

Review 8

International trade

1 In each set of four below, match a verb on the left with a noun on the right to make phrases about export sales.

- | | |
|-----------------|--|
| 1 Don't sell | proactive with local distributors. |
| 2 Be | a firm commitment to export. |
| 3 Make | outside the box. |
| 4 Think | on price rather than quality. |
| 5 Trade | an exclusive deal. |
| 6 Sign | time, effort and money. |
| 7 Be prepared | on open account. |
| 8 Invest | to modify product specifications. |
| 9 Ask | payments can be done by the credit agency. |
| 10 Chasing | a credit agency about a customer's creditworthiness. |
| 11 Focus on | that what works in your domestic market will also work abroad. |
| 12 Don't assume | one market, rather than trying to sell all over the world. |

2 Find a word in 1 that means:

- the ability of a company to repay debts: _____
- trying hard to get something you want: _____

3 The collocations below are used in international business transactions. Cross out the one verb in **bold** in each group that does not collocate with the noun.

- issue** / reach / settle / **query** an invoice
- assume** / provide / load / **ship** goods
- chase** / comply with / state / meet conditions
- negotiate** / reach / sign / state a deal
- check in** / check out / check up on a customer's creditworthiness
- fall behind with** / get behind with / move behind with payments

4 The words in **bold** below are all in the wrong places. Put them in the correct places.

After the exporter and foreign customer finally (1) **check up on** a deal, the exporter will (2) **comply with** the goods and (3) **reach** an invoice. The exporter must (4) **issue** all the conditions in the contract, and if they do they can expect to be paid on time. It is a waste of time if they have to (5) **ship** customers who (6) **chase** payments. If there is a problem with payment, the exporter can use a credit agency to (7) **get behind with** a customer's creditworthiness.

5 Complete the text with these time prepositions: *at, during, from, in, until, within.*

(1) _____ the 90s we worked with a series of different local agents. (2) _____ 2002 we started using APL, and they have been our exclusive agent (3) _____ that time (4) _____ now. They are very good at collecting payment from local customers, and we give them the discretion to ask for payment (5) _____ either 60 or 90 days. They forward to us all payments they have collected, after taking their commission, and we receive money from them (6) _____ the end of every month.

6 Put the words in the diplomatic sentences into the correct order.

- Direct: I'll explain it again if you want.
Diplomatic: *it let me way another put.*
- Direct: You are not convinced.
Diplomatic: *wrong me if you correct but I'm saying that seem to be you are not convinced.*
- Direct: You are wrong!
Diplomatic: *I'm a slight misunderstanding there seems to be afraid.*
- Direct: You don't understand!
Diplomatic: *I clear myself haven't made perhaps.*
- Direct: You want to withdraw from the project, right?
Diplomatic: *you would be saying I right in that want to withdraw from the project?*

7 Use the words in brackets to make the direct sentences more diplomatic.

- We need more time. (I think / might)
- There are still many difficulties. (I'm afraid / quite a large number)
- We must renegotiate parts of the contract. (perhaps / should / one or two)
- That will be very expensive. (won't / rather)

8 Complete this email sequence using the words and phrases in the box.

further to according to regret to inform
pass this matter now overdue early settlement
have no alternative outstanding balance

Email 1 (Reminder)

(1) _____ our records, our invoice number KL788 is
(2) _____. The total sum is €25,600. We would appreciate your (3) _____ of this (4) _____.

Email 2 (Final demand)

(5) _____ our email of 14 June re invoice KL788, we have still not received payment for the outstanding sum of €25,600. We (6) _____ you that we (7) _____ but to (8) _____ to our legal department.

9 Match the words *outstanding* and *overdue* to their definitions below.

- not paid when expected; late: _____
- not yet paid: _____

10 Which of the two words from 9 has a second meaning of 'excellent and impressive'?