

Student Material Phone Conversation 8

Inglés de Negocios Internacional - Intermediate

Part 1: Corruption

Answer your tutor's questions.

Part 2: Diplomacy, speculative language and disappointment

Role-play the negotiation between a store owner (tutor) and the manufacturer of Sheen (student), a hair shampoo for women. **Be diplomatic.**

Shampoo manufacturer

- You get a bonus if the order is over 100 bottles.
- You don't give a discount for orders of less than 100 bottles.
- You want payment on delivery.
- You can deliver in 3 weeks.

USEFUL LANGUAGE

DIPLOMATICALLY GIVING BAD NEWS

I'm sorry, we can't agree to that.

I'm afraid your price is rather high.

Unfortunately, we can't deliver any earlier.

To be honest, we'd need credit terms.

USING SPECULATIVE LANGUAGE

It would probably arrive late.

It could be a problem.

It may be difficult to deliver.

We might not be able to do that.

USING A PAST FORM TO EXPRESS DISAPPOINTMENT

We were hoping for ...

We were expecting ...

We were looking for ...

We had in mind ...

Part 3: Give you presentation

Prepare a short presentation about **one** of the following topics. (take some time to plan what you want to say.

Topic	Audience	Suggestions
A country you have visited on holiday or done business in	A group of people who will shortly be working there	<ul style="list-style-type: none">• way of life• accommodation• standard of living• weather• people• transport• food and drink• customs and traditions• language• entertainment
Your company's main competitors	The Board of Directors of your company	<ul style="list-style-type: none">• identifying the competition• their strengths and weaknesses• how powerful they are in the market
Your job	A group of high-school students at a careers evening	<ul style="list-style-type: none">• responsibilities and tasks• the future• perks and special advantages, e.g. foreign travel• qualifications• career structure