

17a *How's your haggling?*

- 1** You reserve a table at your favourite restaurant. When you arrive on time, the manager apologises and says that your table will not be ready for at least twenty minutes. Do you
 - a) accept the situation and wait?
 - b) make a fuss and threaten never to use the restaurant again?
 - c) suggest that they should give you a couple of complimentary drinks in return for the inconvenience of waiting?
- 2** While you're window-shopping one Sunday, you see exactly the pair of shoes you want. When you go back to try them on, you find that the only pair in your size is the one on display in the window. Do you
 - a) ask for 10% discount?
 - b) ask them to order a new pair?
 - c) ask how much discount they will offer?
- 3** On the last day of your holiday, you find a painting priced at 40,000 pesetas. Your offer of 20,000 pesetas is immediately turned down. Do you
 - a) offer 30,000 pesetas?
 - b) walk away?
 - c) say that you have hardly any local currency left and that this is the last day of your holiday?
- 4** You are booking a course of 12 English lessons. Do you
 - a) ask for 10% discount
 - b) ask how much discount is available for courses?
 - c) book 10 and ask for two extra free lessons?
- 5** You find an antiques shop selling a jewellery box priced at £100. You offer £50 and they reduce the price to £70. Do you
 - a) offer £60?
 - b) walk away?
 - c) say that you do not have a cheque book or credit card and only have £50 in cash?
- 6** You are offered a new job with a better rate of pay and you resign from your present job. Your present boss offers you a salary increase if you stay. Do you
 - a) wait and see how much is being offered?
 - b) ask for a 10% increase on your current salary?
 - c) ask what other benefits your present boss can offer?
- 7** You are buying a car from a large garage. After a great deal of haggling, they finally reduce the price from £6000 to £5500. Do you
 - a) walk away?
 - b) offer a few hundred pounds less than their last price and say that this is your final offer?
 - c) agree the price on condition that the garage includes a few extras such as a spare set of tyres or some seat covers?
- 8** You take your five-year-old niece to the market to spend her pocket money. She sees a doll she wants, but it costs a couple of pounds more than she has. Do you
 - a) ask the vendor what their best price is?
 - b) tell them she only has a few pounds to spend?
 - c) get her to haggle herself?

What it means

- 1**
 - a) 0 points. You won't gain anything by doing this.
 - b) 1 point. You are justified in being angry but you will probably only get another apology.
 - c) 2 points. This will make both you and the manager feel better.
- 2**
 - a) 1 point. Not bad but you may have got a better deal.
 - b) 0 points. Only do this if the shoes are damaged.
 - c) 2 points. You can always ask for a bigger discount.
- 3**
 - a) 0 points. You may be paying 10,000 pesetas more than necessary.
 - b) 1 point. He may run after you and offer a better price.
 - c) 2 points. This is another way of saying 'take it or leave it'.
- 4**
 - a) 0 points. You may be limiting your options and it may be difficult for you to get a further reduction.
 - b) 2 points. Accept whatever discount they offer and then ask for two free lessons as well.
 - c) 1 point. This is an easier discount to get – people are always happier to give away a bit more of a product than to reduce the price.
- 5**
 - a) 0 points. You are probably paying too much.
 - b) 1 point. This might work.
 - c) 2 points. You have a reasonable chance of getting it for £50 and you can always go away and 'borrow' the extra £10.
- 6**
 - a) 1 point. You can always ask for more.
 - b) 0 point. You may be depriving yourself of a 15% pay rise.
 - c) 2 points. Agree to any benefits and then discuss the pay rise.
- 7**
 - a) 0 points. This doesn't work with car dealers.
 - b) 1 point. This might work.
 - c) 2 points. This may be a good compromise for both you and the car dealer.
- 8**
 - a) 1 point. This is always a good starting point for haggling.
 - b) 0 points. They will probably just ask you to pay the difference.
 - c) 2 points. This works every time!

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Worksheet

17a

ACTIVITY

Pairwork: reading, speaking

AIM

To interview a partner using a questionnaire, and find out how good they are at haggling.

GRAMMAR AND FUNCTIONS

Countable and uncountable nouns

Ways of expressing quantity

VOCABULARY

Money and shopping

PREPARATION

Make one copy of the worksheet for each student in the class and cut off the 'What it means' section as indicated. Make one copy of the 'How did you score?' section at the bottom of this page for every pair of students in the class.

TIME

20 to 30 minutes

PROCEDURE

- 1 Explain that the students are going to answer a questionnaire to find out how good they are at haggling. If you have a multicultural class, it may be an idea to spend a few minutes discussing attitudes to haggling in their different cultures.
- 2 Ask the students to work in pairs and give one copy of the worksheet to each student. Do not give out the 'What it means' or 'How did you score?' sections yet.
- 3 Ask them to take it in turns to ask their partner the questions on the questionnaire and to note down their answers.
- 4 When they have interviewed one another, give the 'What it means' section to each pair of students and ask them to add up their partner's score.
- 5 Give each pair of students a copy of the 'How did you score?' section at the bottom of this page and ask them to read the comments corresponding to their partner's answers.

How did you score?

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| 13-16 points | You're a born haggler! For you, shopping is no fun without the thrill of coming home with some bargains. |
| 8-12 points | You've got a gift for negotiation. Look out for some new opportunities to improve your skills. |
| 4-7 points | Be brave and take a few risks - you may be surprised at how easy it is to haggle. |
| Under 4 points | Oh dear - you're the type who prefers to pay more than the asking price. |