

## The Verbal Clues Quiz – Answers & Suggestions

What they say:	What they mean:	You might say:
We would find it extremely difficult to meet the deadline	If we do meet it, it must be worth something	What would make it worth the effort?
Our organization is not set up to cope with that	So, if we do, consider it a real favour	I appreciate your flexibility, perhaps we can “give” you something in return
I do not have the authority to arrange...	But someone else does	What would you need to get the authority from someone else?
It is not our normal practice to do that	I could make an exception	Could you make an exception?
I never negotiate on price	If you want to, you start	We would propose X as a reasonable price to pay
We can discuss that point	It is negotiable	Excellent news, in what ways could you be accommodating?
We are not prepared to discuss that at this stage	But we will later	OK, let’s park that one for now
That’s a lot more than our budget	So, it had better offer real value and extra benefit	What additional value would make it fit your needs?
It is not our policy to give additional discounts and if we did, they would not be as much as 10%	We would accept 5%	Would you accept 5%?
Our price for that quantity is X	But, for a larger quantity...	What is your price for 2X?
They are the standard terms and conditions	But we could negotiate	It is always good to have a standard as a baseline, we would like to discuss these points
It seems like an extremely reasonable arrangement	It is best for me	We’re glad you like it, could you give us a bit more on X?
It is a good price	It is profitable for us	We are happy that you are happy
I can’t say I am happy with the arrangement but...	I agree, but I may ask for something	Thank you for agreeing, is there anything else you would like to bring up before the deal concludes?