**BE47: Case study: A partnership agreement]**

**Background**

EPJS (Executive and Private Jet Service) is a jet charter company. It arranges travel in private jets for top executives and VIPs (very important people). It provides a customised service, looking after all its customers' requirements, from booking tickets to transporting air travellers to their final destination.

It is currently negotiating a partnership agreement with the Mega luxe group of hotels. Based in Stuttgart, Germany, Megaluxe has five-star hotels across Europe, Asia and South America. EPJS has agreed to give Megaluxe 'preferred partner status'. This means that EPJS will always reserve rooms for its customers in a Megaluxe hotel, providing the customer has not expressed a preference for another hotel.

EPJS is a fast-growing company, but it is facing strong competition from other charter airlines. To beat the competition, it must offer customers a very attractive package: good·value prices, special assistance at airports, superb hotel accommodation and outstanding service.

EPJS and Mega luxe have met several times. They are now ready to negotiate some of the key terms of the contract.

Listening: 1.33 Listen to a conversation between a director of EPJS and a director of Megaluxe. They are discussing the agenda for the negotiation. Note down the agenda items.

Welcome to Megaluxe hotels

• Every modern convenience

• Splendid views of the city

• Elegance, luxury, relaxation

ROOM RATES

Format Arrangement Rate/night

Platinum Suite Suite $4,000

Gold Standard Double room $1,000

Executive Double room $850

Clients chartering for special events, e.g. celebration trips, family reunions, sports-team travel, bands on tour, etc.

Role play a Negotiation between the 2 companies.

**A: Saying ‘no” politely**

1 What excuses do people make when they say 'no'?

2 Have you ever had to say 'no', but been embarrassed?

3 Have you ever said 'yes' to a request, but later wished you had said 'no'?

4 When is it rude to say 'no' in your country?

**B: Listening: 1.34** Listen to the first part of a short talk by a cross-cultural communications expert. Complete these five tips for saying 'no' politely.

1 Pay . .. . . . . . . . . . 2 Offer . . . . . . . . . . . . 3 Show . . . . . . . . . . . .

4 Be . . . . . . . . . . 5 Avoid . . . . . . . . . . . .

C: Listening: 1.35 Listen to the second part of the talk. True (T) or false (F). Correct the false ones.

1 In Japan, it is very important to focus on verbal communication.

2 In Japan, it will embarrass people if you turn down a request.

3 Indonesians do not like to embarrass people by saying 'no'.

4 Bahasa Indonesian has 12 ways of saying 'yes'.

5 In China, silence can mean there are problems.

6 In the Arab world, silence usually means 'no'.

7 Refusing a cup of coffee from an American host is considered rude.

Match the invitations and requests (1-5) to the responses (a-e).

a) I'm afraid you've come to the wrong person. You'll have to ask Ingrid in Health and Safety.

b) Thanks for the invitation, but I'm not feeling so well. Maybe some other time.

c) Nothing more for me, thanks. It was delicious.

d) I'm sorry. I'd love to, but I have other plans that evening.

e) I've had a wonderful time and I wish I could, but I really

have to go.

1 Would you like to go out for a meal later?

2 Would you like some more food?

3 Shall we meet up next Tuesday?

4 Please stay a little bit longer.

5 Can you check that the fire-exit notices are all in the right place, please?