

B2

NEGOTIATIONS

DIALOG · 4 MIN.

Handling a Buyer Who Keeps Adding Last-Minute Demands

· Podcast

Just before signature the buyer suddenly wants more: training, longer warranty, all included. How to stay friendly in English — and firm on price.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/handling-a-buyer-who-keeps-adding-last-minute-demands>

NAME

DATE

BRICK 1 · LEARN THE KEY PHRASES



Read the eight phrases with meaning and example. You will hear all of them in the episode.

ENGLISH	DEUTSCH	EXAMPLE
to tidy up (a few points)	letzte Punkte klären/bereinigen	<i>Before signing, we tidied up two open points in the contract.</i>
outside the scope	außerhalb des (vereinbarten) Umfangs	<i>Additional user licences are outside the scope of this offer.</i>
change request	Änderungswunsch, Änderungsantrag	<i>Every new demand after the final offer is handled as a change request.</i>
to throw something in	etwas kostenlos dazugeben	<i>For that price, the supplier threw in a year of support.</i>
concession	Zugeständnis	<i>Never make a concession without getting one in return.</i>
in return	im Gegenzug	<i>We include the training; in return, you sign this week.</i>
deliverables	Liefergegenstände, vereinbarte Leistungen	<i>The deliverables list defines exactly what the price covers.</i>
to drive a hard bargain	hart verhandeln	<i>She drives a hard bargain, but she always keeps her word.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

possibly

eventually

finally

actually

return

exchange

reverse

back

- 01 I meant _____ — in German, eventuell just means maybe.
- 02 If we include the two-day _____ we need the signature this Friday as planned and the first operator training, then in _____ payment within fourteen days.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

- 01 Felix agrees to extend the warranty from two years to three. T ☐ F ☐
- 02 In return for the training, Felix asks for signature on Friday and payment within fourteen days. T ☐ F ☐

BRICK 4 · ORDER



Number the steps of the conversation (1–5).

- 01 ☐ Richard accepts and asks for the updated deliverables list
- 02 ☐ Felix labels the demands as change requests outside the scope
- 03 ☐ Felix trades the training for a Friday signature and fast payment
- 04 ☐ Richard announces board approval and "one or two small points"
- 05 ☐ The eventuell–eventually misunderstanding happens

BRICK 5 · YOUR VERSION



Write two sentences of your own using phrases from Brick 1.

MINI-CHECK – CAN I DO THIS YET?

- ☐ I can announce a delay politely.
- ☐ I can propose an alternative.
- ☐ I can promise written confirmation.

Listened twice and ticked everything? Then you are ready for the real conversation.



Cut-out flashcards

✕ Cut out, fold on the line – English in front, German on the back. Or practise digitally:

<https://www.englisch-lehrer.com/podcasts/handling-a-buyer-who-keeps-adding-last-minute-demands>

to tidy up (a few points)

Before signing, we tidied up two open points in the contract.

letzte Punkte klären/bereinigen

outside the scope

Additional user licences are outside the scope of this offer.

außerhalb des (vereinbarten) Umfangs

change request

Every new demand after the final offer is handled as a change request.

Änderungswunsch, Änderungsantrag

to throw something in

For that price, the supplier threw in a year of support.

etwas kostenlos dazugeben

concession

Never make a concession without getting one in return.

Zugeständnis

in return

We include the training; in return, you sign this week.

im Gegenzug

deliverables

The deliverables list defines exactly what the price covers.

Liefergegenstände, vereinbarte Leistungen

to drive a hard bargain

She drives a hard bargain, but she always keeps her word.

hart verhandeln

Answer key

Check only when you have finished. Every answer comes with the **why**.

BRICK 2 · FILL THE GAPS

01 **possibly**

False friend: German "eventuell" means possibly/maybe. English "eventually" means "in the end, for certain" — which is why Richard hears a promise.

02 **return**

"In return" is the standard phrase for tying a concession to something you get back.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — he cannot move on the warranty: three years would require a different service contract and change the price.

02 **True**

True — he trades the training for a firm Friday signature and first payment within fourteen days: a concession for a concession.

BRICK 4 · ORDER

01 **1.** Richard announces board approval and "one or two small points"

02 **2.** Felix labels the demands as change requests outside the scope

03 **3.** The eventuell–eventually misunderstanding happens

04 **4.** Felix trades the training for a Friday signature and fast payment

05 **5.** Richard accepts and asks for the updated deliverables list

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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