

Unit 09 Enquiries and offers for IT services

Lecture Notes based on Chapter 9, IT Matters, Cornelsen, 2018, pp.92-99

Foundation: A Video Conferencing System

Situation: You work for the German subsidiary of a Maltese firm that is interested in installing a video conferencing system.

→ You write a report on a suitable system for your supervisor.

The owner of the firm in Malta, Mr Calleri would like to discuss the Conferencing system with your supervisor Claudia Weber. He has sent an email describing what he wants from the system.



A Mr Calleri's requirements. Rewrite the jumbled sentences.

- 1 My / access / employees / to the data / should have / wherever they are.

My employees should have access to the data wherever they are.

- 2 We need / we want / the sessions / to re-play / whenever.

We need to re-play the sessions whenever we want.

- 3 It should / helps us / feature a guide / to use / that / the system.

It should feature a guide that helps us to use the system.

- 4 We'd / try out / to / the system / before / like / we buy it.

We'd like to try out the system before we buy it.

- 5 How can / someone / it help / who / good English / doesn't speak?

How can it help someone who doesn't speak good English?



B What are the solutions to Mr Calleri's requirements in task A? Complete the sentences.

- 1 Cloud Storage to give access to all who know the code.

- 2 A video recording to replay the sessions.

- 3 A user manual in basic English, French and German.

- 4 A free trial period before we can make a buying decision.

- 5 A multi-language support for clients who aren't native speakers.



C Verbs in context. Complete the phrases with verbs that fit the context.
The German translations can help you.

1	<u>Disagree</u>	with a suggestion	<i>nicht einverstanden sein</i>
2	<u>Deliver / Provide</u>	a system on a trial basis	<i>zur Verfügung stellen / liefern</i>
3	<u>Schedule</u>	one's meetings	<i>(Termine) planen</i>
4	<u>Speak</u>	against/for something	<i>sich gegen/für etw aussprechen</i>
5	<u>Sum</u>	up the arguments	<i>zusammenfassen</i>

p.93/Ex 3

3 Writing a report

A Work with a partner. First, match the sentences beginnings (1–8) and endings (a–h) to produce complete sentences.

- | | | |
|---|--|---|
| 7 | 1 For these reasons, we believe that ... j | a ... a video recording function, a user's guide and a 15-day free trial. |
| 8 | 2 In conclusion, we suggest that ... f | b ... chose a suitable video conferencing system for Maltech. |
| 6 | 3 It does not feature calendar integration, ... h | c ... four video conferencing systems that might be suitable. |
| 5 | 4 The system features cloud storage, ... a | d ... it meets most of the requirements. |
| 3 | 5 The systems we looked at were ... e | e ... 'Join us', 'Business Scope', 'Talk to Me' and 'Let's Meet'. |
| 1 | 6 This report will explain how we ... b | f ... Maltech orders 'Let's Meet'. |
| 4 | 7 We have chosen 'Let's Meet' because ... d | g ... 'Let's Meet' is the best system for the company. |
| 2 | 8 We searched the internet and found ... c | h ... which was an optional requirement. |

B Now put the sentences in the correct order, using the following headings, to produce the complete report.

Choosing a video conferencing system for Maltech

Introduction (2 sentences)

Main part (4 sentences)

Conclusion (2 sentences)

Part A: Customer requirements, p.94

Situation: You are a sales representative at CollectThoughts.com, an American company providing a cloud-based platform that enables teams to upload, store and collaborate on documents.

→ You discuss a customer's requirements and make him/her an offer.

General questions – write down/type some answers.

1. Where do you look for the addresses and telephone numbers of your friends?
2. How do you organize documents like birth certificate, school reports, etc.?
3. How are documents managed in your training company?
4. Which features should a document management software have?

