

On the *How to haggle* webpage on bbclearningenglish.com, you can hear an audio clip of a woman haggling over the price of a new computer. Listen to this clip and try to answer the following questions. You may need to listen more than once!

1. What is the price of the computer?
2. What does the salesman offer to do? (he makes three suggestions)
3. How much does the customer pay?

The answers follow the transcript, below.

Transcript

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.

Answers

1. What is the price of the computer?

£446 including VAT (Value Added Tax – a UK consumer tax).

2. What does the salesman offer to do? (he makes three suggestions)

He offers to throw in the delivery for free, worth £20.

He offers to match the price to another shop's price.

He offers a £40 discount.

3. How much does the customer pay?

£405.