

Bargaining (at a flea-market)

Vendor: Hello, Madam, What can I do for you today?

Customer: (*picking up a beautiful hand-painted plate*) This is quite lovely. Where was it made?

Vendor: Oh, I see you have excellent taste. Yes, that is beautiful, isn't it? It's local pottery. I think it was painted here by a local artist.

Customer: It's really something... do you have anything else by this artist?

Vendor: Well, I'm not really sure who exactly painted which pieces of pottery, but here are some similar pieces.

Customer: No, they're really not the same.

Vendor: Well, how about these here? I had them brought in just this morning.

Customer: Yes, those are quite nice. What about the prices?

Vendor: Obviously, it depends on what you would like to buy. That plate that you were first looking at costs \$50.

Customer: \$50! That's quite expensive. I can't afford that.

Vendor: Remember these are hand painted pieces of pottery, that kind of handicraft work doesn't come cheaply.

Customer: Yes, I understand that. But I really think that \$50 is just too much.

Vendor: Listen, I can see that you are in love with that plate. Let's just make it \$45. I'd really like you to take that home with you.

Customer: How about \$35. I really can't go any higher than that.

Vendor: I really can't, I mean that would be selling at cost.

Customer: Well, \$38 is absolutely the most I can spend.

Vendor: All right. I really shouldn't. The artist is going to have me put out of business for selling his wares at such low prices.

Customer: Come, come. Let's not exaggerate.

Vendor: You're a clever one, aren't you?

Customer: I'm just someone who pays close attention to what I spend.

Vendor: There's no shame in that. Here you are. (*hands the plate to the customer*)

Customer: Thank you very much.

Vendor: Thank you, have a pleasant day.

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CHECKING UNDERSTANDING

A. Exercise 1 –Multiple choice

1. What's the customer interested in?

- a). local pottery b). hand-painted cups c). hand-made clothes

2. What's special about the items?
 - a). They're handcraft work
 - b). They're porcelain
 - c). They're produced in Germany
3. Which price do they settle on?
 - a). \$50
 - b). \$35
 - c). \$38
4. What does the vendor say the artist is going to do?
 - a). Put him out of business
 - b). Give him a raise
 - c). provide a refund
5. Why does the customer demand a lower price?
 - a). The customer pays close attention to what he spends.
 - b). The customer is very poor.
 - c). The customer claims the plates are made in a factory.

CONSOLIDATION

Bargaining (negotiating) skills require the use of some set phrases. Some of such phrases have been underlined in the dialogue above.

TASK ONE: Imagine you are at a shop to purchase some items of interest. Write out a dialogue between you and the shop assistant using the phrases underlined. Make sure you arrive at a conclusive bargain. When you finish show your dialogue to your teacher for comments.

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