Research the following link for more relevant phrases and vocabulary:

[15 Best Document Management Systems of 2022 - Financesonline.com](#)

- 1 +
- 2 entire organization
- 3 +
- 4 need to call it
- 5 after the call
- 6 +
- 7 don't use if
- 8 +

1) Asking the right question

Your colleague Sebastian Heinz is meeting with Chris Petersen from Astrus Telecom. Astrus is interested in a new document management system and Sebastian wants to make sure he understands exactly what they need.

p.94/ 1) Asking the right questions B and C, Track 33

Complete Sebastian's questions.	Which questions ask for		
	a yes/no answer?	specific information?	more information?
1. what responsibilities your team has?		X	
2. Can you explain to manage?		X	
3. some more details?			X
4. And could you ... how conference calls are used?			X
5. Could you tell me your current environment ...?		X	
6. most of your colleagues feel?	X		
7.... elaborate?			X
8. Can you tell me you?		X	
9. an easy-to-use solution ?	X		
10. a bit further?			X

- 1) Could you tell me
 2) what you need
 3) Can you give me
 4) tell me more about
 5) what is like 6) Is that how
 7) Can you
 8) what problems this causes for
 9) Is important for you
 10) Could you explain

For your notes

2 Matching features to requirements

Now demonstrate the unique selling proposition of CollectThoughts. Put the following sentence parts in the correct order to create statements.

- 1 by allowing / to information / supports remote working / online and offline access

Supports remote working by allowing online and offline access to information.

- 2 TLS/SSL encryption / protects data security / and two-step verification / using industry standard

Protects data security, using industry standard TLS/SSL encryption and two-step verification

- 3 by allowing multiple users / simplifies collation of feedback / to provide simultaneous feedback

Simplifies collation of feedback by allowing users to provide simultaneous feedback

- 4 and allowing reversion to older versions / of version control / with a few clicks / by automatically managing versions / reduces the complexity

Reduces the complexity of version control by automatically managing versions and allowing reversion to older versions with a few clicks

- 5 with .pdf, .doc, .xls, images and videos / in many different formats / makes it easy / to store and view information

Makes it easy to store and view information in many different formats with pdf, doc, xls, images and videos

- 6 and simple uploading / increases usage / via user-friendly interface / and sharing of information / from non-technical employees

p.95/4 Roleplay – Finding out a customer's requirements

Take notes for your role before performing!

1b 6e
2h 7d
3f 8a
4j
5c

Unit 9: Words & phrases for negotiations (Part A)

- D Talking about conditions. Complete the phrases with words from the list.

write • collaborate • protect • match • support • summarize

- 1 _____ features to requirements
- 2 _____ on documents
- 3 _____ a file format
- 4 _____ the requirements
- 5 _____ a follow-up email
- 6 _____ data security



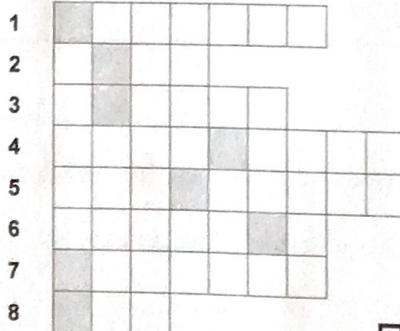
- E Finding out about customer requirements. Complete the questions that are often used when talking to a customer.

- 1 _____ a bit further?
- 2 _____ what problems this causes you?
- 3 _____ some more details?
- 4 _____ you'd like to mention?
- 5 _____ what you think the best solution is?
- 6 _____ most of your customers feel?



- F Complete the puzzle with words that have a similar meaning as the underlined word(s). Then use the letters in the grey boxes and write the solution word below.

- 1 ask for additional information (adjective)
- 2 if you need something you ... on it (verb)
- 3 access to the company network when you are out of the office enables ... working (adjective)
- 4 instant action or response (adjective)
- 5 to go into detail about something (verb)
- 6 a file format that many people like and use is a ... file format (adjective)
- 7 collect and compare emails (verb)
- 8 most important requirements (noun)



Solution word:





Datum:

Fach:
Klasse:

Unit 9: About terms & conditions (Part B)

- G Find a word/phrase that has the same meaning as the underlined word or phrase.

