

UNIT 41



## Sales Coverage Problem 2

### I. Express Yourself



### II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

priority

implement

candor

replacement

hesitate

### III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

**Mr. Harris:** Sure. Basically, he's been very slow to call us with important market information. We don't feel like he's making us a priority. Also, he hasn't given us any good trading strategies that we can implement.

**Steve:** I understand. I know this was a difficult call for you to make and I appreciate your candor. Let me think about the situation and find a proper replacement for you.

**Mr. Harris:** Thanks very much. I did hesitate to make this call. As I said, Richard is a nice guy and maybe a good salesperson. It's nothing personal but he's not right for us.

**Steve:** I'll make sure he understands that. I have a few ideas. How about I give you a call Monday with some suggestions?

**Mr. Harris:** That would be fine. I really appreciate you taking the time to address this.

**Steve:** It's my pleasure. You're a very important client for us and I want to make sure we do the best for you. I'll talk to you Monday. Have a good weekend.

**Mr. Harris:** You, too.

#### Comprehension Check

1. Why is Mr. Harris complaining?
2. According to Mr. Harris, is Richard a good salesperson?
3. When are Steve and Mr. Harris going to talk again?



<p><b>I appreciate your candor.</b></p>	<ul style="list-style-type: none"> <li>- I appreciate/Thanks for your frankness.</li> <li>- I appreciate/Thanks for your openness.</li> </ul>
<p><b>He's not right for us.</b></p>	<ul style="list-style-type: none"> <li>- He's not best for us.</li> <li>- He's not suited for us.</li> <li>- He's not desirable for us.</li> <li>- He's not suitable for us.</li> </ul>
<p><b>It's my pleasure.</b></p>	<ul style="list-style-type: none"> <li>- My pleasure.</li> <li>- You're welcome.</li> <li>- No problem.</li> <li>- Sure.</li> <li>- Anytime.</li> <li>- It was nothing.</li> <li>- You bet.</li> <li>- No sweat.</li> </ul>

#### IV. Exercises

##### Exercise A

#### Vocabulary Building

Fill in the blanks with the correct words from the box.

priority    implement    candor    replacement    hesitate

1. I need to find a \_\_\_\_\_ for my old bag.
2. \_\_\_\_\_ means talking to someone directly and honestly.
3. Please don't \_\_\_\_\_ to call me when you have a problem.
4. My \_\_\_\_\_ is my family because they are very important to me.
5. The management will \_\_\_\_\_ a new policy for the betterment of the company.

 Exercise B

Answer the questions, and give your reason for each of the items below.

Think about the material things you own at the moment. Would you like to replace/change them?  
Why or why not?

phone  
a specific dress/t-shirt  
a specific pair of shoes  
television  
bed

 Exercise C

The following are the reasons for someone's demotion at work. Practice with your teacher by telling him/her these reasons in a polite and professional way.

1. An employee displays rude and unprofessional behavior.
2. An employee doesn't have much skills and knowledge in his assigned task.
3. An employee is always late and absent from work.
4. An employee couldn't finish his tasks by the deadline.

✚ ROLEPLAY

Your friend was replaced by someone else to do his/her job. How will you comfort him/her?

