

REVIEW UNIT 34

Transacting Business

(Units 31, 32, & 33)

Introduction

Describe each picture.



 Q & A

Answer the following questions:

31 Pitching for Business 1

- a. What are some ways to win customers?
 - Mention some sales pitch examples
- b. What do you think makes a good presentation?
 - What is the most difficult thing about making/preparing a presentation?
 - What about during the presentation?



32 Pitching for Business 2

- a. What do you think is the most important thing when selling products or services?
- b. In your opinion, what is the difference between products/services from international companies and from Japanese companies?
- c. What is customer service satisfaction?
 - How important is it?
 - Mention some companies in Japan that give the best customer service.



33 Placing an Order

- a. How do you order something online?
 - Do products/items arrive on time?
 - What can you say about the company's customer service?
- b. Which is more convenient, ordering online or purchasing directly from a store/shop?
- c. Do you buy something based on the price or the quality?



 **Role Play**

Do the role play with your teacher.

SITUATION

You are presenting your company's new mobile phone model "Genesis Plus" to a new client. Explain these details to him/her:

- design/color
- battery longevity
- durability
- applications



You have finished explaining the features of the new phone model. Discuss the price to the client.

Phone price: \$500

Try to negotiate with the client. He/She might haggle so do your best until you can reach an agreement.



You are in a restaurant to celebrate your successful business deal. Order some food and use the expressions you have learned.



 *Extra exercise!*



Talk about a unique/strange product in Japan

You should say:

- **what the product is**
- **how much it is**
- **what it is used for**
- **how to use it**

and say if it is useful to everyone