- 1 examine a proposal carefully
- 2 reduce the price
- 3 influence the price
- 4 come to an agreement
- 5 Let's start.

review

lower / bring the overall price down

affect

reach

Let's get down to business

- H Complete the phrases on the right with words that have an opposite meaning.

- 1 ask general questions
- 2 advise against a software
- 3 agree on a proposal
- 4 reduce the number of users
- 5 limited number of support calls

ask specific questions

recommend a software

disagree on a proposal

increase the number of users

unlimited number of support calls

- I Contracts. Complete the phrases with the verbs from the list.

read • discuss • sign • negotiate • decide

- 1 discuss
- 2 decide
- 3 negotiate
- 4 read
- 5 sign

all options

whether to pay monthly or annually

the details of a contract

the terms and conditions carefully

the contract

- J Match the words with the definitions.

- 1 obligation
- 2 negotiation
- 3 discount
- 4 purchase
- 5 licence

a discussion in trying to reach an agreement

b the act of buying something

c official document allowing you to do or use something

d reduction in the usual price

e moral or legal duty to do something

- | | | |
|----|-----|---|
| 1. | 10 | c |
| 2. | 30 | f |
| 3. | 15 | e |
| 4. | 7% | a |
| 5. | 20% | b |
| 6. | 70 | d |

- 1 Well I can't offer you what I can do is
- 2 I'm sorry but the price I quoted is the best I can do
- 3 Yes I think we can do that for you
- 4 I'm prepared to offer you that
- 5 No I'm afraid I can't do that
- 6 I have some room to move.

Situation: A sales representative from Collect Thoughts.com, an American company that provides cloud-based platforms and software solutions, negotiates details of a contract. Write a dialogue for the partners in the role play in IT Matters, p.97 ex. 3 "Negotiating the terms of an offer"

FILE 16: Unit 9, Part B, exercise 3A

Partner A

Your company is interested in buying in-company feedback software from a supplier (Partner B's company). You need the software to create surveys about working conditions in your company.

Try to negotiate better conditions from Partner B for the points listed below. Make notes of what you agree on during your negotiation.

Price:

Internal Feedback Surveys \$15.99 per month per user + \$5.95 support per user
(*can: to reduce*)

Inclusions:

Document management
Number of surveys per month: 20 (*can: to increase*)
Number of questions per survey: 50 (*can: to increase*)

Support

Number of questions raised via chat: Unlimited (OK)
Number of total support calls per month: 5 (*can: to increase*)

FILE 18: Unit 9, Part B, exercise 3A

Partner B

Your company offers in-company feedback software. Partner A's company is interested in buying this software from you.

Try to protect the offer you have made (below) to Partner A. Keep in mind that you can only compromise on the areas highlighted below. Make notes of what you agree on during your negotiation.

Price:

Internal Feedback Surveys \$15.99 per month per user + \$5.95 support per user
(*can drop support price by \$2 per user/month*)

Inclusions:

Document management
Number of surveys per month: 20 (*no increase*)
Number of questions per survey: 50 (*can go up to 100*)

Support

Number of questions raised via chat: Unlimited (OK)
Number of total support calls per month: 5 (*can increase if training purchased*)

Negotiating	Unit 9
Accommodating changes to the offer <ul style="list-style-type: none">- I have some room to move.- OK, I'm prepared to offer you that.- Yes, I think we can do that for you. Refusing what the client asks for <ul style="list-style-type: none">- I'm sorry, but the price that I quoted you is the best I can do.- No, I'm afraid I can't do that.- Well, I can't offer you ... But what I can do is ...	<ul style="list-style-type: none">- Ich habe etwas Spielraum.- In Ordnung, ich biete Ihnen dies gerne an.- Ja, ich denke, dass wir dies für Sie tun können. <ul style="list-style-type: none">- Es tut mir leid, aber der Preis, den ich genannt habe, ist das Äußerste, das ich Ihnen anbieten kann.- Nein, ich kann dies leider nicht tun.- Ich kann Ihnen kein/e ... anbieten. Ich kann jedoch ...