

Haggling at the market

Vocabulary

haggle – to argue in order to agree on the price of something, e.g. *I didn't bother to haggle over the price.*

bargain – something you buy that costs much less than normal, e.g. *You should be able to pick up a few good bargains.*

flea market – a market where old things are sold at low prices

to throw something in – to get something extra for the same price, e.g. *Is there any chance you could throw in a bigger monitor for that price?*

to knock some money off – to reduce the price by a certain amount, e.g. *I can knock fifty pounds off that.*

price match – **to equal the price that a customer has seen in another shop on the same item, e.g.** *We can do a price match, if you've seen it cheaper elsewhere.*

Phrases for customers

... and you've got a deal – this is a very confidential way of making an offer. You might use this if you have already been haggling for a while and have almost fixed the price.

I'll give you £10 for the lot (the lot = everything)

Could you give me some sort of discount?

I was wondering if you could do me a better deal on that?

Phrases for customers and salespeople

Shall we say £50?

Let's say fifty, shall we?

Let's make it a round fifty, shall we? (a round number is the one that ends in one or more zeros)

Phrases for salespeople

I'll tell you what I can do for you – Use this before you make an offer, e.g. *Tell you what, how about I give you a printer for 450?*

... **how does that sound?** – use this after you make an offer, e.g. You can have a 10% discount, how does that sound?

Say that you cannot offer a lower price

That's the best I can do for you, I'm afraid.

10% discount – that's all I can do, I'm afraid.

That's pretty much the maximum discount I could offer.

Warm-up

Read the conversation and answer the questions below.

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.

1. What's the customer interested in?

- a) Some local pottery
- b) Some hand-painted cups
- c) Some handmade clothes

2. What's special about the items?

- a) They're handicraft work.
- b) They're produced in Germany.
- c) They're porcelain.

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.

Exercise 1

Listen to the recording and answer these questions

Nahrávka 1

1. Why did the man not buy the ring for sale?

- a) He doesn't think it is very special.
- b) Someone else bought it before him.
- c) He has no need for a ring.
- d) The ring is too small.

2. What is the problem with the CD player?

- a) The buttons are scratched.
- b) The CD casing is chipped.
- c) The handle is damaged.
- d) The display is loose.

3. The man is not interested in the leather jacket because:

- a) it is stained
- b) he already has one.
- c) it's too expensive.
- d) the seams are coming undone.

4. What is the customer's initial counter offer for the records?

- a) \$25
- b) \$28
- c) \$30
- d) \$35

5. From the conversation, what does the customer probably purchase from the merchant in the end?

- a) only records
- b) only a vase
- c) some records and a vase
- d) nothing

Exercise 2

Listen to the recording and complete the text

Nahrávka 2

Salesman: Hello madam, you seem to be _____ in that, in that computer there.

Customer: Yes I am, I am indeed. Could you just tell me what, what the _____ is?

Salesman: Yeah um, as you can see it says here, it's 446 _____ VAT.

Customer: Uh-huh.

Salesman: So that's er, that's the price.

Customer: OK, and can you... I mean it's a nice computer but I was wondering if you could do me a _____ on it.

Salesman: Um, I'm not sure I can do that. Er, I mean, what sort of thing are you _____?

Customer: Well, some kind of _____ or incentive. It's... you know. 'Cause I'm happy to pay cash, but I was wondering if you could sort of throw something in or do some kind of deal for me?

Salesman: Um well, I could probably _____ the delivery for free – that's £20.

Customer: OK, right, OK. So, but it would still be the full price even with the delivery, 'cause I'm not - ?

Salesman: Yeah that's right, yeah.

Customer: That's good but I'm not so bothered about _____ to be honest, 'cause I'm quite interested in taking it home today.

Salesman: Oh right, OK. It's quite a handful once you've got all the, all the _____.

Customer: Hmm. Well I'm all right, I've just got the car round the corner so I'm really looking to take away today but um... if I don't take the free delivery, is there anything else you could do?

