

## BUSINESS ETIQUETTE

### Glossary:

- discuss the terms — обсудить условия
- reject — отклонить, отвергнуть
- lower the price — снизить цену
- looks forward to — с нетерпением ожидает
- the terms of delivery — условия поставки
- come to an agreement — прийти к соглашению
- satisfy — удовлетворять, соответствовать требованиям
- proposal — предложение
- agree — согласиться
- cooperation — сотрудничество
- offer — предлагать, оферта

### 3.1. Vocabulary

*Ex. 1. Rephrase each sentence using one of the words/phrases on the list.*

**the terms of delivery, cooperation, lower the price, discuss the terms, come to an agreement, agree, reject, satisfy, look forward to, proposal, offer**

1. We need to finalize the details of how the goods will be sent.
2. The two companies decided to work together on the project.
3. They decided to make the product more affordable.
4. We should talk about the conditions of the contract.
5. After long negotiations, they managed to reach a mutual understanding.
6. She gave her consent to the plan.
7. He decided not to accept the job offer.
8. The solution met all the client's requirements.
9. We are eagerly anticipating your visit.

10. They presented a new plan for the project.

11. They made a new bid for the contract.

*Ex. 2. Complete the sentences with the given words.*

**discuss the terms, reject, lower the price, looks forward to, the terms of delivery, come to an agreement, satisfy, proposal, agree, cooperation, offer**

The mechanic explained \_\_\_\_\_(1) for the new parts he ordered.

Good \_\_\_\_\_(2) between the team members helps fix cars faster.

The customer asked if they could \_\_\_\_\_(3) for the repair service.

It is important to \_\_\_\_\_(4) before starting any car repairs.

After some talks, we were able to \_\_\_\_\_(5) on the costs.

They always try to \_\_\_\_\_(6) on the repair time to keep customers happy.

The manager may need to \_\_\_\_\_(7) a proposal if it costs too much.

Our goal is to \_\_\_\_\_(8) every customer with our work on their vehicles.

The mechanic \_\_\_\_\_(9) helping customers with their car problems.

She made a \_\_\_\_\_(10) to change the working hours for better service.

The shop will \_\_\_\_\_(11) a discount on brake repairs next month.

### **3.2. Communication**

*Ex. 1. Complete the dialogue with the given phrases.*

**proposal, come to an agreement, terms of delivery, lower the price, reject**

Jim: Hey, Pete. The boss wants us to discuss the \_\_\_\_\_(1) with the client tomorrow.

Pete: Okay, I'll try to come earlier and do some research first.

Jim: Good idea. We need to cooperate with them to get this deal.

Pete: Definitely. Do you think we should \_\_\_\_\_(2) a bit to close the deal?

Jim: Hmm, that's something we can discuss with the client. They might not be satisfied if we drop the price too much.

Pete: Right. But it's always worth trying.

Jim: True. Hopefully, we can \_\_\_\_\_(3) with them tomorrow.

Pete: Let's hope so. It would be great for our business.

Client: Hello, gentlemen. Thanks for meeting with me.

Jim: Hi there. We're happy to have this opportunity to work together.

Client: So, about the \_\_\_\_\_(4) you sent over...

Pete: Yes, we'd like to offer you a discount on parts and labor.

Client: That sounds good. Can we negotiate further?

Jim: Of course. We're open to discussing any terms you may have.

Client: Excellent. And are you willing to \_\_\_\_\_(5) unreasonable offers?

Pete: Absolutely. We want both sides to agree and be satisfied.

Client: Perfect. Look forward to working with you both.

Jim: Likewise. Thanks for considering our services!