

B1

NEGOTIATIONS

DIALOG · 3 MIN.

Requesting Free Shipping on a Large Order · Podcast

A large order is on the table — how to ask for free shipping in English without sounding demanding.

Listen to the episode +
comprehension test:

<https://www.englisch-lehrer.com/podcasts/requesting-free-shipping-on-a-large-order>

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
a large order	eine Großbestellung	<i>We placed a large order with our main supplier last month.</i>
volume price	Mengenpreis / Staffelpreis	<i>From 500 units you qualify for our volume price.</i>
to get free shipping	kostenlosen Versand bekommen (nicht: to become!)	<i>Orders over 500 euros get free shipping.</i>
to make an exception	eine Ausnahme machen	<i>For long-standing customers we can make an exception.</i>
delivery charge	Versandkosten / Liefergebühr	<i>The delivery charge is twelve euros per pallet.</i>
to place regular orders	regelmäßig bestellen	<i>We plan to place regular orders every quarter.</i>
free of charge	kostenlos / gebührenfrei	<i>The first consultation is free of charge.</i>
written quote	schriftliches Angebot	<i>Please send us a written quote by Friday.</i>





BRICK 2 · FILL THE GAPS



Complete the missing word from the conversation.

become

get

take

win

charge

cost

price

money

- 01 On an order this size, will we become — sorry, will we _____ free shipping?
- 02 Yes — if the total is over thirty thousand euros, shipping is free of _____ .

BRICK 3 · TRUE OR FALSE?



Tick one. T = true, F = false.

- 01 Emily immediately offers completely free shipping. T ☐ F ☐
- 02 Markus decides to increase the order to reach the free-shipping limit. T ☐ F ☐

BRICK 4 · ORDER



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

- 01 ☐ They agree on 260 chairs with free shipping and a written quote
- 02 ☐ Markus asks whether the order gets free shipping
- 03 ☐ Markus suggests adding ten more chairs
- 04 ☐ Markus announces a large order of 250 chairs
- 05 ☐ Emily offers to halve the delivery charge

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/requesting-free-shipping-on-a-large-order>

a large order

We placed a large order with our main supplier last month.

eine Großbestellung

volume price

From 500 units you qualify for our volume price.

Mengenpreis / Staffelpreis

to get free shipping

Orders over 500 euros get free shipping.

kostenlosen Versand bekommen (nicht: to become!)

to make an exception

For long-standing customers we can make an exception.

eine Ausnahme machen

delivery charge

The delivery charge is twelve euros per pallet.

Versandkosten / Liefergebühr

to place regular orders

We plan to place regular orders every quarter.

regelmäßig bestellen

free of charge

The first consultation is free of charge.

kostenlos / gebührenfrei

written quote

Please send us a written quote by Friday.

schriftliches Angebot

Answer key

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

BRICK 2 · FILL THE GAPS

01 **get**

Classic trap: German "bekommen" = English "to get". "To become" means "werden" — "we become free shipping" makes no sense.

02 **charge**

"Free of charge" is the fixed phrase for "at no cost". "Free of cost" is not idiomatic business English.

BRICK 3 · TRUE OR FALSE?

01 **False**

False — at first she only offers to cut the delivery charge in half. Shipping only becomes free above thirty thousand euros.

02 **True**

True — he rounds the order up to two hundred and sixty chairs to pass the limit.

BRICK 4 · ORDER

- 01 **1.** Markus announces a large order of 250 chairs
- 02 **2.** Markus asks whether the order gets free shipping
- 03 **3.** Emily offers to halve the delivery charge
- 04 **4.** Markus suggests adding ten more chairs
- 05 **5.** They agree on 260 chairs with free shipping and a written quote

KEEP PRACTISING LIVE

Want to practise these phrases in a real conversation?

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