I'll have your order shipped right away.

Lee: Can we negotiate?

Mandy: Yes, the prices of some of our items went up recently.

Lee: Great. It's a deal.

Mandy: I think we can make that work. If you come up by twenty-five dollars and I come down by twenty-five, the total would be \$280.99.

Lee: Hi, Mandy. This is Lee from River Education Books. Thanks for your voicemail earlier.

Mandy: Great. I'm glad we could make this work. I hope we can continue to work together in the future.

Lee: That's forty over the original price and still fifteen dollars over my budget. How about meeting halfway?

Mandy: I understand your concern, but we always post our most up-to-date pricing online.

Lee: I'll let Mr. Michaels know about the new prices for the next order.

Mandy: I see. Your company is a good customer and I want to keep our good business relationship.

Lee: I ordered from the most recent catalog.

Mandy: Let's try to strike a deal. The price difference is fifty dollars. What if I come down by ten?

Lee: I didn't know that. I'm new and I have a budget I need to stick to. The new prices are not acceptable.

Mandy: I'm glad you called back. How can I help you?



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Lee: I'll let Mr. Michaels know about the new prices for the next order.

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Lee: I ordered from the most recent catalog.

Mandy: Let's try to strike a deal. The price difference is fifty dollars. What if I come down by ten?

Lee: I didn't know that. I'm new and I have a budget I need to stick to. The new prices are not acceptable.

Mandy: I'm glad you called back. How can I help you?

Teachers' Answer Key

2. Correspondence Building *Note. Do not hand out Page 4 until this task is completed.*
(Also, see page 5 for the dialogue strips to hand out to students before starting.)

5. Lee: I ordered from the most recent catalog.
14. Mandy: Great. I'm glad we could make this work. I hope we can continue to work together in the future.
3. Lee: You said the price of my order was fifty dollars more than what I expected to pay.
16. Mandy: Thanks, Lee. I'll have your order shipped right away.
1. Lee: Hi, Mandy. This is Lee from River Education Books. Thanks for your voicemail earlier.
11. Lee: That's forty over the original price and still fifteen dollars over my budget. How about meeting halfway?
4. Mandy: Yes, the prices of some of our items went up recently.
6. Mandy: I understand your concern, but we always post our most up-to-date pricing online.
7. Lee: I didn't know that. I'm new and I have a budget I need to stick to. The new prices are not acceptable.
2. Mandy: I'm glad you called back. How can I help you?
8. Mandy: I see. Your company is a good customer and I want to keep our good business relationship.
10. Mandy: Let's try to strike a deal. The price difference is fifty dollars. What if I come down by ten?
9. Lee: Can we negotiate?
12. Mandy: I think we can make that work. If you come up by twenty-five dollars and I come down by twenty-five, the total would be \$280.99.
15. Lee: I'll let Mr. Michaels know about the new prices for the next order.
13. Lee: Great. It's a deal.

4. Matching

1. d 2. l 3. f 4. h 5. j 6. a 7. c 8. e 9. g 10. k 11. i 12. b

5. Fill in the blanks.

1. post
2. up-to-date
3. stick to
4. call back
5. acceptable
6. negotiate
7. meet halfway
8. worked it out
9. came down
10. budget