

# Making a Phone Call

## Pre-Reading

### A. Warm-Up Questions

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?

### B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

- |                               |   |
|-------------------------------|---|
| _____ 1. post                 | a) agreeable, good                                      |
| _____ 2. budget               | b) final agreement                                      |
| _____ 3. up-to-date           | c) to discuss and bargain                               |
| _____ 4. call back            | d) to put something up for others to see (often online) |
| _____ 5. stick to             | e) to agree on a price                                  |
| _____ 6. acceptable           | f) the 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. make something work | k) to find an agreeable middle price                    |
| _____ 12. it's a deal         | l) a spending limit                                     |

## Reading

Practice reading the telephone conversation out loud with a partner.  
Underline any words or phrases you don't understand.



Lee



Mandy



Hello, this is Mandy speaking.



Hi, Mandy. This is Lee from River Education Books. Thanks for your voice mail earlier.



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



You said the price of my order was 50 dollars more than what I expected to pay.



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



I ordered from the most recent catalog.



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



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



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



Can we **negotiate**?



Let's try to **strike a deal**. The price difference is 50 dollars. What if I **come down** by 10?



That's 40 over the original price and still 15 dollars over my budget. How about **meeting halfway**?



I think we can **make that work**. If you come up by 25 dollars and I come down by 25, the total would be \$280.99.



Great. **It's a deal**.



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



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



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

## Comprehension

Read the statements below. If the statement is true, write T beside the sentence. If it is false, write F.

- \_\_\_\_\_ 1. According to Lee, the price of his order was 60 dollars more than he expected to pay.
- \_\_\_\_\_ 2. Lee did not know that the most up-to-date pricing can be found online.
- \_\_\_\_\_ 3. When the negotiation started, Mandy offered to lower her price by 10 dollars.
- \_\_\_\_\_ 4. Both Lee and Mandy decided to meet halfway on the pricing.

## Vocabulary Review

Complete the sentences using vocabulary from page 1.  
You may need to change the word forms.

- 1. Many companies \_\_\_\_\_ job openings and company information on the Internet.
- 2. I always check for prices online because websites have more \_\_\_\_\_ information than printed catalogs.
- 3. The teacher said we have to \_\_\_\_\_ the rules for the final project.
- 4. I left a message for my brother to \_\_\_\_\_ .
- 5. The new boss gave Leonard a list of \_\_\_\_\_ clothing to wear to the office.
- 6. They had to \_\_\_\_\_ for an hour before they could agree on a good price.
- 7. We didn't agree on a price at first, but we decided to \_\_\_\_\_ .
- 8. I didn't want to argue with my boss anymore, so I'm glad we \_\_\_\_\_ .
- 9. I said "It's a deal!" when the supply company \_\_\_\_\_ in price.
- 10. Gregory could not afford to buy such an expensive desk.  
He needed to stick to his \_\_\_\_\_ .


## 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 negotiate the price. Practice the dialogue, and then present it in front of the class.

## Writing

Create an invoice for the items and prices you discussed in the Speaking activity on page 3. Below is 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

**P.O. Number:**  
 458684  
  
**Invoice Number:**  
 67890

**Date:**  
 July 25, 2015  
  
**Terms:**  
 30 Days

Description	Quantity	Unit Price	Cost
Three-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
<b>Total</b>			<b>\$300.66</b>

Please send payment to the Customer Service department.  
Thank your for your business!

## Listening

Fill in the blanks as you listen to the recording.

**Lee****Mandy**

Hello, this is Mandy speaking.



Hi, Mandy. This is Lee from River Education Books. Thanks for your voice mail earlier.



I'm glad you \_\_\_\_\_. How can I help you?



You said the price of my order was 50 dollars more than what I expected to pay.



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



I ordered from the most recent catalog.



I understand your concern, but we always post our most \_\_\_\_\_ pricing online.



I didn't know that. I'm new, and I have a \_\_\_\_\_  
I need to \_\_\_\_\_. The new prices are not \_\_\_\_\_.



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



Can we \_\_\_\_\_?



Let's try to \_\_\_\_\_. The price difference is 50 dollars.  
What if I \_\_\_\_\_ by 10?



That's 40 over the original price and still 15 dollars over my budget. How about \_\_\_\_\_?



I think we can \_\_\_\_\_. If you come up by 25 dollars  
and I come down by 25, the total would be \$280.99.



Great. It's a deal.



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



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



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