



EazyCity

## Transcript business lesson 1

**Junko:** Hello, Junko Mori speaking. How can I help you?

**Andrea:** Hi, Junko, it's Andrea here from Red Band. I'm calling about our latest order.

**Junko:** Everything arrived OK, right? We got the delivery confirmation at our end.

**Andrea:** Yes, everything's fine with the order. I'm calling about the invoice and the payment terms. I need a favour.

**Junko:** A favour? What do you need?

**Andrea:** This is a little, er ... difficult, but I need an extension on the payment terms. I know they're usually 30 days, but we're having some cash flow problems. You'd really be helping us out if you could extend it to 60 days.

**Junko:** I'm not sure if I can do that, Andrea. We've got regulations at our end, and also have to manage our own cash flow.

**Andrea:** I promise this won't become the norm, Junko. Actually, I also want to place another new order. The same size order as last time. It's for an important customer and they pay on delivery.

**Junko:** I see. So your cash flow problem will be solved after this new order is delivered.

**Andrea:** Exactly.

**Junko:** That sounds good. Hold on, Andrea. Let me see what I can do. Yes, I think we can make an exception this time.

**Andrea:** That's great, Junko. I appreciate your help.

**Junko:** And we appreciate your business, Andrea. It works both ways.

**Andrea:** Thanks again, Junko. Can you send me a quick email confirmation of the payment terms extension?

**Junko:** Sure, no problem. We're happy to help you.

**Andrea:** Great. And I'll email you the new order.

**Junko:** Thanks. I'll keep an eye out for it. Talk to you soon.

**Andrea:** You too. Goodbye.

**Source:** British Council