

PELAJARAN 17 – Negosiasi – Part 1

CATATAN PELAJARANPeran

| | |
|---------------|--|
| Douglas Hale: | Direktur Utama Hale and Hearty Foods |
| Lian Lee: | Pemilik perkebunan teh (bersama Lok suaminya) |
| Lok Lee: | Pemilik perkebunan teh (bersama Lian istrinya) |
| Ahmed: | Manajer Bisnis, Hale and Hearty |

Jalan Cerita

Sebelum memulai rapat negosiasi dengan Lian dan Lok, Douglas mengatur segala sesuatunya agar tamunya merasa enak dan santai. Hadir pula dalam pertemuan ini wajah baru bernama Ahmed yang hanya duduk sebagai peninjau.

Bahasa – Menciptakan suasana ramah

Perhatikan contoh-contoh ucapan ramah dalam menyambut tamu perusahaan:

Selamat Datang/Selamat Bertemu lagi

It's a pleasure to see you again.
Welcome. It's good to see you here again.

Kalau baru sekali ini bertemu muka:

Hello. It's nice to finally meet you face to face.

Menawarkan minum dan bantuan

Is there anything we can get you? Tea or coffee?
Help yourself to tea and coffee.
Let me take your coats.
Would you like me to order a taxi for the end of the meeting?

Basa basi

How was your flight?
 Where are you staying?
 How was your trip?
 Have you had a chance to look around?

Menetapkan panjang-pendeknya pertemuan

We're hoping we won't go longer than an hour.
 This shouldn't take more than ninety minutes.
 We've scheduled two hours for this meeting.

Meminta persetujuan

Are you happy with the agenda?
 How does that sound?
 Would you agree?
 Is that OK?

LATIHAN

1. Kosakata penting

Carilah arti dan cara pengucapan kata-kata di bawah ini pada kamus:

| | | |
|----------------|---------------|----------------------|
| (to) add | association | change |
| considerations | contact | (to) cover (a topic) |
| financial | hopefully | observer |
| position | prospectus | valuable |
| | specification | |

2. Latihan - perbendaharaan kata

Pilihlah (dari daftar di atas) kata yang cocok untuk melengkapi kalimat-kalimat di bawah ini. Tidak semua kata dalam daftar dapat dipakai.

1. I'd like to introduce you to Ahmed, our business manager. He'll be here today as an _____ only.
2. I know your time is _____ so we hope to cover this in an hour.
3. First, we'll begin by outlining our _____.
4. Now I'd like to move on to the financial _____ of the contract.
5. We've been in _____ for over a month now.
6. I hope in that time you've had a chance to read our _____.
7. Our association began in March and, _____, it will continue for a long time.
8. One last thing I'd like to _____ is how much I've enjoyed meeting you both.

3. Latihan Ucapan

Ucapkan berulang-ulang dengan suara keras:

**Are you happy with
Are you happy with
Are you happy with the agenda?
Is there anything,
Is there anything
Is there anything we can get you?**

2. 1) observer 2) valuable 3) position 4) considerations 5) contact 6) prospectus
7) hopefully 8) add