
20 Discussing and agreeing terms

You are going to write two emails: the first in the role of a customer asking for better terms, the second in the role of the supplier agreeing to the terms.

EMAIL 1

Write to a company whose products/services you use in real life, if possible, asking for better terms.

Prepare the situation using the questions below.

- What product/service that you use might be available on better terms if you write to the company?
Ideas: the example can be from your job or home life. If you can't think of an example then use any catalogue and price list that you can find and choose a product/service from it.
- What is the name of the company?
- What is the current situation in relation to price, discounts, credit and terms of payment, delivery time, transport costs, customisation, after-sales service, guarantees etc.
- Think of some items from the previous list where you could try to negotiate better terms.
- Think of a good reason why they should give you better terms.

Now write the email.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

EMAIL 2

Exchange emails with a different partner. Now you are in the role of the supplier. Write a reply to the email you receive, inventing any information necessary.

Ideas: thank them for their email; agree terms or look for a compromise; respond to any other points in the email you received.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?