Business English | Answers 2

Beginner practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. A: Could we agree on a delivery date?

2. but

3. We can deliver next Tuesday.

4. Possible answer: Could you offer a lower price?

5. Model: Could you offer a lower price for twenty items? We plan to order regularly. Please let us know what you can offer.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Intermediate practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Possible response: Good morning. Could we agree on a delivery date? Thank you for your time.

2. The price includes delivery, but it does not include installation. Accept any relevant extra detail.

3. Possible meaning: The delivery can take place on Tuesday next week.

4. Possible response: Could you offer a lower price? Accept any sensible supporting reason.

5. Model: Could you offer a lower price for twenty items? We plan to order regularly. Please let us know what you can offer.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.

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Advanced practice

Complete the worksheet first. These are model answers; other natural, relevant answers may also be correct.

1. Audience: a new professional contact. Possible wording: Good morning, Ms Perera. Could we agree on a delivery date?

2. Possible response: We can deliver next Tuesday. Please let me know if you need more information.

3. It may sound rude, intrusive or unhelpful. Possible alternative: Could you offer a lower price?

4. Possible question: Which delivery date would suit you? It helps me understand the person or agree on the next step.

5. Model: Could you offer a lower price for twenty items? We plan to order regularly. Please let us know what you can offer. Possible difficulty: a listener is unsure. Calm response: Let me explain that another way.

Self-check: Is my meaning clear? Did I use full sentences? Is my language polite? Read your answer aloud and try again.