

### Track 15 Unit 3 E 2 Exercises a. and b.

#### Conversation 1

Journalist: Ah, hello. I wonder if you might be able to iron this for me?  
Assistant: We can do that for you, no problem.  
Journalist: And, uh, how much will it cost?  
Assistant: £2.50.  
Journalist: Ah, OK. And would you have, er, any flexibility with that price?  
Assistant: Sorry?  
Journalist: Well, what I mean is ... can you knock 10% off?  
Assistant: You want to haggle over the price of your dry-cleaning?  
Journalist: Well actually I don't want the shirt dry-cleaned. I just want it ironed. So come on! How about two quid?  
Assistant: Just a moment, I'll get the manager to speak to you.  
Manager: Good morning. Are you the gentleman looking for a discount?  
Journalist: That's right. I'm asking for a 20% reduction.  
Manager: Well, I can't really do you anything on the one shirt but if it's a bulk order<sup>i</sup> then maybe we could work something out.  
Journalist: OK, so how about 20% off ten shirts?  
Manager: Well, I could do you 10%.  
Journalist: 15% - and that's my final offer.  
Manager: All right, bring the shirts in and we'll talk.  
Journalist: I'd like to try to get a better deal, but I'll take your card anyway. Thanks.

### Track 16

#### Conversation 2

Journalist: Hello, do you have two tickets for the evening's performance?  
Assistant: Yes we do. There are some very good seats still available for £55.  
Journalist: That's just too much for me. Can you reduce them at all? Since it's for tonight's show.  
Assistant: Hmm, we might be able to something. How does £25 sound?  
Journalist: Still too much, I'm afraid. Would you accept £20?  
Assistant: Sorry, I can't ... If you came back before the performance, then maybe.  
Journalist: You'll sell them at twenty quid<sup>ii</sup>?  
Assistant: Well, I might . Make sure you come back to this window.  
Journalist: Ah, all right then. I'll see you this evening.

### Track 17

#### Conversation 3

Journalist: How much would a haircut be?  
Assistant: A cut for men starts at £24, and they go up to £52. Depends on which stylist you want.  
Journalist: What! Fifty quid? But I only want a normal haircut, nothing fancy. Can't we find some middle ground here?  
Assistant: Well, if you're ready to get it done right now, our top stylist is free and you can have a stand-by appointment for £15.  
Journalist: And that would usually be £52?  
Assistant: Yes, Stand-by appointments are not advertised and available<sup>iii</sup> only to those who ask. If a stylist is free, we'd rather they were working. And we will always put clients with the best stylist available because we see it as good for sales. If they like the cut, they'll come back again.

### Track 18

#### Conversation 4

Journalist: How much to press a shirt, please?  
Assistant: Two pounds.  
Journalist: Can you do it for any less than that?  
Assistant: Nope.  
Journalist: You can't even move on that figure by, say, 5%?  
Assistant: You want 10p off?  
Journalist: Yes, just 10p. That's all I'm after.  
Assistant: No, I said two pounds.

Journalist: Is that your final offer?  
Assistant: It's not an offer, it's the price!  
Journalist: OK then, here's two pounds.