

B2

NEGOTIATIONS

MONOLOG · 4 MIN.

Negotiating Compensation for a Delayed Shipment · *Podcast*

The shipment arrived three weeks late — now compensation is on the table. A coach shows how to make the claim in English without damaging the relationship.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/negotiating-compensation-for-a-delayed-shipment>

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
compensation	Entschädigung, Ausgleich	<i>We are seeking compensation for the two days of lost production.</i>
to quantify	bezeichnen, in Zahlen ausdrücken	<i>Before the call, quantify exactly what the delay cost you.</i>
downtime	Stillstandzeit, Ausfallzeit	<i>The software failure caused six hours of downtime.</i>
amicable	gütlich, einvernehmlich	<i>Both sides wanted an amicable solution instead of a legal dispute.</i>
as a result	infolgedessen, dadurch	<i>The parts arrived late; as a result, we missed our own deadline.</i>
credit note	Gutschrift	<i>The supplier issued a credit note for five per cent of the invoice.</i>
remedy	Abhilfe, Ausgleichsleistung	<i>We proposed a concrete remedy: a discount plus priority handling.</i>
penalty clause	Vertragsstrafenklausel	<i>The framework agreement contains a penalty clause for late delivery.</i>



BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

by

until

till

since

result

reason

consequence

follow

- 01 Please send us the credit note _____ Friday, the twelfth.
- 02 The shipment was confirmed for the second of July and arrived on _____, our line was down for the twenty-third. As a _____, our line was down for two days.

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

- 01 Daniel advises opening the call with the penalty clause in the contract. T ☐ F ☐
- 02 The production line was down for two days because of the delay. T ☐ F ☐

BRICK 4 · ORDER



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

- 01 ☐ Keep the penalty clause as an escalation path
- 02 ☐ Open the call amicably
- 03 ☐ Name a specific remedy
- 04 ☐ Quantify the damage in numbers
- 05 ☐ State the facts and link delay to damage

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/negotiating-compensation-for-a-delayed-shipment>

compensation

We are seeking compensation for the two days of lost production.

Entschädigung, Ausgleich

to quantify

Before the call, quantify exactly what the delay cost you.

bezeichnen, in Zahlen ausdrücken

downtime

The software failure caused six hours of downtime.

Stillstandzeit, Ausfallzeit

amicable

Both sides wanted an amicable solution instead of a legal dispute.

gütlich, einvernehmlich

as a result

The parts arrived late; as a result, we missed our own deadline.

Infolgedessen, dadurch

credit note

The supplier issued a credit note for five per cent of the invoice.

Gutschrift

remedy

We proposed a concrete remedy: a discount plus priority handling.

Abhilfe, Ausgleichsleistung

penalty clause

The framework agreement contains a penalty clause for late delivery.

Vertragsstrafenklausel

Answer key

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

BRICK 2 · FILL THE GAPS

01 **by**

The classic trap: German "bis" becomes "by" for deadlines. "Until" only describes a continuing state ("valid until Friday").

02 **result**

"As a result" links the delay to the damage — the heart of any compensation claim.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — the penalty clause is the escalation path if the supplier refuses: "keep an escalation path, but don't open with it".

02 **True**

True — the line was down for two days, plus overtime costs and a penalty from her own customer.

BRICK 4 · ORDER

01 **1.** Quantify the damage in numbers

02 **2.** Open the call amicably

03 **3.** State the facts and link delay to damage

04 **4.** Name a specific remedy

05 **5.** Keep the penalty clause as an escalation path

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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· Online.

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