Salesman: Have you seen this model elsewhere at a _____?

Customer: Erm, I'm sure I could find somewhere! ... that is a lower price. Erm... you'd be happy to _____?

Salesman: I would, yeah. I mean, I think I could do that for you.

Customer: Hmm, OK, yeah. Um, hmmm.

Salesman: I'll tell you what I can do for you.

Customer: OK.

Salesman: I can knock, I can _____ it – that's pretty much my absolute maximum discount I could offer.

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Customer: Forty?

Salesman: Yeah.

Customer: _____ of forty?

Salesman: Yeah, that's pretty much the best I can do for you and er... you can, you can walk away with it now for 406.

Customer: So we could _____ four hundred then?

Salesman: I'll tell you what, we'll make it 405 – how about that?

Customer: 400 and _____!

Salesman: 405's all I can do. As I said, it's just one of those things... it's a maximum forty that I can _____ and I can't really – I'd be making it up out of my own pocket so...

Customer: Really? Well we can't have that then! All right then, 405!

Salesman: 405.

Customer: Brilliant.

Salesman: If you come and make your way to the _____ I'll sort it out for you.

FUN PART:

Watch 2 hilarious videos on haggling 😊

<http://freeenglishlessonplans.com/2013/01/29/haggling-lesson-plan/>

Answers:

Warm-up

1.A, 2.A, 3.C, 4.A, 5.A

Exercise 1

1.C, 2.C, 3.A, 4.A, 5.A

Exercise 2

Salesman: Hello madam, you seem to be **interested** in that, in that computer there.

Customer: Yes I am, I am indeed. Could you just tell me what, what the **price** is?

Salesman: Yeah um, as you can see it says here, it's 446 **including** VAT.

Customer: Uh-huh.

Salesman: So that's er, that's the price.

Customer: OK, and can you... I mean it's a nice computer but I was wondering if you could do me a **better deal** on it.

Salesman: Um, I'm not sure I can do that. Er, I mean, what sort of thing are you **looking for**?

Customer: Well, some kind of **discount** or incentive. It's... you know. 'Cause I'm happy to pay cash, but I was wondering if you could sort of throw something in or do some kind of deal for me?

Salesman: Um well, I could probably **throw in** the delivery for free – that's £20.

Customer: OK, right, OK. So, but it would still be the full price even with the delivery, 'cause I'm not -
?

Salesman: Yeah that's right, yeah.

Customer: That's good but I'm not so bothered about **delivery** to be honest, 'cause I'm quite interested in taking it home today.

Salesman: Oh right, OK. It's quite a handful once you've got all the, all the **extras**.

Customer: Hmm. Well I'm all right, I've just got the car round the corner so I'm really looking to take away today but um... if I don't take the free delivery, is there anything else you could do?

Salesman: Have you seen this model elsewhere at a **lower price**?

Customer: Erm, I'm sure I could find somewhere! ... that is a lower price. Erm... you'd be happy to **match**?

Salesman: I would, yeah. I mean, I think I could do that for you.

Customer: Hmm, OK, yeah. Um, hmmm.

Salesman: I'll tell you what I can do for you.

Customer: OK.

Salesman: I can knock, I can **knock forty off** it – that's pretty much my absolute maximum discount I could offer.

Customer: Forty?

Salesman: Yeah.

Customer: **Discount** of forty?

Salesman: Yeah, that's pretty much the best I can do for you and er... you can, you can walk away with it now for 406.

Customer: So we could **make it a round** four hundred then?

Salesman: I'll tell you what, we'll make it 405 – how about that?

Customer: 400 and **you've got a deal!**

Salesman: 405's all I can do. As I said, it's just one of those things... it's a maximum forty that I can **knock off** and I can't really – I'd be making it up out of my own pocket so...

Customer: Really? Well we can't have that then! All right then, 405!

Salesman: 405.

Customer: Brilliant.

Salesman: If you come and make your way to the **till** I'll sort it out for you.